



Refund Policy

1.1 If a student visa is refused and the refusal was a reason for the student's failure to start the course on the agreed starting day for the course, or withdrawing or failing to pay tuition fee on time from the course on or before the agreed starting date, then no refund to the student

1.2 Prior to Commencement (Other than visa refusal)

- a. If written notice of withdrawal is received from a student more than 60 days prior to the initial course commencement, total course fee (tuition fee plus non tuition fee) less AU \$500.00 is refundable.
- b. If written notice of withdrawal is received from a student less than 60 days but more than 28 days prior to the initial course commencement, 50% of the tuition fees plus 100% of the non-tuition fee is refundable.
- c. If written notice of withdrawal is received from students less than 28 days prior to commencement of course date or failed to commence the course on an agreed commencement date, no refund will be issued.
- d. If students defer course commencement date and then apply for a refund, no refund will be issued.

1.3 Post commencement (Other than visa refusal)

Under following circumstances, no refund will be issued to students.

- Students cancel their enrolment in a course after their commencement date (this includes abandonment of course enrolled in before its completion) In the event that students seek and are granted approval by MIVS to transfer to another provider prior to completion of six months study of the principal course
- In the event that the students enrolment is cancelled because of infringement with MIVS Disciplinary Policy or breach of student visa conditions or fail to make scheduled payment of their fees and charges

1.4 If there is no written refund agreement

If MIVS didn't enter into a written refund agreement with student, MIVS will refund the unspent tuition fees to the student. The refund amount will be calculated as below

Refund amount = weekly tuition fee x weeks in default period

1.5 Refund due to Provider Default Provider Default occurs in the following circumstances:

- The course does not commence at the location on the agreed commencement date (or)
- The course ceases to be provided at any time after it commences but before it is completed (or)
- If a sanction has been imposed and MIVS was prevented from providing the course

a. In the case of a Provider Default, MIVS discharge its obligation to the students within 14 days from the day of the default. Student will be given the following option to choose from.

- Receive a refund of tuition fees for the weeks in default period (unspent tuition fees) Refund amount = weekly tuition fees x weeks in default period
- Receive placement in an alternative course with MIVS or another provider at the provider's expense. If students choose this option, students must accept the offer in writing. All the unspent tuition fees will be transferred to the new course.

b. If MIVS fails to discharge its obligations (fails to provide a refund or place students in an alternative course), the Tuition Protection Scheme will be responsible for placing students in a suitable alternative course or refund the unspent tuition fees. More information on Tuition Protection Scheme will be available on www.tps.gov.au website.

1.6. Refund of OSHC, Airport Pickup and Accommodation charges

- If students' refund application has been approved prior to course commencement, MIVS will refund the Overseas Student Health Cover (OSHC) amount paid by students to MIVS. If students have commenced their studies and require a refund of OSHC Student will be required to apply to OSHC provider directly for reimbursement of amount paid.
- If students refund application has been approved prior to course commencement, MIVS will refund any amount, which has not been paid to accommodation provider, Accommodation Placement Fee and Airport Pickup. In other circumstances, where the money has been paid for, students are required to apply directly to the accommodation provider and Airport Pickup service providers for a refund.
- MIVS does not take responsibility and is not liable for the refund policies of those service providers.

1.7. Applying for a refund

- To apply for refund students must complete the Refund Application Form and attach any evidence or documentation relevant to the refund application. Students must submit the form to Admissions for refunds prior to arrival/commencement; or Student Services for refunds after commencement.
- Students will be notified of the outcome of their refund application in writing and paid any refund calculated as per the policy within 10 working days of the receipt of the Refund Application Form.

Note: If students are dissatisfied with the outcome of their refund application, he/she can lodge an appeal under the MIVS Complaints and Appeals Policy. To request the Complaints and Appeals Policy, please email admission@mivs.edu.au