



Tuition Fees and Refund Policy

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| Institution | Universal Higher Education (UHE) |
| Policy name | Tuition Fees and Refund Policy |
| Policy Governance | Board of Directors |
| Date of development | August 2016 |
| Date of approval | September 2016 |
| Review date | December 2019 |

1. Introduction

The UHE tuition fees is outlined in the fee schedule which is made available to prospective and current students. The purpose of this policy is to provide transparency for UHE students in the application and administration of fees and charges, including refunds. This policy applies to all commencing and continuing domestic and international students.

2. Policy principles

UHE is committed to ensure that the tuition fees and charges are transparent. The UHE is committed to ensure compliance with National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students.

3. Determining student fees

The UHE Board of Directors is responsible for setting tuition fees for all UHE courses. Initial course fees are determined and approved as part of the business case for new course development. The initial fees is based on the fees approved by the Board of Directors. Subsequent proposed increases will be approved by the Board of Directors. It is expected that all course fees at UHE will be subject to annual increases. The course fee cap of no more than 15% increase a year and no more than 25% increase over 3 years' time. The date of Fee changes to be made on or before 1st October for the coming year and to be informed to all the stakeholders.

4. UHE responsibilities

The UHE will be responsible for the following:

- providing accurate and accessible information to applicants and students about all student fees, including tuition fees, other fees and charges
- reporting and publishing student fees as required by the relevant legislation
- providing accessible payment methods
- ensuring non-tuition fees meet the legislative requirements
- ensuring there are fair and equitable processes for the issuing of tuition fee refunds to students in accordance with relevant legislation and policy
- ensuring that the tuition fees and charges are competitive in line with competitors.

5. Student responsibilities

The UHE students are responsible for the following:

- ensuring all information provided for the purpose of enrolment and fees is accurate, including subject enrolment records and personal information
- reviewing and acting on information about fees (including invoices) in a timely manner
- paying all fees and charges by the specified due date and/or providing all of the necessary information for accessing FEE-HELP by the required date
- payment of fees by specified due date. Failure to pay outstanding fees will result in the cancellation of a student's enrolment
- notify UHE of circumstances that may impact the payment of fees.

6. Approved census dates

Each subject has an approved census date which will be published on the UHE website. Students must ensure that their enrolment is finalised by the approved census date for the term as this forms the basis for determining final tuition fees.

The admission application procedure differs for international students and domestic students and varies according to the course for which the application is made.

7. Administration of student fees

The Registrar's team is responsible for the administration of student fees and charges. The UHE will issue an Enrolment Confirmation Notice and liability notice to all students for each term, including the course name and code, the census date, the student liability status and the total outstanding debt. Student fees will be invoiced in accordance with the enrolment and liability status of the student as recorded in the student information system. Students will be sent their invoices to their student email address. Extensions to the payment deadline will only be approved in special circumstances, must be authorised by the Registrar and will not exceed 60 days.

8. Non-payment of fees

The UHE reserves the right to apply sanctions to students with debts to the UHE. Payment of tuition fees and other fees and charges by the due date is a condition of enrolment. Failure to pay by all fees owing by the deadline may result in the student being prevented from:

- accessing subject results
- accessing online resources, including Library resources
- enrolling in further subjects
- accessing a transcript of results or academic transcript
- graduating from the UHE

International students whose enrolment is cancelled will be reported to the Commonwealth Government as required by legislation.

The UHE will notify a student who fails to pay their fees by the required deadline of the intention to cancel their enrolment, and list any other penalties that apply as per the list above.

9. Refund of fees – domestic students

Domestic students who defer, withdraw or take an approved leave of absence from their course prior to the approved census date will automatically receive a refund for 100% of any tuition fees they have paid for the teaching session prior to withdrawing.

Domestic students who withdraw subjects from their course prior to the approved census date will be automatically refunded for any overpayment of tuition fees following the approved census date for the teaching term.

Domestic students who withdraw after the approved census date will not receive a refund of their tuition fees unless they are able to prove they have endured special circumstances.

