

Fees and Charges Policy

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1. Policy statement

Fees and charges for students undertaking vocational education and training (VET) must be charged and collected in accordance with the provisions of the Standards for Registered Training Organisations 2015, VET Student Loans Act 2016 and Skills Assure Supplier framework.

1.1 Scope and context

This policy applies to Australian Qualifications Framework (AQF) training programs provided by Mater Education as a registered training organisation.

2. Principles

The following set of principles describes the objectives and outcomes of the policy:

2.1 Principle one: Determining tuition fees

Mater Education Limited (MEL) must determine the tuition fees for each approved course it offers.

When determining tuition fees MEL will not take into account the manner or timing of payment of tuition fees by students. For example, different fees will not be charged based on whether a student pays upfront, requests a loan, is eligible for funding or pays prior to a certain date.

2.2 Principle two: Informing students about tuition fees

MEL will provide fee information relevant to a course prior to enrolment. Fee information includes all costs for a course, payment terms, deposits, payment plans and refund information.

2.3 Principle three: Separate fees for goods and services

MEL will not charge separate fees for goods and services that are considered MEL's responsibility for example costs associated with enrolment, assessment, records management, IT support and access to internal learning support services or awarding of a qualification.

Student will be responsible for charges relating to mandatory requirements of being able to undertake a course for example, criminal history checks, immunisations, dress requirements.

Fees will not be charged for any items that will be retained by the student as their own personal property. Such items must be purchased separately by the student.

2.4 Principle four: Fees protection

Students are not required to pay more than \$1500 in advance for services not yet provided. This requirement does not apply, for example, where an employer or school engages MEL to provide training and/or assessment to its staff or students through a negotiated commercial transaction.

Refund policies are fair and equitable and meet the requirements of Australian Consumer Law.



2.5 Principle five: Publishing fees and charges

Fee schedules, charges and refund policies are to be made available on MEL's website and are to include details about any VET Student Loans, State Government-funded subsidy or other financial support arrangements associated with MEL's provision of training and assessment.

3. Compliance

3.1 Legislative compliance

- a. Australian Consumer Law

3.2 Industry standards

- a. Standards for Registered Training Organisations (RTOs) 2015

4. Related documents

Mater documents

- MPPL-00827 Non-Payment of Student Fees Procedure
- MPPL-00883 User Choice - Fees, Charges and Refunds Procedure
- MPPL-00780 Mater Education Marketing and Advertising Procedure
- MPPL-00772 Complaints and Appeals Procedure
- MPPL-04077 Student Pre-Enrolment Information Handbook
- MPPL-01542 Mater Education Refund Policy
- MPPL-01534 Re-Crediting HELP Balance Policy

External documents

- [Australian Skills Quality Authority](#)
- [Department of Employment and Workplace Relations](#)
- [Department of Youth Justice, Employment Small Business and Training](#)



5. Document information

5.1 Earlier revisions

Revision #	Published date	Comment
1.	12 Oct 2020	First version (Document ID: PY-MEL-040019)
1.01	08 Feb 2022	Administrative update: transferred to current template, removed old metadata, updated MPPL document code if applicable; no changes to review cycle, next review due Oct 2023
1.02	24 Aug 2023	Content reviewed with accepted as-is

5.2 Key contacts

Author	Head of Quality and Compliance
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Committee	n/a

Affirmation

This governance document is consistent with [Mater's Mission](#).
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