

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:

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.

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.

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.

Principle four: Fees protection

Students are not required to pay more than \$1 500 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 students through a negotiated commercial transaction.

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

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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, government-funded subsidy or other financial support arrangements associated with MEL's provision of training and assessment.

3. Compliance

3.1 Legislative compliance

- a. Standards for National Vocational Education and Training Regulator Act 2011 (NVR Act)

3.2 Industry standards

- a. Standards for Registered Training Organisations (RTOs) 2015 Clauses 4.1, 5.1, 5.3 and 7.3

4. Documents related to this policy

Mater documents

Document Type	Document ID	Document Title
Procedure	MPPL-00827	Non Payment of Student Fees (Document ID: PR-MEL-040028)
	MPPL-00883	User Choice - Fees, Charges and Refunds (Document ID: PR-MEL-040051)
	MPPL-00780	Marketing and Advertising (Document ID: PR-MEL-040011)
	MPPL-00772	Complaints and Appeals Procedure (Document ID: PR-MEL-040005)
Other	MPPL-04077	Pre-enrolment Handbook (Document ID: IS-MEL-040009)
	MPPL-01542	Mater Education Refund Policy (Document ID: PY-MEL-040017)
	MPPL-01534	Re-Crediting HELP Balance Policy (Document ID: PY-MEL-040014)

External documents

1.	Australian Skills Quality Authority
2.	Department of Education Skills and Employment
3.	Department of Employment Small Business and Training
4.	
5.	

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5. Document information

Earlier revisions

Revision #	Published date	Comment
1.	12 Oct 2020	First version (Document ID: PY-MEL-040019)
1.1	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

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Affirmation

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