

## C102 Student Fees Policy

<b>Policy Category</b>	Governance	
<b>Responsible Officer</b>	General Manager	
<b>Review Date</b>	January 2026	
<b>Related documents</b>	Letter of Offer and Written Agreement Student Refund Policy Student Refund Procedure	
<b>Version</b>	<b>Authorised by</b>	<b>Approval Date</b>
1.6	Corporate Board	10/03/2023

### 1. Context

This Policy supports the Australian Institute of Business Intelligence Higher Education’s (the “Institute”) commitment to fair trading practices.

This Policy sets out the expectations and requirements of the Institute with respect to the administration of student tuition fees and non-tuition fees, in accordance with relevant legislation and regulations, and the payment of fees.

### 2. Definitions

Census date: the date on which student enrolment is finalised, after which students are liable for all associated course and tuition fees. Every trimester has a set census date which is available on the Institute’s website.

Commencing student: a student who has accepted an offer of a place at the Institute who has yet to commence their studies at the Institute.

Compassionate or compelling circumstances: circumstances beyond the control of the student which will have an impact upon the student’s progress or wellbeing.

Continuing student: a student who has completed at least a trimester of study and is eligible to remain enrolled in the course.

Deferral: a delayed commencement by an applicant who has received an offer of a place in an AIBI Higher Education course.

Domestic student: Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).

FEE-HELP: a government loan scheme to assist eligible domestic students in deferring payment of all or part of their tuition fees.

Higher Education Standards Framework (Threshold Standards) 2021: these standards are the basis for the regulation of higher education providers and courses in Australia by the Tertiary Education Quality and Standards Agency (TEQSA).

Overseas student: a student who is not a domestic student and who may hold a student visa and is protected by the *Education Services for Overseas Students Act 2000* legislative framework.

Non-tuition fees: fees charged by AIBI Higher Education that are not for tuition, such as late payment of fees.

Course: a course of study, comprising subjects of study, the successful completion of which results in the awarding of a qualification, such as a bachelor's degree.

Tuition fees: fees received by AIBI Higher Education that are directly related to the provision of a course that AIBI Higher Education is providing, or offering to provide, to a student. These fees can be received either directly or indirectly from a commencing student or continuing student or from another person who pays the money on behalf of a commencing student or continuing student.

Subject: a separate subject of study which, in combination with other subjects, make up a course.

Tuition Protection Services (TPS): an initiative of the Australian Government to assist domestic students at private higher education providers whether they make upfront payments or use a HELP loan to pay for their studies, and overseas students whose education providers are unable to fully deliver their course of study.

### **3. Scope**

This Policy applies to all staff at AIBI Higher Education with responsibility for the administration of tuition and non-tuition fees, and to commencing and continuing students.

### **4. Principles**

The key principles informing this Policy are:

- transparency - information regarding fees is to be accurate, comprehensive, easily accessible, and written in plain English;
- equity - all students will be treated fairly and equally; and
- consistency - students will be provided with consistent information regarding fees.

### **5. Policy details**

#### **5.1. Determining tuition fees**

AIBI Higher Education will determine student tuition and non-tuition fees on an annual basis and a year in advance. The Institute's Corporate Board is responsible for setting fees for all students, on the recommendation of the Executive Management Team. Fees need to be compliant with all relevant legislation and regulations.

The General Manager may vary fees for any student or group of students within delegated limitations.

## 5.2. Standard Fees

Standard tuition and non-tuition fees determined by Institute include:

- Course / course fee;
- replacement testamur fee;
- academic transcript (additional copy) fee;
- late payment of tuition fee;
- Student ID card replacement fee;
- Change of course request fee;
- Withdrawal request fee;
- Application Processing fee (not applicable to domestic students).

## 5.3. Publication of fees

Tuition and non-tuition fees will be set out in the Schedule of Fees available from the Institute's website.

## 5.4. Payment of Fees

The following details relate to the payment of fees:

- **Instructions:** Commencing students will be provided instructions on payment of tuition fees in the student's *Letter of Offer and Written Agreement*. Continuing students will receive this information in their trimester invoice.
- **Due date:** Commencing students must pay tuition fees for the first trimester of study within 10 working days of accepting their *Letter of Offer and Written Agreement*. Continuing students must pay tuition fees for each trimester 10 working days prior to the commencement the trimester.
- **Extension to due date:** the due date of tuition fees will only be approved on an individual basis and in exceptional circumstances. Exceptional circumstances include:
  - **Medical circumstances:** an unexpected illness, a recurrence of a chronic illness or an accident
  - **Compassionate circumstances:** hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident.
  - **Special circumstances:** includes religious reasons, legal commitment, military service, service with an emergency service, representing AIBI Higher Education, representing a state or home nation at a significant event, or unforeseen and significant employment-related circumstances

For further details of exceptional circumstances and evidence requirements, refer to the AIBI Higher Education's *Assessment Policy*, which can be accessed from the AIBI Higher Education's website.

