



Fees Policy and Procedure

Purpose

1. This Policy outlines the Australian International Institute of Higher Education ('the Institute') framework for determining and administering competitive and reasonable fees fairly and transparently and in accordance with relevant legislation, standards and codes including the *Higher Education Standards Framework (Threshold Standards) 2015*, the *Education Services for Overseas Students Act 2000 (ESOS)* and the *Higher Education Support Act 2003 (HESA)*.

Scope

2. This Policy applies to:
 - a) all prospective and currently enrolled students of the Institute;
 - b) all staff of the Institute whether full-time, part-time, casual or contract;
 - c) members of the Institute's Governing Bodies;
 - d) individuals engaged in providing services to the Institute or receiving services from the Institute, such as students, contractors or consultants;
 - e) all fees and charges payable by students.
3. Unless otherwise specified in this Policy, 'student' refers to both domestic and international students.

Definitions

4. For the purposes of this Policy:
 - a) **Agreement** is a document that outlines the terms and conditions of enrolment into a course at the Institute, and for an international student, will comprise of a Letter of Offer and a Written Agreement, as defined below.
 - b) **Australian authorised deposit-taking institution** is an Australian bank or an institution which has the authority to carry on banking business in Australia.
 - c) **Census date** is the last day in each study period on which a student may vary enrolment into subjects without incurring an academic penalty and being liable for the full amount of fees associated with the subject.
 - d) **Domestic student** is a student who is an Australian or New Zealand citizen, or holds an Australian permanent visa.
 - e) **International student** means any overseas student, including those who have student visas, temporary residency, bridging visas and provisional residency (as falling under the *Education Services for Overseas Students Act 2000*).
 - f) **Letter of Offer** is a document issued by the Institute to offer a student a place in a course at the Institute.
 - g) **Non-tuition fees** are fees for all the ancillary charges related to the provision of a course such as administrative charges.



- h) **Study period** is a discrete period of study within a course; one study period at the Institute is equivalent to one semester.
- i) **Tuition fees** are fees payable for teaching of subjects and courses.
- j) **Written Agreement** is a document accompanying the Letter of Offer outlining the terms and conditions for enrolment into a course at the Institute and which an international student must accept before, or at the same time as, payment of fees relating to the course.

Policy

Principles

- 5. The Institute informs prospective students of all fees associated with their proposed studies as known at the time and provides advice on the potential for changes in fees during their studies.
- 6. As far as practicable, the Institute provides reasonable notice of any changes in fees to current students.
- 7. This Policy is based on the following principles:
 - a) The Institute provides comprehensive, accurate, timely and publicly available information on fees to prospective and current students to support informed decision-making about the Institute's educational offerings.
 - b) The Institute sets reasonable and competitive fees for its educational services.
 - c) The Institute will prevent as far as possible any impact that a change in fees might have on a student's choice of, or ability to participate in, a course at the Institute.

Procedure

Determination and publication of fees

- 8. Tuition and non-tuition fees will be reviewed annually. The review will include assessments by the Chief Executive Officer of:
 - a) financial sustainability and viability; and
 - b) the competitiveness of the fees based on benchmarking, sector expertise, and other strategic considerations.
- 9. The Governing Council determines the tuition and non-tuition fees based on the advice of the CEO and the Executive Management Committee.
- 10. The Student Services Manager is responsible for ensuring that tuition and non-tuition fees published on the website are accurate and up to date.

Fees

- 11. Tuition fees payable by a student are determined in accordance with the selected course and the residency status of the student.
- 12. Where an enrolled international student's residency status changes to that of permanent resident prior to the census date, the domestic student fee for that course will apply from that study period.
- 13. Non-tuition fees include, but are not limited to, fees for: admission application, reassessment, deferral of enrolment, change of course, late enrolment, reinstatement, interim transcripts, replacement testamur, student ID card replacement, library fines, charges associated with work-



integrated learning placements, or overdue tuition fees.

Information on fees and changes to fees

14. For each course, the Institute publishes indicative tuition and non-tuition fees on its website at www.aiihe.edu.au, including advice on the potential for changes to fees over the duration of a course.
15. Fees as included in the Letter of Offer and Written Agreement are accurate at the time of issue but remain subject to change.
16. As a rule, tuition fees are published at least three (3) months before commencement of the semester in which they are due and non-tuition fees at least two (2) months before they are due.
17. Tuition and non-tuition fees are likely to increase annually.
18. The Institute will give reasonable notice of any changes to tuition or non-tuition fees, at least two (2) months before the change in fees.

