

Student Fees, Charges and Refunds Procedure

Purpose

1. This Procedure gives effect to the Student Fees, Charges and Refunds Policy and outlines the processes for the collection of fees and charges from students and the refund of monies in particular circumstances.

Scope

2. This Procedure applies to all GHE students and covers tuition fees and administrative and miscellaneous charges.

Definitions

3. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

Suite documents

4. This Procedure is linked to the:
 - a) Student Fees, Charges and Refunds Policy;
 - b) Student Fees, Charges and Refunds Procedure - Schedule One: List of Student Ancillary Fees/Charges.

Procedure

Calculation of student tuition fees

5. Fees are calculated on the basis of course load. Course load for students is determined by the Equivalent Full Time Study Load (EFTSL).
6. Normally a full-time workload, 60 credit points per semester, has an EFTSL weighting of 1.0 for a year and an EFTSL weighting of 0.5 for a semester (see **Course Design Policy**).
7. The annual student course fees and duration published by GHE are for a standard full-time load where students are progressing without failure.
8. Students who have been permitted to undertake a workload of more than the normal full-time workload outlined in Clause 6 are required to pay an additional tuition fee above the normal full-time program fees, calculated pro-rata according to the additional workload.
9. Students who have been permitted to enrol with less than the normal full-time workload may be eligible for a partial credit or refund of course fees paid, calculated as the pro-rata difference between the actual workload undertaken and the normal full-time workload for the course.
10. Where GHE determines that a continuing student is eligible for a partial credit of fees paid, the amount of credit calculated will normally be transferred as payment or part-payment of the student's fees payable for the next semester unless a valid request for a refund has been submitted by the student.

11. Commencing and continuing students are required to pay the student course fees listed for their year of course commencement throughout the normal duration of their enrolment in the course.

Payment of student tuition fees

12. Student fees and charges will not be accepted for payment until a prospective student signs or otherwise accepts the conditions set forth in the Student Offer and Acceptance Agreement (the Agreement).
13. Student tuition fees are payable in Australian dollars.
14. Students are required to pay in full the appropriate full-time student course fees for a semester.

Commencing students

15. The maximum amount that is required to be paid before a student commences a course is the fee for the first semester, unless the student or their guardian nominates voluntarily to pay a larger portion of the course fees.
16. Commencing students are required to pay the mandated percentage of fees at the time of accepting a place in a course.

Continuing students

17. Continuing students are required to pay the required fees by the specified date, which will be no earlier than two weeks before the beginning of the semester.

All students

18. In any semester, a student whose course load at a date no later than four weeks (or 20 working days) after the first day of commencement of the semester is less than the normal workload of 1.0 may be eligible for a partial credit or refund of the student course fees paid for that semester.
19. Failure to comply with the required payment date will result in the termination of the offer of a place or of enrolment at GHE.
20. Domestic students are able to make payment in relation to student tuition fees as follows:
 - c) bank draft, cheque;
 - d) bank deposit;
 - e) EFTPOS (on-campus).
21. International students are able to make payment in relation to student tuition fees as follows:
 - a) wire transfer;
 - b) bank draft, cheque;
 - c) bank deposit.

Ancillary fees and their payment

22. The schedule of ancillary fees / charges is determined as per the requirements of GHE's Financial Framework.
23. An ancillary fee may be levied on students for goods and services that are provided in conjunction with a course in which they enrol. A full list of ancillary fees is attached to this Procedure in Schedule One.
24. Students are able to make payment of ancillary fees as follows:
 - a) EFTPOS;
 - b) cash.

Refunds

25. All refunds are conditional upon the funds for the refund being available, that is:

- a) electronic funds transfers must have cleared and been received;
- b) debts to GHE must have been paid.

Grounds for issuance of fee refunds – student actions

New students –admission cancellation prior to commencement of semester

26. Students who cancel their admission to a course of study up to four weeks before semester commencement will receive a full refund of fees paid.
27. Students who cancel their admission to a course of study later than four weeks prior to semester commencement, but before the first day of teaching, will be charged a penalty equivalent to 10 per cent of fees due for the semester).
28. This penalty may be waived where a student cancels due to compassionate and compelling circumstances as determined by the Operations Director.

