



MTA
INSTITUTE

RTO No. 31529 / CRICOS No. 03384K

Refund Policy for International Students

MTA Institute of Technology Pty Ltd trading as MTA Institute operates in accordance with applicable Australian legislation including the Standards for Registered Training Organisations (RTOs) 2015, the Education Services for Overseas Student Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code). MTA Institute collects fees up front to provide administrative support, learning resources, training consumables, student services and training and assessment services.

Process for claiming a Refund

To obtain a refund, applicants are required to give written notice in the form of an email or letter, along with any supporting documentation, which may include a copy of their visa rejection or transfer notification to another training provider. MTA Institute will assess applications on a case by case basis and individual circumstances.

Requests for refunds will be processed and transacted within 30 days from the date cancellation notification was received, provided all supporting information has been supplied.

Application and administration fees are non-refundable.

The following conditions apply:

- 100% refund if the student's application for a visa to study in Australia is rejected
- 100% refund if the course the student has enrolled in is cancelled by MTA Institute prior to commencement.
- 100% refund if the student withdraws from the course more than 12 weeks (85 days) before the course commencement date.
- 50% refund if the student withdraws from the course 4 - 12 weeks (28 - 84 days) before the course commencement date.
- 25% refund if the student withdraws within the final 4 weeks (27 days) before course commencement.

A refund of paid fees will not be payable under the following circumstances:

- The student gives written notice on or after the scheduled commencement date of a course term.
- The student arrives in Australia and does not commence their scheduled course with MTA Institute.
- The student's visa is cancelled due to poor attendance or progression or any other form of misconduct.

Where MTA Institute cancels a course after commencement (defaults) MTA Institute may retain the spent portion of any fees that have been paid and will take the following steps to calculate a refund of any unspent fees:

Step 1	<ol style="list-style-type: none"> 1. Divide the total fee by the number of calendar days in the term. 2. Multiply this number by seven. 3. Round up to the nearest whole dollar amount. 	=	Weekly fee
Step 2	<ol style="list-style-type: none"> 1. Count the total number of calendar days from the default day to the end of the period for which the student has paid tuition fees in advance. 2. Divide this number by seven. 3. If the number is not a whole number, round up to the nearest whole number. 	=	Weeks in the default period
Step 3	Weekly tuition fee x weeks in the default period	=	Refund amount

Where refunds are approved, the refund payment will be processed in the same way payment was made, ie via electronic funds transfer back to a credit card or into the authorised bank account nominated by the international student.

All refunds will be made in Australian Dollars without any accrued interest.

There may be grounds for refunds under "Exceptional Circumstances" which may affect either a full or partial refund of a student's fees, including:

- Death of a student or a close family member (parent, sibling, spouse or child)
- Political, civil or natural event

Every effort will be made to negotiate the deferral or suspension of training in the event of a prolonged illness or personal hardship. This will be at MTA Institute's convenience and with the approval of the Department of Home Affairs.

Where this policy does not adequately cover a particular circumstance, MTA Institute may consider an individual's case. The final decision rests with the General Manager of MTA Institute or his nominee.

Students who may not be eligible but are requesting a refund should submit their request in writing so the request can be properly considered by the General Manager of MTA Institute.

This policy does not remove the student's right to take further action under Australia's Consumer Protection Laws.