Due dates

19. Fees are payable for each study period by the due date as specified in the payment schedule in the Letter of Offer, the study period fee statement, and on the website.
20. Payment after the due date will incur a late payment fee.
21. Non-payment of due fees by the census date may result in suspension or termination of enrolment.
22. The Institute will only grant an extension of a payment due date or waive a late payment fee in the presence of compassionate or compelling circumstances.
23. Requests for extension of the payment due date or waiver of a late payment fee should be submitted in writing to the Registrar, refer to the compassionate or compelling circumstances supporting the request, and include supporting documentation where possible. The Registrar will respond within ten (10) business days. Where the case for compelling or compassionate circumstances is accepted, the Registrar will advise the student of the maximum extension period for the payment.

Payments

24. The Institute will only accept the following forms of payment:
 - a) credit cards; and
 - b) BPAY.
25. A receipt for the payment will be issued at the time of the transaction.

Students

26. The Institute will only accept payment of tuition or non-tuition fees after the student has signed an Agreement issued by the Institute.
27. The Agreement will list all tuition fees payable by the student for the course, the periods to which those tuition fees relate, and payment options.
28. If the student is an international student, the Institute will only receive more than 50 per cent of the total tuition fees payable for a course before an international student begins the course if the international student makes this request and advises the Institute in writing.
29. The Institute keeps fees received from students before courses have commenced in a separate



account at an Australian authorised deposit-taking institution.

30. The Institute will ensure that there are sufficient funds in this account to repay all tuition fees to every prospective or current student at all times before the course or semester (as applicable) begins should the circumstances arise.
31. For each student, the Institute keeps accurate and up-to-date records of tuition and non-tuition fees paid and payable.

Monitoring and improvement

32. The Institute collects data on the payment of fees, including late payments. Student feedback is sought on their perception and experience of the Institute's fees level and administration.
33. The Institute uses the collected data to monitor trends in payments, fee increases, and perceptions of the Institute's fees.
34. The Institute will improve this Policy and associated processes based on the collected data, in particular its impact on students' ability to participate in, or choice of, the Institute's courses.
35. The Institute will benchmark its performance against relevant sector data and will establish targets as appropriate.
36. The Governing Council receives an annual report on the adequacy and effectiveness of its strategies for the determination and administration of fees.

Appeals

37. A student may appeal against a decision made under this Policy under the provisions of the *Student Appeals Policy and Procedure*.

Responsibilities

38. The Governing Council is responsible for the final determination of fees.
39. The Chief Executive Officer will review tuition and non-tuition annually.
40. The Student Services Manager is responsible for:
 - a) administering this Policy and advising the CEO and Governing Council;
 - b) ensuring that tuition and non-tuition fees published on the website are accurate and up to date.



Associated information

Approving body	Governing Council
Date approved	23 October 2020
Date of effect	Commencement of operation
Next scheduled review	Two years from when policy commence
Policy owner	Chief Executive Officer
Policy contact	Chief Executive Officer
Related AIIHE Documents	<i>Domestic Student Enrolment Policy and Procedure</i> <i>International Student Enrolment Policy and Procedure</i> <i>Quality Assurance Framework</i> <i>Refund Policy and Procedure</i>
Higher Education Standards Framework (Threshold Standards) 2015 (Cth)	Standard 1.1, ss 2 Standard 6.2, ss 1 Standard 7.2, ss 4
Other related external instruments/documents	Related Legislation <ul style="list-style-type: none">• <i>Tertiary Education Quality and Standards Agency Act 2011 (Cth)</i>• <i>Education Services for Overseas Students Act 2000 (Cth)</i>• <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)</i>• <i>Education Services for Overseas Students Regulation 2019 (Cth)</i>• <i>Competition and Consumer Act 2010 (Cth)</i> Good Practice Documents <ul style="list-style-type: none">• <i>TEQSA Guidance Note: Corporate Governance, Version 2.4</i>• <i>National Code Factsheets: Standard 2</i>• <i>National Code Factsheets: Standard 3</i>• <i>National Code Factsheets: Standard 9</i>

Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	23 October 2020

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