

# Student Fees and Payments Policy and Procedure

## 1 Background

The Student Fees and Payments Policy and Procedure sets out the provisions of tuition and other relevant ancillary fees paid by students to Menzies Institute of Technology (hereinafter known as the “Institute”).

## 2 Purpose

This policy details the approach the Institute will take to the setting of student fees and outlines the payment mechanism available for students to pay their tuition fees.

## 3 Audience

The policy is aimed at Vocational Management Team, Marketing and Admissions Staff and all students and prospective learners of the Institute.

## 4 Definitions

For the purposes of this policy, the following terms are defined:

**International student** – refers to a student who is not a domestic student, including students on temporary residence visas and any visa which allows a student from overseas to study in Australia.

**Domestic fee paying student** – refers to a student who is an Australian citizen (including Australian citizens with dual citizenship), or a student who is a New Zealand citizen or a student who has Permanent Resident Status (holders of all categories of permanent resident visas, including Humanitarian Visas) who is paying fees to enrol in a course.

**Student Fees** – means in respect of a student, the amount specified by the Institute in that student’s Letter of Offer as the fee. Student fees of two categories, namely, tuition fees and non-tuition fees

## **5 Policy**

### **5.1 Student Fees**

Student fees of two categories, namely, tuition fees and non-tuition fees. Student fees are approved by the Vocational Management Team and endorsed by the PEO. Tuition fees and non-tuition fees are outlined for the whole of the training product.

5.1.1 Tuition fees cover the costs associated with studying at the Institute including:

- Training and assessment services.
- Work placement fees
- Access to Learning Management System (LMS).
- Access to computers and other online resources.
- Admissions services.
- Student services.

5.1.2 Non-tuition fees cover the costs associated with studying at the Institute including:

- Uniforms
- Safety equipments
- Tools
- Text books
- Training materials

#### **5.1.3 Miscellaneous Fees & Charges**

Some administrative and incidental fees and charges are not refundable once incurred. They are charged separately from tuition fees. Non-refundable fees and charges may include things such as:

- goods or services that are in addition to tuition fees and are ‘incidental’ to the students studies.
- fines or penalties that are not to raise revenue or cover administrative costs, e.g. fines or penalties for late payments, late variations to enrolments, late withdrawals from a course.

Non-refundable fees and charges may change, or be added to from time to time. Current non-refundable fees and charges are listed on in the table below:

Item	Fees	Item	Fees
Enrolment Fee	\$150	LLN Repeat Test Fee	\$40
Re-issue of Confirmation of Enrolment	\$50	Replacement Overalls (Automotive)	\$75
Re-issue of Letter of Offer	\$50	Replacement Uniform (Nursing)	\$60
Re-issue of Certificate (Testamur)	\$50	Replacement Uniform (Dental)	\$60
Re-issue of Transcript of Results	\$50	Replacement Safety Glasses (Automotive)	\$20
Re-issue of Statement of Attainment	\$50	Replacement Safety Glasses (Dental)	\$40
Late payment penalty (per week overdue)	\$200	Replacement Safety Boots (Automotive)	\$60
Re-sit of Unit	\$1500	Replacement Toolkit (Dental Technology)	\$530
Re-sit of Assessment	\$200	Replacement Student Nurse Kit (Nursing)	\$800
Recognition of Prior Learning (per Unit)	\$1500	Replacement Textbook (Automotive)	\$250
Credit Transfer of Unit	NIL	Replacement Textbook (Nursing)	\$600
Re-issue of Student ID Card	\$10	Replacement Textbook (Dental Technology)	\$550
Printing/Photocopying per page	20c	Telephone call (local only)	\$1
Scanning per page	\$1	Pen	\$1
Administrative fees – only applicable for refund application	\$250		

## 5.2 Publication of Fees

Student fees and other information relating to fees and charges will be made available to students, on the Institute's website. Besides from the website, fee information will be published in course brochures and other official printed materials.

During pre-training review and enrolment process institute advise all the students regarding all the fees and charges. The letter of offer include all the tuition and non-tuition fees.

Students are required to visit the Institute's website regularly for important information and updates relating to fees.

### **5.3 Fee Changes**

Tuition fees are subject to change throughout the duration of the course. These changes will be published with appropriate notice and will be made available on the Institutes websites and relevant publications once approved by the Vocational Management Team and endorsed by the PEO. If there is a change in the fees, the Institute will withdraw the previous schedule and publish the new fees schedule on the website as soon as practicable after making that decision. The new fees will apply from a date specified by the Vocational Management Team.

### **5.4 Payment Plan change request by student**

Requests for changes to the payment plan issued to the student in the LOO after commencement of studies will not be allowed. Students may request for an extension of payment due dates.

