

CHSQF057 Overseas Student Fees Policy

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1. Purpose

The objectives of this policy are to:

- a) ensure the setting of course and unit fees is compliant with the regulatory requirements while supporting academic and financial imperatives;
- b) ensure that additional charges levied are compliant with 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 overseas students.

3. Definitions

Item	Definition
Appeal	The review of a decision made by CHS under the Student Grievance and Appeals Policy.
Course	A program of study leading to a formal CHS qualification.
Course fees	The sum of the tuition and non-tuition fees.
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.
Non-Tuition Fees	Includes fees that may be charged to overseas students such as: <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.
Refund	A payment of fees or charges which is reimbursed to the payee.
Student	Any person who is an overseas student enrolled in any course offered at 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">i. an overseas student or intending overseas student; orii. 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

CHS levies a range of fees and charges to cover the gamut of services provided to students. It is the policy of CHS 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 CHS policies and procedures.

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

- 1) cost of delivery of the course or unit;
- 2) market forces including demand and trends;
- 3) regulatory requirements and trends;
- 4) commercial and strategic imperatives;
- 5) operational requirements and demands;
- 6) known and anticipated cost increases.

CHS 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 CHS's *Overseas Students Withdrawal and Refund Policy*.

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 for each trimester by the advised due date shown on the invoice.

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 course 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 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

CHS reserves the right to apply sanctions to students with outstanding debts. Penalties for non-payment of fees, charges or other monies owed to CHS 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 CHS; 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>	Board of Directors	In accordance with Commonwealth legislation
<i>Approve non-tuition fees</i>	CEO	
<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 scholarships, including setting eligibility, approving applications, managing appeals and non-payment</i>	Registrar	
<i>Approve variations to payment schedules/loans</i>	Registrar	Where these fall outside established procedure, the CEO must approve.

9. Complaints and Grievances

This policy does not affect a student's right to submit internal and external (to the Commonwealth 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

CHS Admissions Policy and Procedures

CHS Enrolment Policy and Procedures

CHS Overseas Student Withdrawal and Refund Policy

CHS Student Grievance Handling Policy and Procedure

11. Relevant Legislation

ESOS Act 2000

TEQSA Act 2011

Higher Education Standards Framework (Threshold Standards) 2021

National Code of Practice Providers of Education and Training to Overseas Students 2018

12. Version Control

Document ID	CHS Overseas Student Fees Policy
Category	Administration
Document Owner	Registrar
Approved By	CEO

Version Control

Version	Summary of changes	Approval date	Review Date
1.0	Original Document	Academic Board: 16 Oct 2018 Board of Directors: 23 Oct 2018	20 Oct 2020
1.1	Policy amended to apply to overseas student only	CEO: 7 Sep 2022	7 Sep 2024