

Refund of Tuition Fees after the Census Date

HLT54115 Diploma of Nursing

This refund policy applies to all students enrolled in Mater's Diploma of Nursing program no matter how fees have been paid.

It includes any third party or guarantor responsible for a student's fees.

Enrolment and payment of tuition fees means the student, their guardian, a third party or guarantor agrees that they have read, understood and had an opportunity to clarify any aspects of the 'Refund Policy for the purposes of VET Student Loans and this document.

A student who wishes to withdraw his/her enrolment must do so by completing the Withdrawal Notification form as soon as practicable.

If the **program** is **cancelled by Mater Education** before it starts, there will be a full refund of fees paid.

If the **program** is **cancelled by Mater Education** after it starts, Mater's VET Tuition Assurance arrangements will be activated.

If a **student withdraws their enrolment** after the census date no refund shall apply unless special circumstances are demonstrated.

Special circumstances apply to the student that were:

- beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the student to complete the requirements for the Unit in the period during which the student undertook or was to undertake the Unit.

Mater Education Limited (MEL) *must* have regard for the following when determining whether circumstances are special circumstances:

whether the student could do enough of the following to meet course requirements:

- private study;
- attending training sessions and other activities;
- engaging online;

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whether the student could complete and assessments, or demonstrate any competencies required;

whether the student could not complete any other requirements arising because of the student's inability to do things described above.

Mater Education Limited (MEL) *may* have regard for the following when determining whether circumstances are special circumstances:

- medical circumstances of the student;
- circumstances that relate to the student personally or to the student's family
- circumstances relating to the student's employment

For circumstances to be beyond a student's control, the situation should be that which a reasonable person would consider is not due to the student's action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements of VET Student Loans; or
- a student's incapacity to repay a VET Student Loan debt (repayments are income contingent and the student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).