### **5.5 Payment of Fees**

All prospective learners and current students must pay their fees on or before the due date specified in the LOO. Late payment penalties may apply for students paying fees pass the due date. Students, who face difficulty in paying fees due to special circumstances, must formally notify the Student Support Officer in writing and request an extension to the payment.

The Institute has the right to accept or deny such request and additional fees or conditions may be applicable. Students should note that poor financial planning does not constitute special circumstances. Students are encouraged to speak to Student Support Officer for further guidance on fee payments and instalments before a formal request in forwarded. Request for an extension on due date will be reviewed on a case by case basis and whether there are extenuating circumstances for the student. Student must provide supporting evidence documentation as required. Examples of this nature are considered as extenuating circumstances:

- burglary or theft causing loss of funds (evidence documentation must be provided)
- delays in bank transfer from overseas or locally (evidence documentation provided showing that a transfer had been made already)

The following are NOT considered as extenuating circumstances:

- student, family or supporter loss of income or inability to pay due to downturn in income or business
- poor financial planning where the student has other expenses to pay and therefore unable to make tuition fee payment (e.g. bought a new car, paying rent and bills)

Students will be able to pay their fees using a variety of methods. The Institute will accept payments in person of cash, personal cheques, money orders, and credit cards (except DINERS). Students are able to send or deposit money into the Institute's bank account: Details are as below:

**Account Name:** Menzies Institute of Technology

**Bank Name:** National Australia Bank

**BSB No:** 083 166

**Account No:** 847 927 557

**SWIFT code:** NATAAU3303M

**Branch Address:** 500 Bourke Street, Melbourne, VIC, 3000, Australia.

Students must notify the Institute immediately, once they have made a payment to the Institute's bank account. International student may choose to pay more than 50 per cent of their tuition fees before their course commences. Domestic students are not required to pay more than \$1500 in prepaid fees upfront for their course. Any amounts paid above \$1500 in advance by a domestic student will be refunded to the student. All the remaining fees will be paid through payment plan.

International and domestic students can apply for the payment plan. For the detailed information regarding payment plan refer MFM03: Prospective Learner Enquiry Form.

### **5.6 Overseas Student Health Cover** (*International Students Only*)

It is an Australian Government requirement that all international students studying in Australia on a student visa are covered by Overseas Student Health Cover (OSHC) for the duration of their visa. If students are accompanied by family and children, they must have the compulsory family policy for OSHC. Tuition fees and non-tuition fees do not include OSHC cost and international students should pay this separately. BUPA Australia is the OSHC partner of the Institute but students have the choice to select their own health cover provider. LOO will outline the fees for OSHC.

### **5.7 Penalties for Non-Payment of Fees**

Any student who has an overdue debt to the Institute and does not fully settle this debt shall cease to be entitled to any privileges of the Institute. The Institute may at its discretion cancel

enrolment (automatically withdrawing access to the Institute services including classes, email, LMS, insurance, etc.), and refuse access to official documentation (assessment results, graduation, etc.). Late payment fees may be charged to encourage students to pay their invoices by the due date as shown in the LOO. A late payment fee will apply to any fees paid after the due date. A student's enrolment may be cancelled for non-payment of fees. To be reinstated as a student, cancelled students must pay all outstanding amounts, including late fees. Appeals against cancellation and late payment fees must be submitted in writing to the Institute within 10 working days of the notice of penalty and be in accordance with the *MITP07 Complaints and Appeals Policy and Procedure*. The Institute will take appropriate legal debt recovery action where students default on their payments.

## 5.8 Fee Refunds

Under some circumstances students who withdraw from a training product may be eligible for a full or partial refund depending on the timing of withdrawal and other circumstances. Information on eligibility for fee refunds is found in the *MITP10 Refund Policy and Procedure*.

## 5.9 Fees Registry

A fees registry is to be maintained with details on unit of competency tuition fees, reassessment fees, re-enrolment fees and recognition of prior learning fees. Fees registry will also contain material fees. The fees registry must contain fees for both domestic and international students. *MFRxx Fees Registry* template is outlined in Appendix.

# 6 Procedures

## 6.1 Setting of fees

Procedure	Responsibility
Review the fees from the <i>MFRxx Fees Registry</i> in August every year and update tuition fees, non-tuition fees. If required, update the miscellaneous fees.	Vocational Management Team
Submit the updated fees to the PEO for endorsement.	Vocational Management Team
Endorse the <i>MFRxx Fees Registry</i> and inform the Vocational Management Team.	PEO

## 6.2 Communicating fees to prospective learners and students

Procedure	Responsibility
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Forward the <i>MFRxx Fees Registry</i> to Marketing and Admissions Manager to publish.	Vocational Management Team
Publish the fees in the Institute website and other printed materials including LOO for prospective learners.	Marketing and Admissions Manager
Compare fees on marketing material with approved <i>MFRxx Fees Registry</i> .	Head of Operations