A student applying for an extension to the due date of tuition fees is to submit their request in writing to the Head of Finance, with supporting evidence. The Head of

Finance will determine whether an extension will be approved and will inform the student in writing of the outcome. The period of extension will not exceed 60 calendar days.

- **Late payment:** A student who has not paid tuition fees in full for the coming trimester by the due date may be charged a late fee.
- **Penalties for late payment:** Regardless of whether a late fee is charged, failure to pay all fees by the due date may result in the one or more of the following:
  - exclusion from class;
  - suspended access to online resources, including Library resources;
  - enrolment in further subjects may not be permitted;
  - withholding of academic results;
  - withholding of eligibility to graduate;
  - termination of enrolment.
- **Bank fees:** Any bank fees associated with processing a student's tuition fees shall be the responsibility of the student and must be paid within 10 working days.
- **Other non-tuition fees:** other non-tuition fees incurred by the student, including for late payment, will be communicated in writing with a period of 10 working days for payment.
- **Records:** The student and AIBI Higher Education are to maintain a copy of the Written Agreement and receipts of any payments of tuition and non-tuition fees.

### 5.5. Non-refundable fees

Administrative fees (e.g., application processing fees, late payment of tuition fees) are non-refundable.

## 6. Tuition Protection

If an AIBI Higher Education's course is cancelled, AIBI Higher Education will mitigate disadvantage to:

- domestic students and overseas students by meeting the statutory obligations regarding tuition protection as set out in the Tuition Protection Services (TPS) framework;
- domestic students by meeting the regulatory obligations regarding tuition protection requirements of the *Higher Education Standards Framework (Threshold Standards) 2021* through adequately resourced financial and tuition safeguards. These safeguards are made available to AIBI Higher Education through the Tuition Protection Services (TPS) framework.

If a course is cancelled, students will be notified in writing and given the option to:

- transfer their enrolment to another course offered by the Institute at no additional cost;
- be offered a place in a similar course of study offered by another institution leading to a comparable award at no additional cost;

- receive a refund of prepaid tuition fees within two weeks of the date of course cancellation.

The Institute will also give the student a statement that explains how the refund amount has been calculated.

## **7. Appeals**

Appeals concerning any decision taken in relation to this Policy should be made under the relevant *Complaints and Appeals Policy*, which can be accessed from the AIBI Higher Education's website.

## **8. References**

Education Services for Overseas Students Act 2000 (Cth)

Education Services for Overseas Students Regulations 2001 (Cth)

Higher Education Standards Framework (Threshold Standards) 2021

National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 3

## Document History:

Version	Date	Author	Reason	Sections
0.1	5/6/18	Stephen Andrews	Revised in response to Executive Management Committee feedback 22/5/18, and approved Policy Development and Review Framework	All
0.2	22/6/18	Julien Marechal	Revised in response to Executive Management Committee feedback 19/6/18	5.3, 7
1.0	27/09/2018	Julien Marechal	Approved by Corporate Board	All
1.1	06/01/2020	Philippa Ryan	Amended to reflect new trading name 'Waratah Institute'.	All
1.2	15/04/2021	Ala Altaani	Reviewed in response to fee-help feedback.	2 and 5.2
1.3	24/01/2022	Zoe Williams	Amended to reflect new corporate name Australian Institute of Business Intelligence; abbreviated to the Institute and new logo; updated references to the Higher Education Standards Framework 2021 and inclusion of specific GPA requirements for overseas senior secondary school qualifications	All
1.4	04/10/2022	Chaido Kiourkou	TPS definition updated to include domestic students  Removed definition of & reference to ASTAs  Provider default risk mitigation details	2, 6
1.5	10/03/2023	Chaido Kiourkou	Amended to reflect regulatory requirements in response to fee-help feedback.	2, 5, 6
1.6	24/01/2024	Ivan Negro	Minor edit: 5.2 Updating of the standard fees list.	5.2, 5.5