

Protection for Pre-Paid Upfront Fees (VET) Policy

1. Purpose

The Fee Protection Policy provides assurance for current and prospective Vocational Education and Training (VET) students that upfront prepaid tuition fees are protected in the event Melbourne Polytechnic is unable to provide services for which a student has prepaid or cancels a course that the student has commenced.

2. Principles

Vocational Education & Training (VET)

Melbourne Polytechnic, as a Government Entity, adheres to the requirements of Schedule 6 of the *Standards for Registered Training Organisations (RTOs) 2015* for protecting fees prepaid by individual learners or prospective learners, for services. Under this Fee Protection Policy, if Melbourne Polytechnic is unable to provide services for which a learner has prepaid, the learner will:

- be placed into an equivalent course such that the new location is suitable to the learner, and will receive the full services for which the learner has prepaid at no additional cost; or
- be paid a refund of any prepaid fees for services yet to be delivered in line with the [Administration of Student Enrolment, Fees and Charges Policy](#) and the [Administration of Student Enrolment, Fees and Charges Guidelines](#).

3. Scope

This policy applies to Melbourne Polytechnic Program Leads, Managers and Student Acquisition.

4. Definitions

RTO: Registered Training Organisation

VET: Vocational Education and Training

5. Responsibility and Accountability

Task	Responsibility	Notes
VET Programs		
Where a course has been cancelled by Melbourne Polytechnic, liaise with students regarding placement in an equivalent course.	Program Lead / Manager	
In the event a student declines the offer of the replacement course, provide student with full refund of fees for services yet to be delivered.	Program Lead / Manager; and Co-ordinator Refunds & Student Fees (<i>Student Acquisition</i>)	

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6. Supporting Documents and Templates

- [Administration of Student Enrolment, Fees and Charges Policy](#)
- [Administration of Student Enrolment, Fees and Charges Guidelines](#)

7. Policy Control

Approving authority	<i>Melbourne Polytechnic Executive</i>
Date approved	<i>19 December 2018</i>
Date effective	<i>19 December 2018</i>

Policy owner	<i>Marin Radobuljac, Academic Registrar</i>
Policy adviser	<i>Paula Morson, Programs Administrator</i>
Policy category	<i>Student Administration</i>
Edition	<i>1</i>
Review date	<i>November 2019</i>

8. Version History

Edition	Approved by	Approval Date	Summary of changes/Notes
1	Melbourne Polytechnic Executive	19/12/2018	New <i>Protection for Pre-Paid Upfront Fees (VET) Policy</i> . Implementation of new Policy for protection of upfront pre-paid fees in line with 'Schedule 6 -Requirements for protecting fees prepaid by individual learners, or prospective learners, for services' of the Standards for Registered Training Organisations (RTOs) 2015.