

CHS Student Fees Policy

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Table of Contents

| | | |
|-----|---|---|
| 1. | Purpose | 2 |
| 2. | Scope | 2 |
| 3. | Definitions | 2 |
| 4. | Exceptional and Special Circumstances | 3 |
| 5. | Policy Statement | 4 |
| 6. | Payment of Fees | 4 |
| 7. | Sanctions for Non-Payment of Fees | 5 |
| 8. | Roles and Responsibilities | 5 |
| 9. | Complaints and Grievances | 5 |
| 10. | Related Documents | 5 |
| 11. | Relevant Legislations | 6 |

1. Purpose

The objectives of this policy are to:

- a) ensure the setting of course and subject fees is compliant with the regulatory requirements while supporting academic and financial imperatives;
- b) ensure that additional charges levied are compliant with the relevant legislation; and
- c) detail the requirements for administration, invoicing, collection and refund of fees.

2. Scope

This policy applies to both commencing and continuing fee-paying students.

3. Definitions

| Item | Definition |
|--|---|
| Agent commission fees | The fees payable to approved CHS agents for completed student enrolments |
| Appeal | The review of a decision made by CHS under the Student Grievance and Appeals Policy. |
| Applicant | The student making an application to CHS under this policy. |
| Census Date | The final day for withdrawal from a course or unit of study without incurring academic penalty. |
| CoE | Confirmation of Enrolment |
| Course | A program of study leading to a formal CHS qualification. |
| Course fees | The sum of the tuition and non-tuition fees. |
| Credit | The positive balance of a student account, being a balance greater than zero, as a result of an over-payment of fees to CHS. |
| Defer/deferment | To temporarily delay or to postpone of commencement of studies. |
| Exceptional and Special Circumstances | Situations which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to commence their course or to satisfactorily progress in their course. |
| Evidence | Will vary with regard to the specific circumstances, but could include: relevant DIBP visa documents; relevant travel documents; relevant media reports relating to a natural disaster impacting on a student's area of residence; a relevant medical, death or birth certificate; a police incident report; a social worker's report; and/or a psychologist's report. Certificates not written in English must be translated into English by approved NAATI translators. |
| Letter of Offer | Letter of Offer - a written agreement from CHS to a prospective student offering them an enrolment place in a course. |

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| Non-Tuition Fees | Includes: <ul style="list-style-type: none"> • Enrolment Fee; • CoE Processing Fee; • Change of Course Fee; • Material Fee; • Airport Pick-up Fee; • Accommodation Placement (Booking Fee); and • Other fees as listed on the website Non-tuition fees are non-refundable. |
| OSHC | Overseas Student Health Cover |
| Package Program | A program that includes multiple courses, which may or may not be wholly provided by CHS. |
| Principal course | The final course providing the highest qualification in a student's sequenced package of courses |
| Principal course provider | The registered provider delivering the final or principal course in a student's sequenced package of courses. |
| Prospective student | A student who intends to enrol in a course offered by CHS. |
| Refund | An overpayment of fees or charges which is reimbursed to the payee. |
| Student | Any person who is enrolled in any course or program offered at, or in conjunction with CHS. |
| Tuition Fees | As defined by Section 7 of the ESOS Act 2000: Means fees a provider receives, directly or indirectly, from: <ol style="list-style-type: none"> an overseas student or intending overseas student; or another person who pays the fees on behalf of an overseas student or intending overseas student; that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student. |

4. Exceptional and Special Circumstances

Exceptional and special circumstances include, but are not limited to:

- serious illness or injury, supported by a verified medical certificate;
- bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided);
- the student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation);
- major political upheaval or natural disaster in the home country which has impacted on the student's studies;
- a traumatic experience which could include involvement in, or witnessing of a serious accident;
- or where the registered provider was unable to offer a pre-requisite unit; and
- or inability to arrive in time for the course commencement date due to delay in receiving a student visa.

5. Policy Statement

The College levies a range of fees and charges to cover the gamut of services provided to students and finance the operations. It is the policy of the College to publish full details of fees and charges for students in a transparent manner and ensure that the administration of these fees and charges is consistent with the published information, and in accordance with the relevant College policies and procedures.

