

MITP03 Student Fees and Payments Policy

Quick Reference Guide

Purpose

This policy establishes clear and fair arrangements for student fees and payments. It outlines what fees you will pay, how to pay them, available payment plans, and your rights regarding refunds and fee protection.

Types of Fees

- **Tuition Fees:** Cover training and assessment, work placement coordination, LMS access, computers and online resources, admissions services, and student support.
- **Non-Tuition Fees:** Cover uniforms, safety equipment, tools, textbooks, and training materials.
- **Miscellaneous Fees:** Administrative charges for specific services (e.g., replacement documents, reassessments) that are non-refundable once incurred.

Fee Information and Transparency

All fees are clearly outlined in your Letter of Offer before enrollment. Fee information is available on our website, in course brochures, and from admissions staff. The Letter of Offer specifies total course costs, payment schedules, refund conditions, and any additional charges you may incur during your studies.

Payment Plans and Options

- **Payment Schedule:** Your Letter of Offer will include a payment plan with specific due dates. International students cannot prepay more than 50% of total tuition fees before course commencement. Domestic students cannot prepay more than \$1,500.
- **Payment Methods:** Cash, personal cheques, money orders, credit cards, or bank transfer. For bank transfers, notify the Finance Manager immediately with proof of payment.

- **Bank Details:** Account Name: Menzies Institute of Technology | Bank: National Australia Bank | BSB: 083 166 | Account: 847 927 557 | SWIFT: NATAAU3303M

Payment Extensions

If you cannot pay by the due date, you may apply for an extension by submitting a written request to the Student Administration Manager before the due date. Include supporting documentation and propose an alternative payment date (within 14 days of original due date). Valid grounds include serious illness, bereavement, significant financial hardship, natural disaster, or documented bank delays. Poor financial planning, regular expenses, or non-essential purchases are not valid grounds. You will receive a response within 3 business days.

Late Payment Process and Penalties

- **Step 1 - First Reminder (1-7 days overdue):** Courtesy reminder via email and SMS.
- **Step 2 - Final Reminder (8-14 days overdue):** Final reminder before penalties apply.
- **Step 3 - First Warning (15+ days overdue):** Formal warning letter, follow-up call, and \$200 late payment fee charged. International students notified of potential visa breach.
- **Step 4 - Notice of Intention (21+ days overdue):** Notice of Intention to Report (international) or Suspend (domestic) sent.
- **Step 5 - Enforcement (28+ days):** Enrollment suspended/cancelled, access to services restricted, results withheld, debt referred to collection agency.

Overseas Student Health Cover (International Students)

All international students must have OSHC for the duration of their visa. This cost is separate from tuition fees. BUPA Australia is our partner provider, but you may choose your own provider. We can facilitate OSHC arrangements if you request this service.

Fee Protection

The Institute is a member of the Tuition Protection Service (TPS), which protects your prepaid tuition fees. If we cannot provide services you have prepaid for, you will either be placed into an equivalent course at no extra cost or receive a refund for prepaid fees exceeding the threshold amount. Domestic

students cannot prepay more than \$1,500. International students cannot prepay more than 50% of total fees before course commencement.

Refunds

Refund requests are processed according to MITP10 Refund Policy and Procedure. You must submit an Application for Refund form with supporting documentation. Refund conditions vary depending on when you withdraw and whether you are a domestic or international student. Miscellaneous administrative fees are generally non-refundable once services are provided.

Key Points to Remember

- **Before enrolling:** Review all fees in your Letter of Offer carefully, understand the payment schedule, confirm you can meet payment obligations, ask questions about any unclear fees.
- **During your course:** Pay fees by due dates to avoid penalties, contact us immediately if you anticipate payment difficulties, keep proof of all payments, update your contact details so you receive payment reminders.
- **If you have payment issues:** Apply for an extension before the due date, provide supporting documentation, communicate proactively with Student Administration.

Contact Information

Student Finance Officer: 1300 244 002, accounts@menzies.vic.edu.au

Student Services Officer: 1300 244 002, academics@menzies.vic.edu.au

Related Policies

MITP10 Refund Policy and Procedure | MITP08 Deferral, Suspension and Cancellation | MITP11 Admissions Policy

This is a summary only. The complete policy is available from the finance office or website. Last Updated: November 2025