

Fee Policy	
Relevant Standards SRTO 2015: 5.3, 7.3 The National Code 2018: 2.1.7, 3.1, 3.3, 3.4	Linked Documents Fee Refund Policy and Procedure Fee Refund Form Student Agreement

1. Purpose

This document sets out a policy for collecting and managing student fees. It also addresses changes to the Education Services for Overseas Students Act 2000 and the subsequent amendments. Related policy and procedure to this document is Fee Refund Policy and Procedure.

2. Scope

This policy applies to fees collected by Aboard prior to or after commencement of studies by an enrolled student.

In accordance with the Standard 7.3 of SRTO (2015), RTOs registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) must satisfy both the requirements of this clause and of the Tuition Protection Service (TPS) under the Education Services for Overseas Students Act 2000. The ESOS Act stipulates that not more than 50% of the fees for an overseas student be prepaid. This applies even if 50% of the course fees would be less than the threshold prepaid fee amount. This policy also applies to any education agents or college's overseas offices collecting any student fees on behalf of Aboard.

3. Definitions

Course: A program of study leading to a qualification or an award. A course may comprise of units or modules

Enrolment Period: Means the total duration of one or more courses/studies leading to the principle course of study for which a student is enrolled with Aboard

Study Period: means an academic term within a course. Usually, there are four study periods in a year

Fees: Includes all fees, fines and charges payable as specified in the *Schedule of Fees*

Pre-paid Tuition Fees: Tuition fees paid in advance prior to commencement of the course or a study period

Principal Course of Study: Means the main or the final course of study to be undertaken by an overseas student where a student visa has been issued for multiple courses of study

International Students: All those students who are on either on a student visa or a temporary visa that allows them to undertake formal studies in Australia

TPS: Tuition Protection Scheme (enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review) replacing Tuition Assurance Scheme and ESOS Assurance Fund

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- Standards for Registered Training Organisations 2015

- The ESOS Act 2000 and ESOS Regulations 2001
- The National Code 2018
- The Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012
- The Education Services for Overseas Students (TPS Levies) Act 2012
- The Australian Consumer Law 2011

5. Policy

5.1 Aboard will set out its course tuition and other fees, in the *Schedule of Fees*, which will be reviewed annually and published in the relevant marketing materials or other publications including college's website.

5.2 The tuition fees are set for a complete course and cannot be charged, calculated or broken up on a unit basis.

5.3 The tuition fees will be charged according to a student's enrolment periods. Study periods will be clearly defined in student's *Letter of Offer* and the *International Student Agreement*.

5.4 Aboard will list and provide complete information on the total amount of all fees including course tuition fees, administration fees, materials fees and any other charges to all the prospective students prior to enrolment and include them in the Student Agreement (written agreement). The information shall include;

- All tuition fees payable by the student for the course, the periods to which those tuition fees relate and payment options;
- Any non-tuition fees the student may incur, including as a result of having their study outcomes reassessed, deferral of study, fees for late payment of tuition fees, or other circumstances in which additional fees may apply; and
- Amounts that may or may not be repaid to the overseas student (including any tuition and non-tuition fees collected by education agents on behalf of the registered provider).

5.5 Aboard will articulate and provide information on payment terms, including the timing and amount of fees to be paid, any non-refundable deposit/administration fee, security of pre-paid fees, and the fees and charges for additional services to all the prospective students prior to enrolment and include them in the Student Agreement. In addition, students will be advised;

- That they are responsible for keeping a copy of the written agreement as supplied by Aboard, and receipts of any payments of tuition fees or non-tuition fees;
- That they may choose to pay more than 50% of their tuition fees before their course commences;
- Information on Aboard's College's fee refund and protection mechanisms (e.g. TPS);
- Processes for claiming a refund;

5.6 Aboard will provide all the prospective students with a copy of its *Fee Refund Policy* as part of enrolment process and make a copy of the policy available on its website at all times.

5.7 Pre-paid Tuition Fees

5.7.1 Aboard college shall determine pre-paid fees amount/s based on the total tuition fee and other services requested by the prospective students as outlined in the student agreement. Aboard shall ensure that the written student agreement is signed by the student prior to accepting or receiving any fees.

5.7.2 For packaged courses, up to 50% of the fee of the first course of study can be collected as a pre-paid fee.

5.7.3 Where the RTO requires, either directly or through a third party, a prospective or current learner to prepay fees in excess of a total of \$1500 (being the threshold prepaid fee amount), the fee will be kept in a separate bank account

until the time when the student has commenced. Any pre-paid fee during the enrolment period will not be drawn until an invoice has been raised at least two weeks prior to start of a new term.

5.7.4 Aboard will keep initial prepaid tuition fees in a designated bank account within 5 business days of receiving them. This account will only be drawn down when the student commences the course.

5.7.5. Under the provisions of changes to the Education Services for Overseas Students Act 2000 enacted on 20th of March 2012 as part of the Government's second phase response to the Baird Review, Aboard will contribute annually to TPS and meet the new regulatory requirements. The Commonwealth Government's Tuition Protection Scheme (TPS) protects fees paid in advance by international students. Further details on the TPS are available at: www.tps.gov.au.

5.8 On Commencement

5.8.1 Aboard will not require students to pay any further fee prior to four (4) weeks of commencement date of the next study period/term.

5.8.2 Fee invoices and payment reminders will be sent out to the students at least four (4) weeks prior to start of a new study period/term with an appropriate due date according to this policy. If a student voluntarily pays fees earlier than due date, it will be treated according to pre-paid fee provisions set out in this policy (5.4) to enable college to refund any unused tuition fees according to its *Fee Refund Policy*.

5.9 Student tuition fees are required to be paid on or before the due date for a study period as notified to students through college's communications including offer letter, invoice, fee-reminder, college's website or any other fee related correspondence.

5.10 Aboard reserves the right to amend student tuition fees, fines and other charges as it so determines. However, the tuition and other fee(s) which have been agreed with a student at the time of signing the student agreement will not change for the duration of the enrolment and agreement period.

5.11 Aboard may impose a late payment fee where a student has not paid tuition fees by the advised due date for payment.

5.12 The enrolment will not be made effective until the required fees have been paid.

5.13 A fee-paying student who has not paid tuition fees by the advised due date may have the student's enrolment at Aboard cancelled.

5.14 A student who has outstanding fees owing to Aboard will not be permitted further enrolment (except where any Commonwealth or State legislation or code of practice provides otherwise) and will have their academic results withheld (as such will not be eligible to graduate) until the fee debt is paid in full. Aboard may refund relevant fees to a student in accordance with its *Fee Refund Policy and Procedure*.

5.15 A student excluded under a college rule (e.g. disciplinary action) is not entitled to a refund (except where any Commonwealth or State legislation or code of practice provides otherwise).

5.16 A default is only determined when any complaints and appeals processes are complete, and the student default is confirmed.

5.17 Aboard will notify the Secretary and TPS Director (via PRISMS) of student fee defaults for which education services are likely to be denied within 5 business days (Once any complaints and appeals processes are complete and the student default is confirmed).

5.18 The Executive Committee will review and approve all tuition fees for students of Aboard on an annual basis.

6. Responsibilities

The Finance Manager is responsible for ensuring that all student fees are collected and maintained as per the provisions of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@ataustralia.edu.au

Fee Collection and Management Process

