

HE-BP08 INTERNATIONAL STUDENTS FEE PAYMENT POLICY AND PROCEDURE

Abbreviations:

AHE	Apex Australia Higher Education
CEO	Chief Executive Officer
DHA	Department of Home Affairs
EMC	Executive Management Committee
HR	Human Resources
National Code	National Code of Practice for Providers of Education and Training to International Students 2018
OSHC	Overseas Student Health Cover
PRISMS	Provider Registration and International Student Management System
SSO	Student Support Officer

1. Purpose

- 1.1 The purpose of this Policy and Procedure is to outline Apex Australia Higher Education’s (AHE) approach regarding fees and charges, including protection of pre-paid fees.
- 1.2 This Policy and Procedure operates in conjunction with the terms of any scholarship awarded to an individual student and the requirements of the sponsor/third party, and the International Student Fees Refund Policy and Procedure.

2. Scope

- 2.1 This Policy and Procedure applies to prospective, commencing and continuing fee-paying international students.
- 2.2 All dollar amounts referred to in this Policy and Procedure are in Australian Dollars, unless otherwise specified.

3. Principles

- 3.1 AHE will publish its course-related fees information in the relevant Course Guide which will be made available to students through the AHE website and hardcopy.
- 3.2 AHE will treat all students fairly and efficiently when charging and refunding their fees.
- 3.3 Students seeking enrolment in a course at AHE will be advised of the course-related fees and charges. This information will form part of the Letter of Offer and Student Written Agreement between the overseas student and AHE. Fee information includes:
 - 3.3.1 The total amount of all fees including tuition fees.
 - 3.3.2 Materials fees and any other fees relevant to the course being undertaken.

- 3.3.3 The periods to which the tuition fees apply.
- 3.3.4 Payment terms, including the due dates and amount of fees to be paid.
- 3.3.5 Enrolment terms and conditions.
- 3.3.6 Details of the potential for tuition and non-tuition fees to change during the student's course as relevant.
- 3.3.7 The student's rights under the [Australian Consumer Law – NSW](#) / [Australian Consumer Law – VIC](#)
- mandatory ten (10) days cooling off period which students can cancel a purchase without penalty.
- 3.4 Fees will only be collected once a copy of the signed Letter of Offer and Student Written Agreement is received by AHE.
- 3.5 AHE, to meet its obligations under Education Services for Overseas Students Act 2000, National Code of Practice for Providers of Education and Training to Overseas Students 2018, will collect only 50% of the total tuition fees for courses of more than twenty-five (25) weeks duration. Students are not required to pay more than 50% of the fees upfront if their course runs for more than twenty-five (25) weeks but may pay if they choose to.
- 3.6 AHE reserves the right to review its fees regularly and may change its fees during the period of an international student's enrolment in a course.
- 3.7 AHE will implement measures to ensure that pre-paid fees are protected (see below at #7).
- 3.8 Students who fail units during their course will be charged for any units they have to re-take.
- 3.9 Students who have not completed payment of their tuition fees by the due date will have their enrolment cancelled.
- 3.10 A student's change in visa status from temporary resident/student visa to permanent resident is recognised from the date the new visa grant and not the day of application. Such students need to inform AHE administration staff to process withdrawal.
- 3.11 Students who wish to terminate or withdraw from their course must advise AHE in writing two (2) weeks prior to the completion of the current semester or two (2) weeks prior to tuition fee due date (whichever comes first). Failing to do so, they will be held liable for the payment of next semester's fee.
- 3.12 AHE reserves the right to not process / issue any student's requests including statements of results of any other documents on the basis of outstanding fees.
- 3.13 This Policy and Procedure does not remove the right of any student from taking further action under Australia's consumer protection laws.

4. Inclusions in course fees

- 4.1 Unless otherwise specified, course fees include:
 - 4.1.1 All costs related to teaching and assessments required for students to achieve the qualification of the course in which they are enrolling.
 - 4.1.2 The issuance of a testamur and/or transcript (or record of results) and/or Australian Higher Education Graduation Statement.
- 4.2 Course tuition fees do not include:
 - 4.2.1 Required learning materials which are an additional cost, as outlined in the respective Course Guide.
 - 4.2.2 Overseas Student Health Cover (OSHC) or optional extras such as airport pickups. These fees are an additional cost as outlined in the Letter of Offer and Student Written Agreement.
 - 4.2.3 Additional copies or re-issuing of a testamur and/or transcript (or record of results) and/or Australian Higher Education Graduation Statement for which an additional fee is applicable.

