

Student Enrolment, Fees and Charges Guidelines

The Student Enrolment, Fees and Charges Guidelines provide important information to existing and prospective Melbourne Polytechnic students and staff including, but not limited to:

- Fees - Tuition Payment Options
- Fee Protection
- Refunds
- Vocational Education and Training (VET), Higher Education and International Enrolments
- Government Subsidised Training under the Skills First TAFE VET Funding Contract
- Eligibility for Government Subsidised Training (VET Enrolments).

These Guidelines:

- i) apply to Vocational Education and Training, Higher Education and International students and should be read in conjunction with the Administration of Student Enrolment, Fees and Charges Policy; and
- ii) have been developed in line with initiatives, rules and requirements of both State and Federal Governments and will be monitored and updated annually, or as required by changes advised by the State Government via Contract Notifications or Federal Government legislation.

PART A – VET ENROLMENTS

A.1 FEES

A.1.1 Tuition Fees

Course Tuition Fees will be set each academic year in line with the Institute's Pricing Strategy Process and approved by the Melbourne Polytechnic Executive.

Where Course Tuition Fees apply, these will be charged for Units of Competency (UoCs) with commencement dates within a 12 month window from the date of first commencement. Fees cannot be charged in advance for UoCs with scheduled commencement dates outside of the 12 month window, and cannot be split across teaching periods.

Enrolment and attendance in class is subject to all Course Fees being paid, or an alternate payment plan such as Debitsuccess or VET Student Loan has been put in place. In addition, academic transcripts will not be issued until all Fees owing are paid including all instalments associated with a Debitsuccess Plan.

The Tuition Fee for each individual course is available on the relevant course page on the Melbourne Polytechnic website <https://www.melbournepolytechnic.edu.au/>

Tuition Fees for individual units of study within Diploma and Advanced Diploma level courses are available on the Institute's website <https://www.melbournepolytechnic.edu.au/study/fees/local-student-fees/fees-for-local-vocational-education-students/schedule-of-vet-tuition-fees-diploma-and-above-programs/>

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A.1.2 Materials Fee

Materials Fees are defined as a fee that can be charged to recover no more than the actual cost of providing goods or materials to be retained by a student as their private property. However, a student must be permitted to use equivalent goods or materials obtained from sources other than the provider. The materials become the physical property of the student and are retained by the student on completion of training.

A Materials Fee may apply for certain courses. The cost will vary for each course. The applicable fee will be published on each course page on the Melbourne Polytechnic website <https://www.melbournepolytechnic.edu.au/>

A.1.3 Amenities Fees

In addition to the tuition fee, students will be charged a compulsory non-academic fee for the purpose of the provision of student services and amenities.

Amenities Fee will be payable by all students (excluding RPL enrolments) at enrolment. The applicable fee will be published on each course page on the Melbourne Polytechnic website <https://www.melbournepolytechnic.edu.au/>

The Amenities Fee is charged at fifty cents (\$0.50) per student contact hour and is capped over a twelve (12) month period, effective from the enrolment date, to \$260.00 for full fee-paying students and \$180.00 for Concession students. Note that a minimum fee of \$50.00 will apply.

The Amenities Fee for Workplace delivery or Community Locations is a flat rate of \$60.00 per course enrolment.

A.1.4 Ancillary Charges

The Chief Executive Officer may determine annually, or at the time of providing the service, charges for provision of:

- (a) issuing a replacement Student Identification Card;
- (b) issuing an additional Statement of Student Results and/or Statement of Attainment;
- (c) Issuing a replacement Testamur.

A.2 TUITION PAYMENT OPTIONS

A.2.1 Upfront Payment

Students may elect to pay their Tuition Fees in one upfront payment in line with A.1.1.

A.2.2 Debitsuccess

Debitsuccess will be available to pay Tuition Fees only for courses with Tuition Fees of \$150.00 or more where:

- You are enrolling in Certificate I-IV Course; or

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- You are enrolling in a Diploma or Advanced Diploma Course and are not eligible for a VET Student Loan; or
- To pay the gap between the VSL Course Cap and the Tuition Fee cost.

The maximum amount for a Debitsuccess loan is \$7,000.00.

Direct debit agreements can be up to the duration of enrolment *with the option of weekly or fortnightly* payments and are administered through Debitsuccess. Refer to the [Debitsuccess brochure](#) for additional information.

Debitsuccess has additional charges of:

- a) A billing fee of 4.7 per cent of total course tuition costs;
- b) A non-refundable establishment fee of \$13.64 plus GST, totalling \$15.00 (to be paid with the first repayment)
- c) A Penalty Fee of \$14.95 will apply in each instance where funds are not available to cover the payment due.

Note:

- The direct debit agreement must end before your current period of enrolment.
- You can terminate your Debitsuccess Agreement at any time by paying the full balance owing direct to Debitsuccess.
- The Debitsuccess contract must be completed and submitted by the student and, if applicable, the person paying the fees on behalf of the student.
- Debitsuccess establishment and billing fees are not refundable for any withdrawal.
- Students entering a Debitsuccess agreement remain liable for their payments when they withdraw from their course after **twenty eight (28) days of their earliest confirmed class commencement in the current enrolment for which fees have been paid, or where there is no attendance, the earliest class commencement date identified on the Student Training Plan.**
- Students who have outstanding fees may be sent to debt collection.
- If a student defaults on the Debitsuccess agreement, an automatic suspension of the enrolment will occur resulting in restricted access to all training platforms at Melbourne Polytechnic until the default is rectified. In addition, any future enrolments will not be permitted.
- Melbourne Polytechnic will withhold final Statement of Attainment, Statement of Results and Qualification until the course has been paid for in full.

Note: Direct debit arrangement is with Debitsuccess Terms & Conditions apply. Please refer to website <http://www.debitsuccess.com.au/> for further details.

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A.2.3 VET Student Loan

VET Student Loan (VSL) is an income contingent loan scheme for the Vocational Education and Training (VET) sector which will assist VSL eligible students who are enrolled in an approved VSL Diploma or Advanced Diploma course to help pay for all or part of their Tuition fees.

A VET Student Loan will be a debt due to the Commonwealth Government until it is repaid. A VET Student Loan will not be approved for students who do not meet the eligibility requirements.

Melbourne Polytechnic is required to collect and verify all VSL eligibility documents, including identity and date of birth documents provided by the student at enrolment.

Eligibility for VET Student Loan

To be eligible for a VET Student Loan, prospective students must meet **ALL** of the following criteria:
Student is:

- an Australian Citizen; or
- a [qualifying New Zealand citizen](#); or
- a Permanent Humanitarian Visa holder who usually resides in Australia; or
- a Pacific Engagement Visa holder who usually resides in Australia (*note: a PEV holder becomes eligible from 1 February 2024.*)

The applicable evidence of Citizenship must be provided to Melbourne Polytechnic at the time of enrolment.

- Where under 18 years of age, the student must provide a signed Parent/Guardian Consent Form.
- The enrolment is in an [Approved VET Student Loan Course](#) (*available in Related Downloads on the VET Student Loan page of the [Melbourne Polytechnic website](#).*)
- Student is assessed as academically suited to undertake the approved VSL course on the basis of either:
 - providing their Australian Year 12 Certificate; or
 - providing their Diploma awarded for completion of the International Baccalaureate Diploma Programme; or
 - providing evidence of successful completion of an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English); or
 - displays competence at or above Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy, Numeracy and Digital Literacy Assessment test.

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Upon completion of the Assessment, students will be able to access and print their results which includes result date, time spent on completing the assessment and the details of the result.

In addition, Melbourne Polytechnic will report the results to the Secretary in the form, manner and by the time requested by the Secretary.

- The FEE-HELP balance held by the student is sufficient to cover the amount to be accessed for the course enrolment. In the instance where the FEE-HELP balance is insufficient to cover the full Tuition Fee cost, students may pay the outstanding amount upfront via the available payment options.
- Student has a Tax File Number (TFN) or provides a Certificate from the Commissioner stating that the student has applied for a Tax File Number.

If the TFN information provided is assessed as not correct by the Australian Taxation Office, the application will not be finalised and the student will be ineligible for a VET Student Loan.

- Student has a Unique Student Identifier (USI).

Where the student is assessed as eligible for a VET Student Loan, the student will have two (2) days 'cooling off' period before submitting the Commonwealth Application Form (eCAF).

