

Student Fees Policy

Policy Category	Governance		
Document Owner	Chief Executive Officer		
Responsible Officer	Head of Marketing and Recruitment		
Review Date	27/09/2021		
Related Documents	<i>Admission Policy Admissions Procedure Legislative and Regulatory Compliance Letter of Offer and Written Agreement National Code Compliance Student Refund Policy Student Refund Procedure</i>		
Version	Authorised by	Approved	Effective Date
1.1	Corporate Board	27/09/2018	27/09/2018

1. Context

This Policy supports Waratah Institute's (the 'Institute') commitment to fair trading practices.

This Policy sets out the expectations and requirements of Waratah Institute with respect to the administration of student tuition fees and non-tuition fees, in accordance with relevant legislation and regulations, and the payment of fees.

2. Definitions

Australian Student Tuition Assurance Scheme (ASTAS): protection for domestic students in the event that Waratah Institute ceases to provide the course in which they are enrolled, ensuring they are able to complete their studies in another program or with another education provider or receive a refund of their unspent tuition fees.

Commencing student: a student who has accepted an offer of a place at Waratah Institute who has yet to commence their studies at Waratah Institute.

Compassionate or compelling circumstances: circumstances beyond the control of the student which will have an impact upon the student's progress or wellbeing.

Continuing student: a student who has completed at least a trimester of study and is eligible to remain enrolled in the program.

Deferral: a delayed commencement by an applicant who has received an offer of a place in an Waratah Institute program.

Domestic student: Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).

Overseas student: a student who is not a domestic student and who may hold a student visa and is protected by the *Education Services for Overseas Students Act 2000* legislative framework.

Non-tuition fees: fees charged by Waratah Institute that are not for tuition, such as reassessment of study outcomes, deferral, late payment of fees.

Program: a course of study, comprising units of study, the successful completion of which results in the awarding of a qualification, such as a bachelor's degree.

Tuition fees: fees received by Waratah Institute that are directly related to the provision of a program that Waratah Institute is providing, or offering to provide, to a student. These fees can be received either directly or indirectly from a commencing student or continuing student or from another person who pays the money on behalf of a commencing student or continuing student.

Unit: a separate subject of study which, in combination with other units, make up a program.

Tuition Protection Services (TPS): an initiative of the Australian Government to assist overseas students whose education providers are unable to fully deliver their course of study.

3. Scope

This Policy applies to all staff at Waratah Institute with responsibility for the administration of tuition and non-tuition fees, and to commencing and continuing students.

4. Principles

The key principles informing this Policy are:

- transparency – information regarding fees is to be accurate, comprehensive, easily accessible, and written in plain English;
- equity – all students will be treated fairly and equally; and
- consistency – students will be provided with consistent information regarding fees.

5. Policy details

5.1. Determining tuition fees

Waratah Institute will determine student tuition and non-tuition fees on an annual basis and a year in advance. The Waratah Institute Corporate Board is responsible for setting fees for all students, on the recommendation of the Executive Management Committee. Fees need to be compliant with all relevant legislation and regulations.

The Chief Executive Officer may vary fees for any student or group of students within delegated limitations. It is expected that fees at Waratah Institute will be subject to annual increases.

5.2. Standard Fees

Standard tuition and non-tuition fees determined by Waratah Institute include:

- program fee;
- replacement testamur fee;
- academic transcript (additional copy) fee;
- credit assessment fee;
- change of enrolment fee;
- admission / enrolment fee;

- late payment of tuition fee;
- deferral of commencement fee; and
- supplementary assessment fee.

5.3. Publication of fees

Tuition and non-tuition fees will be set out in the Schedule of Fees available from the Waratah Institute's website.

5.4. Payment of Fees

The following details relate to the payment of fees:

- **Instructions:** Commencing students will be provided instructions on payment of tuition fees in the student's *Letter of Offer and Written Agreement*. Continuing students will receive this information in their trimester invoice.
- **Due date:** Commencing students must pay tuition fees for the first trimester of study within 10 working days of accepting their *Letter of Offer and Written Agreement*. Continuing students must pay tuition fees for each trimester 10 working days prior to the commencement the trimester.
- **Extension to due date:** the due date of tuition fees will only be approved on an individual basis and in exceptional circumstances. Exceptional circumstances include:
 - o **Medical circumstances:** an unexpected illness, a recurrence of a chronic illness or an accident
 - o **Compassionate circumstances:** hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident.
 - o **Special circumstances:** includes religious reasons, legal commitment, military service, service with an emergency service, representing Waratah Institute, representing a state or home nation at a significant event, or unforeseen and significant employment-related circumstances

For further details of exceptional circumstances and evidence requirements, refer to the Waratah Institute's *Assessment Policy*, which can be accessed from the Institute's website.

A student applying for an extension to the due date of tuition fees is to submit their request in writing to the Head of Finance, with supporting evidence. The Head of Finance will determine whether an extension will be approved and will inform the student in writing of the outcome. The period of extension will not exceed 60 calendar days.

- **Late payment:** A student who has not paid tuition fees in full for the coming trimester by the due date may be charged a late fee.
- **Penalties for late payment:** Regardless of whether a late fee is charged, failure to pay all fees by the due date may result in the one or more of the following:
 - o exclusion from class;
 - o suspended access to online resources, including Library resources;
 - o enrolment in further units may not be permitted;
 - o withholding of academic results;
 - o withholding of eligibility to graduate;

- o termination of enrolment.
- **Bank fees:** Any bank fees associated with processing a student's tuition fees shall be the responsibility of the student and must be paid within 10 working days.
- **Other non-tuition fees:** other non-tuition fees incurred by the student, including for late payment, will be communicated in writing with a period of 10 working days for payment.
- **Records:** The student and Waratah Institute are to maintain a copy of the Written Agreement and receipts of any payments of tuition and non-tuition fees.

6. Tuition Protection

If a Waratah Institute program is cancelled, the Institute will mitigate disadvantage to:

- **international students** by meeting the statutory obligations regarding tuition protection as set out in the Tuition Protection Services (TPS) framework;
- **domestic students** by meeting the regulatory obligations regarding tuition protection requirements of the *Higher Education Standards Framework 2015* through adequately resourced financial and tuition safeguards. These safeguards are made available to Waratah Institute through Australian Student Tuition Assurance Scheme (ASTAS).

1. Breaches

If a student or staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant *Code of Conduct* and *Misconduct Procedure*, which can be accessed from the Waratah Institute's website.

2. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant *Complaints and Appeals Policy*, which can be accessed from the Waratah Institute's website.

7. References

Education Services for Overseas Students Act 2000 (Cth)

Education Services for Overseas Students Regulations 2001 (Cth)

[Higher Education Standards Framework \(Threshold Standards\) 2015 \(HESF 2015\), Part A - Standards 1.1, 6.2, 7.2](#)

National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 3

Document History:

Version	Date	Author	Reason	Sections

0.1	5/6/18	Stephen Andrews	Revised in response to Executive Management Committee feedback 22/5/18, and approved Policy Development and Review Framework	All
0.2	22/6/18	Julien Marechal	Revised in response to Executive Management Committee feedback 19/6/18	5.3, 7
1.0	27/09/2018	Julien Marechal	Approved by Corporate Board	All
1.1	06/01/2020	Philippa Ryan	Amended to reflect new trading name 'Waratah Institute'.	All