



1. Purpose

This policy has been developed to provide a clearly documented process relating to Fees and Charges associated to all Students studying at Mars Institute (MARS). The following information will be provided to Students about the MARS Fees. Fees are payable on all courses, details of which are contained in relevant course information pages on the website or directly from MARS.

2. Scope and responsibility

This policy applies to all Students who are commencing, have commenced, or are continuing study with Mars Institute. This is the responsibility of CEO and all other team members to follow this policy.

3. Policy Statements

Students choosing to study at Mars Institute are required to pay all Fees and Charges agreed to in the Enrolment Agreement and can be paid by credit card, EFT, Direct Debit, or bank transfer.

MARS:

- has appropriate safeguards and fair options in place for any monies paid in advance.
- guarantees that once a Student has commenced training and assessment, the Student will be provided with every opportunity to complete the course.
- will provide the Student with a refund of fees on hold, or offer to transfer the Student to another course (should a course be canceled after commencing, as a result of circumstances beyond MARS's control).
- will refund a pro rata proportion of any money paid and not yet used for the delivery and assessment of the course, should the course be canceled or discontinued by MARS.

Students who have any queries regarding eligibility for refunds should contact the Student Support Manager / RTO Manager in the first instance.

4. Definitions

MARS	Mars Institute
Student	Any student who studies, intends to study, or studied at MARS.
Domestic student	Any student, whether current or prospective, intending to study, or studying at MARS without the need for a student visa.
International student	Any student, whether current or prospective, intending to study, or studying at MARS on a student visa.
EFT	Electronic Fund Transfer.
Agents	Any student agent collaborating with MARS.
SOA	Statement of Attainment.
Suspension	Temporary cessation of studies for any student at MARS.
Payment Plan	(Individual) plans for payment provided to any student at MARS.
Active student	Any student that is currently studying at MARS.
Reassessment fees	Fees required to be paid in the case of reassessment of summative tasks or units.

5. Domestic Students

Fees in advance

Depending on each course, MARS may require payment of fees prior to course commencement. Fees for courses costing over \$1,500 will be paid in a manner so that no more than \$1,500 in prepaid fees is collected from any Student prior to the commencement of a course or at any other given time through the course, for services that are yet to be delivered to the learner.



Fees Policy

For more information on MARS's fee payment schedule and its structure, please refer to MARS's Payment Plan.

When an employer engages MARS to provide training and/or assessments to their staff through a negotiated commercial transaction, the initial payment and/or any weekly or monthly payments may exceed the amount of \$1,500.

MARS has appropriate safeguards and fair options in place for any monies paid in advance and that these funds are not used until courses and or units have commenced.

If a Student or employer wishes to withdraw from studies, MARS's refund form must be completed and submitted, as per MARS policies.

Course Fees (tuition and non-tuition)

- All Course Fees (Tuition and Non-Tuition Fees) are quoted and payable in Australian dollars (\$AUD).
- Due dates for Course Fees are stated in the Monthly Payment Instalment section.
- Tuition Fees include fees for all of the training and assessment required to achieve the enrolled qualification. This may include lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the Student's course, or are intended to assist the Student to progress in their course, or are ancillary to the activities that form part of the Student's course listed previously.
- Non-Tuition Fees may include books and equipment, administration, and where applicable accommodation.
- MARS, or any Agents on behalf of MARS, can only request up to \$1,500 prior to the course commencement.
- After the commencement of the course, MARS, or any Agents on behalf of MARS, can request remaining course Fees as per the agreed Payment Instalment Plan, which can be found on the Written Agreement or the Student Invoice.
- There is no reduction of Course Fees if a student completes their course earlier than the expected/proposed course length.
- Students should refer to the Fees and Charges Schedule for all Fees associated with their enrolment at MARS. More information regarding this can be found on [MARS's website](#). This may include any Tuition Fees, Non-Tuition Fees, Enrolment Fees, as well as Fees to access Student records.

Link to the Fees and Charges document on MARS's website [can be accessed here](#).

6. International Students

Withdrawals and refunds

Please refer to MARS's International Student Fees and Refund Policy available at Reception or MARS's website.

Fees in advance

Under the changed rules, MARS is not allowed to collect more than 50 per cent of the total tuition fees for the whole course before you start unless agreed by student based on the question in application form. All the course related fees are mentioned on Student Letter of Offer and Student Agreement. Additional changeable fees are also mentioned in Student Agreement.