A3. FEE PROTECTION

A.3.1 Standards for Registered Training Organisations (RTOs) 2015

Upfront Pre-paid Fees

In the event that Melbourne Polytechnic ceases to deliver a course of study in which the student is enrolled and has commenced:

- the learner will be placed into an equivalent course such that:
 - the new location is suitable to the learner; and
 - the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- be paid a refund of any prepaid fees in line with the threshold for prepaid fees in excess of \$1,500.00; or
- a Replacement Provider will be sourced on behalf of the student.

A.3.2 Tuition Protection Arrangements – Students Studying with a VET Student Loan

Students who are studying with a VET Student Loan are advised that the Minister for Employment, Skills, Small and Family Business has made amendments to the *VET Student Loans Rules 2016* (Cth) (**Rules**) to commence from 1 January 2020 to exempt government owned registered training organisations and TAFEs from the requirements of the new tuition protection arrangements (Part 5A of the VSL Act). This reflects that TAFE providers have the capacity and capability to place

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students in suitable replacement courses in the event that the provider ceases to deliver a course of study in which the student is enrolled and has commenced.

[Conditions relevant to the Provider being exempt from Part 5A of the VSL Act](#) can be viewed on the Melbourne Polytechnic website.

A.3.3 Melbourne Polytechnic Conditions of Approval as a VSL Provider – Tuition Protection

1. The provider must commence tuition protection processes **as soon as practicable following a default and by the specified timeframes** as set out in this condition of approval. 'Default' is taken to have the same meaning as section 66B of the VSL Act.

Actions the provider must take

2. In the event the provider defaults in relation to a student, the provider must:
 - a. **within 24 hours** of the default occurring, give written notice:
 - i. of the default to the affected student. This notice must include the requirements prescribed at paragraphs 51(1)(a) and (b), and subsection 51(2) of the VET Student Loans Rules 2016 (the VSL Rules); and
 - ii. to the department by email to vetstudentloans@dewr.gov.au outlining the circumstances of the default:
 - What course or courses the provider has ceased delivering; and
 - The reason why the provider has ceased its delivery.
 - b. **within 3 business days** of the default occurring, give written notice to the department by email to vetstudentloans@dewr.gov.au, specifying:
 - i. The information prescribed at paragraph 66C(3)(a) of the VSL Act;
 - ii. Additional details of the default specified at subsection 47(1) of the VSL Rules; and
 - iii. For each course the provider has defaulted in relation to a student, the name and code of each unit of competency as it appears on the National Register for each part of the course;
 - c. **Decide** if there is no suitable replacement course or whether there is one or more suitable replacement courses for the student under subsection 66E(1) of the VSL Act. In determining whether there is a suitable replacement course for the student, the provider must have regard to the matters listed at subsection 66E(2) of the VSL Act.
 - d. **Suitable replacement course available** - if the provider is satisfied there is a suitable replacement course for the student, the provider must write to the student setting out the matters that the VSL Tuition Protection Director would be required to set out in accordance with a written notice under subsection 66E(3) of the VSL Act.
 - i. **No suitable replacement course available** – if the provider is satisfied there is no suitable replacement course for the student, the provider must write to the student setting out the matters that the VSL Tuition Protection Director would be required to set out in accordance with a written notice under subsection 66E(4) of the VSL Act.
 - e. If the student requests a reconsideration of the suitable replacement course decision within 28 days of the notice, the provider must reconsider its original decision.
Within 28 days of the student's reconsideration request, the provider must notify the student in writing of the reconsideration outcome and the reasons for the new decision.

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The new decision must be made by an officer of the provider who was not involved in making the original decision.

- f. If upon reconsideration, it is determined there is no suitable replacement course for the student, the provider must re-credit the student's loan balance with the amount of VET Student Loan that was used to pay tuition fees for the student for the affected part of the course.
- g. **As soon as practicable, the provider** must give written notice by email to vetstudentloans@dewr.gov.au of the tuition protection outcome for each affected student, specifying the details of the replacement course a student has been offered, or that a student received a re-credit of the loan amount.

A.4 REFUNDS

The Director Student Acquisitions will ensure that information relating to Refund of Enrolment Fees and Charges is discussed and provided to students at the point of enrolment.

All refunds will be issued in the name of the student, unless alternate payee details are completed upon payment. The Tax Invoice/Receipt issued will reflect the payee details. Any private arrangements for reimbursement between a student and a Third Party/Employer is outside of the Melbourne Polytechnic Student Enrolment, Fees and Charges Guidelines. All fees paid are non-transferable outside of Melbourne Polytechnic.

A.4.1 Withdrawal from Certificates I-IV Level Courses

A student wishing to fully withdraw from a course will, in the first instance, be required to advise their intention via written notice by completing the [Student Request Form](#). Once completed, the student will need to access the [Refunds Application page](#) on the Melbourne Polytechnic website and complete the [Application for Refund of Fees form](#) and the required Student Details. This will need to be done within **twenty eight (28) days of their earliest confirmed class commencement in the current enrolment for which fees have been paid, or where there is no attendance, the earliest class commencement date identified on the Student Training Plan**.

Melbourne Polytechnic will refund Tuition Fees, Amenities and unissued Material Fees for incomplete Units of Competency and/or Units of Competency not yet commenced. Unissued materials are subject to approval and verification by the appropriate Manager. An Administrative Fee of **\$50 will apply to the refund**. Where fees paid are less than the \$50 Administrative Fee, this may result in no refund being issued.

No refund will be issued after twenty eight (28) days of the earliest confirmed class commencement date in the current enrolment except in Special Circumstances.

A.4.2 Partial Withdrawal from Certificate I-IV Level Courses

A student wishing to withdraw from only part of a course will, in the first instance, be required to advise their intention via written notice by completing the [Student Request Form](#). Once completed, the student will need to access the [Refunds Application page](#) on the Melbourne Polytechnic website and complete the [Application for Refund of Fees form](#) and the required Student Details. This will need to be completed within **twenty eight (28) days of their earliest confirmed**

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class commencement in the current enrolment for which fees have been paid, or where there is no attendance, the earliest class commencement date identified on the Student Training Plan.

Melbourne Polytechnic will refund Tuition and Amenities for subject/s withdrawn. An Administrative Fee of \$50 **will be deducted from the refund** amount. Where fees paid are less than the \$50 Administrative Fee, this may result in no refund being issued.

Refunds for unissued materials will be subject to approval and verification by the appropriate Manager.

No refund will be issued after twenty eight (28) days of the earliest confirmed class commencement date in the current enrolment except in Special Circumstances.

In order to assist students meeting the refund terms and conditions and the recording of an official withdrawal date, the following withdrawal process must be followed:

- Advise the teaching department or the Student Hub of your intention to withdraw;
- Complete and submit the [Student Request Form](#) available on the Melbourne Polytechnic website within twenty eight (28) days of your earliest class commencement in your current enrolment for which fees have been paid;
- Where there has been no attendance, the twenty eight (28) days will commence from the Class Commencement date as indicated on your Student Training Plan; and
- Complete Refund Application and Form.

Special Circumstances

To be considered for a refund due to special circumstances, a student enrolled in a Certificate I-IV level course must submit an [Application for Special Circumstances](#) or for students enrolled in Diploma or Advanced Diploma courses, submit an [Application for Remission/Re-Credit of FEE-HELP Debt](#) together with any supporting documentation *eg medical certificate/s, statutory declaration or other applicable evidence* addressing each of the following criteria:

- Circumstances were beyond your control; **and**
- These circumstances did not make their full impact until on, or after, 28 days from the confirmed course commencement; **and**
- Made it impracticable for you to complete the requirements for the subject.

What are Special Circumstances:

Circumstances could be considered beyond your control if a situation occurs that a reasonable person would consider is not due to your action or inaction, either direct or indirect, and for which you are not responsible.

Circumstances that make it impracticable to complete the requirements for a unit of study or course may include:

- medical circumstances, for example where a person's medical condition has changed to such an extent that they are unable to continue studying;
- family/personal circumstances, for example death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a person to continue studies;

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- employment related circumstances, for example where a person's employment status or arrangements have changed so the person is unable to continue their studies, and this change is beyond the person's control; or
- course related circumstances, for example, where unit of study offered has been changed and you are disadvantaged by either not being able to complete the unit of study, or not being given credit towards other units of study or courses.

