

Student Fees, Charges and Refunds Policy

Purpose

1. This Policy outlines the principles that guide Global Higher Education (GHE) in the collection of fees and charges from students and the refund of monies in particular circumstances, in accordance with the *Higher Education Standards Framework (Threshold Standards) 2021*, in particular Standard 7.2 (Information for Prospective and Current Students), the *Education Services for Overseas Students Act 2000 (ESOS)* and the *Higher Education Support Act 2003 (HESA)*.

Scope

2. This Policy 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 Policy is linked to the Student Fees, Charges and Refund Procedure.

Policy

Principles

5. GHE is committed to transparency in relation to fees and charges payable by students. Information about fees and charges, including the possibility that these may change during the course of study, are advised to students through multiple communication channels including the GHE website, letters of offer to prospective students, and emails and newsletters to currently enrolled students.
6. GHE establishes fees and charges payable by a student under the provisions set out in GHE's Financial Framework.
7. The liability for tuition fees arises as a result of a student's enrolment in a course or unit(s) of study.
8. GHE complies with the requirements of tuition fee protection for both international and domestic students.
9. In accordance with *HESA*, the Tuition Protection Service Framework and *ESOS* requirements GHE will only require students to pre-pay course fees up to one semester in advance, unless a greater portion is otherwise nominated voluntarily by the student or guardian.
10. All student tuition fees are required to be paid by a specified due date.
11. In addition to tuition fees there are a number of charges for students. These may include charges associated with work-integrated learning placements (eg, police and other checks), late charges, penalty charges, library fines, service fees and other administrative and ancillary charges.

12. All student fees, charges and conditions are laid out in the Student Offer and Acceptance Agreement (the Agreement), signed by each student prior to enrolment in their course. A student's failure to pay an amount to undertake or continue their course as stated in the Agreement may result in the suspension or cancellation of their enrolment.
13. Final-year students will not be recorded as a graduate and no complete results or complete academic record will be issued until and unless full payment of all outstanding debts is made, as outlined in the **Qualifications Issuance and Graduation Policy**.
14. Each student is deemed to have acknowledged and agreed to the terms and conditions of this Policy by virtue of their signing the Agreement.

Refunds

15. GHE will provide refunds to students consistent with its obligations under the respective tuition protection programs and legislation, the **Student Fees and Charges Procedure** and the **Course Teach-Out Policy**. GHE ensures that where a student is entitled to a refund the student receives the maximum refund payable as expeditiously as possible.
16. GHE may in its absolute discretion, refund to a student some or all tuition fees where it determines that there are extenuating or compassionate circumstances.

Non-refundable fees and charges

17. The following fees and charges are non-refundable:
 - a) application fees;
 - b) accommodation booking fees;
 - c) airport pickup fees; and
 - d) fines.

Associated information

Related Internal Documents	<p>Student Fees, Charges and Refunds Procedure</p> <p>Academic Progress Policy</p> <p>Admissions Policy</p> <p>Course Teach-Out Policy</p> <p>Enrolment Policy</p> <p>Financial Framework</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>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>
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Change history

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	24-July-20	V1.1 Administrative updates
	8-Dec-21	V1.2 update for HESF 2021
	8-Jul-23	V1.3 administrative updates following TEQSA registration

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