5. Fee Payments

- 5.1 All students are sent invoices for upcoming study period (block/semester) 2 weeks prior to the due date. For new students commencing in an upcoming study period (block/semester), invoices are sent within one (1) week of the CoE being issued.
- 5.2 Students must pay fees by the due date to avoid penalties and other sanctions such as preclusion from attending classes, submitting assessments, and receiving documents. Penalties apply for fees received after due dates.
- 5.3 Payments received will be allocated to the earliest due invoice. In the event of any outstanding non-tuition fees or charges, payments will be applied first to these due amounts before being allocated to tuition fees.
- 5.4 All fees must be paid in Australian dollars only.
- 5.5 AHE will retain records of all written agreements (including the Letter of Offer and Student Written Agreement) and well as receipts of payments made by students under the Letter of Offer and Student Written Agreement for at least two (2) years after the student ceases to be an accepted student.
- 5.6 Students are also responsible for keeping receipts for any payments made to AHE.

6. Late payments and consequences of non-payment of fees

- 6.1 Students who are experiencing difficulty in paying their fees are invited to contact the AHE office to make alternative arrangements for payment during their period of difficulty.
- 6.2 AHE reserves the right to suspend the provision of teaching and/or other services until fees are paid up to date.

- 6.3 Students who have not paid their tuition fees and any other relevant fees and no alternative arrangements for payment have been made may have their enrolment cancelled and will be reported to Department of Home Affairs (DHA) via PRISMS under student default.
- 6.4 International students will be charged AUD\$100 per week 'late payment of tuition fee' (a cap may be applied in a fair and equitable manner), for overdue tuition fees until the overdue amount is paid. Refer to the appendix – HE-AD10 Non-Tuition Fees and Charges for this and other charges.
- 6.5 Outstanding Payments
- 6.5.1 Students with outstanding tuition or miscellaneous fees will not be eligible to receive academic documents (e.g., transcripts, certificates) or administrative letters (e.g., holiday letters) until the outstanding balance is fully cleared. This applies to withdrawals, suspensions, and late payment penalties.

7. Refunds.

- 7.1 Refer to the *HE-BP11 International Students Fees Refund Policy and Procedure*.

8. Protection of tuition fees paid in advance.

- 8.1 AHE protects pre-paid tuition fees through the [Tuition Protection Service](#) (TPS)
- 8.2 The Tuition Protection Service (TPS) is an initiative of the Australian Government to assist international students. The TPS is a placement and refund service that helps:
- 8.2.1 International students on student visas affected by a provider closure.
- 8.2.2 When students have withdrawn from or not started their course and are eligible for a refund of tuition fees that have not been paid by the provider.
- 8.2.3 Provide students with the information they need to choose an alternative course that best suits them through an online placement system.
- 8.2.4 Arrange a refund of any pre-paid tuition fees if there is no course that meets their needs.

9. Dissemination and Publication:

- 9.1 This Policy and Procedure will be published on the publicly accessible AHE website.
- 9.2 Students will also be advised of this Policy and Procedure during Orientation in the Student Handbook.

10. Relevant Legislation, Benchmarking Documents and Relevant Websites:

Legislation

- [Education Services for Overseas Students Act 2000](#) – Section 47D (5)
- [Higher Education Standards Framework \(Threshold Standards\) 2021](#) – Standard 1 (specifically 1.1-2c).
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) – Standards 2, 3 & 9 (specifically 2, 3.4 – 3.4.2 & 3.4.3).
- [Section 9 of the Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#)
- [Tuition Protection Service](#)

Benchmarking Documents

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 Fact Sheet Standard 2: Recruitment of an Overseas Student](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 Fact Sheet Standard 3: Written Agreements](#)
- [National Code of Practice for Providers of Education and Training to Overseas Students 2018 Fact Sheet Standard 9: Deferring, Suspending or Cancelling the Overseas Student's Enrolment](#)
- [Section 9 of the Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#)

Relevant Websites

- [Australian Government Tuition Protection Service](#)
- [Commonwealth Register of Institutions and Courses for Overseas Students \(CRICOS\)](#)
- [Department of Home Affairs](#)
- [TEQSA National Register](#)