A.4.3 Withdrawal from Certificate I-IV Level Courses – Debitsuccess

- Debitsuccess establishment and billing fees are not refundable for any withdrawal.
- Students entering a Debitsuccess agreement remain liable for their payments when they withdraw after twenty eight (28) days from commencing their course for the current calendar year.

A.4.4 Withdrawal from Diploma and Advanced Diploma Courses

Students wishing to Withdraw from either a full course or part of a course will be required to:

- Advise the teaching department or the Student Hub of their intention to withdraw. Where the intention is to withdraw from part of a course, the notification must include a list of the applicable unit/s of study.
- Complete and submit the [Student Request Form](#) available on the Melbourne Polytechnic website.
- Complete an [Application for Refund of Fees form](#) for Amenities Fees and where applicable, Materials Fees, where Tuition Fees have been paid via a VET Student Loan.
- Complete an [Application for Refund of Fees form](#) for all fees paid upfront either by, or on behalf of the student.

A.4.5.1 Full Course Withdrawal from Diploma and Advanced Diploma Courses

If a student withdraws from a Diploma or Advanced Diploma level course **prior to or on the Census Date**, the Institute will refund the tuition fee and any other fees and charges paid by, or on behalf of, the student. A student who has a VET Student Loan will not incur a debt.

No refund will be issued after Census Date for any fees and charges paid by, or on behalf of, the student including any VET Student Loan debt incurred except in Special Circumstances.

A.4.5.2 Partial Course Withdrawal from Diploma and Advanced Diploma Courses

If a student withdraws from only part of an enrolment **prior to or on the Census Date**, the Institute will refund the tuition fees payable for the withdrawn unit/s of study. A student who has VET Student Loan will not incur a debt for the withdrawn unit/s of study.

No refund will be issued after Census Date for any fees and charges paid by, or on behalf of, the student, including any VET Student Loan debt incurred except in Special Circumstances.

A student withdrawing under A.4.4 Withdrawal from Diploma and Advanced Diploma Courses will not incur financial, administrative or any other barrier to the withdrawal.

A.4.6 Re-enrolling After Course Withdrawal

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If a student withdraws from an approved course or part of an approved course, Melbourne Polytechnic will not, after the withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

A.4.7 Withdrawal from Skill Sets

There will be no refund for withdrawal from a Skill Set once the training has commenced.

A.4.8 Cancelled or Deferred Courses - All Course Levels & Skill Sets

If a Course or Skill Set is cancelled or deferred by the Institute at any time during the period of a student's enrolment, a full refund of Tuition Fee, Amenities and Materials fee, and any other payments made by or on behalf of the student will apply. In these circumstances, the Institute's Administration Fee will not apply.

A.4.9 Refunds for Apprenticeships/Traineeships

Where an Employer has paid the Fees on behalf of an Apprentice/Trainee and subsequently the Apprentice/Trainee is no longer employed, providing a refund application is made within **twenty-eight (28) days of the earliest confirmed class commencement in the current enrolment, or where there is no attendance, the earliest class commencement date stated on the Student Training Plan**, Employers will be entitled to a refund less \$50.00 Administration Fee. The Apprentice/Trainee will be liable for any outstanding fees.

A.4.10 Concession Refunds

A.4.10.1 Where a student has paid full Tuition Fees and subsequently presents a valid Concession Card within sixty (60) calendar days of the student's confirmed course commencement date, a refund will apply providing that the Commencement Date on the Concession Card is on or before the date of commencement of training. Students will be required to submit an [Application for Refund of Fees form](#).

A.4.10.2 Where a student presents a Concession Card at the Student Hub or a Campus Enrolment Centre part way through their study, the student will be entitled to a refund for all UoCs that have been paid in full, but not yet commenced. The student will be required to submit an [Application for Refund of Fees form](#). The Concession rate will also be applied for enrolment in any future Units of Competency in the same course.

A.4.11 Student Account Refunds

The Student Account is a holding account for a student where they are entitled to a credit of funds that have not been issued as a refund. The funds will be retained within the individual Student Record on the Student Management System for future use up to three (3) years.

Where a refund is required for the purpose of a course transfer or correction of enrolment, the refund amount will be deposited into the Student Account for future use. Where the amount payable for the new enrolment exceeds the funds available in the Student Account, the student will be required to pay the difference. Where the amount payable is less than the funds available in the Student Account, excess funds of more than \$5.00 will be refunded.

A.5 INSTITUTE WITHDRAWAL OF A STUDENT ENROLMENT

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- A.5.1** A student may have their enrolment in a course withdrawn when:
- (a) the penalty of expulsion or suspension has been imposed under the [Student Discipline Policy](#).
 - (b) any appeals arising out of the imposition of that penalty have been disposed of; or
 - (c) the student has failed to attend classes for the course for four (4) consecutive weeks and the student has not advised their intention to continue the program; or
 - (d) if the Manager or other relevant Institute staff determines that the student has failed to make satisfactory progress towards the completion of an approved course during the previous semester or year of study enrolled at the Institute.
- A.5.2** A student whose enrolment in all subjects is withdrawn shall forthwith cease to be an enrolled student of the Institute and shall no longer have the right as an enrolled student:
- (a) to enter and to remain in any of the precincts of the Institute;
 - (b) to participate in any classes, examinations or tests conducted by the Institute; or
 - (c) to participate in any other activities of or under the control of the Institute.

A.6 APPEALS AGAINST INSTITUTE WITHDRAWAL OF A STUDENT ENROLMENT

- A.6.1** Where enrolment has been withdrawn subject to clause A.5.1 (c) the Manager shall notify the student in writing and advise that appeals against the decision must be made in writing to the Director Vocational Education and Training (VET) within 14 days of the date of issuance of the letter notifying the withdrawal.
- A.6.2** Where an enrolment has been withdrawn subject to clause A.5.1 (d), a student may lodge an appeal as per the [Student Complaints and Appeals Policy](#) and the [Student Complaints and Appeals Procedure](#).
- A.6.3** Appeals under clause A.5.1 shall be undertaken by the Director Vocational Education and Training (VET) within seven (7) business days.
- A.6.4** The decision of the Director Vocational Education and Training (VET) on the appeal against withdrawal shall be final.
- A.6.5** A student whose enrolment has been withdrawn subject to clause A.5.1 (c) and whose appeal has been dealt with under clauses A.6.3 and A.6.4 may only re-enrol in a subsequent year after written application and approval by the Director Vocational Education and Training (VET).
- A.6.6** A student whose enrolment has been withdrawn subject to clause A.5.1(d) and whose appeal has been disallowed under clauses A.6.4 may take further action under the [Student Complaints and Appeals Policy](#) and the [Student Complaints and Appeals Procedure](#).
- A.6.7** **Special Circumstances – FEE-HELP**

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Under the Higher Education Support Act (2003) (HESA) an application for re-credit of a FEE-HELP Loan is considered on the basis of special circumstances that:

- Were beyond the student's control; **and**
- Circumstances did not make their full impact until on, or after, the census date; **and**
- Made it impracticable for the student to complete the requirements for the subject.

To be considered for a refund due to special circumstances, a student must refer to the Melbourne Polytechnic website within 12 months of the withdrawal date and:

- i read the [How to Apply for a Re-credit of FEE-HELP Debt under Special Circumstances Instructions](#); and
- ii complete and submit an [Application for Re-credit of FEE-HELP under Special Circumstances](#)

A.6.8 Re-crediting VET Student Loan Balances

A student's VET Student Loan balance can be re-credited:

- Under Part 6 of the VET Student Loan Act (2016) (VSL);
- Under Section 68 of the VSL because of Special Circumstances;
- By applying to the Secretary under Section 71 of the VSL because Melbourne Polytechnic or person acting on behalf of Melbourne Polytechnic is engaged in unacceptable conduct in relation to the student's application for VET Student Loan or Melbourne Polytechnic has failed to comply with the VSL or an instrument under the Act and that failure adversely affects students. Applications under Section 71 must be made within five years after the census day for the course or the part of the course concerned or within that period as extended by the Secretary.

There will be no charge for reconsideration or review of decision other than review by the Administrative Appeals Tribunal.

A.6.9 Treatment of Students Seeking Review

There will be no victimisation or discrimination against students who:

- seek review or reconsideration of a decision; or
- use Melbourne Polytechnic's processes or procedures about dealing with grievances; or
- makes an application for re-crediting their HELP balance under Division 2 or 3 of Part 6 of the Act.

