

## 1. Purpose

This Policy provides transparency for students at Australian School of Accounting (ASA) regarding course fees and charges including the circumstances under which a refund will be made and the associated administrative requirements.

## 2. Principles

The following is the basis of ASA's decisions on student fees and charges:

- Fees and charges will be applied in accordance with the requirements of relevant legislation and regulation.
- Tuition fees for domestic students are governed by the *Higher Education Support Act (HESA) 2003*
- Tuition fees for international students are governed by the *Education Services for Overseas Students Act 2000 (ESOS Act) in 2012*.
- All fees and charges will be set out in the Student Charges Schedule available on the ASA website.

## 3. Scope

This Policy applies to all students at the ASA and all relevant administrative staff responsible for dealing with students in regard to fees and refunds.

## 4. Definitions

Term	Definition
Census Date	The official deadline for domestic students for finalisation of enrolment in a course and subjects, as outlined 169-25 of the <i>Higher Education Support Act 2003</i> .
Domestic Student	A student who is an Australian citizen, a New Zealand citizen (or dual citizenship holders of either Australia or New Zealand), or the holder of an Australian permanent resident or permanent humanitarian visa.
International Student	A student who does not have Australian or New Zealand citizenship or full permanent resident status in Australia. The term includes those who have student visas, provisional residency, temporary residency, bridging visas etc.

## 5. Payment of tuition fees

- All fees and charges will be determined each year prior to the opening of enrolment.
- Tuition fees are charged on a 'per unit of study' basis. Unit of study fees are calculated as a portion of the total course fee, based on the unit of

study contribution to the Equivalent Full Time Study Load (EFTSL) for the course.

- International students must pay their fees for each study period in advance and in accordance with their signed written agreement which provides admission to the course. Written agreements include all fee payment due dates for the full duration of the course. The total commencement fee for offshore international students is a minimum of six (6) units. The total commencement fee for onshore international students is a minimum of one (1 Unit) to secure enrolment with a further one (1) unit paid before course commencement.
- Domestic students are required to pay one unit on application and then must pay their remaining fees for each study period on or before the Census Date.
- Students who are experiencing difficulty paying their tuition fees by the due date may be granted permission to pay their fees by instalments.
- This is subject to written application to the Principal and will only be granted in compassionate and compelling circumstances. Students in this situation should speak to the Student Support Officer for more information.
- Any instalment plan that is put in place must have the full outstanding quadmester fees paid by the end of the quadmester.

## **6. Other fees and charges**

**6.1** Other fees and charges are set out in the Student Charges Schedule - Overseas Students and the Student Charges Schedule- Domestic Students published on the ASA website. These charges are not refundable once incurred. These non-refundable fees may include fees and charges, for each course, such as:

- An application fee
- A materials fee
- A late payment fee
- A set-up fee for a payment plan, etc.

**6.2** Please refer to the policies and procedures section of the ASA website for all current fees and charges <https://asahe.edu.au/>.

## **7. Penalties for non-payment**

**7.1** If a student cannot pay fees by the due date, they should make an application to the Principal for consideration as stated in Section 5 of this policy.

**7.2** Where a student does not make an application for consideration and has a debt due to ASA, ASA may, at its discretion, apply a range of penalties, including:

- charging a late fee;

- preventing enrolment in the current or subsequent quadesters;
- restricting release of examination results and official credentials; or
- employment of a debt collection agency to recover the outstanding amount.

## 8. Refund Policy

### 8.1 Domestic students

The following rules apply to domestic student refunds:

#### 8.1.1 Tuition Fee Refunds

Tuition fees **will be refunded** in full if:

1. ASA is unable to provide the course which was offered. All fees, including other compulsory fees, will be refunded;
2. the student formally withdraws from the course or subject on or before the Census Date; or
3. the offer of enrolment is withdrawn by ASA.

Tuition fees **will not be refunded** if:

1. the student formally withdraws from the course or a subject after the Census Date;
2. the student has breached any binding terms and conditions with ASA; or
3. the student's enrolment has been cancelled.

#### 8.1.2 Transfer of Tuition Fees

If a course has commenced, tuition fee transfers will be made only at the discretion of ASA.

#### 8.1.3 Non-Refundable Fees

1. Late fees, fines, and other administrative fees incurred are non-refundable.
2. If a student planning to articulate from one course to another within ASA and the student does not meet the entry requirements for the next course.
3. If a student planning to articulate from one course to another within ASA and the student formally withdraws from the unit which may not be part of the next course after the Census Date.
4. If a student planning to articulate from one course to another within ASA and ASA does not receive their final results until less than 28 days before the course commencement date and the results show that the student does not meet the entry requirements for the next course.
5. If a student planning to articulate from one course to another within ASA and the student does not submit a Change/Defer/Withdrawal form to ASA.

### 8.2 International Students

The following rules apply to international student refunds:

#### 8.2.1 Tuition Fee Refunds

Tuition fees **will be refunded** in full if:

1. ASA is unable to provide the course which was offered. All fees, including other compulsory fees, will be refunded;
2. an Australian visa application is refused prior to commencement of the course. In this case, students are required to provide evidence of the visa refusal. There will be no refund of fees if the visa is rejected on the basis of fraud as determined by the Department of Home Affairs (DHA);
3. approval of an Australian student visa is delayed for reasons beyond the student's control, resulting in the student being unable to commence the course which they have been offered and accepted.