### 6.3 Formalisation of enrolment and Payment Plan

Procedure	Responsibility
Develop a payment plan based on the approved fees.	Marketing and Admissions Manager
Obtain approval for the payment plan from Head of Operations.	Marketing and Admissions Manager
Review payment plan and grant approval.	Head of Operations
Include the payment plan in LOO and forward to prospective learners.	Marketing and Admissions Staff
Prospective learner to confirm the payment plan by signing the LOO.	Prospective learner

### 6.4 Making the payment and requesting extensions

Procedure	Responsibility
Make the payment outlined in the LOO in person of cash, personal cheques, money orders, and credit cards (except DINERS) or deposit money into the Institute's bank account on or before the due date.	Prospective learner/Student
Notify the Institute of the payment (if deposit to bank).	Prospective learner/Student
Confirm the prospective learner of the payment receipt.	Marketing and Admissions Staff
If unable to make the payment by the due date, submit a written request to Student Services Coordinator requesting an extension on the due date.	Student
Review the request and approve or reject the request based on situation.	Student Services Coordinator
Notify the student of the outcome.	Student Services Coordinator

### 6.5 Penalties for late payments

Procedure	Responsibility
Review the student fee payments after the due date and generate a list of students with outstanding fees and forward to Student Services Coordinator.	Finance Officer
<i>Outstanding Fees reminder letter (First Warning, Notice of Intention to Report for non-payment)</i> to be sent to the students and a follow up call to be made. International Students should be notified with a warning letter outlining student default and breach of visa obligations.	Student Services Coordinator
Impose restrictions on student enrolment and access to Institute facilities.	Student Services

Impose late penalty fee on the student record.	Coordinator
Refer to <i>MITP08 Deferral, Suspension and Cancellation Policy and Procedure</i> for further guidance on cancelling a student's enrolment or suspending a student.	Student Services Coordinator

## 6.6 Payment refunds

Procedure	Responsibility
Refer to <i>MITP10 Refund Policy and Procedure</i> for details of the refund process and how to obtain a fee refund.	Student

## 6.7 Changes in fees

Procedure	Responsibility
Initiate a fee change and review the <i>MFRxx Fees Registry</i> . Forward the updated fees to PEO for endorsement.	Vocational Management Team
Endorse the <i>MFRxx Fees Registry</i> and inform the Vocational Management Team	PEO
Notify Marketing and Admissions Manager to withdraw the previous fee schedule and replace with the new fees.	Vocational Management Team
Withdraw the previous fee information and replace with the updated fees. Notify the students of the fee change.	Marketing and Admissions Manager
Compare fees on marketing material with approved <i>MFRxx Fees Registry</i> .	Head of Operations

## 7 Review

This policy will be subjected to an annual review from the approval date. Exceptions to frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

<b>RTO Code:</b>	21834
<b>CRICOS Code:</b>	02815M
<b>Document Title:</b>	Student Fees and Payments Policy and Procedure
<b>Document Number:</b>	MITP03
<b>Version:</b>	Version 23
<b>Relevant Standards:</b>	Standards SRTOs: Clauses 5.3, 7.3 National Code: Standard 3

<b>Related Policies/Documents:</b>	MITP07 Complaints and Appeals Policy and Procedure MITP08 Deferral, Suspension and Cancellation Policy and Procedure MITP10 Refund Policy and Procedure MFRxx85 Fees Registry MFAxx First Warning on Overdue Payment Letter MFAxx Notice of Intention to Report for Overdue Payment Letter	
<b>Responsibility:</b>	Vocational Management Team, PEO, Student Services Coordinator, Marketing and Admissions Staff, Marketing and Admissions Manager, Head of Operations and Finance Officer	
<b>Approved By:</b>	PEO	
<b>Date Approved:</b>	30/09/2019	
<b>Next Review Date:</b>	September 2021	
<b>Version Control and Change History:</b>		
<b>Version Number</b>	<b>Approval Date</b>	<b>Amendment</b>
1		Creation of policy
2		Updates of policy
3	14/01/2009	Updates of policy
4	28/06/2010	Updates of policy
5	28/06/2010	Updates of policy
6	15/07/2010	Updates of policy
7	08/02/2011	Updates of policy
8	29/09/2011	Updates of policy
9	06/05/2012	Updates of policy
10	21/05/2012	Updates of policy
11	01/06/2012	Updates of policy
12	09/07/2012	Amended clause 4.2 to include updated procedures for domestic students
13	12/03/2013	Added clause 4.4 for information on credit information for debt collection
14	12/04/2013	Amended clause 4.1
15	17/04/2014	Amended clause 5.0
16	01/09/2016	Reviewed and updated the next review date
17	01/08/2017	Reviewed, inserted new paragraph under Clause 5.0 and updated the next review date
18	01/09/2017	Reviewed, amended the term 'VET Fee Help' to 'VET Student Loans', updated clause 5.0 and updated the next review date
19	01/02/2018	Reviewed, amended clause 3.2, inserted clause 2.10 and updated the next review date
20	18/04/2018	Amended policy and procedure sections and updated policy name.
21	28/5/18	Added clause 5.4 and updated 5.5 with payment plan change request information and payment extension circumstances.
22	23/4/19	Updated form name of Fees registry from MFA85 to MFRxx. Updated Clause 5.10 to include VSL information.
23	30/09/2019	Review and make few changes regarding payment plan