New students – course withdrawal after commencement of semester

29. Domestic students who withdraw from their course after the commencement of the semester will attract the following penalties:
 - a) cancellations up to the end of Week 2 will be charged the penalty equivalent to the Application Fee;
 - b) cancellations up to the end of Week 4 will attract the Late Cancellation Penalty (50 per cent of fees paid for the semester);
 - c) after Week 4, there is no refund of fees.
30. International students who withdraw from their course after the commencement of the semester will not have their tuition fees for the current semester refunded.
31. This penalty may be waived where a student withdraws due to compassionate and compelling circumstances as determined by the Operations Director.

Current students: Leave of Absence after the commencement of semester

32. Where a student initiates a Leave of Absence under the provisions of the **Enrolment Policy** after the commencement of the semester all pre-paid tuition fees will be held for a period of no greater than six months and will constitute the fees payable for the following teaching period.
33. If the Leave of Absence sought is greater than six months:
 - a) up to the end of Week Two students will be charged the penalty equivalent to the Application Fee;
 - b) up to the end of Week 4 students will attract the Late Cancellation Penalty (50 per cent of fees paid for the semester); or
 - c) after Week 4, there is no refund of fees.
34. This penalty is waived where a student cancels due to compassionate and compelling circumstances as determined by the Operations Director.

Current students: individual unit cancellation by a student

35. Domestic students who cancel their enrolment in a particular unit after the commencement of the semester will attract the following penalties:
 - a) up to the end of Week Two - no penalty (full refund of fees paid);
 - b) cancellations up to the end of Week 4 will attract the Late Cancellation Penalty (50 per cent of fees paid for the unit);
 - c) after Week 4, there is no refund of fees.

36. International students who withdraw from a unit after the commencement of the semester will not have their tuition fees refunded for that unit.
37. This penalty may be waived where a student cancels due to compassionate and compelling circumstances as determined by the Operations Director.

Current students: failure to meet academic progress requirements

38. Unspent tuition fees are fully refundable where a student fails to meet academic progress requirements as outlined in the **Academic Progress Policy** and is not permitted to re-enrol.

Current or new students: overpayments

39. Overpayments arising from changes to enrolment will be automatically allocated to future charges for enrolment and related fees, unless a refund is specifically requested by the student.
40. Where a credit exists, and is approved to be refunded to the student, GHE will endeavour to process the refund within 28 days of receiving the application, following the disbursements procedures set out in the Financial Framework.

Current students: student expulsion

41. Students expelled from GHE for disciplinary reasons, or deported from the country for contravening visa requirements, will forfeit all fees paid for that semester.

Current or new students: provision of false or misleading information

42. Where GHE withdraws an offer based on incorrect or incomplete information supplied by the applicant, all tuition fees paid will be refundable less 30 per cent.

Course or unit cancellation by GHE - Tuition protection arrangements

43. In the unlikely event that GHE is unable to deliver a course in which a student has accepted an offer of enrolment or is currently enrolled, where possible students will be assisted to transition to new courses under the provisions of the **Course Teach-Out Policy**.
44. Where an alternative provider cannot be found or students elect to apply for a refund, such refunds will be administered according to the provisions in the Tuition Protection Scheme or the *Higher Education Support Act 2003* and as outlined below.

International students and domestic Fee-HELP students

45. In all cases the process followed is based on the requirements of the Australian Government's Tuition Protection Service (www.tps.gov.au).
46. In circumstances where GHE defaults on delivery of a course or unit and an alternative provider cannot be found for a student a refund of the student's unspent tuition fees (international students) or a re-credit of their loan for open units of study (HELP students) must be provided.
47. Where Fee-HELP students apply for a re-credit of their HELP balance for the affected parts of their original course the student may nominate the Commonwealth Department of Education (or a consultant engaged by the Department) to make the application on the student's behalf.
48. GHE will consider students' applications as soon as possible and notify them of the decision and the reasons for the decision. If an application for a re-credit is accepted, the amount re-credited will be equal to the amount of HELP assistance received by the student for the affected units of study.

Domestic full fee-paying students

49. GHE will establish a protected account for the tuition fees of all domestic full fee-paying students.

51. In the event that GHE ceases to provide a course of study in which a domestic full fee-paying student is enrolled the student is entitled to a choice of:
 - a) an offer of a place in a similar course of study with a Second Provider without any requirement to pay the Second Provider any tuition fee for any replacement units; or
 - b) applying for a refund of unspent tuition fees.