11. Related Documents

- HE-AD10 Non-Tuition Fees and Charges
- HE-AP02 Student Academic Progression Policy and Procedure
- HE-AP04 Student Admission Policy and Procedure
- HE-AP06 Student Academic and Non-Academic Support Policy and Procedure
- HE-AP15 Course Discontinuation Policy
- HE-AP18 Award and Graduation Policy and Procedure
- HE-APR07 Student Request for Transfer Policy and Procedure
- HE-BP12 International Students Deferral, Suspension & Cancellation Policy and Procedure
- HE-BP11 International Students Fees Refund Policy and Procedure
- HE-BPR04 Student Grievance, Complaint and Appeal Policy and Procedure

- HE-EDF41 Request for Refund Application Form
- HE-EDF42 Request for Deferral or Suspension of Studies Application Form
- Letter of Offer and Student Written Agreement
- Relevant Course Guides
- SARAS (Student At Risk Academic Support) Agreement and Review
- Student Handbook

12. Definitions

Refer to:

- Table of Acronyms and Definitions

13. Version Control

Document Name		International Students Fee Payment Policy and Procedure		
Document Code		HE-BP08		
Department		Finance		
Approved By		Board of Directors	Date Approved	13 September 2018
Revision History				
Version	Date of Changes	Change Summary	Author	Review Due
V1.0	5 July 2018	New Document	CEO / Executive Dean	July 2021
V1.1		Amended Document that students are charged for re-taking units they failed or for suspension or termination.		
V1.2	13 September 2018	Confirmed that students can access consumer laws in Australia; this Procedure is for international students.	CEO / Executive Dean	September 2021
V1.3	14 January 2019	Proof-read, formatted, and updated document with relevant policies.	CEO / Executive Dean	January 2022
V2.0	26 August 2021	Made 2 separate policies: one for fees, and another for refunds / cancellations / deferrals. Updated this policy for ESOS Act and National Standards, including reference to TPS, additional fees and record keeping, and other requirements including Australian consumer law.	CEO / Executive Dean	August 2024
V3.0	20 January 2022	PRV and CRICOS Code inserted.	CEO / Executive Dean	January 2025
V4.0	30 October 2023	Updated formatting, embedded links, updated version control table. Reviewed and noted at BoD meeting – 04.12.2023	Senior Compliance and Risk Manager	October 2026
V4.1	27 August 2024	Added non-tuition fees as an Appendix	Senior Compliance and Risk Manager	October 2027
V4.2	23 & 25 October 2024	Updated / reworded points 3.6, 5.1 and 5.3, amended the appendix with updated fee information	Senior Compliance and Risk Manager Business Manager	October 2027
V4.3	December 2024	Added in point 6.5	Senior Compliance and Risk Manager Business Manager	October 2027
V4.4	January 2025	Added in 'a cap may be applied in a fair and equitable manner' at 6.4.	Senior Compliance and Risk Manager	October 2027
Organisation		Apex Australia Higher Education		
Document Controller		Senior Compliance and Risk Manager		

Appendix – HE-AD10 Non-Tuition Fees and Charges

Item	Charge
Enrolment Fee (non-refundable)	\$250
International Student Application Fee (non-refundable)	\$250
Enrolment re-instatement following a cancellation	\$250
Deferral for international students before census date	\$250
Deferral for international students after census date	\$600
Change of course or campus (non-refundable)	\$200
Administrative fee for withdrawal	\$300
Credit for RPL Assessment after a Confirmation of Enrolment (CoE) is issued (non-refundable)	\$200
Enrolment for unit or change to enrolment after cut-off date	\$120
Supplementary assessment fee (where special consideration not approved)	\$145
Supplementary exam fee (where special consideration not approved)	\$200
Request for review of marking of assessment (refundable where assessment result or outcome changed)	\$75 per assessment
Late payment of tuition fees	\$100 per week
Payment plan administrative charge (subject to approval)	\$200
Dishonoured payment fee	\$55
Letter for employer, reference or another letter for third party	\$25
Academic transcript (digital and physical copy)	\$30
Graduation ceremony (non-refundable)	\$200
Replacement testamur (digital and physical copy)	\$130
Replacement Australian Higher Education Graduation Statement (AHEGS)	\$50
Letter of completion	No charge
Replacement of student ID card	\$20
Overdue library item (capped at the replacement cost of the book)	\$2 per day
Replacement library item	\$200
Priority or urgent processing of documents (48 hours)	\$50
Postage	\$15-100 based on the type of postal service required and destination

All amounts are in AUD.

Note: Other Fees and Charges Increases

Fees and charges identified above are subject to change and will apply four (4) weeks from the date of publishing to the [website](#).