The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider or
- receive a refund of their unspent tuition fees

For more information, please refer to International Student Fees and Refund Policy available at Reception or MARS website.



Course Fees (tuition and non-tuition)

- All Course Fees (Tuition and Non-Tuition Fees) are quoted and payable in Australian dollars (\$AUD).
- Due dates for Course Fees are stated in the Monthly Payment Instalment.
- Tuition Fees include fees for all the training and assessment required to achieve the enrolled qualification. This may include fees for lectures, tutorials, tutoring sessions, training, excursions, fieldwork, laboratories, or practical experience that form part of the Student's course, or are intended to assist the Student to progress in their course, or are ancillary to the activities that form part of the Student's course listed previously.
- Non-Tuition Fees may include books and equipment, Overseas Student Health Insurance, administration, accommodation, as well as assistance to apply for or hold a student visa.
- MARS, or any Agents on behalf of MARS, can only request up to 50% of each course's Tuition Fees (or the full amount if the course is under 25 teaching weeks in duration) prior to the course commencing.
- Students can pay full fees or more than 50% if they wish to. Further information regarding this can be provided upon contacting the Accounts Department at: accounts@mars.edu.au.
- After the commencement of the course, MARS, or any Agents on behalf of MARS, can request the remaining Course Fees as per the agreed Payment Instalment Plan, which can be found on the Written Agreement or the Student Invoice.
- There is no reduction of Course Fees if a student complete a course in a shorter period than the length of the issued COE for that course.
- Students should refer to the Fees and Charges Schedule for all Fees associated with their enrolment at MARS. More information regarding this can be found on [MARS's website](#). This may include any Tuition Fees, Non-Tuition Fees, Enrolment Fees, as well as Fees to access Student records.

Link to the Fees and Charges document on MARS's website [can be accessed here](#)..

7. Payment of Course Fees

- Students will not be allowed to commence studies until all applicable Course Fees have been paid as per the Letter of Offer, Student Agreement and Acceptance of Offer Form. Furthermore, all subsequent invoices, including the Initial Deposit, must be paid as well.
- If the total outstanding Course Fees have not been paid, the Student will not be eligible to receive a Certificate, Statement of Attainment (SOA) or any other such documents.
- Should the Student still owe MARS any Course Fees for any study period, MARS is not required to release the Student to transfer to another college.
- For Students to arrange a monthly Payment Instalment Plan, Students will need to complete the Direct Debit Request Form.
- Suspensions do not impact on the recurring monthly debit of Fees. Students are still required to maintain their monthly or weekly Payment Instalments while on approved Suspension with MARS.
- MARS reserves the right to charge a late fee of up to \$200 accumulating over 14 working days if the Student defaults on the agreed monthly Payment Plan.
- Should a Final Fee Warning letter be issued due to non-payment of fees, MARS will suspend the student's classes and access to material until the account is settled. During this time students will not be covered under MARS's public liability insurance.
- Where payment arrangements are not maintained, MARS has the right to refer defaulting students to credit reporting agencies and debt collectors to collect outstanding amounts. These reported defaults will normally affect a student's credit history and credit score.



Fees Policy

- Students who fail to pay their tuition fees on time may risk having their enrolment at MARS and Confirmation of Enrolment (CoE) cancelled. While a Student's enrolment remains cancelled, the Student will not be considered as an active student at MARS and will be removed from all units and sessions they were previously enrolled into. The student will no longer be covered by MARS's insurance or public liability and cannot attend their classes.
- MARS will not be liable for any additional charges such as reassessment fees, training plan fees and superseded qualification transition fees due to any form of suspension of classes.
- MARS requires all fees to be paid and up to date before commencement of another MARS qualification.
- Students on a forced suspension are still required to fulfil their monthly payment plans to maintain their enrolment within the course.
- In case of a qualification becoming superseded, MARS will reserve the right to apply for the transition and may apply additional cost based on the new course. If the transition is beyond the normal course duration, it might affect the visa end date for international students.
- MARS requires all students to complete a Direct Debit Request Form along with the Letter of Offer, Student Agreement, as well as the Acceptance of Offer Form.
- Although the Student's Course Fees will cover most of the services provided by MARS, there may be an event where the student may be charged additional non-Tuition fees. For more information on MARS's various fees and charges please access [MARS's Fees and Charges here](#).