



Fees and Charges Policy and Procedure

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Related Documents	Advanced Standing Policy Advanced Standing Procedure Change of Course Application Form International Student Transfer Between Registered Providers Policy International Student Transfer Between Registered Providers Procedure International Student Deferment, Suspension and Cancellation of Study Policy International Student Deferment, Suspension and Cancellation of Study Procedure Refund Policy for International and Domestic Students Refund Procedure for International and Domestic Students Statement of Tuition Assurance Student Admission Policy Student Admission Procedure Student Complaint and Appeal Policy Student Complaint and Appeal Procedure

1. Purpose

The intent of this Policy and Procedure is to address and provide clarity and transparency with respect to the administration, adjustments and the collection of fees at the Australian Institute of Higher Education Pty Ltd ('the Institute').

2. Principles

The guiding principle of this Policy and Procedure is that fees and charges are in line with the Institute's strategic and commercial objectives, policies and procedures, while also meeting the requirements of relevant legislation.

3. Context

This Policy and Procedure has been developed to ensure that fees and charges, including any increases, are compliant with Commonwealth government legislation and regulations, and consistent with published information.

4. Scope

This Policy and Procedure applies to all staff, prospective students and students at the Institute.

5. Definitions

See the *AIH Glossary of Terms* for definitions.

6. Policy and Procedure Details

6.1 Fees and Charges

The Institute may charge non-refundable fees for enrolment, tuition, penalties, provision of materials and various other activities as outlined below:

- Enrolment fee
- Late payment fee
- Late enrolment fee
- Printing credits
- Reinstatement of enrolment fee
- Student ID replacement
- Postage
- Issuance of interim transcript
- Re-issue of transcript or testamur
- Overseas Student Health Cover (OSHC)
- Textbooks or materials fee
- Late fee for the late return of items on loan from the library
- Payment plan administrative charge
- Graduation ceremony
- Change of course processing fee
- Voluntary social/networking event fees
- Advanced standing assessments once a Confirmation of Enrolment (CoE) has already been issued

Fees are reviewed annually and may be subject to change. Students should refer to the Institute's website and follow the appropriate links for fees: <http://www.aih.nsw.edu.au/>.

6.1.1 Fees for New Students

New students who receive and accept an Offer Letter before the Study Period commences are required to pay an enrolment fee plus a deposit as outlined in the ***Deposit Required (Before Study Period Commences)*** column in the table below (***Figure 1: Required Deposit***) in order to secure a place at the Institute. The payment schedule outlined on the Offer Letter specifies the exact amounts due.

If a new student accepts an offer once a Study Period commences, they must pay an enrolment fee plus pay the full tuition fees for the Study Period in order to secure their place at the Institute as outlined in the ***Required (Once a Study Period Commences)*** column in the table below (***Figure 1: Payment Schedule***). The payment schedule outlined on the Offer Letter specifies the exact amounts due.

The Institute will not accept any fees from new students prior to receiving a signed Offer Letter from the new student.

Figure 1: Payment Schedule

Commencement Study Period	Study Period Duration of teaching weeks	Deposit Required (Before Study Period Commences)	Full Payment Required (Once a Study Period Commences)
Study Period 1	12 Weeks	Tuition fees for a minimum of 2 units	100% of the Study Period tuition fees for all units enrolled
Study Period 2	12 Weeks	Tuition fees for a minimum of 2 units	100% of the Study Period tuition fees for all units enrolled
Study Period 3	12 Weeks	Tuition fees for a minimum of 2 units	100% of the Study Period tuition fees for all units enrolled

** Under extenuating circumstances, a new student may be approved a reduced study load in a Study Period as a condition of an intervention strategy. In these instances, the student should refer to the payment schedule in the Offer Letter for the full amount due for the first Study Period. The same deposit is required for students accepting an offer before a Study Period commences even if a student is approved a reduced study load.*

For new students enrolling from countries where there is a high General Temporary Entrant (GTE) risk as ascertained by the Institute. The Institute reserves the right to request one year's full tuition fees plus an enrolment fee be paid in full in order to secure their place. The payment schedule outlined on the Offer Letter specifies the exact amounts due.

Students are not required to pay more than 50% of the total course tuition fees before commencing the course, but may pay more if they choose to. Any student wishing to pay more should contact Admissions (admissions@aih.nsw.edu.au).

For international students, a Confirmation of Enrolment (CoE) will only be issued once the required payment has been cleared and appears in the Australian Institute of Higher Education's bank account.

6.1.2 Unit Enrolments (New and Continuing Students)

Prior to being permitted to enrol in any units for each Study Period, students are required to pay their tuition fees in full for that Study Period unless a payment plan has been approved.

Continuing students approved for late enrolment into a unit must pay their tuition fees at the time of enrolment into the unit of study. Until tuition fees are paid, the student will not be enrolled in the unit.

Tuition fees are to be paid in accordance with the payment schedule as set out in this Letter of Offer. The quoted fee is a base fee which may be subject to an annual increase of no more than 10%, for each of the subsequent years of the course. For the current tuition fees, students should refer to the Institute's website: <http://www.aih.nsw.edu.au/>.

Continuing students approved for enrolment must enrol in a unit within the deadline given by the Institute for each trimester. A late enrolment fee is applied for a continuing student enrolling post Friday COB of Orientation Week of each trimester.

6.1.3 Overseas Student Health Cover (OSHC)

It is a condition of an international student's visa that the student obtains Overseas Student Health Cover (OSHC) for the duration of the student's time in Australia.

The Institute offers OSHC to students through its preferred provider. For further information on the preferred supplier, refer to our website (<https://aih.nsw.edu.au/oshc/>). Students wishing for the Institute to arrange their OSHC are required to pay in full for the cover on acceptance of the Letter of Offer. Student may choose to arrange their own OSHC. Students must provide evidence to the Institute that they have obtained OSHC for the duration of their studies before commencing.

