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Policy Overview

MM College (MMC) employs the following policy to ensure a clear understanding of payment options and terms, and the withdrawal processes in regard to tuition fees.

Students receive an initial invoice at the start of training and further invoices periodically throughout training. MM College never requires a student to pay more than $1,500 at any one time, so prepaid fees held for the same course do not exceed the threshold in section 18 of the Compliance Standards. Fee-for-service students pay each term or month under their payment schedule.

Tasmanian Students - A non-refundable education amenities fee is paid at the beginning of each year that a student is on course.

Legislative Rationale

This policy addresses the requirements specified under Standard 2.1(2)(c) and (d) of the Outcome Standards and section 18 of the Compliance Standards in the Standards *for Registered Training Organisations (RTOs) 2025 and any revised standards thereafter*, *2026 VET Funding Contract* and the *2026 Guidelines about Fees, Skills First Program*.

MM College gives this policy to every student before they enrol, through the Pre-Enrolment Handbook and website. Before training starts, each Skills First student also receives documentation confirming that their program is subsidised through Skills First and the total cost to them, including tuition fees (after any Fee Concession or Fee Waiver) and any other applicable fees such as student services, amenities, goods or materials.

Overview of the Refund Policy:

If a student wishes to apply for a refund, they must complete a (Appendix 1.11) Refund Application form and (Appendix 1.9) Withdrawal form. If the student wish to withdraw from the qualification but have passed the refund eligibility period (30 days), the student is still required to submit (Appendix 1.9) Withdrawal form, however verbal confirmation is also acceptable with the CEO/Principal. Both forms are available from administration at Head Office, students may also email info@mmcollege.edu.au and request the appropriate form. Once the student completes the above forms they can be emailed, posted or handed directly to MM College staff or administration personnel.

Skills First Program Refunds:

- Tuition fees/charges for eligible Skills First students are invoiced at the commencement of training and periodically throughout training. Each invoice shows the amount and due date, and no invoice requires a student to pay more than $1,500 at any one time.
- Fee-for-service students will be required to pay no more than $1500 on the day of commencement. They will then be required to pay no more than $1500 per month until the full cost of the course is paid. Students will be provided with a fee schedule with breakdowns of amounts and due dates.
- Any student whose fees are outstanding for more than **fourteen (14)** days may be asked to leave class and return once payment is settled. At MMC's discretion a student's enrolment may be terminate if payment is not made.
- If an eligible student wishes to withdraw from a Skills First program they are required to submit a refund application form and withdrawal form within thirty (30) days of commencing their studies. If these are submitted within this period the student will be entitled to a partial refund of fees, **excluding the non-refundable student educational amenities fee** *(up to $1000)* (Only applicable to Tasmanian students) and any pro-rata hours you have completed during your first 30 days of study. **If a student has been enrolled for a period of more than 30 days, they are no longer eligible for a refund.**
- Fee for service students that have been enrolled for more than 30 days are no longer eligible for a refund of fees paid.
- If MM College cancels a government funded course during the period of a student's enrolment, it must provide a full refund of any non-completed units of competency including the pro-rata portion of any compulsory non-academic fees and any fees for materials that have not been used in the course prior to the date of cancellation.
- If MM College closes or is otherwise unable to deliver a government funded program, students will receive the same refund of fees for training that has not been delivered as set out above for a cancelled course.
- This policy is effective strictly when Milneworth Pty Ltd (trading as MM College) is granted a VET Funding Contract by the Victorian Government and is consequently subject to the discretion of the Victorian Government and related departments providing/renewing a VET Funding Contract. VET Funding Contracts are reviewed and granted each calendar year. If MM College does not hold a VET Funding Contract, any part of its scope of registration is cancelled, or MM College closes, it will continue to refund students and employers for training that has not been delivered, in line with this policy.

- If a student withdraws from only part of a course or if only part of a course is cancelled, MM College need only refund the portion of the tuition fee and materials fee applicable to that part of the course.
- If a student does not undertake tuition in part of a government funded course because of recognised prior learning (RPL), in respect of that part of the course, MM College must refund the difference between the tuition fee the student has paid and the tuition fee for the part of the course the student actually undertakes.

Refund Process

To apply for a refund you need to:

Complete a Withdrawal Form (if a student has commenced studies) and a Refund Application Form.*

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Return both forms to Admin or Principal within thirty (30) days of commencement.

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The students refund will be processed in accordance with the refund policy, ten (10) business days and written acknowledgement given of the outcome

*Both forms are available from student services and the MMC website www.mmcollege.edu.au

Fee-For-Service

MM College does not request payment in full at the commencement of any accredited course. A payment plan is negotiated with each student. Monthly payments are requested until the full amount is paid.

- Fee for service students will be required to pay no more than $1500 on the day of commencement. They will then be required to pay no more than $1500 per month until the full cost of the course paid. Students will be provided with a fee schedule with breakdowns of amounts.

If a student wishes to withdraw from a Fee-for-service course, they must inform the college by use of a withdrawal form (Appendix 1.9) or in writing addressed to the college, in some cases a formal withdrawal form will be requested and must be returned to MM College. If they inform the Principal in writing within 30 days of commencing their studies, they are entitled to a partial refund of their fees, excluding the non-refundable Yearly Educational Amenities fee. A pro-rata refund may also be considered based on any materials or course costs that have been incurred up to the date of withdrawal. If a student has been enrolled for more than 30 days, they are no longer eligible for a course fee refund. If a student is up to date with their payment plan no further payments will be required from that student.

If a student wishes to withdraw from a Fee-for-Service course that has been paid in its entirety outside of the 30-day commencement period, they will forfeit this payment.

If MM College cancels a Fee-for-Service course during the period of a student's enrolment, it must provide a refund on a pro-rata proportional basis.

This also applies if MM College closes or is otherwise unable to deliver the course.

If a student withdraws from only part of a course or if only part of a course is cancelled, MM College need only refund the portion of the tuition fee to that part of the course.

Apprenticeship Training (Including Tasmania)

Apprentices are subject to the same withdrawal processes as students under the eligible individuals under the Skills First Program. If an employer or other third party to the student has been making payments or paid for an apprentices studies they will be the eligible recipient of any refund.

Education Amenities Fee

Each qualification at MM College has a compulsory, non-refundable, Education Amenities Fee. This fee can be charged in each invoice as $20 per unit of competency for Hairdressing and Barbering and $40 per unit for Floristry units of competency.

Tasmania Only -The Yearly Education Amenities Fees covers students for all the costs of purchasing goods or materials to be used by students in their course of training. Examples are class materials, safety equipment, tools, scales, etc. This fee also includes all consumables such as products required to complete practical assessment tasks. A portion of a student's resources from the college may be included within this fee, some exclusions apply.

Refund Procedure

Students wishing to obtain a refund must complete a Refund Application Form (Appendix 1.11), available upon request verbally or via info@mmcollege.edu.au. Once a student has completed these forms, they will be required to return it to the CEO/Principal or MM College personnel for consideration. If a student is withdrawing from their studies in addition to requesting a refund, they must also complete a Withdrawal Form (Appendix 1.9) following the same process as above unless having met/spoken or provided in writing with the CEO.

Applications are considered in accordance with the guidelines of this policy and refunds will be processed within 10 business days of receiving the completed form.