In setting course fees, the College takes into account a range of factors including, but not limited to:

- 1) cost of delivery of the course or subject;
- 2) market forces including demand and trends;
- 3) regulatory requirements and trends;
- 4) type of student (overseas or domestic);
- 5) commercial and strategic imperatives;
- 6) operational requirements and demands;
- 7) known and anticipated cost increases; and
- 8) other criteria in accordance with the Higher Education Support Act.

The College reserves the right to amend course fees and to set other fees and charges, in accordance with the ESOS Act and the National Code. Course fees are adjusted annually and approved in time to meet internal and external publication timeframes. All refunds of course related fees are made in accordance with the College's Refund Policy and Refund Procedures (refer CHS Overseas Students Withdrawal and Refund Policy and CHS Domestic Students Withdrawal and Refund Policy and Procedure).

In setting fees, the College takes into account the fact that additional services and resources are often required to provide courses and specific services to overseas students. Also different refund rules apply to overseas students compared to domestic students. Notwithstanding these facts and differences, the College is committed to keeping its tuition fees as low as possible and set all fees in a fair, transparent and equitable manner, including benchmarking against the fees charged for comparable courses by comparable institutions and others.

6. Payment of Fees

Students are invoiced according to the due date relevant to their enrolled study period. Course fees are payable by the advised due date for each trimester.

A set of two instalments are offered in each trimester, and payable as follows:

- 1st instalment is due on the trimester commencement date
- 2nd instalment is due 8 weeks after the first instalment due date.

Tuition fee payments are limited to a maximum of 50% prior to the commencement date unless the student chooses to pay more. All student fee liabilities are recorded on the Student Management System. Overseas students are required to pay compulsory fees by the due dates as part of their visa and Commonwealth government requirements.

Students experiencing financial difficulties are advised to meet the Student Welfare and Engagement Officer on the campus they are studying as soon as possible.

7. Sanctions for Non-Payment of Fees

The College reserves the right to apply sanctions to students with outstanding debts. Penalties for non-payment of fees, charges or other monies owed to the College for any services provided to a student, may include but are not limited to:

- 1) putting a stop on enrolment /re-enrolment;
- 2) blocking access to assessment results;
- 3) blocking graduation or receiving a qualification from the College; or
- 4) blocking issue of any certificate/transcript of academic record or completion letter.

Any amount owed to the College as course related fees or charges by a person, including those persons whose enrolment is suspended or cancelled, is payable as debt and may be recovered by the College through appropriate legal means.

8. Roles and Responsibilities

| <i>Role/Decision/Action</i> | <i>Responsibility</i> | <i>Conditions and limitations</i> |
|---|------------------------------|---|
| <i>Approve tuition fees</i> | Governing Board | In accordance with Commonwealth legislation and or Fair Trading Act |
| <i>Approve non-tuition fees</i> | Principal | In accordance with Higher Education Legislation Amendment (Student Services and Amenities) Act 2011 |
| <i>Publish fee rates</i> | Registrar | In line with regulatory publication requirements |
| <i>Administer charging and collection of course related fees.</i> | Registrar | |
| <i>Manage College scholarships, including setting eligibility, approving applications, managing appeals and non-payment</i> | Registrar | |
| <i>Approve variations to College payment schedules/loans</i> | Registrar | Where these fall outside established procedure, the Principal must approve. |

9. Complaints and Grievances

This policy does not affect a student's right to submit internal and external (to the Overseas Students Ombudsman) complaints and appeals nor does it affect that student's right to take action under Australia's consumer protection laws.

Students who have a complaint or grievance about the application of this policy should refer to the Student Grievance and Appeals Policy.

10. Related Documents

Admission Policy

Enrolment Policy

Examination Policy

Academic and Course Progress Policy

Refund Policy
Refund Application Form
Student Code of Conduct Policy
Refund Procedure
Equity and Diversity Policy
Student Grievance and Appeals Policy
Withdrawal Policy and Procedure
Fee Extension Application Form
Special Consideration Form

11. Relevant Legislations

ESOS Act 2000
TEQSA Act 2011
Higher Education Standards Framework (Threshold Standards) 2015
Higher Education Support Act 2003
Higher Education Legislation Amendment (Student Services and Amenities) Act 2011
National Code of Practice Providers of Education and Training to Overseas Students 2018