

Refund Policy

This policy is applicable to Macedon Ranges Education - Refunds of Course Enrolment Fees. This information is also available in the Macedon Ranges Education Student Information Guide and is displayed on the Macedon Ranges Education Website. This policy replaces all previous versions of the Refund Policy, and the terms and conditions of this policy will apply to all Refund Applications from the date of publication of the policy.

Purpose

Should a student make the decision to withdraw from a course or single unit enrolment for any reason or during the period of 5 calendar days from the date of their enrolment, a refund may be applicable. The information below outlines the circumstances under which a refund may be granted.

Consistent with the requirements of the Australian Consumer Law and Fair-Trading Act 2012 the purpose of this policy is to provide:

- Guidelines for granting refunds of enrolment fees, cancellation of enrolments, and transfer requests. It applies to domestic and offshore students enrolled in Macedon Ranges Education programs.

Enrolment Fees

The Enrolment Fee is to be paid in full on enrolment and is inclusive of the following fees as detailed below.

The Enrolment Fee is calculated as:

- Administration Fee: \$110.00
- Unit Fees: As Determined by the level of study and number of units in the course.
- Currently these Fees are as follows per unit:
- Certificate II \$85.00 per unit
- Certificate III \$95.00 per unit
- Certificate IV \$105.00 per unit
- Diploma \$145.00 per unit
- Materials Fee: \$20.00 per unit of study

Enrolment fees are due for payment before the commencement of a course. Macedon Ranges Education can provide assistance for payment of enrolment fees by arranging a payment plan on request.

Please note:

- *Where Enrolment fees have been paid at a discounted rate. The Unit Fee will be re-calculated to reflect the reduced cost of the course. The Administration Fee and Materials Fee is not subject to adjustment.*
- *If a withdrawal is because of a change of mind about studying for any reason, students will not be eligible for a refund after the 5-day cooling-off period.*
- *No refund paid shall be for any other reason.*

Withdrawal and Refund Process

To apply for a refund of fees paid the student must officially withdraw from the program or units/s within the program in which the student has registered for study by completing a Course Cancellation Form. To be eligible for a refund they must withdraw within 5 calendar days of the start date provided to them using the prescribed form. This form can be accessed via the website www.mymre.com.au, or by requesting the form by sending an email to support@exploreeducationandtraining.com.au or by contacting their Education Adviser. Once completed and signed the Course Cancellation Form should then be forwarded to support@exploreeducationandtraining.com.au for processing.

- The Administration Fee and Materials Fees as applicable to the course are non-refundable. Unit fees for all units of competence accessed during the period of enrolment will not be eligible for a refund.
- A Course Cancellation or Withdrawal Fee will be charged to the student of \$185.00.
- Refund requests are conditional on any debts to Macedon Ranges Education being paid in full or the outstanding amounts will be deducted from the refund.

Please note: Where Enrolment fees that have been paid at a discounted rate. The Unit Fee will be re-calculated to reflect the reduced cost of the course. The Administration Fee and Materials Fee is not subject to adjustment.

Accredited Short Course Programs

Fees are due at enrolment.

To be eligible for a refund a student must withdraw within 5 calendar days of the start date provided and the student may receive a refund of unit fees, subject to any conditions placed on the fees.

To apply for a refund of fees paid, the student must officially withdraw from the program or units/s within the program in which they have registered for study by completing a Course Cancellation Form. This form can be accessed via the website www.mymre.com.au, by requesting the form by sending an email to support@exploreeducationandtraining.com.au or by contacting the Education Adviser. Once completed and signed the Course Cancellation Form should then be forwarded to support@exploreeducationandtraining.com.au for processing.

Refund requests are conditional on any debts to Macedon Ranges Education being paid in full or the outstanding amounts will be deducted from the refund.

Please note:

- *Where Enrolment fees have been paid at a discounted rate. The Unit Fee will be re-calculated to reflect the reduced cost of the course. The Administration Fee and Materials Fee is not subject to adjustment.*
- *If a student withdraws because of a change of mind about studying for any reason, they will not be eligible for a refund.*

The Administration Fee and Materials Fees as applicable to the course are non-refundable.

Unit fees for all units of competence accessed during the period of enrolment will not be eligible for a refund.

If the student has signed a Payment Plan Contract and withdraws after 5 calendar days of the start date, they will still be required to pay any outstanding balances of the total course fees.

Unit Transfers

Students who have enrolled in a unit can transfer to another unit prior to the expiry of 5 calendar days from the date of commencement without penalty. After 5 calendar days, students who transfer units (on approval) will be required to pay the Transfer Fee and the Unit Fee for each unit transferred. Students who transfer units will also incur a non-refundable \$50 Transfer Fee per unit of competence. Students who change units are ineligible to apply for special consideration based on changing units alone.

Appeal of Decision

If the application for a refund is unsuccessful, the student may also seek a review and reconsideration of the refund decision by following Macedon Ranges Education's appeal process at no charge. Details of the Appeals Process is available on our website at www.mymre.com.au. Please refer to the Student Information Guide and the Macedon Ranges Education website for information.

Cancellation of Enrolment

Macedon Ranges Education may cancel or suspend enrolment for specific reasons, such as financial debt, unsatisfactory academic progress, unsatisfactory attendance, or disciplinary actions arising from misconduct in violation of the Student Code of Conduct. The student will receive written notification of the proposed cancellation and will have 28 days to initiate grievance procedures before the cancellation takes final effect. Cancellation will not take effect until the grievance

process initiated by the student has been completed. If a student's enrolment has been cancelled by Macedon Ranges Education, no refund will apply.

Provider Default

In the unlikely event that Macedon Ranges Education defaults, for unforeseen reasons (other than changes and updates to Training Packages as published on Training.gov.au) and is unable to provide a course of study or continue a course of study Macedon Ranges Education will arrange for students to enrol in a similar course of study with another provider and receive a Statement of Attainment for any successfully completed units of study already undertaken.

Cancellation of Course by Macedon Ranges Education.

In the event that a course or unit is cancelled by Macedon Ranges Education for any reason (other than regulatory changes and updates that include release of new courses and units of competence beyond our control to Training Packages as per Training.gov.au), students enrolled at the time of the cancellation announcement will have their unit fees for the course or single unit fee fully refunded.

Students who may have already been assessed as competent for some units in the course will be issued a Statement of Attainment for these units.

Refunds are paid in Australian dollars, within 14 business days from the date of approval of the refund.

Circumstances Where Fees Will Not Be Refunded.

No refund is payable if:

- The student formally withdraws after 5 calendar days of the course start date. In this case, the student is liable to pay the full fee and any expenses, costs, or disbursements incurred in recovering the tuition fees.
- Terms and conditions of the contract between the student and Macedon Ranges Education are breached.
- Breaches of the Student Code of Conduct occur.
- The student's enrolment is cancelled by Macedon Ranges Education.

The following Fees are Non-refundable:

- Fees charged for administrative services e.g., extension fees, reprints for transcripts etc. as listed in the Student Information Guide.
- Administration fee.
- Materials fees.

Academic Misconduct

Students expelled from their course of study will not be entitled to a refund. Refer to the additional information on withdrawals, refunds, and other conditions provided above. This is because Macedon Ranges Education will have already expended resources associated with setting up student records and providing materials.

Nothing in this policy limits the rights of individuals to act under Australia's Consumer Protection laws and the Australian Consumer Law and Fair-Trading Act 2012. The responsible officer for the implementation and relevant training of this policy is the Chief Executive Officer

Version Control

This document is under version control.

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