A.6.10 Student Progression Compliance Requirements

Effective from 1 July 2017, to continue to access a VET student loan, students must demonstrate to the Department of Education and Training that they are a genuine student, continuing with their studies. The Student Engagement and Progression requirement process is part of the increased protections for students accessing the VET Student Loans program.

To demonstrate engagement and to continue to receive the loan, students must complete the 'VET Student Loans—Confirming Enrolment and Continued Course Engagement and Participation form' (the Progression Form) in the eCAF system **at least twice each calendar year** for the duration of

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their course. The form asks if students intend to continue studying and accessing a VET student loan, and contains a short survey.

An invitation email with login details to the eCAF system will be sent to students requesting that they indicate their study intent and complete a short survey. Students who fail to complete the form and survey within the required time, **may be ineligible** to continue accessing their VET Student Loan to pay for the remainder of their course tuition fees.

A.7 ENROLMENTS

A.7.1 Enrolment at the Institute is conditional upon:

- (a) the accuracy of enrolment information/evidence of eligibility provided by the student upon which the offer of a place in a course is based;
- (b) the prospective eligible student agreeing to undertake a Pre-Training Review of current competencies including Literacy and Numeracy Assessment to ascertain course suitability;
- (c) the prospective student completing the Institute enrolment form and all related eligibility evidence requirements;
- (d) the undertaking of the prospective student to abide by the regulations, rules, procedures and standards of conduct of the Institute;
- (e) the granting of authority to the Academic Registrar to provide employers and others, who have permitted a prospective student to enrol at the Institute, such details of the person's academic progress as may be required by them;
- (f) the granting of authority to the Academic Registrar to seek from other Educational Institutions at which the prospective student has been enrolled details of their academic record and progress;
- (g) the prospective student either:
 - i providing their USI (*Unique Student Identification No.*) upon enrolment; or
 - ii granting permission to Melbourne Polytechnic to obtain a USI number on their behalf;
- (h) the acknowledgment by the prospective student to participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER) and/or an invitation to participate in a Department of Education and Training endorsed project and/or being contacted by the Commission (or persons authorised by the Commission) for audit purposes;
- (i) the payment of the prescribed fees and charges, or the submission of an application for VET Student Loan assistance in relation to those fees applicable to Diploma and Advanced Diploma level courses and where applicable, the upfront payment of any fee owing between the Tuition Fee cost and the VSL cap for the course enrolment;
- (j) the payment of the prescribed fees and charges, or the

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submission of an application for FEE-HELP assistance in relation to those fees applicable to Higher Education courses; or the payment of the prescribed fees as set out in the Debitsuccess Agreement; and

- (k) the prospective student making satisfactory progress towards the completion of an approved course during the previous semester or year of study enrolled at the Institute.

A.7.2 Melbourne Polytechnic treats fairly all students who are, or would be, entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the Higher Education Support Act (2003) and all persons seeking to enrol with the VET provider in a VET unit of study that meets the course requirements under subclause 45(1) of Schedule 1A of the Act and who are, or would be, entitled to VET Student Loan under clause 43 of the Act.

A.7.3 Melbourne Polytechnic has open, fair and transparent procedures that, in its view are reasonable - based on merit for making decisions about:

- (a) the selection, from among the students who are, or would be, entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the Higher Education Support Act (2003) (*HESA*) and who seek to enrol with the provider in a VET unit of study that meets the requirements under subclause 45(1) of Schedule 1A of the Act, of students to enrol;
- (b) the treatment of students who are, or would be, entitled to VET Student Loan assistance under clause 43 of Schedule 1A of the Higher Education Support Act (2003) undertaking a VET course of study; and
- (c) the treatment of students who, are, or would be, entitled to FEE-HELP assistance under Part 3-3 clause 104-1 of the Higher Education Support Act (2003) undertaking a Higher Education course of study.

A.8 AMENDMENTS TO PERSONAL DETAILS

A student who wishes to change any of their personal details should, within seven (7) days of the change, complete a [Student Request Form](#) available on the Melbourne Polytechnic website.

Where the amendment relates to 'Change of Name', students will be required to, in the first instance, update their name on the USI register and provide appropriate evidence.

Melbourne Polytechnic accepts the following documentation in support of 'Change of Name':

- birth certificate with change of name details;
- drivers licence with change of name details;
- citizenship certificate with change of name details;
- change of name certificate;
- deed poll document;
- married or registered relationship certificate (issued by the Registry of Births, Deaths and Marriages);
- divorce decree/revocation of registered relationship or death certificate of spouse or adult partner of a registered relationship; or
- court order directing child's change of name.

A.9 HARDSHIP

Student Enrolment, Fees and Charges Guidelines

A student who is experiencing hardship to pay their fees will need to contact their teaching department to initiate the Fee Waiver, Fee Transfer Request Procedure and will need to provide documentation to support their application.

Student Enrolment, Fees and Charges Guidelines

A.10 ADMISSION TO CLASSES

Managers will be responsible for ensuring that a student does not attend class without having met one of the following criteria:

- A.10.1 the student has paid all prescribed fees and charges or has taken up an alternate payment option *ie* Tuition Payment Plan or equivalent; or
- A.10.2 the student is considering a VET Student Loan option within the '48 hour cooling off' period'; or
- A.10.3 the student enrolment has been processed with 'To be Invoiced' (TBI).

A.11 ADMINISTRATION

- A.11.1 It will be the responsibility of the Manager Process Improvement to administer the Student Enrolment, Fees and Charges Guidelines and co-ordinate the collection of fees and charges across all locations.
- A.11.2 It will be the responsibility of the Chief Finance Officer to ensure monies collected from fees and charges are appropriately banked and recorded in the financial systems of Melbourne Polytechnic.

A.12 TRANSITION PROVISION

All fees, charges and levies owing to the Institute by any student or former student pursuant to a Melbourne Polytechnic Rule or Policy as at the date of adoption, shall remain due and owing.

A.13 GOVERNMENT SUBSIDISED TRAINING UNDER THE 2024-25 TAFE VET FUNDING CONTRACT

A.13.1 ELIGIBLE STUDENT CRITERIA (for a Government Subsidised Place – VET Programs)

To be eligible for a Skills First subsidised training, an individual must be:

- a) an Australian citizen, a holder of a permanent visa or a New Zealand citizen (the 'citizenship/permanent residence' eligibility criterion);
- b) enrolling in and commencing training in a program provided by the Training Provider between the Commencement Date and 31 December 2025 inclusive;
- c) undertaking all training and assessment while physically present in:
 - the State of Victoria; or
 - a border region with one of the following postcodes:

NSW	SA
2546	5262, 5263
2548 - 2551	5267 - 5272

Student Enrolment, Fees and Charges Guidelines

2625 - 2633	5277 - 5279
2640 - 2648	5290, 5291
NSW	SA
2650, 2651, 2653, 2655, 2656	5302 - 5304
2658 - 2660	5311, 5333, 5340
2700, 2707	5342 - 5345
2710 - 2717	
2720	
2730 - 2739	

If a Skills First Student is temporarily located interstate or overseas for a defined period for a Practical Placement associated with their training, they may receive online training and assessment during the period they are interstate or overseas, provided that such online training and assessment only accounts for up to 50% of the total Scheduled Hours.

Limits on the amount of training that can be subsidised

A.13.2 In addition to meeting the requirements of A.13.1, a Skills First Student can only:

- commence a maximum of two Skills First subsidised Skill Sets in a calendar year (**the '2 Skill Sets in a year' limit**)
- commence a maximum of two Skills First subsidised programs that are AQF qualifications in a calendar year (the **'2 AQF qualifications in a year' limit**);
- undertake a maximum of two Skills First subsidised program at any one time (the **'2 at a time' limit**).

A.13.3 Additional Apprentice/Trainee Eligibility Requirements

If the RTO is to deliver training to Apprentices/Trainees who are Eligible Individuals in accordance with the schemes deemed by the VRQA to be Approved Training Schemes under the Act, then in addition to individual eligibility requirements in A.13.1 to be eligible for government subsidised training under the VET Funding Contract as an Apprentice/Trainee the individual must be:

- Employed in Victoria in either a full time or part time capacity under an award or registered agreement;
- Undertaking an Approved Training Scheme;
- A signatory to a Training Contract with their employer which is registered with the Victorian Registration and Quality Authority (VRQA);
- A signatory, jointly with the employer and the RTO, a Training Plan; and
- Involved in paid work and Structured Training, either workplace based or off-the job.