Applications for refunds in special circumstances must be made within 12 months of the last day of the teaching term in which the misadventure occurred.

10. Refund of fees – international students

Refund applications will be assessed by the Registrar, upon receiving the written application. Students will be advised of the outcome by the Registrar in writing within 28 calendar days from the date the application has been received.

If the student is not satisfied with the decision, they may apply for a review of that decision within 28 calendar days from the day the student first received notice of the decision. Appeals will be considered by the Appeals Committee.

For an appeal to be considered, a student must demonstrate in writing, with independent supporting documentation; new information relevant to their case which might change the outcome of the original decision together with a letter stating the reasons why they are applying for reconsideration.

Students will be advised of the outcome of an appeal by the Registrar in writing within 28 calendar days from the date the application has been received.

Students have the right to apply for a review of the reviewable decision that has been confirmed or varied. Information about a review of appeal is provided within the decision advice sent to the student.

Approved refunds will only be paid to the applicant or official sponsor and may be made in the student's country by Australian dollar draft or electronic funds transfer in Australian dollar currency.

Where a student has unallocated credit in their account for which they are eligible for a refund, UHE will attempt to refund the amount to the student. Where UHE is not able to refund the credit to the student, and no contact is made by the student, the credit may be forfeited after a limited period of time.

11. Refund Procedures and Process

- a) The process is started by the student completing and submitting a Refund Application Form (ST03).
- b) This form will be reviewed for completeness and the date received and by whom is entered on the form
- c) The form is assessed by Finance to review current payment status and amounts owing / in credit are recorded.
- d) The student file is checked together with the Student Management System to confirm the details and to calculate refund based on the eligibility and refund rules.
- e) Before the refund can be processed it must be approved by the Finance Manager and CEO.
- f) The student will be notified refund outcome and applicable refund processed within 28 days of the application.
- g) All documentation relating to a refund (whether granted or not) must be filed in the student file.

12. Domestic Admission (Australian Citizens, New Zealand Citizens and Permanent Residents)

Applications are directly made to UHE. Direct applications from domestic students for courses which are listed in the course guide will be considered by the Manager of Admissions. Applications must be made by the published due date.

Applicants may be regarded as eligible for admission if they:

- a. have completed the High School Certificate and attained a minimum score of 50 in UAI (Universities Admission Index), or ATAR (Australian Tertiary Admission Rank), or equivalent set by the Institute for a particular course;
- b. have completed equivalent secondary qualifications either interstate or overseas and attained the required entrance standard; and
- c. have completed other equivalent qualifications and/or vocational experience and attained the required entrance standard set by the Institute. This may include bridging/preparatory courses, para-professional and other post-secondary qualifications.

13. Refunds guidelines and examples

Where a student has deferred an offer of study after its commencement date, UHE reserves the right to assess any refund applications in line with the commencement and census dates of the student's original offer.

Students will receive a full refund of their tuition fee deposit where they notify UHE in writing before they enrol in a course of study for the first time, and are able to demonstrate (with supporting documentation), at least one of the following;

Where a student is accepted at UHE and wishes to leave UHE before the completion of six (6) months study, the student must apply for a Letter of Release by completing the Application for Letter of Release Form.

