

Fees Policy and Procedure

1 Purpose and scope

This policy outlines tuition fees and other charges related to studying at the AIE Institute. This policy applies to AIE Institute's higher education students as follows:

- a. Domestic students enrolled in a fee-paying higher education course who are not claiming or do not satisfy the criteria for FEE-HELP loan assistance ('domestic')
- b. Domestic students enrolled in a fee-paying higher education course who are claiming FEE-HELP assistance ('domestic FEE-HELP')
- c. International students enrolled in a higher education course who hold a student or temporary residence visa ('overseas').

All dollar amounts referred to in this policy are in Australian Dollars, unless otherwise specified. Tuition fees may be refundable in certain circumstances. Refer to the *Refund Policy and Procedure Domestic Students* and *Refund Policy and Procedure International Students*. This *Fees Policy and Procedure* does not remove the right of a student to take action under Australia's consumer protection laws.

2 Objectives

The objectives of this policy are to:

- a. Provide information on higher education fees and administrative charges that have been set by the Board of Directors
- b. Ensure that additional charges cover costs whilst being compliant with legislation
- c. Ensure that reasonable notice about changes to fees is provided.

3 Implementation

The CEO is responsible for implementation of this policy.

Students should ensure they are familiar with AIE Institute's fees, charges and circumstances for refunds before accepting an offer for admission to AIE Institute's higher education courses. Students should pay all fees by the due dates. Failure to pay outstanding fees will result in cancellation of a student's enrolment.

Staff of AIE Institute who have access to information relating to fees applications must maintain the confidentiality of students' information. The disposal of records relating to fees applications should be in accordance with *Records Management Policy and Procedure*.

Tuition fees can be defined as fees payable for tuition as officially published or provided by AIE Institute. Tuition fees and other charges are set each year by AIE Institute and apply at the time the student signs or otherwise accepts the Student Agreement.

Fees are subject to annual review and are calculated as a portion of the total course fee based on the credit point value of each unit. AIE Institute ensures that reasonable notice about changes to fees is provided in accordance with the *Student Information Provision Policy and Procedure*. Tuition fees include a range of resources provided as part of the course of study as listed below:

- a. Course learning materials provided in electronic format – unit outlines, unit guides, reading materials, assessment information, other learning materials (excluding required textbooks)
- b. Access to library resources, including online resources and computers
- c. Assessments, including reassessments (not including repeating an entire unit).

4 Procedure

4.1 Publication of fees

The *Fee Schedule* of tuition fees and other charges is available to students online via AIE Institute's website. Fees for future periods of study are indicative only and are subject to change.

4.2 General terms and conditions

The following terms and conditions apply:

- a. This policy must be provided to the student prior to any payments being made
- b. If a student withdraws from a unit on or before the unit Census date, they will receive a full refund for that unit.
- c. If a student is enrolled in a unit beyond the Census Date, they must pay for the unit
- d. Tuition fees and other charges are located in the *Fee Schedule* on AIE Institute's website; students should access this site regularly to stay up to date
- e. Administrative fees and additional private tutoring fees are not refundable under any circumstances
- f. Fees are subject to change; however, fees detailed in a letter of offer issued before the date of change will be honoured by the AIE Institute for the unit stated on the letter of offer
- g. Students repeating units must pay for such units prior to the commencement of the unit/s.

4.3 Non-refundable fees and charges

The following is a list of the administrative and miscellaneous fees and charges that are non-refundable, charged separately to tuition fees (amounts payable are available on AIE Institute's website):

- a. International/Overseas Application Fee
- b. RPL assessment per unit
- c. Credit transfer per unit
- d. Late Payment Fee
- e. Student ID Card or Replacement
- f. Library Late Fee (hard copy books and journals) (capped at the library book replacement fee)
- g. Library Book Replacement
- h. Printing charges
- i. Interim Unofficial Transcript
- j. Official Transcript Replacement
- k. Testamur Replacement
- l. Graduation Gown Hire

4.4 Payment of tuition fees

Domestic students: Fees must be paid in full by the Census Date each semester.

International students: The tuition fee for the first study period must be paid in full along with any applicable Overseas Student Health Cover (OSHC) fees prior to a Confirmation of Enrolment being issued. The standard due date for first payment is 3 weeks from the date of issue of the Letter of Offer.

Domestic FEE-HELP students: Fees are paid via the FEE-HELP loan scheme to assist eligible domestic students to pay tuition fees. FEE-HELP does not cover administrative or incidental fees.