Whether an individual is an Apprentice or a Trainee depends on how the qualification they are undertaking is designated in the relevant Approved Training Scheme. Information on current Approved Training schemes can be found at

<http://www.vrqa.vic.gov.au/apprtrain/Pages/schemes.aspx>

Student Enrolment, Fees and Charges Guidelines

A.13.4 Determining Eligibility for Courses and Qualifications on the Foundation Skills List

An individual is **not** eligible for government subsidised training in courses and qualifications on the [Foundation Skills List](#) if the individual is:

- a. the holder of a qualification issued by an Australian VET or Higher Education Provider that is at AQF Level 5 (Diploma) or higher;
- b. enrolled in the Commonwealth Government's 'Skills for Education and Employment' program.

A.13.5 Determining the Number of Courses in Which an Individual is Eligible to Commence/Undertake in 2025 ('2 in a year' and '2 at a time')

- a. An individual is eligible to commence a maximum of two government subsidised courses in 2025.
- b. An individual is eligible to undertake a maximum of two government subsidised courses/programs at any one time in 2025.
- c. The following scenarios will not be counted towards the course maximum outlined in A.13.6 (a) above:
 - i if an individual is transitioning from a superseded qualification to the current version of the same qualification;
 - ii if an individual is recommencing training in the same qualification (at either the same or a different provider); or
 - iii if an individual is seeking to enrol in an apprenticeship (not a traineeship) after having participated in one of the [Pre-Apprenticeship and Pathway Qualifications](#)

A.15 SKILLS FIRST SKILL SETS

Under the VET Funding Contract, a Skill Set is an accredited program that is on the funded Skill Set list and may include:

- An accredited course with the title '*course in*';
- A Nationally Recognised Skill Set from a Training Package;
- An accredited single subject; or
- A group of accredited subjects approved by the Department of Education and Training.

The '2 at a time' limit still applies but now applies collectively across both Skills Sets and full Qualifications for example, a student cannot undertake two Skill Sets and one full Qualification at the same time.

The '2 in a year' limit still applies but Skill Sets and full Qualifications are treated separately. This means a student can commence a maximum of two Skills Sets and two full Qualifications in a calendar year but no more than two at the same time.

Student Enrolment, Fees and Charges Guidelines

Enrolment in the following *Skills First* Skill Sets are Tuition free, however, students will be charged Amenities fees and any applicable Materials Fee:

22469VIC_Course in Introduction to the National Disability Insurance Scheme;
22510VIC_Course in Identifying and Responding to Family Violence Risk; and
22521VIC_Course in Gender Equity.

A.16 EVIDENCE OF ELIGIBILITY FOR GOVERNMENT FUNDED TRAINING

A.16.1 Evidence of an individual's eligibility for the *Skills First* Program is to be sighted and retained by the RTO for each Eligible Individual prior to commencement of training. For each individual that the RTO assesses as Eligible for the *Skills First* Program the RTO must:

- a. Complete in hard copy or electronically, the information and declarations specified in the *Evidence of Eligibility and Student Declaration* form;
- b. **Sight and retain one** of the following as evidence of eligibility:
 - An Australian Birth Certificate (not Birth Extract);
 - A current Australian Passport;
 - A current New Zealand Passport;
 - New Zealand Citizenship Certificate;
 - Australian citizenship by descent extract
 - A Current Green Medicare Card;
 - Australian Citizenship certificate'
 - A proxy Declaration by a Relevant Referee in exceptional circumstances;
 - Formal confirmation of permanent residence granted by the Department of Home Affairs (or its successor) AND the student's foreign passport or ImmiCard;
- c. Retain the unique verification number or code issued by the Commonwealth Government's Document Verification Service to verify the details an individual has entered into an online enrolment form.

A.17 TUITION FEE CONCESSIONS AND EXEMPTIONS/WAIVERS

A.17.1 Where a student presents with one of the following valid Concession Cards at the time of enrolment in a Certificate I-IV Qualification or Skill Set, the concession rate will apply for all Tuition fees for the entire program:

- a. Health Care Card issued by the Commonwealth; or
- b. Pensioner Concession Card; or
- c. Veteran's Gold Card; or
- d. An alternative card or concession eligibility criterion approved by the Minister.

The concession rate will apply regardless if the Concession Card is valid at the time training commences and will apply for the duration of the program.

A.17.2 The concessions provided also apply to a dependant spouse or dependent child of a card holder as identified on the Concession Card.

Student Enrolment, Fees and Charges Guidelines

A.17.3 Where a student has paid full Tuition Fees and subsequently presents a valid Concession Card within sixty (60) calendar days of course commencement and the card is valid on or before the date of commencement of training, a refund for the difference between the Full Fee rate and Concession Fee rate will be issued.

A.17.4 Where a student has paid full Tuition Fees at time of enrolment and subsequently presents a Concession Card that is not valid at the commencement of training, the student will be eligible for discounted fees for any Units of Competency not yet commenced. The Concession rate will also be applied for enrolment in any future Units of Competency in the same course.

Evidence of Concession:

- a. Students will be required to upload their Concession Card to the enrolment application. The concession details will be verified via a document verification service and the copy of the Concession will be subsequently obfuscated.
- b. Where the Concession Card is presented via a Digital Wallet through a Centrelink Express Plus mobile application, of which a copy is not possible, the RTO must sight and authenticate the card by viewing the card directly through the Centrelink Express Plus mobile application on the cardholder's mobile device. These cards may not be sighted via a screen shot of the card that is emailed or otherwise produced. In this instance, the Enrolling Officer will complete a Concession Staff Declaration form and upload the form either to the student application or the student record as appropriate.

A.17.5 A tuition or other fee will not be charged for an enrolment for which funding has been provided directly or indirectly by the Commonwealth Government and where a condition of the funding prohibits the imposition of a tuition or other fee.

A.17.6 Judy Lazarus Transition Centre

The RTO **must not charge a tuition fee** for enrolment by an individual who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the *Corrections Act 1986*).

The RTO must retain a copy of written confirmation from the management of the Judy Lazarus Transition Centre that the individual meets the requirements of this Clause.

A.17.7 Young People on Community Based Orders

The RTO **must not charge a tuition fee** for enrolment by an individual who is required to undertake the course pursuant to a community based order made under the *Children, Youth and Families Act 2005*.

The RTO must retain a copy of written confirmation from the relevant Youth Justice Unit of the Victorian Department of Human Services that the individual meets the requirements of this Clause.

A.18 SPECIAL INITIATIVES under the SKILLS FIRST 2024-25 TAFE VET FUNDING CONTRACT

Student Enrolment, Fees and Charges Guidelines

Asylum Seeker VET Program

In order to be eligible for the Asylum Seeker VET Program, students will be required to present the following:

- A record generated either by the student, **or** by Melbourne Polytechnic with permission from the student, from the Commonwealth Visa Entitlement Verification Online (VEVO) that includes:
 - o the Department of Home Affairs logo;
 - o the student's name and date of birth;
 - o document number of the student's foreign passport or ImmiCard;
 - o confirmation the student has study and (if relevant) work rights; and
 - o confirmation the student holds, or is a dependant of an individual who holds a valid humanitarian, protection, or refugee visa; or holds a valid bridging visa; and
- A copy of their original – or certified copy of their foreign Passport or ImmiCard; **and**
- In the case of a bridging visa, supporting evidence.

Melbourne Polytechnic must keep on record confirmation of the student's eligibility for the Asylum Seeker program.

Individuals deemed eligible for the Asylum Seeker VET Program must meet all *Skills First* Program eligibility criteria **except** the citizenship/residency requirements.

Under the Asylum Seeker VET program, **Tuition Fee** for enrolments in courses at all levels will be charged at the **Concession Rate** regardless of whether or not they hold one of the forms of Fee Concession entitlements specified in A.17.1. **Amenities & Materials Fees will not be charged.**

Training to Support the 10-Year Industry Plan for Family Violence Prevention and Response

Students enrolling in the 22510VIC_Course in Identifying and Responding to Family Violence Risk must be granted a Fee Waiver and can be granted exemptions from the:

- a) '2 Skill Sets in a Year' limit; and/or
- b) '2 at a time' limit.

During the Pre-Training Review, and before the commencement of training, students must be advised that commencement in, or completion of, 22510VIC_Course in Identifying and Responding to Family Violence Risk will not impact their future Skills First Entitlement and will not be taken into account when assessing whether they meet the:

- a) '2 Skills Sets in a Year' limit; and/or
- b) '2 at a time' limit.