## Appendix 1 – MFRxx Fees Registry

Training Product	Unit of Competency	Domestic/ International	Tuition Fees	Reassessment Fee	Re-enrolment Fee	RPL Fee	Non-tuition Fee
		Domestic					
		International					
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## Appendix 2 - First Warning Letter for Overdue Payment

MFLxx First Warning Letter for Overdue Payment [Ver 1]

<FirstName LastName>

<Address>

<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>

### FIRST WARNING ON OVERDUE PAYMENT

**- OVERDUE AMOUNT: xxxx AUD as of xx/xx/xx**

**- Invoice number INV-xxxxx**

This email is to inform you that your tuition fees are currently overdue and in breach of the Payment Policy (MITP03). Please refer to the attached invoice for the amount to be cleared as soon as possible.

Failure to make payment will result in the following actions and without any further notification to you:

- Please note that penalty charges will be applied for any overdue fees at \$200 per week for each week overdue.
- Being unable to attend classes until all monies are paid.
- Access to web portals such as Dental Assistant Online to be blocked without notice
- For Domestic Students: Cancel your enrolment and report to all relevant government authorities after you have received the final warning and the period has lapsed (Centrelink, Skills Victoria)
- For International Students: Cancel your enrolment and report to Department of Home Affairs after you have received the final warning and the period has lapsed
- Hand your case over to our Solicitor and Debt Recovery lawyers
- No student requests and document requests will be processed from Student Services Department

Your prompt action on this matter is required to avoid any further action being taken. If you have any questions regarding the above, please don't hesitate to contact us.

Regards,

Menzies Student Finance Department

## Appendix 3 - Notice of Intention to Report for Overdue Payment – International Student

MFLxx Notice of Intention to Report for Overdue Payment\_INT [Ver 1]

<FirstName LastName>  
<Address>  
<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>

### FINAL WARNING - INTENTION TO REPORT for non payment of tuition fees

We advise you that your debt is as follows:

**Debt amount: xxxx AUD**  
**Invoice Number: INV-xxxx**  
**Original Due Date: xx/xx/xx**

Please note that additional penalty charges will be applied for any overdue fees at \$200 per week for each week overdue and the additional penalty will also need to be paid.

Should full payment of the debt not be received at Menzies Institute of Technology within 20 working days from the date of this letter (ending on xx/xx/xx ), you will be reported to Department of Home Affairs for non payment of tuition fees and legal and debt collection action may proceed without further notice that will result in additional costs to you.

This is the final warning and for the matter to be resolved without any further action being taken, we expect the full payment of xxx AUD to be made within 20 working days. You may also wish to access the appeals process as outlined in MITP07 Complaints and Appeals policy within the 20 working days.

Any enquiries can be made to the Student Finance Officer at the Menzies Institute of Technology on 1300 244 002.

Regards,

Principal Executive Officer

## Appendix 4 - Notice of Intention to Report for Overdue Payment – Domestic Student

MFLxx Notice of Intention to Report for Overdue Payment\_DOM [Ver 1]

<FirstName LastName>  
<Address>  
<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

### **FINAL WARNING for non payment of tuition fees**

We advise you that your debt is as follows:

**Debt amount: xxx AUD**  
**Invoice Number: INV-xxx**  
**Original Due Date: xxxxx**

Should full payment of the debt not be received at Menzie's Institute of Technology within 20 working days from the date of this email (ending on xx/xx/xx), your enrolment will be cancelled and Centrelink & Skills Victoria will be informed of the cancellation of enrolment.

Please also note that additional penalty charges will be applied for any overdue fees at \$200 per week for each week overdue and the additional penalty will also need to be paid.

This will result in cancellation of any study benefits or entitlements that you are receiving and government funding. In addition, legal and debt collection action may proceed without further notice that will result in additional costs to you.

This is the final warning and for the matter to be resolved without any further action being taken, we expect the full payment of xxxxx AUD to be made within 20 working days.

Any enquiries can be made to the Student Finance Officer on 1300 244 002.

Regards,

Principal Executive Officer