FEE-HELP requirements are as follows:

- a. Domestic students requesting a FEE-HELP loan must submit an electronic Commonwealth Assistance Form (eCAF) via the eCAF website in order for enrolment to be completed
- b. Domestic students who intend to apply for FEE-HELP assistance must have proof of acceptance for the loan prior to the start date of the unit(s)
- c. Students requesting a FEE-HELP loan should have, or should apply for, a valid Tax File Number (TFN) with the Australian Government. Eligible students who do not have a TFN at the time of enrolment should select the upfront payment option and may then apply for deferred payment, providing that the certificate of application to the Australian Taxation Office is supplied
- d. AIE Institute is required to issue a Commonwealth Assistance Notice (CAN) to each Commonwealth-assisted student within 28 days of the census date. The CAN will be sent electronically to the student's email address. The CAN contains information about:
 - I. The units in which a student is enrolled
 - II. The cost of any upfront payments made
 - III. Any amounts deferred to the Australian Taxation Office (ATO)
 - IV. Student learning entitlement consumed
 - V. The student's CHESSN (Commonwealth Higher Education Student Support Number), which is assigned to all students who receive Commonwealth assistance for their higher education.
 - VI. The student's 25 per cent FEE-HELP loan fee (for undergraduate, domestic full-fee paying students only).

4.4.1 Payment methods

AIE Institute accepts the following methods of payment for fees and charges: direct deposit, direct debit, credit card (with the exception of American Express and Diners), EFTPOS, cheques and cash.

4.4.1.1 Direct deposit payment

Fees can be directly transferred into AIE Institute's bank account as follows:

Commonwealth Bank of Australia, BSB 062 900, Account Number 11063064.

4.4.2 Management of pre-paid fees

For all fees, AIE Institute's accounting procedure is to place any prepaid amounts into a liability account until such time as the fees are payable, and the amount is drawn down into the income account. The CEO has the responsibility for authorising such transfers and drawdowns.

4.4.3 Penalties for non-payment of fees

If a student has not paid relevant fees by the payment date, and has not rectified the situation, AIE Institute may impose penalties for non-payment of fees such that students may:

- a. Not be permitted to enrol in current or subsequent courses
- b. Have their access to library services and other services removed
- c. Not receive official graduation documents or results
- d. Not be permitted to graduate
- e. Incur late fee penalties.

4.4.3.1 Cancellation of enrolment

Students may have their enrolment cancelled if they fail to make the required tuition fee payment by the Census Date. Students who have been cancelled are removed from all enrolled courses. Enrolment may be reinstated if payment has been made within 10 working days, including late fees.

4.5 Withdrawal

Students who wish to withdraw from a unit must:

- a. Prepare an application in writing and complete the Application for Withdrawal
- b. Ensure that reasons are provided for the withdrawal
- c. Ensure contact details have been provided
- d. Submit the forms to Campus Administration.

Notices are not effective until received by Campus Administration.

4.6 Refunds

Students who wish to apply for a refund should refer to the Refund Policy and Procedure Domestic Students or Refund Policy and Procedure International Students.

4.7 Appeals

Students may seek a review of any decision related to fees or a refund application, by submitting an appeal to Campus Administration within 28 days of receiving the notice. The appeal must be accompanied by supporting documentation. Refer to *Student Grievance Policy and Procedure*.

5 Definitions

Admission is the process for admitting an applicant into a course at the AIE Institute, following a successful application and acceptance of the offer of a place in the course.

Census Date is the date when a student's enrolment is finalised. If a student withdraws after the census date, he/she will have to pay fees, or if the student has a FEE-HELP loan, will incur a debt.

Course is a single course leading to an Australian higher education award.

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications (Australian Qualifications Framework definition).

Domestic Student is an Australian citizen, Australian permanent resident or a New Zealand citizen.

FEE-HELP is a loan scheme offered by the Australian Government only to domestic students to help eligible fee-paying students to pay all or part of their tuition fees.

International student means a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations.

Letter of Offer is the offer of a place in a course to a successful applicant.

Overseas student see International student.

Payment Date is the official date when payment is required.

Recognition of prior learning (RPL) is a process used to assess an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit that may be granted towards completion of a qualification (adapted from Australian Qualifications Framework definition).

Start Date is the official date that the teaching period of a unit commences.

Tuition Fee is the fee for enrolment in a course determined by AIE Institute, and advised in both the Student Agreement, and the Letter of Offer attached to the Student Agreement, as being the tuition fees for the course (per semester).

Unit is a discrete unit of study, where a combination of units makes up a course of study.

6 Related documents

The following policies and procedures are related to this policy:

- a. Admissions Application Form Domestic Students
- b. Admissions Application Form International Students
- c. Application for Withdrawal Form
- d. Fee Schedule Domestic Students
- e. Fee Schedule International Students
- f. Letter of Offer
- g. Records Management Policy and Procedures
- h. Refund Policy and Procedures Domestic Students
- i. Refund Policy and Procedures International Students
- j. Student Agreement
- k. Student Code of Conduct
- l. Student Grievance Policy and Procedure.

7 Review

Three years from commencement.

8 Accountabilities

The Board of Directors is responsible for review and approval of this policy.

The policy is to be implemented via induction and training of staff and distribution to students and the AIE Institute's higher education community via the website and other publications.