

This refund policy applies to all students enrolled in Mater's Diploma of Nursing program no matter who has paid the fees including any third party or guarantor responsible for a student's tuition 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 tuition fees including VET Student Loans information and gap fees.

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 day no refund shall apply unless special circumstances are demonstrated.

Special circumstances apply where circumstances 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) will 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;

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) will 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.

Applications for a refund of tuition fees must be received by Mater Education within 12 months of the withdrawal date.

Mater Education will consider refund applications within ten (10) working days of receipt of the application. Applicants will be notified in writing of the decision within twenty (20) working days.

If a student is not satisfied with the decision, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision following Mater Education's Complaints and Appeals procedure.