Skills First Youth Access Initiative

The Skills First Youth Access Initiative is to support participation in training by young people (24 years of age or under) who have been, or are currently on, Youth Justice Orders or Child Protection Orders, or are residents of an Education First Youth Foyer. A full Fee Waiver for Tuition Fees and Student Services and Amenities Fees must be granted to a student who meets the criteria and who is referred to training by:

Student Enrolment, Fees and Charges Guidelines

- a) the Department of Families, Fairness and Housing;
- b) the Department;
- c) the Department of Justice and Community Safety; or
- d) a referring agency, which is defined for this purpose as an organisation based in the State of Victoria that currently receives funding or is contracted by the Victorian Government or the Commonwealth government to provide services to children, youth and/or families.

The Training Provider must retain the original referral form and **return a copy to the relevant Referring Agency.**

Free TAFE Courses

A Tuition Fee will not be charged for an Eligible *Skills First* Individual who commences a Free TAFE course.

Students may be eligible to one Free TAFE enrolment in their life-time, unless:

1. they meet the requirements to enrol in [Free TAFE for Priority Courses](#); or
2. withdraw within 14 days as verified on the student record and meet the conditions below:
 - a. have not been resulted in any unit of the Free TAFE program; and,
 - b. enrol in an alternative Free TAFE program with Melbourne Polytechnic, within the same academic year (i.e. subject to availability and the enrolment must occur within the same calendar year, although the commencement date may be for any date in the future);
 - c. have not previously been granted a Free TAFE reinstatement; and,
 - d. make an enrolment appointment with the Enrolment Centre Manager to generate a Free TAFE reinstatement application.

Free TAFE for Priority Courses

A Tuition Fee will not be charged for an Eligible *Skills First* Individual who commences a course on the [Free TAFE for Priority Courses](#)

Students are eligible to receive a **fee exemption for only one commencement in a life-time** in a course on the [Free TAFE for Priority Courses](#). However, a student can access an additional Fee Waiver if:

- The only previous Free TAFE Fee Waiver they received was for a commencement under the Job Trainer Initiative; or
- They previously **completed** a program (whether Government-subsidised, including under Free TAFE, or Fee for Service) that is part of a Free [TAFE Pathways program](#) and are commencing another Free TAFE program in the same Pathway; or
- Enrolling in one of the following Auslan programs:

PSP51018 Diploma of Auslan
PSP50916 Diploma of Interpreting (Auslan Stream)
PSP60916 Advanced Diploma of Interpreting (Auslan Stream).

Student Enrolment, Fees and Charges Guidelines

In addition, students who have previously accessed their Free-TAFE entitlement for any Free TAFE course can receive an additional fee waiver for any of the three Auslan Qualifications; or

- They previously **completed** a Free-TAFE program and are enrolling in the Certificate IV in Training and Assessment (TAE). However, a student cannot be enrolled in a Pathway Program and Certificate IV in TAE at the same time.
- In order to access Free-TAFE for the Certificate IV in Cyber Security, students will need to provide evidence that they hold the Certificate III in Information Technology.

Students who do not hold the Certificate III in Information Technology, can consider studying the Certificate III with a fee waiver before progressing to the Certificate IV in Cyber Security with a second fee waiver under the priority pathways initiative.

- There will be zero fees charged for enrolment in the LNSUPPORT Skill Set. In addition, enrolment in this Skill Set will not count towards the '2 in a year' limit and '2 at a time' limit.

Important Note:

The Free-TAFE waiver does not apply if the program is being delivered under an Apprenticeship.

Skills First Aboriginal Access Fee Waiver

Effective 1 January 2024 a Tuition Fee, at all course levels, will not be charged for students who self-identify as being of Aboriginal or Torres Strait Island descent.

The RTO must keep a copy of the enrolment form as evidence of the student's entitlement under this initiative.

A.19 INELIGIBLE STUDENTS (for a Government Subsidised Place – VET Programs)

Students Ineligible for a Government Subsidised Place are prospective students who do not meet the requirements as listed for Eligible Students.

An individual is **not eligible for training subsidised through the Skills First Program** if the individual is:

- a) a student enrolled in a school (excluding a school-based apprentice/Trainee). This includes:
 - i) any government, non-government, independent or Catholic school; or
 - ii) a student registered for home schooling in Victoria.
- b) within the meaning of the *Corrections Act 1986* (Vic), a prisoner held at a prison, including:
 - i) Hopkins Correctional Centre (Ararat);
 - ii) Barwon Prison;
 - iii) Beechworth Correctional Centre;
 - iv) Dame Phyllis Frost Centre;
 - v) Dhurringile Prison;

Student Enrolment, Fees and Charges Guidelines

- vi) Langi Kal Kal Prison;
 - vii) Loddon Prison Precinct;
 - viii) Marngoneet Correctional Centre;
 - ix) Tarrengower Prison;
 - x) Metropolitan Remand Centre;
 - xi) Melbourne Assessment Prison;
 - xii) Fulham Correctional Centre;
 - xiii) Port Phillip Prison; or
 - xiii) Karrenga Annex; or
 - xiv) Ravenhall Correction Centre.
- c) a person who is detained under the *Mental Health Act 2014* (Vic), or the *Crimes (Mental Impairment and Unfitness to be Tried) Act 1997* (Vic) or the *Sentencing Act 1991* (Vic) at the Thomas Embling Hospital; or
- d) a person who is detained (other than on a weekend detention) under the *Children, Youth and Families Act 2005* (Vic) or the *Sentencing Act 1991* (Vic) or who is held on remand in one or more of the following youth justice facilities:
- i) Malmsbury Youth Justice Centre;
 - ii) Parkville Youth Residential Centre; or
 - iii) Melbourne Youth Justice Centre.

Note that the exclusions described in A.17.d above **do not apply** to:

- young people on community based orders made under the *Children, Youth and Families Act 2005* (Vic); or
- individuals held in Judy Lazarus Transition Centre.

A.20 INELIGIBLE TUITION FEES

The Melbourne Polytechnic Executive will approve the tuition fees for Ineligible Students.

Full Course Tuition Fees and Material Fees are published on each course page on the Melbourne Polytechnic website <https://www.melbournepolytechnic.edu.au/>

Tuition Fees for individual units of study within Diploma and Advanced Diploma level courses are available on the Institute's website <https://www.melbournepolytechnic.edu.au/study/fees/local-student-fees/fees-for-local-vocational-education-students/schedule-of-vet-tuition-fees-diploma-and-above-programs/>

A full tuition fee will be payable by all students at enrolment with the exception of students enrolling in Diploma or Advanced Diploma level courses wishing to apply for VET Student Loan assistance, who have until the end of the Census Date for each unit of study to either pay the tuition fee or submit an application for VET Student Loan assistance for the course of study.

Student Enrolment, Fees and Charges Guidelines

PART B – HIGHER EDUCATION ENROLMENTS

B.1 FEES

B.1.1 Tuition Fees

Course Tuition Fees for Higher Education programs will be set each academic year in line with the Institute's Pricing Strategy Process and approved by the Melbourne Polytechnic Executive.

The Tuition Fee for each individual course is available on the relevant course page on the Melbourne Polytechnic website <https://www.melbournepolytechnic.edu.au/>

Tuition Fees for individual units of study within the Higher Education courses are available on the Institute's website <https://www.melbournepolytechnic.edu.au/study/fees/local-student-fees/fees-for-local-higher-education-students/schedule-of-higher-education-tuition-fees/>

B.1.2 Ancillary Charges

The Chief Executive Officer may determine annually, or at the time of providing the service, charges for provision of:

- (a) issuing a replacement Student Identification Card;
- (b) issuing an additional Statement of Student Results and/or Statement of Attainment;
- (c) Issuing a replacement Testamur.

B.2 TUITION PAYMENT OPTIONS

B.2.1 Upfront Payment

Students may pay Tuition Fees for each enrolment period within an academic year in one upfront payment.

B.2.2 FEE-HELP Loan

FEE-HELP is an Australian Government income contingent loan scheme to assist eligible students to pay for all or part of their studies in a Higher Education program.

