

VETiS Fee Payment and Refunds Procedure

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1. Introduction

1.1 Purpose

This procedure aims to clarify fee payments and availability of refunds for Vocational Education Training in Schools (VETiS) programs provided by Mater Education Limited (MEL).

1.2 Scope and context

This procedure applies to schools, parents/guardians and students as stakeholders in MEL's VETiS programs.

It relates to fees charged by MEL where students are not eligible for VETiS funding and/or where students undertake a fee for service gap program at Certificate III level.

1.3 Governing policy

MPPL-00827 Non-Payment of Tuition Fees Procedure

2. Procedure requirements

The following procedures are to be followed.

2.1 Invoicing

- Tuition fees are invoiced directly to the partner school to the attention of the nominated representative of the school.
- MEL will invoice schools on the confirmation that the student attended Day One of the program.
- Should a student attend orientation and determine that they do not wish to proceed with their enrolment, the school representative is to notify MEL Student Engagement Officer at (schools@mater.org.au) within three (3) days of the student's commencement.
- Schools will be invoiced for each individual enrolment including late enrolments (those that wish to enrol but did not attend orientation)

2.2 Withdrawals

- Students that **withdraw from the program before commencement** and where MEL is notified of this withdrawal within three (3) days of the commencement date, no tuition fees are incurred.
- Students that **withdraw from the program after commencement and the school notifies MEL within three (3) days of the student's commencement**, tuition fees do not apply.
- If a student **withdraws after enrolment but before first study day on campus** the school has the opportunity to replace the withdrawn student with another student from the same school. Student fees for the replacement student apply.



2.3 Refunds

- MEL will not accept requests for refunds from individual students or their parent/guardian
- Where a student's fees have been paid and the student withdraws from the program and the school does not notify MEL within three (3) days, no refund applies.
- An administration fee of \$25 will be applied to all refunds.

2.4 Non-payment

Schools are responsible for the payment of invoices as set out in MEL's VETiS Collaboration Agreement with the school.

- MEL will not contact students or their parents/guardians for payment of tuition fees.
- Day 3 after due date, AR (Accounts Receivable Officer) to send out letter template 1.
- Day 7 after due date, AR (Accounts Receivable Officer) to send out letter template 2
- Day 14 after due date, AR (Accounts Receivable Officer) to send out letter template 3
- Day 21 after the due date, AR (Accounts Receivable Officer) to provide the Data and Compliance Officer with a list of the unpaid invoices for the school/student.
- Data and Compliance Officer to follow-up with the school to negotiate payment or determine the student's continuation in the course.
- Where payment has not been made seven (7) days after follow up with the school i.e. day 28, Data and Compliance Officer will advise the school that the student's enrolment has been suspended and the student is to no longer attend class. Should the student attend class the student will be advised to contact the school and to not attend the next scheduled training session.

2.5 Appeal

Schools may appeal a decision by MEL by following MEL's complaints and appeals procedure, however the student is not able to attend class until the appeal is resolved.



3. Definitions

Term	Definition
Guardian	a guardian is someone who raises and cares for a child
Schools	an educational institution designed to provide learning spaces and learning environments for the teaching of students under the direction of teachers.
Withdrawn student	Student that is no longer enrolled in a course at Mater Education
Student	Person who has enrolled in a VET course of study
Tuition Fees	Fees charged to students to cover the cost of delivering nationally recognised training to students

4. Related documents

Mater documents

- MPPL-01344 Enrolment Process for VETiS Work Instruction
- MPPL-01542 Mater Education Refund Policy
- MPPL-04646 Debt Management Policy

External documents

- Standards for Registered Training organisations 2015
- [Certificate 3 Guarantee Program Policy](#)



5. Document information

5.1 Earlier revisions

Revision #	Published date	Comment
1.	29 Apr 2019	First version (Document ID: PR-MEL-040041)
1.1	15 Mar 2022	Contents reviewed; accepted as-is Administrative update: transferred to current template, removed old metadata, updated MPPL document code
1.2	07 Apr 2022	Administrative update for key contact information, no changes of review cycle
2	21 Sep 2023	Content reviewed, major changes in section 2.4 by providing detailed instruction and responsible staff member; admin update, transferred to the latest template
2.01	05 Dec 2023	Content Reviewed in Section 2.4 and 2.5
2.02	18 Dec 2023	Content reviewed in section 2.4 to reflect the current process and timeframe
2.03	13 Aug 2024	Administrative update to reflect the structural changes and hyperlink from external document (section 4)
2.04-2.05	26 Mar 2025	Administrative update to reflect the changes of roles

5.2 Key contacts

Contact	Manager Systems & Services
Owner	Director Operations and Innovation
Key words	VETiS, MEL, education, fees, invoicing, withdrawals, refunds, appeals, partner schools, special circumstances
Committee	n/a

Affirmation

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