| Refund Situation | Refund of Course fees | Refund of enrolment fees |
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| <p>1. UHE does not deliver the program for which the student has paid for the following reasons:</p> <p>The course does not begin on the agreed commencement Date.</p> <p>The offer is withdrawn by the Institute.</p> <p>The course ceases to be provided, at any time, after it commences but before it is completed.</p> <p>The course is not provided in full to the student because a sanction has been imposed on the registered provider.</p> | <p>Full refund of unspent fees (if student does not accept alternative course offered by UHE)</p> | <p>Yes (only in first two situations)</p> |
| <p>2. Student (offshore or onshore) is refused an Australian Student Visa (copy of refusal letter required) or illness or disability prevents the student from taking up the course.</p> | <p>All prepaid and enrolment fee less \$500</p> | <p>No</p> |
| <p>3. Student default – where UHE has not entered into a written agreement with the student that meets the requirements of section 47B of the ESOS Act (refer 47E (1) (b) (i) of the Act) – that is, a compliant agreement.</p> | <p>All prepaid fees less \$500</p> | <p>No</p> |
| <p>4. Onshore student is refused an Australian Student Visa but student already commenced his/her course (copy of refusal letter required); includes visa extension & new applications.</p> | <p>Remaining unspent fees, less \$500</p> | <p>No</p> |
| <p>5. Student defaults or withdraws from course during visa processing but already commenced his/her course.</p> | <p>Remaining unspent fees, less \$500</p> | <p>No</p> |
| <p>6. Student withdraws from course 10 weeks (70 days) or more prior to eCoE commencement date.</p> | <p>70% of All prepaid fees</p> | <p>No</p> |
| <p>7. Student withdraws from course 5 weeks (35 days) or more prior to eCoE commencement date.</p> | <p>50% of All prepaid fees</p> | <p>No</p> |
| <p>8. Student withdraws from course less than 5 weeks, on the eCoE commencement date or after that date.</p> | <p>No</p> | <p>No</p> |
| <p>9. If a student has also paid a deposit for future courses when enrolling in a package of courses then.</p> | <p>Deposit paid less \$500 for each course</p> | <p>No</p> |

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| <p>10. Student defaults due to one or more of the following acts and CoE(s) gets cancelled by institute;</p> <ul style="list-style-type: none"> • the student failed to pay an amount payable to the provider for the course; • the student breached a condition of their student visa; including non-commencement of course • Misbehavior by the student / breach of code of conduct | <p>No refund for all courses in package</p> | <p>No refund</p> |
| <p>11. Student is granted permanent residency/obtains visa other than student visa, after the course commencement date.</p> | <p>No refund. Full course fees due as per student agreement</p> | <p>No</p> |

14. Special circumstances

Special Circumstances apply to the student if UHE is satisfied that the circumstances;

- Were beyond the student’s control, which a reasonable person would consider is not due to the student’s action or inaction, either direct or indirect, and for which the student is not responsible;
- Were unusual, uncommon or abnormal for the student;
- Made it impractical for the student to complete the requirements of the subject/s.
- Did not occur until on or after the census date (or commencement date for new international students) for the subject/s or;
- Where the circumstances occurred or existed before the census date (or commencement date for new international students), worsened, changed or their full effect or magnitude did not become apparent to the student until after that date.

Special circumstances which make it impractical for a student to complete the requirements of subject/s may include (but are not limited to);

Medical circumstances. For example, where a person’s medical condition has changed to such an extent that he or she is unable to continue studying.

Family/personal circumstances. For example, death or severe medical problems within a family, unforeseen financial difficulties, significant disruption to domestic arrangements so that it is unreasonable to expect a person to continue studies.

Employment related circumstances. For example, where a person’s employment status or arrangements have changed so that the person is unable to continue her/his studies and this change is beyond the person’s control. Employment related circumstances do not apply to students studying on a student visa.

Course related circumstances. For example, where the provider has changed the subject it had offered and the person is disadvantaged by either not being able to complete the subject, or not being given credit towards other subjects or courses.

Extenuating circumstances of reasonable significance that interfere with the student’s ability to meet a subject’s requirements. For example, carer’s responsibilities, legal commitments, military service, accidents or natural disasters.

Special circumstances do not include;

- a. Lack of knowledge or understanding of this policy or government legislation, or;
- b. A failure to follow correct UHE policy, or;
- c. A person’s incapacity to repay a FEE-HELP debt.

15. Supporting documents

- For supporting documentation to be considered valid, UHE requires;
- In English, or accompanied by a certified and signed translation from an official translation authority.
- An original document or, a copy certified by a Justice of the Peace (or equivalent international authority).
- Be from an independent authority (not the student or friends or family of the student).
- Specify exact dates surrounding the special circumstances which apply to the student.
- Specify the date the document was written or created.
- Address all criteria of Special Circumstances
- Personal statements alone, including statutory declarations from the student and/or family and friends of the student, are not sufficient to establish refund eligibility.

| Date | Description of amendment |
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