Applications for and payment of refunds

52. Applications for a full or partial refund must be made in writing on the Application for Refund Form setting out the reason for the application and accompanied by supporting documentation as appropriate.
53. Application for Refund Forms are to be forwarded to the Registrar.
54. The Registrar is responsible for assessing the grounds on which the application for a refund is made against the **Student Fees, Charges and Refunds Policy**.
55. Where the Registrar determines that a waiver is required due to serious illness or other compassionate and compelling circumstances, the application is forwarded to the Operations Director for consideration and the determination returned to the Manager, Finance Department for final processing.
56. Once processing is complete the Manager, Finance Department will advise the Registrar. The Registrar will write to the student approving or rejecting the Application for Refund. If rejected, the reason for rejecting the application must be set out in this letter.
57. Student refunds are to be paid via:
 - a) electronic transfer;
 - b) telegraphic transfer; or
 - c) cheque.
58. All eligible refunds are paid within 28 working days from receiving the completed student Application for Refund Form.
59. No refunds will be paid to a third party unless it is indicated on the refund application that any refunds due are payable to a third party.
60. All refunds are made payable in the name of the student as recorded in his/her passport or the institution or individual authorised by the student.
61. Students may elect to have any unspent pre-paid tuition fees transferred to an alternative GHE course if he or she has an approved application for the alternative course.
62. Students are not permitted at any time to transfer course fees to another student.
63. Where a visa application has been refused, and upon receipt of proof of refusal and evidence of payment to GHE, fees paid in advance in respect of tuition and Overseas Student Health Cover ('OSHC') will be refunded via electronic transfer, telegraphic transfer or cheque.

Overpayments

64. Overpayments arising from changes to enrolment will be automatically allocated to future charges for enrolment and related fees, unless a refund is specifically requested by the student.
65. Where a credit exists, and is approved to be refunded to the student, GHE will endeavour to process the refund within 28 days of receiving the application, following the disbursements procedures set out in the Financial Framework.

Enrolment cancellation for non-payment of fees

66. Students are required to pay all fees by the date stipulated in the Agreement (international students) or census date (domestic students) as per the academic calendar.

67. Students who have not paid their fees by the stipulated date are to be sent a reminder and given 20 days to comply.
68. Non-compliance within this timeframe will result in the cancellation of their enrolment for non-payment of fees.
69. When a student's enrolment is cancelled due to non-payment of fees, they will no longer be eligible to attend class, resulting in a WNF (Withdrawal Not Fail) or WF (Withdraw Fail) grade for all classes in which they were enrolled for the cancelled semester.
70. Where a student subsequently finalises their outstanding debt, the Finance Department will notify the relevant course coordinator and the Registrar that the student debt has been cleared.
71. If a student wishes to continue studying the same course with GHE after being cancelled for non-payment of fees, they must apply to be re-admitted into the course from which they were withdrawn.

Payment of fees following re-admission after enrolment cancellation for non-payment of fees

72. All students who wish to continue studies in the same course or commence a new course after a period of cancellation due to non-payment of fees must undertake the following:
 - a) payment in full of all outstanding fees owing for previous semesters;
 - b) payment of the next semester's fee in full prior to re-admission;
 - c) completion and signature of the 'Student Fee Agreement – Course Re-admission after Cancellation'.
73. A student seeking re-admission to the same course from which they were un-enrolled must complete an Application to Re-Admit into the Same Course Form, to be approved by the course coordinator and sent to the Registrar for processing with a copy of the completed student fee agreement attached.
74. The Finance Department will confirm that a pre-payment has been made and that the student has signed the Agreement and that the Agreement has been approved by the Finance Department.
75. The approved agreement will be sent to the Registrar, who will provide a copy to the student.

Re-admitted international students

76. A new Confirmation of Enrolment (CoE) can be issued when the Finance Department has confirmed the fee pre-payment and signed the Agreement.
77. A COE must not be issued if the Finance Department has not returned the signed agreement.
78. Students seeking admission to a new course must follow the **Admissions Policy**, noting that:
 - a) the requirements outlined in Clause 48 will apply to their subsequent enrolment period;
 - b) they will be liable to pay the published annual tuition fee applicable to their commencement year as per their new letter of offer.
79. If the student fails to pay any future semester fees up-front the Registrar must not allow the student to re-enrol and the process of cancelling their CoE for failure to enrol must be initiated.