6.1.4 Change of Course

Students wishing to change a course once a Confirmation of Enrolment (CoE) has been issued, must pay a change of course processing fee and complete the **Change of Course Application Form**. The **Change of Course Application Form** is to be returned to Student Services for processing.

Continuing students who wish to change courses must submit their application form at least 1 week prior to the next Study Period commencing and must have no pending grades.

New students must submit their application form 4 weeks prior to the Study Period in which they commence.

A change of course will be permitted only once unless there are extenuating circumstances.

To change into a new course, the student needs to meet the entry requirements for that course. For further information on entry requirements, refer to the **Student Admission Policy** and associated Procedure.

Once a student has been approved a change of course, any existing advanced standing will be re-assessed and may change from the original assessment in the original course. This may affect the students course duration. If a student has completed any units under the original course, the units will be assessed to see if advanced standing may be granted towards them in the new course. Please refer to the **Advanced Standing Policy** and associated Procedure for further information on the advanced standing process.

After any advanced standing is assessed for eligible students, all students applying for a change of course will be required to sign a new Offer Letter. Once the Offer Letter is signed and any required fees are paid, the student will be issued a new Confirmation of Enrolment (CoE).

For international students who already have a student visa and want to change their main course of study to a lower **Australian Qualification Framework (AQF)** level course (i.e. want to change from a Bachelor's to a Diploma), the student will generally need a new student visa. This requirement applies even if the course the student changes to is with the same education provider. Students will need to contact the Department of Home Affairs to discuss how the change of course may impact their visa.

6.2 Payment Plans

Students who can demonstrate and provide evidence of genuine financial hardship may be permitted to go on a payment plan. Payment plans are only available in respect of tuition fees and are only granted under extenuating circumstances.

New students in their first Study Period with the Institute or students with a history of late payment will not usually be eligible for a payment plan unless approved by Management.

In order to be approved a payment plan, students must apply through Accounts (accounts@aih.nsw.edu.au). Applications for a payment plan must be submitted at least 2 weeks prior to the commencement of the Study Period. Applications for a payment plan submitted after this deadline will only be accepted under extenuating circumstances and must be approved by Management.

Students who are approved a payment plan will be required to pay a non-refundable payment plan administrative charge and sign a payment plan agreement for every Study Period a payment plan is approved. The administrative payment plan charge can be waived by Management under extenuating circumstances.

Students refused a payment plan must pay all outstanding tuition fees prior to the commencement of the Study Period.

6.3 Non-payment of Fees

If fees are overdue by the commencement of the Study Period, students will incur a late penalty fee.

If fees remain unpaid once enrolments close for a Study Period or if payment plan arrangements are consistently broken, the student will be issued a notice advising of the Institute's intention to cancel the student's enrolment as per the ***International Student Deferment, Suspension and Cancellation of Study Policy*** and associated Procedure. The student will have twenty (20) working days to either pay the outstanding balance or submit a complaint if there are extenuating circumstances for the non-payment of fees.

Once a notice advising of the Institute's intention to cancel the student's enrolment has been issued, the student will be subject to the following until either the outstanding balance is paid or the student's enrolment is cancelled:

- Loss of access to the Student Portal (Moodle)
- Loss of access to a transcript or other requested documents
- Requests for Confirmation of Enrolment (CoE) extensions or change of course will not be processed
- Inability to graduate

Students with any outstanding debt will not be allowed to enrol in any units or courses until all outstanding debts are settled.

International students who have their enrolment cancelled due to non-payment of fees will be reported to the Department of Home Affairs which may have an impact on the student's visa. If an international student's enrolment is cancelled for non-payment of fees, the student should contact the Department of Home Affairs for advice.

If a student discontinues their enrolment without paying the outstanding balance and wishes to re-enrol with the Institute in the future, re-admission will be refused until all outstanding fees are paid.

6.4 Refunds

Refunds will be made in accordance with the ***Refund Policy for International and Domestic Students*** and associated Procedure.

6.5 Deferral/Withdrawal from Course

For information on deferring or withdrawing from a course, please refer to the ***International Student Deferment, Suspension and Cancellation of Study Policy*** and associated Procedure.

6.6 Complaints and Appeals

Any complaint or appeal in relation to fees must be made as prescribed in the **Student Complaint and Appeal Policy** and associated Procedure.

7. Legislation

This Policy and the associated Procedure comply with Higher Education Standards Framework standard 1.1 (Admission), which states:

“The admissions process ensures that, prior to enrolment and before fees are accepted, students are informed of their rights and obligations, including:

- a. all charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies, and
- c. policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection and refunds of charges.”

8. Version Control

This Policy and Procedure has been endorsed by the Australian Institute of Higher Education Board of Directors as at September 2019 and is reviewed every 3 years. It is published and available on the Australian Institute of Higher Education website <http://www.aih.nsw.edu.au/> under ‘Policies and Procedures’

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2017.1	Registrar	New document	4 August 2017	7 August 2017
2018.1	Registrar	Updated tuition fee payment requirements and added information on change of course	29 January 2018	2 February 2018
2018.2	Registrar	Updated the late enrolment fee of \$200 for continuing student enrolling post Friday of Orientation week	3 October 2018	8 October 2018
2019.1	Principal	Updated the Policy Owner and Responsible Officer to Principal. Removed mention of exact fees and referred reader to website. Updated OSHC.	27 September 2019	30 September 2019
2020.1	Academic Success Manager/Chief Executive Officer	Updated the policy owner and responsible officer, formatting and proofed for student comprehension.	24 September 2020	25 September 2020