Metavision Institute Pty Ltd
A.C.N 102 838 844

Fee Change & Refund Policy (Award Courses)

Purpose

This policy outlines a fair and equitable process for tuition fee refunds and changes to tuition fees for Metavision Institute's accredited higher education courses.

Scope

Tuition fee refunds for applicants and students enrolled in Metavision Institute's higher education courses and changes to tuition fees will be managed according to this policy.

Relevant TEQSA Threshold Standards

This policy aligns with

Related HESF Domain	Section	Standard
Domain 1: Student Participation and Attainment	1.1	Admission
Domain 7: Representation, Information and Information Management	7.2	Information for Prospective and Current Students

1 Policy

1.1. Metavision Institute provides complete and accurate information for prospective and enrolled students, including a schedule of unit tuition fees and all other course charges, and Census dates, on the website and in the Student Handbook.

1.2. All aspects of this policy, including the determination of Census dates and student liability for tuition fees, are implemented in alignment with the Higher Education Support Act 2003 (HESA) and related legislative requirements.

1.3. The application fee is non-refundable and must be paid prior to the admission interview.

1.4. A written agreement will be provided prior to or at the time of accepting the Offer. This agreement will clearly outline all course fees, refund conditions, and the services provided to the student.

1.5. Metavision Institute reserves the right to retain a reasonable administrative fee for all refund applications. Any such fee will be clearly stated in the student's written agreement.

1.6. To confirm a student's enrolment:

1.6.1. An upfront, non-refundable deposit is required (refer to Metavision Website), within seven (7) days of receiving the letter of offer. Failure to pay the deposit will result in the letter of offer being rescinded.

1.6.2. Student's paying semester fees upfront (prior to the start of the Intensive) will have the deposit deducted from the first semester fee total.

1.6.3. Student's paying via a payment plan will have the deposit deducted from their last semester fee payments.

1.6.4. A refund of this deposit is possible in special circumstances by following the process outlined in the welfare and disability policies.

1.7. New and re-enrolling students who withdraw from one or more enrolled units prior to the published Census date are eligible to receive a refund of unit tuition fees they have already paid for the semester and will not be liable for further tuition fee payments.

1.8. Applications for fee refunds will be processed within 20 working days following receipt of a valid fee refund application.

1.9. Approved refunds will be paid to the student or, where a third-party refund recipient has been nominated in the student's written agreement, to that nominated recipient.

1.10. In addition to the standard refund conditions, Metavision Institute will provide a full refund of tuition fees (excluding the non-refundable application fee and deposit) in the event of:

1.10.1. Provider Default: If a course or unit of study ceases to be offered and an alternative placement cannot be arranged. This policy operates in conjunction with the Education Services for Overseas Students (ESOS) Act 2000 and the ESOS Assurance Fund, which provide financial protection for international students in cases of provider default.

1.10.2. Visa Refusal: If an international student's visa application is rejected prior to or after the course commencement. In such cases, the student must provide the official visa refusal notification from the Department of Home Affairs to be eligible for a refund.

1.11. Students who withdraw from their studies after the relevant Census date will be liable for their tuition fees for the semester, unless special circumstances apply.

1.12. The Governance Board will review tuition fees annually as part of an annual budget review and will set tuition fees for the following year. Increases in tuition fees will be aligned with reported CPI increases.

1.13. Annual changes to tuition fees will be notified via email to enrolled students and published on Metavision Institute's website.

1.14. Prospective and enrolled students may appeal a fee refund decision made within the framework of this policy. Appeals are to be submitted according to the Student Grievance, Complaints and Appeals Policy (Non-academic).

2 Responsibilities

2.1 Governance Board

2.1.1 Approves, provides oversight and reviews this policy

2.1.2 Reviews unit tuition fees and other course charges annually

2.2 Chief Executive Officer

2.2.1 Assesses and approves fee refund applications from students.

Definitions

Term	Definition
Census date	The published date in each semester on which Metavision Institute finalises enrolment.
Tuition fees	All unit tuition fees and other course charges payable by students enrolled in Metavision Institute's higher education courses.

Related Documents

Category	Documents
Policies	Student Recruitment, Admission and Enrolment Policy
	Student Grievance, Complaints and Appeals Policy (Non-academic)
	Student Information and Communication Policy
	Student Disability Policy
	Student Support and Welfare Policy
Other	Course and Unit Withdrawal and Fee Refund Application Form
	Governance and Delegations Framework
	Student Handbook
	Tuition Fee Schedule

Version Control

Field	Detail
Document Title	Fee Change and Refund Policy
Approved by	Governance Board
Version No.	V1.6.1
Date approved	24/03/2026
Replaces Version No.	V1.5
Next review due	3 years after approval
Custodian	Chief Executive Officer