Eligibility for FEE-HELP Loan

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To be eligible for FEE-HELP, you must first meet the citizenship and residency requirements by being ONE of the following:

- an Australian Citizen, or New Zealand Special Category Visa (NZ SCV) holder who meets the long-term residency requirements, and will study at least part of the course of study in Australia; or
- a permanent humanitarian visa holder or eligible former permanent humanitarian visa holder (check www.homeaffairs.gov.au for the list of humanitarian visa subclasses) who will be resident in Australia for the duration of unit(s) of study; or
- a permanent visa holder undertaking bridging study for overseas-trained professionals who will be resident in Australia for the duration of unit(s) of study; or
- A Pacific Engagement Visa (PEV) holder who is resident in Australia for the duration of unit(s) of study (note: a PEV holder becomes eligible from 1 February 2024).

In addition, students must also meet **ALL** of the following requirements:

- meet the TFN requirements
- obtain a Unique Student Identifier (USI) by the census date
- have enough available HELP balance
- be assessed as a genuine student and as academically suitable for your course of study;
- maintain a reasonable study load of no more than 2 EFTSL per year unless approved by your provider
- be enrolled in an eligible course by the census date;
- read the Australian Government's FEE-HELP Information booklet;
- submit a valid *Request for a FEE-HELP loan* eCAF to the training provider by the census date (or earlier administrative date)

B.2.3 Commonwealth Supported Place (CSP) and HECS-HELP Loan Scheme

A CSP is an Australian Government subsidised higher education place. CSPs are only available to domestic students (Australian citizens, New Zealand citizens or permanent visa holders). The Australian Government pays part of the course fees directly to the training provider and students are required to pay the balance of course fees known as the '*student contribution amount*'.

Eligibility for a CSP

To be eligible for a CSP you must be **either**:

- an Australian citizen, who will live and study in Australia for some of the course; or
- a New Zealand citizen, who will live and study in Australia for the whole course; or
- a permanent humanitarian visa holder or eligible former permanent humanitarian visa holder, who will live and study in Australia for the whole course; or
- a permanent [visa holder](#), who will live and study in Australia for the whole course; or
- a Pacific Engagement Visa (PEV) holder who is resident in Australia for the duration of unit(s) of study (note: a PEV holder becomes eligible from 1 February 2024).

AND meet each of the following criteria;

- have a USI
- have sufficient Student Learning Entitlement available (for new enrolments from 1 January 2022)
- be enrolled in each unit by the census date;

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- read the Australian Government's Commonwealth Supported Places and HECS-HELP Information booklet; and
- submit a valid *Request for a Commonwealth Supported Place and a HECS-HELP loan* eCAF by the required date.

Eligibility for HECS-HELP Loan

HECS-HELP is a scheme that assists eligible Commonwealth Supported students to pay their student contribution amount with a loan. Students must be studying in a Commonwealth Supported place at an approved HECS-HELP provider in order to access a HECS-HELP loan.

To be eligible for a HECS-HELP loan you must:

- be studying in [a Commonwealth Supported place](#);
- be an Australian citizen and meet the [residency requirements](#) (you must study at least part of your course in Australia) or
- be a New Zealand Special Category Visa (SCV) holder, permanent humanitarian visa holder or eligible former permanent humanitarian visa holder and meet the [residency requirements](#).
- meet the TFN requirements;
- be a holder of a Pacific Engagement Visa (PEV) who is resident in Australia for the duration of unit(s) of study (note: a PEV holder becomes eligible from 1 February 2024);
- obtain a Unique Student Identifier (USI) by the census date;
- have enough available HELP balance at the census date to pay for the student contribution amounts
- be assessed as a genuine student and as academically suitable for your unit of study(s)
- maintain a reasonable study load of no more than 2 EFTSL per year unless approved by your provider;
- be enrolled in each unit/subject at your provider by the census date;
- read the Australian Government's Commonwealth Supported Places and HECS-HELP Information booklet;
- Submit the Request for Commonwealth Support and HECS-HELP eCAF to your provider by the [census date](#).

B.3 FEE PROTECTION

B.3.1 Upfront Pre-paid Fees

In the event that Melbourne Polytechnic ceases to deliver a course of study in which the student is enrolled and has commenced:

- the student will be placed into an equivalent course such that:
 - i the new location is suitable to the learner; and
 - ii the learner receives the full services for which they have prepaid at no additional cost to the learner; or
- a Replacement Provider will be sourced on behalf of the student; or
- the student will be paid a refund of any prepaid fees.

B.3.2 Tuition Protection Arrangements (TPA)

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From 1 January 2020 the Australian Government rendered TAFEs and other Government-owned providers exempt from the new tuition protection arrangements, with the exception of obligations relating to providing information about replacement courses and providing tuition protection support and assistance in the event they default.

This reflects that TAFE providers have the capacity and capability to place students in suitable replacement courses in the event that the provider ceases to deliver a course of study in which the student is enrolled and has commenced.

B.4 REFUNDS

If a student withdraws, by written notice, from a Higher Education course **prior to or on the Census Date**, the Institute will refund the Tuition fee. A student who has FEE-HELP will incur no debt.

No refund will be issued after Census Date for any fees and charges paid by, or on behalf of, the student, including any FEE-HELP debt incurred except in Special Circumstances.

B.4.1 Partial Withdrawal from a Higher Education Program

If a student withdraws from only part of an enrolment, **prior to or on Census Date**, the Institute will refund only the portion of the tuition fee applicable to that part of the Higher Education course. A student who has FEE-HELP will incur no debt for the withdrawn unit/s of study.

No refund will be issued after Census Date for any fees and charges paid by, or on behalf of, the student, including any FEE-HELP debt incurred except in Special Circumstances.

B.4.2 Special Circumstances – FEE-HELP

Under the Higher Education Support Act (2003) (HESA) an application for re-credit of a FEE-HELP Loan is considered on the basis of special circumstances that:

- Were beyond the student's control; **and**
- Circumstances did not make their full impact until on, or after, the census date; **and**
- Made it impracticable for the student to complete the requirements for the subject.

To be considered for a refund due to special circumstances, a student must:

- read the [How to Apply for a Re-credit of FEE-HELP Debt under Special Circumstances Instructions](#); and
- complete and submit an [Application for Re-credit of FEE-HELP under Special Circumstances](#) form available on the Melbourne Polytechnic website within 12 months of the withdrawal date.

B.5 LEAVE OF ABSENCE

Students are able to request a leave of absence from their Higher Education studies for a period of time up to 12 months, following one semester of study. A student seeking a leave of absence should consult with the relevant Head of Program before applying for leave. Refer to the [Enrolment \(HE\) Policy](#), available on the Melbourne Polytechnic website for further information.

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B.6 AMENDMENTS TO PERSONAL DETAILS

A student who changes their name, address, telephone contact should within seven (7) days of the change, complete an [Amendment to Personal Details form](#). The form is available from the Student Hub at the Preston Campus or Enrolment Centres at other Campus locations.

Students requesting a 'Change of Name' will be required to:

- in the first instance, change their name on the USI Register; and
- complete the [Amendment to Personal Details form](#) and attach legal documentary evidence (*eg. Marriage Certificate, Statutory Declaration, Deed Poll Certificate*).

PART C - INTERNATIONAL STUDENT ENROLMENTS

International Students | Holders of a Student Visa and/or Temporary Resident Visa

The *Education Services for Overseas Students Act 2000* (ESOS Act) sets out the legal framework governing delivery of education to international students in Australia on a student visa. The Act defines an International student as one who holds a Student Visa. These students are ineligible for a Government Subsidised place and must apply via the International Office and pay full International Student Fees.

The Australian Government, through the Department of Education and Training, administers the ESOS Act and its associated instruments.

These rules should be read in conjunction with the Education Services for Overseas Students (ESOS) Act 2000, and in particular the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (National Code) 2018.

C.1 TUITION FEES

Tuition Fees for International Students will be set in line with the Institute's Pricing Strategy Process and approved by the Melbourne Polytechnic Executive.

C.2 ADMINISTRATION

It will be the responsibility of the Chief Finance Officer to ensure monies collected from fees and charges are appropriately banked and recorded in the financial systems of Melbourne Polytechnic.

C.3 REFUND OF ENROLMENT FEES AND CHARGES

The rules for refund of enrolment fees and charges for International students are set out in the [International Student Studying on a Student Visa Policy](#) and the [International Students Withdrawal Transfer and Refund Procedure](#).

