

VETiS Fee Payment and Refunds Procedure

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Affirmation

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 Mater Education's partner schools, parents and students as stakeholders in MEL's VETiS programs.

1.3 Governing policy

Document ID	Document title
PY- MEL-040012	MEL Quality Management system

2. Procedure requirements

The following procedures are to be followed.

2.1 Invoicing

- All tuition fees payable are invoiced directly to the partner school
- MEL will invoice for its programs within 1 month of the confirmation of attendance at Orientation
- Any late enrolments will be invoiced to the school within 1 month of confirmation of enrolment

2.2 Withdrawals

- Students that **withdraw from the program before orientation** and where MEL is notified of this withdrawal do not incur the tuition fees payable
- Students that **withdraw from the program after orientation** do incur the tuition fees payable
- If a student **withdraws after orientation but before first study day on campus** the school has the opportunity to replace the withdrawn student with another student from the same school at no extra cost to the school

2.3 Refunds

- Mater Education will not accept requests for refunds from individual students or their parent/guardian
- Partner schools may request a refund however the requests must be in accordance with 2.2 Withdrawals

2.4 Appeal

Partner schools may appeal a decision by MEL not to refund fees by emailing materstudentservices@mater.org.au. Consideration will only be given to appeals where 2.2 have been incorrectly applied or special circumstances exist.

3. Definitions

Term	Definition
Special circumstances	<p>Mater Education Limited (MEL) may have regard for the following when determining whether circumstances are special circumstances:</p> <ul style="list-style-type: none"> • circumstances that are beyond a student's control; • medical circumstances of the student; • circumstances that relate to the student personally or to the student's family <p>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.</p> <p>Special circumstances do not include:</p> <ul style="list-style-type: none"> • lack of knowledge or understanding of requirements of the program; or • incapacity for the fees to be paid
VETiS	Vocational Education and Training in schools
Partner schools	School who have signed a collaboration agreement with MEL
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. Documents related to this procedure

Mater documents

Document Type	Document ID	Document Title
Procedure	PR-MEL-040040	Student Entry Procedure for VETiS Programs
Work Instruction	WI-MEL-040040	Enrolment Process for VETiS

External documents

1.	Standards for Registered Training organisations 2015
2.	State government policy on VETiS funding

5. Document controls

5.1 Document revision history

Version	Release date	Description	Risk-rated Review date
1.	29 Apr 2019	First version	Apr 2022
2.			

5.2 Document review and approval

Name Person/committee	Position If applicable	Function Owner/author/review/approve
Barry Hankinson	Director RTO	Document owner
Julia Morris	Manager – Student Support	Document author
As per DocReview process	Key stakeholder/s consulted	Review
Barry Hankinson	Director Vocational Education and Training	Approve

5.3 Keyword indexing

Keywords:	VETiS, MEL, education, fees, invoicing, withdrawals, refunds, appeals, partner schools, special circumstances
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