

Special Circumstances for Refunds (Certificate I-IV) Procedure

Section 1 - Purpose

(1) The purpose of this Procedure is to describe the process and assign responsibility for the application of a refund for Certificate I-IV courses, where the application is made after 28 days of the confirmed course commencement.

Section 2 - Scope

(2) This Procedure applies to all Melbourne Polytechnic domestic students, and employers of students enrolled in a Certificate I, Certificate II, Certificate III and/or Certificate IV course.

(3) Refunds arising from student complaints are outside the scope of this procedure. Where a complaint outcome may warrant consideration of a refund, the matter must be referred via a formal Decision Note to the Executive Director People and Student Success for review and approval. No refund is to be offered, implied, or confirmed to the student until approval has been obtained and recorded.

Section 3 - Procedure

(4) Special Circumstances are determined against the following criteria and supporting documentation:

- a. are beyond the applicant's control;
- b. circumstances did not make their full impact on the applicant until after, 28 days of the confirmed course commencement for the unit of study in question;
- c. makes it impractical to complete the unit of study requirements for the period during which the student undertook, or was to undertake, the unit; and
- d. the submission of the application being received within 12 months of last attendance date or the date of withdrawal as recorded in the student management system.

Beyond the applicant's control

(5) Circumstances beyond an applicant's control are situations that a reasonable person would agree were not caused - directly or indirectly - by the applicant's own actions or decisions. The applicant cannot be held responsible for these events. These circumstances must be unusual, uncommon, or out of the ordinary.

Do not make their full impact on the applicant until after, 28 days from the confirmed course commencement

(6) Circumstances that do not make their full impact on the applicant until after, 28 days of the confirmed course commencement for the unit of study if the student's circumstances occur:

- a. before 28 days, but worsen after that date;

- b. before 28 days, but the full effect or magnitude does not become apparent until after that date; or
- c. after, 28 days of the confirmed course commencement.

Make it impractical for the person to complete the unit of study requirements

(7) Circumstances that make it impracticable for the student to complete the unit of study requirements may include, but are not limited to:

- a. Medical circumstances for example, where a student's medical condition has changed to such an extent that they are unfit and unable to continue the requirements of the unit of study;
- b. 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 the student to continue the unit of study;
- c. Employment related circumstances for example, where a student's employment status or arrangements have changed so that the student is unable to continue their unit of study, and this change is beyond the applicant's control.
- d. Course related circumstances for example, where Melbourne Polytechnic has changed the unit of study it offers, and the student is disadvantaged by either not being able to complete the unit of study or not being given credit towards the unit of study or course.

Exceptions to Special Circumstances

(8) Special Circumstances are not considered for the following:

- a. lack of knowledge or understanding of requirements of a Debit Success Tuition Payment Plan (TPP) for students who have entered a contract with Debit Success;
- b. an applicant's incapacity to repay a Debit Success debt, as repayments are an agreed amount signed for, and confirmed upon enrolment;
- c. lack of knowledge or understanding of requirements for applying for a refund; or,
- d. a unit of study that has been successfully complete

Process for Managing Special Circumstances Refund Applications

(9) An application for a refund under Special Circumstances may be submitted by either the student or their employer (where applicable), where the employer has paid all or part of the student's tuition fees.

(10) Upon receipt of an Application for a Certificate I-IV Refund under Special Circumstances, the Refunds Team will acknowledge receipt of the application and conducts an initial review to confirm that all required information and supporting documentation have been provided. Where information is missing or incomplete, the applicant will be contacted and requested to provide the outstanding documentation.

(11) All submitted documentation will be collated and uploaded to the designated shared location for review by the Special Circumstances Panel. Applications received by close of business on the Monday preceding a scheduled Panel meeting will be considered at that meeting. Applications received after this time will be deferred to the next scheduled meeting.

(12) The Special Circumstances Panel reviews each application against the prescribed criteria and make a recommendation to the Executive Director People and Student Success (or other role approved under the [Delegation of Authority Policy](#) via a decision note.

(13) The Executive Director People and Student Success will communicate to the Special Circumstances Panel and Refunds Team in writing the outcome and any required follow up actions and/or decision. Applicants will be provided with an update on the status of their application within 21 days of submission.

(14) Where an application is successful, the Refunds Team will update the applicant's receipt record in Strata, process the approved refund, and formally, notify the applicant in writing of the outcome.

(15) Where a decision is pending, the Refunds Team will request additional supporting documentation from the applicant, and where applicable, and advises the applicant of the timeframe within which the additional documentation must be provided.

(16) Where an application is unsuccessful, the Refunds Team will notify the applicant in writing of the outcome, including the reasons for the decision, the applicant's right to appeal, and the process and timeframe for lodging an appeal. The timeframe for submission of an appeal is twenty eight (28) days, commencing one day after the date of the outcome notice.

(17) Appeals must be submitted by the applicant to complaints@melbournepolytechnic.edu.au. The assigned investigator will examine any new material or evidence provided against the relevant criteria within 28 days of receipt of the appeal.

(18) Where an appeal is successful, the assigned investigator will notify the Coordinator, Payments and Refunds of the outcome. The Refunds Team will then update the student's receipt record in the Strata, processes the refund, and notifies the applicant in writing.

Section 4 - Responsibility and Accountability

(19) The applicant is responsible for:

- a. submitting a completed Application for a Certificate I-IV Refund under Special Circumstances, including all required supporting documentation.
- b. Where an application is unsuccessful, the applicant is responsible for lodging an appeal within the specified timeframe and providing any new or additional evidence to support the appeal

(20) The Refunds Team is responsible for:

- a. acknowledging receipt of applications, reviewing applications for completeness, requesting additional information where required, and collating and uploading documentation for Panel consideration.
- b. implementing outcomes from refund applications by updating student records, processing refunds where approved, and notifying applicants in writing of application and appeal outcomes, including appeal rights and timeframes

(21) The Special Circumstances Panel is responsible for:

- a. reviewing applications against the approval criteria and making a recommendation to the Executive Director People and Student Success
- b. providing written advice to the Refunds Team regarding decisions and any required actions

(22) The Executive Director People and Student Success is responsible for:

- a. determining outcomes of applications in accordance with the criteria and issuing final decisions.

Section 5 - Policies and/or Related Procedures

(23) [Delegation of Authority Policy](#)

(24) For remaining policies, procedures and supporting documents and templates, refer to the Associated Information tab of this procedure.

Section 6 - Definitions

(25) For the purpose of this Procedure the following definitions apply:

- a. Debitsuccess Tuition Payment Plan: is the payment option for students to repay tuition fees through a Tuition Payment Plan (TPP) managed by Debitsuccess
- b. Strata: refers to Melbourne Polytechnic's Student Management System
- c. Withdrawal: means the student has ceased training and has been officially withdrawn

Status and Details

Status	Current
Effective Date	7th July 2026
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Approval Date	2nd July 2026
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Policy Owner	Cathy Frazer Executive Director People and Student Success
Policy Implementation Officer	Anne Callahan Student Experience Process Improvement Manager
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