



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. The following information will be provided to students about the Mars Institute Fees. Fees are payable on all courses, details of which are contained in relevant course information pages on the website or directly from Mars Institute.

This policy ensures transparency in fee collection, refunds and financial management for all students of Mars Institute. It aligns with the Standards for RTOs 2025, the Education Services for Overseas Students (ESOS) Act, and Australian Consumer Law, which ensures fair, transparent and ethical treatment of students.

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, electronic fund transfer (EFT), Direct Debit, or bank transfer.

Mars Institute:

- 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 Institute'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 Institute.

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

4. Definitions

Student: Any student who studies intends to study or studied at Mars Institute.

Domestic student: Any student, whether current or prospective, intending to study or studying at Mars Institute without the need for a student visa. This excludes students under the Smart and Skilled Program.

International student: Any student, whether current or prospective, intending to study or studying at Mars Institute on a student visa.

EFT: Electronic Fund Transfer.

Agents: Any student agent collaborating with Mars Institute.

SOA: Statement of Attainment.

Suspension: Temporary cessation of studies for any student at Mars Institute.

Payment Plan: (Individual) plans for payment provided to any student at Mars Institute.

Active student: Any student that is currently studying at Mars Institute.

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 Institute 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.

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

When an employer engages Mars Institute 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 Institute has appropriate safeguards and fair options in place for any monies paid in advance and ensure that these funds are not used until courses and or units have commenced.

If a student or employer wishes to withdraw from studies, Mars Institute's refund form must be completed and submitted, as per Mars Institute 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 assessments 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 Institute, or any Agents on behalf of Mars Institute, can only request up to \$1,500 prior to the course commencement.
- After the commencement of the course, Mars Institute, or any Agents on behalf of Mars Institute, 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 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 Institute. More information regarding this can be found on [Mars Institute's website](#). This may include any Tuition Fees, Non-Tuition Fees, Enrolment Fees, as well as Fees to access student records.

RPL Fees

RPL attracts non-tuition fees like the RPL application fee and an RPL assessment fee, as set out in Mars Institute's Fees and Charges Schedule. Where applicable, students will be provided the relevant RPL fee information before proceeding with RPL assessment activities.

For more information, refer to the [Fees and Charges Schedule](#).



6. International Students

Withdrawals and refunds

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

Fees in advance

In line with ESOS requirements, Mars Institute limits tuition fee collection to no more than 50 per cent of the total tuition fees for the whole course before the student commences, unless the student chooses to pay more upfront 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.

Mars Institute is a participant in the Tuition Protection Service (TPS), 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 suitable 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 Institute 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 assessments 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 Institute, or any Agents on behalf of Mars Institute, 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 Institute, or any Agents on behalf of Mars Institute, can request the remaining Course Fees as per the agreed Payment Instalment Plan, which can be found in 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](#) document for all Fees associated with their enrolment at Mars Institute. More information regarding this can be found on [Mars Institute's website](#). This may include any Tuition Fees, Non-Tuition Fees, Enrolment Fees, as well as Fees to access Student records.

RPL Fees

RPL attracts non-tuition fees like the RPL application fee and an RPL assessment fee, as set out in Mars Institute's Fees and Charges Schedule. Where applicable, students will be provided the relevant RPL fee information before proceeding with RPL assessment activities.

For more information, refer to the [Fees and Charges Schedule](#).



7. Payment of Course Fees

1. Requirement to Pay Fees Before Commencement
 - 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 also be paid in full.
 - Mars Institute requires all students to complete a Direct Debit Request Form along with the Letter of Offer, Student Agreement, and Acceptance of Offer Form.
2. Consequences of Outstanding Fees, Suspension & Loss of Student Privileges
 - If outstanding course fees remain unpaid:
 - The student will not be eligible to receive a Certificate, Statement of Attainment (SOA), or any other official documents from Mars Institute.
 - Students' classes will be suspended, and access to course materials will be restricted.
 - The student will be removed from the timetable, and no additional communication will be sent at the time of removal. During suspension, students will not be covered under Mars Institute's public liability insurance.
 - Mars Institute is not liable for additional costs such as reassessment fees, training plan fees, or qualification transition fees due to class suspension.
 - The student will not be considered active and will be ineligible to transfer to another provider until their financial obligations to Mars Institute are met.
3. Obligation to Maintain Payment Plans During Suspension
 - Students on suspension must continue their monthly or weekly payment instalments to maintain enrolment within their course.
 - Suspension does not impact recurring direct debit payment obligations.
 - For students to arrange a monthly Payment Instalment Plan, they will need to complete the Direct Debit Request Form.
4. Financial Penalties & Late Fees
 - Mars Institute reserves the right to charge a late fee of up to \$200, accumulating over 14 working days, if a student defaults on their agreed payment plan.
5. Withholding of Academic Progress Information
 - Mars Institute will refrain from sharing student progress, academic results, or training activity with any third party, except where reporting is required under mandatory government obligations.
6. Referral to Debt Collectors & Credit Reporting Agencies
 - Where payment arrangements are not maintained, Mars Institute reserves the right to refer defaulting students to credit reporting agencies and debt collectors.
 - These reported defaults may impact a student's credit history and credit score.
7. Cancellation of Enrolment & Impact on Visa Status
 - Students who fail to pay their tuition fees on time may risk having their enrolment at Mars Institute and Confirmation of Enrolment (CoE) cancelled.
 - Once cancelled, the student:
 - Will no longer be enrolled in any units or have access to class materials.
 - Will not be covered by Mars Institute's insurance or public liability.
 - International students may face visa implications and in such situations are advised to contact the Department of Home Affairs (DOHA).
8. Reinstating Enrolment After Suspension or Cancellation
 - To reinstate enrolment, students must pay all outstanding fees in full.
 - Students should contact the Accounts Department to confirm payment and request reinstatement.

Fees Policy

9. General Fee Payment Conditions

- All fees must be fully paid and up to date before a student can commence another Mars Institute qualification.
- In cases where a qualification becomes superseded, Mars Institute reserves the right to apply for the transition where additional transition fees may apply based on the new course. If the transition is beyond the normal course duration, it might affect the visa end date for international students.

10. Additional Non-Tuition Fees

- Although a Student's Course Fees cover most services provided by Mars Institute, there may be instances where additional Non-Tuition Fees are charged. For more information, refer to the [Fees and Charges](#) Schedule on Mars Institute's website.