



## Fees and Charges Policy and Procedure

<b>Policy Category</b>	Administrative
<b>Policy Code</b>	ADM-HE-01
<b>Policy Owner</b>	Chief Executive Officer
<b>Responsible Officer</b>	Chief Executive Officer
<b>Approving authority</b>	Board of Directors
<b>Contact Officer</b>	Registrar
<b>Approval date</b>	4 August 2017
<b>Commencement date</b>	7 August 2017
<b>Review date</b>	3 years
<b>Version</b>	2017.1
<b>Related Documents</b>	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 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 fees for enrolment, tuition, penalties, provision of materials and various other activities as outlined below:

- Late payment 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
- Payment plan administrative charge
- Credit card surcharge
- Declined direct debit bank fees
- Graduation ceremony

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 Deposit Fee

New students who receive and accept an Offer Letter are required to pay a deposit in accordance with the payment schedule outlined on the Offer Letter in order to secure their place.

New students are required to pay the remaining tuition fees for the semester prior to the semester commencing.

For new students who are issued an Offer Letter once semester has commenced, an initial deposit of 50% of the tuition fees for the semester is required during a standard semester. The remaining tuition fees for the semester must be paid by the end of Week 4. If the outstanding balance is not paid by the end of Week 4, the student will be issued an intention to cancel notice (refer to Section 6.3 Non-Payment of Fees for further information). For an accelerated semester (Summer Semester), tuition fees for the semester must be paid in full before a student will be enrolled in any units.

#### 6.1.2 Tuition Fees

Prior to the first day of each semester, students are required to pay their tuition fees in full for that semester unless a payment plan has been approved.

Before a student is enrolled in any units, at least 50% of the tuition fees for the semester must be paid.

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/>.

## New students

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](mailto:admissions@aih.nsw.edu.au)).

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

### 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 the student is in Australia.

The Institute offers OSHC to students through its preferred provider, BUPA. For further information on BUPA, refer to their website: <http://www.bupa.com.au/>. 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.

## 6.2 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 semester 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](mailto:accounts@aih.nsw.edu.au)). Applications for a payment plan must be submitted at least 2 weeks prior to the commencement of the semester. 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 \$100 payment plan administrative charge and sign a payment plan agreement for every semester 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 semester.

## 6.3 Non-payment of Fees

If fees are overdue by the end of Week 1, students will occur a \$100 late penalty fee.

If fees remain unpaid at the end of Week 4 or if payment plan arrangements are consistently broken, the student will be issued a notice advising of the Institutes 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 Institutes 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
- Inability to graduate

Students with any outstanding debt will not be allowed to enrol in further 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 Immigration and Border Protection (DIBP) 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 DIBP 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:

- 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
- 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 Australia Institute of Higher Education Board of Directors as at 4 August 2017 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