Appeals

80. Students may make a complaint or seek a review of any decision made under this Policy or Procedure under the provisions in the **Student Complaints, Grievances and Appeals Policy**.

Roles and responsibilities

81. The Board of Directors is responsible for the oversight and governance of this Policy.

83. The Finance Manager is responsible for:
- the management of fee collection and refunds;
 - the maintenance of records arising from this Procedure.
84. The Registrar is responsible for managing the re-admission and re-enrolment of students following a period of cancellation for non-payment of fees.
85. The Operations Director is responsible for making determinations in relation to waivers for compassionate and compelling circumstances.
86. The Manager, Quality and Compliance is responsible for:
- ensuring compliance with this Policy and related procedures;
 - benchmarking GHE policy and standards with those adopted elsewhere in the tertiary sector;
 - the monitoring of information available from the review of records relating to the implementation of this Procedure.

Associated information

Related Internal Documents	<p>Student Fees, Charges and Refunds Policy</p> <p>Academic Progress Policy</p> <p>Admissions Policy</p> <p>Course Teach-Out Policy</p> <p>Enrolment Policy</p> <p>Qualifications Issuance and Graduation Policy</p> <p>Student Academic Integrity and Academic Misconduct Policy</p> <p>Student Complaints, Grievances and Appeals Policy</p> <p>Student Non-Academic Conduct and Misconduct Policy</p> <p>Work-Integrated Learning Placement Policy</p> <p>Financial Framework</p> <p>Glossary of Terms</p>
Related Legislation, Standards and Codes	<p><i>Tertiary Education and Quality Standards Agency Act 2011</i></p> <p><i>Higher Education Standards Framework (Threshold Standards) 2021</i></p> <p><i>Higher Education Support Act 2003</i></p> <p><i>Education Services for Overseas Students Act 2000</i></p> <p><i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i></p>
Date Approved	1 May 2020
Date of Effect	1 May 2020
Date of Review	June 2026
Approval Authority	Board of Directors
Policy Custodian	Chief Executive Officer
PinPoint DocID	2699

Change history

Version Control		Version 1.3
Change Summary	22-Apr-20	V1.0 Draft approved by Board of Directors (BoD) 1 May 2020
	24-July-20	V1.1 Administrative updates
	8-Dec-21	V1.2 update for HESF 2021 and administrative updates
	9-May-23	V1.3 administrative updates following TEQSA registration

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Schedule One

List of Student Ancillary Fees/Charges 2021

Following is the list of fees students may encounter during their studies with GHE.

Activity	Fees
General fees	
Photocopy/printing fees (Note: all new students receive a \$20 once-only credit on their student card upon enrolment.)	
Standard (A4 size, black and white) printing or photocopying: cost is per side	\$0.15
Black and white (A3) printing or photocopying: cost is per side	\$0.30
Colour printing and photocopying (A4): cost is per side	\$0.35
Colour printing and photocopying (A3): cost is per side	\$0.70
Scan copy	No charge
Re-issue Student ID Card	
Re-issue Student ID Card	\$25
Late payment of tuition fee	\$100/per month
Enrolment Details Letter	\$25
Withdrawing later than the fee due date	Outstanding semester fee if any
Credit Card Surcharge	1.25%
Library fees	
Late fee (if book is not returned on due date)	\$1 per day
Late fee (if book is not returned on due date – 30 days or over)	\$30
Lost/damaged book	Replacement Cost + \$25 Admin fee
Tuition and related fees	
Application/enrolment fees (non-refundable)	\$200
Late Enrolment Fees or Deferment	\$100
Change of Course Fee (payable upon acceptance of change of course)	\$100
Supplementary exam fee	\$200
Work-integrated learning placement charges (e.g. Police, Working with Children checks)	As applicable to relevant authority
Re-issuing of academic certification or additional copies	
Transcripts requested prior to or after graduation or re-issue of a transcript	\$50
Re-issue testamur	\$50
Postage of Certificates etc...	
– Registered mail	\$30
– Courier	\$50
– International Courier	\$80
Graduation fees	
Graduation Fee (e-photo and two guests)	\$120
Hire of Graduation Gown and Cap	Commercial Supplier
Graduation attendance (additional guests)	\$50