In this case, students are required to provide evidence that the visa has been delayed; or

4. the offer of enrolment is withdrawn by ASA.

Tuition fees **will not be refunded** if:

1. the student formally withdraws from the course or a subject after the Census Date;
2. the student has breached any binding terms and conditions with ASA; or
3. the student's enrolment has been cancelled; or
4. the student's visa is rejected on the basis of fraud as determined by the Department of Home Affairs (DHA).

### 8.2.2 Transfer of Tuition Fees

If a course has commenced, tuition fee transfer will be made only at the discretion of ASA.

### 8.2.3 Non-Refundable Fees

1. Enrolment fees are non-refundable prior to the commencement of a course. Late fees, fines, Overseas Student Health cover fees and other administrative fees incurred are non-refundable. Other non-refundable fees include:

2. If a student planning to articulate from one course to another within ASA and the student does not meet the entry requirements for the next course.
3. If a student planning to articulate from one course to another within ASA and the student formally withdraws from the unit which may not be part of the next course after the Census Date.
4. If a student planning to articulate from one course to another within ASA and ASA does not receive their final results until less than 28 days before the course commencement date and the results show that the student does not meet the entry requirements for the next course.
5. If a student planning to articulate from one course to another within ASA and the student does not submit a Change/Defer/Withdrawal form to ASA.

### 8.2.4 Exceptional Circumstances

Where a student or their representative gives written notice prior to the census date that he/she is withdrawing from a course or subject due to exceptional circumstances, ASA may, at its discretion, grant a total or partial refund of tuition fees. Exceptional circumstances must be supported by documentary evidence, and may include:

- evidence of illness/disability; or
- death of the student or close family member; or
- a political, civil or natural event which prevents full payment of fees or the student's attendance.

#### **8.2.5 Deferral**

If a student gives written notice prior to the census date of their intention to defer their place in the course to the next available intake, all tuition fees will be transferred to that intake. A place may be deferred for up to twelve (12) months. If a student has deferred and subsequently gives written notice that they do not intend to take their deferred place, a refund will be processed in accordance with the timeframes and conditions relevant to the original deferral.

#### **8.2.6 Obtaining Permanent Residency**

An international student who is granted Permanent Resident status in Australia is eligible to pay Domestic Student fees. Permanent Resident status is recognised from the date stamped on the student's passport. A student must show proof of stamped passport details before the commencement date in order to be eligible to pay domestic fees. If the student has already paid the tuition fees applying to international students for the semester, the difference in fees will be credited back to the student account.

If the student has obtained residency after the commencement date, the student must pay the relevant international student fees and will be classified as an international student for the remainder of that semester.

#### **8.2.7 Defaulting on fee payment**

Students who have not paid the required tuition fee by the due date will be sent a warning letter. Non-financial students may not access ASA's facilities and are not permitted to sit final examinations. Debt collectors may be engaged to recover any unpaid fees.

If a non-financial international student does not pay their fees by the date specified and does not enter into a further payment plan their enrolment will be cancelled and they will be reported to the Department of Home Affairs (DHA) for non-payment of fees.

### **8.3 Refund Process**

The following rules apply in relation to the processing of refunds:

8.3.1 Applications for a refund must be made in writing on the appropriate

*Refund Request Form* and submitted to the Principal.

- 8.3.2 Where payable, refunds are made in Australian dollars and are paid within 28 business days from the date the application is lodged.
- 8.3.3 If ASA is unable to provide the course offered, a full refund is payable within two (2) weeks of the default day.
- 8.3.4 Should ASA be unable to either provide a refund or place the student in an alternative course, and the student is entitled to a full refund, payments can be made out of the Australian Governments Overseas Student Tuition Fund to refund the student and reimburse the provider of an alternative course.

#### **8.4 Appeals**

A student may appeal against a decision made under this Policy. Appeals must be made as prescribed in the appeals process outlined in the “*Student Grievance Handling and Resolution Policy*”.

### **9. Review of Policy**

This Policy will be reviewed every three (3) years.

### **10. Specific Related Documents**

*Refund Request Form*

### **11. Related Documents**

*Student Grievance Handling and Resolution Policy and Procedure*

*Higher Education Support Act 2003*

*Higher Education Standards Framework (Threshold Standards) 2021*

*Education Services for Overseas Students (ESOS) Act 2000 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018*

## 12. Version Control

Document		Student Fees Charges and Refund policy			
Approved by		Board of Directors		Date: 15 June 2022	
				Next review date	2025
Version #	4.0	Replaces Version #	3.4	Update to 2, 5, 6.2, 8.1.3, 8.2.1, 8.2.3	
	3.4		3.0 – 3.3	Update to 2, 5, 6.2, 8.1.3, 8.2.1, 8.2.3	
	3.0		2.2-2.3	Board of Directors approval	
	2.2-2.3		2.1	New course accreditation	
	2.1		2.0	Board of Directors approval	
	2.0		1.3	BOD approval	2020
	1.3		1.2	Governance restructure	
	1.2		1.1	Style Review	
	1.1		1.0	Post-TEQSA meeting	
	1.0		0.6	Council approval	
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	0.5		0.4	Project Manager review	
	0.4		0.3	Styling Next review	2020
	0.3		0.2	Council review	
	0.2		0.1	Council review	