C.4 ENROLMENTS

Enrolment at the Institute is conditional upon:

Student Enrolment, Fees and Charges Guidelines

- (a) the information that is supplied by the prospective student to the Institute upon which an offer of a place in a course is based, being accurate;
- (b) the approval of the relevant Manager (or nominee) of the subjects concerned;
- (c) the completion by the prospective student of the Institute enrolment form;
- (d)
 - (i) the undertaking of the prospective student to abide by the regulations, rules, procedures and standards of conduct of the Institute; and
 - (ii) the granting of authority to the Academic Registrar to provide government departments, who have authorised a prospective student to enrol at the Institute, such details of the person's academic progress as may be required by them; and
 - (iii) the granting of authority to the Academic Registrar to seek from other education institutions at which the prospective student has been enrolled, details of their academic record and progress; and
 - (iv) the acknowledgment by the prospective student to participate in the National Student Outcomes Survey managed by the National Centre for Vocational Education and Research (NCVER) and/or an invitation to participate in a Department endorsed project and/or being contacted by the Commission (or persons authorised by the Commission) for audit purposes;
- (e) the prospective student making satisfactory progress towards the completion of an approved program during the previous semester or year of study enrolled at the Institute, consistent with Standard 8 of the Australian Government's Educational Services for Overseas Students (ESOS) Act and outlined in the [International Student Studying on a Student Visa Policy](#) managed by the International Office at Melbourne Polytechnic.
- (f) the prospective student enrolled in an English Language Intensive Courses for Overseas Students (ELICOS) course maintaining satisfactory attendance within the course as described in the [International Student Studying on a Student Visa Policy](#) managed by the International Office at Melbourne Polytechnic.

C.5 INSTITUTE WITHDRAWAL OF A STUDENT ENROLMENT

C.5.1 A student may have his/her enrolment in a program withdrawn by the Academic Registrar when:-

- (a) the penalty of expulsion or suspension has been imposed under the [Student Discipline Policy](#).
- (b) and when any appeals arising out of the imposition of that penalty have been disposed of; or
- (c) the student has failed to achieve satisfactory academic progress, or failed to achieve satisfactory attendance according to C.4 (e) and C.4 (f) and any appeals against the determination of unsatisfactory academic progress or unsatisfactory attendance under

Student Enrolment, Fees and Charges Guidelines

the [Student Complaints and Appeals Policy](#) and the [Student Complaints and Appeals Procedure](#) have been addressed.

C.5.2 A student whose enrolment in all subjects is withdrawn shall forthwith cease to be an enrolled student of the Institute and shall no longer have the right as an enrolled student:

- (a) to enter and to remain in any of the precincts of the Institute; or
- (b) to participate in any classes, examinations or tests conducted by the Institute; or
- (d) to participate in any other activities of or under the control of the Institute.

C.6 APPEALS AGAINST INSTITUTE WITHDRAWAL OF A STUDENT ENROLMENT

Where a student is undertaking a vocational or higher education course and is identified as not making satisfactory progress as outlined in C.4 (e), or satisfactory attendance as outlined in C.4 (f) the student will be advised in writing of the Institute's intention to report the student to the Department of Immigration and Border Protection (DIBP).

The student will be advised in writing of the way to access the student grievance process which includes an external appeals mechanism. This process is outlined in the [Students Complaints and Appeals Policy](#) and the [Student Complaints and Appeal Procedure](#).

Students exercising their right to grievance procedures will continue to be enrolled students until any appeals have been disposed of.

International students studying in an ELICOS program are required to attend in accordance with DHA Regulations. Appeals in relation to visa regulations are managed by (DIBP).

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PART D – SKILLS RECOGNITION

Skills Recognition is the general term given for the assessment of an applicant's previous learning or skills development for the purpose of gaining credits or exemptions for a partial or full qualification. The three categories of Skills Recognition are as follows:

D.1 RECOGNITION OF PRIOR LEARNING (RPL)

This is a process through which people can gain credit in recognised courses based on learning gained from experience in the workplace, in voluntary work, in social or domestic activities or through informal training.

D.2 RECOGNITION OF CURRENT COMPETENCY (RCC)

This is a process through which people who have previously successfully completed a unit of competency or module can be reassessed to determine whether the currency of the unit of competency or module has been maintained.

D.3 CREDIT TRANSFER (T)

This is a process where people who have previously successfully completed the same or equivalent unit of competency or module at another educational institution, can apply for a credit transfer towards the Melbourne Polytechnic course for which they are about to enrol in or are currently enrolled in. There are no costs associated with Credit Transfer.

D.4 SKILLS RECOGNITION FEES

Fees for Skills Recognition are charged at the same hourly rate as that which applies to students Eligible for a Government Subsidised Place under the *Skills First* Program. There will be no charge for Student Services & Amenities or Materials Fees.

Student Enrolment, Fees and Charges Guidelines

PART E - INSTITUTE ACCREDITED COURSES

E.1 COURSE FEE

Subject to any direction from the Minister or other appropriate authority, Melbourne Polytechnic Accredited Courses and customised programs will be charged at full cost recovery rate and may be used to wholly or partially cover:

- (a) teaching salaries;
- (b) support salaries;
- (c) materials;
- (d) resources;
- (e) publicity;
- (f) hospitality;
- (g) administration;
- (h) transportation or
- (i) any other costs attributed to the course as determined by the Executive Director Academic Operations.

E.2 REFUNDS

A standard handling fee of 10% of the advertised course fee will be deducted from each refund except in the instance where the course is cancelled by the Institute.

The following applies to all IAC refunds:

- If a student withdraws at any time up to 5 business days prior to the commencement date of a course, the Institute will refund enrolment fees paid less 10% to a maximum of \$50.00.
- If a student withdraws less than five (5) business days before the commencement date of a course, the Institute will not refund any fees.
- For students enrolled in the Licensed Electrical Assessment Course there will be no refund of fees for requests received less than 10 business days prior to the course commencement date.
- If a course is cancelled by the Institute at any time during the period of a student's enrolment, the student will be entitled to a full refund of fees paid, or a transfer to another course.

Student Enrolment, Fees and Charges Guidelines

Definitions

- a. Academic Registrar:
The person appointed/nominated by the Chief Executive to be responsible for the development, continuous review and implementation of the Student Enrolment, Fees and Charges Policy.
- b. Academic Year:
Any one period within 1 January and 31 December.
- c. Approved Course: A sequence of study leading to an Australian Qualifications Framework (AQF) award or vocational outcome.
- d. Asylum Seeker: A person confirmed as 'Asylum Seeker' by the Asylum Seeker Resource Centre (ASCR).
- e. Board: The Board of Melbourne Polytechnic.
- f. Calendar Year: 1 January – 31 December.
- g. Course Commencement Date: First date of attendance in a Unit of Competency in a course.
- h. Census Date: The last date a student can withdraw from a Unit of Competency/Subject without incurring financial liability. It is also the last date to pay Tuition Fees or to apply for a Government HELP loan (VET FEE-HELP or FEE-HELP).
- i. Chief Executive: The person appointed by the Melbourne Polytechnic Board as Chief Executive.
- j. Commonwealth Supported Place (CSP): A CSP is an Australian Government subsidised higher education place.
- k. Debitsuccess: A loan payment option available for students to pay course Tuition Fees of \$150.00 or greater through a Tuition Payment Plan (TPP).
- l. DHA: Department of Home Affairs.
- m. Enrolled student: A person who is enrolled in a course at Melbourne Polytechnic.
- n. FEE-HELP: FEE-HELP is an Australian Government income contingent loan scheme to assist eligible students to pay for all or part of their Tuition Fees in a Higher Education program.
- o. FEE-HELP Eligibility: As detailed in the FEE-HELP Information Booklet available on the Commonwealth Department of Education website www.studyassist.gov.au
- p. Higher Education and Skills Group (HESG): HESG is part of the Victorian Government Department of Education and Training.
- q. HESA: Higher Education Support Act 2003.

Student Enrolment, Fees and Charges Guidelines

- r. Tuition Payment Plan: A Tuition Fee payment option via Debitsuccess.
- s. TPA: Tuition Protection Arrangements.
- t. VET Student Loan Eligibility: As detailed on the Department of Education and Training (*Commonwealth*) website www.studyassist.gov.au
- u. VET Student Loan: VET Student Loan is an income contingent loan scheme for the Vocational Education and Training (VET) sector. VET Student Loan will assist VET Student Loan eligible students who are enrolled in an approved VET Student Loan Course to help pay for all or part of their Tuition Fees in Diploma and Advanced Diploma courses.