



FEES POLICY

SECTION 1 - PURPOSE AND SCOPE

- (1) The objectives of this policy are:
- a. To ensure staff are aware of the obligations and parameters under which fees will be charged and refunds made.
 - b. To ensure students understand the circumstances under which a fee will be charged and refunds made.
 - c. To ensure compliance with relevant legislation including those listed under the Guidelines and Reference Section in this policy.

SECTION 2 - DEFINITIONS

- (2) For the purposes of this policy, the following definitions apply:
- a. “Local Students” - are Australian citizens, New Zealand citizens (including a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative) or holders of an Australian permanent visa.
 - b. “International Student” - means a student studying in Australia on a student visa or a tourist/working holiday visa.
 - c. “Pathways Program” - means courses offered under the heading of Pathways to University and includes University Foundations Studies, Diplomas, Associate Degree and English Language courses.
 - d. “RTO Programs” - means VET (Vocational Education and Training) courses offered by The College in its capacity as a Registered Training Organisation and professional development programs for industry, government and professional associations.
 - e. “The University” - Western Sydney University.
 - f. “The College” - Western Sydney University The College a division of Western Sydney University Enterprises Pty Limited.

SECTION 3 - POLICY STATEMENTS

Part A - Course Type

- (3) The College delivers a variety of programs under different academic regimes which is a major factor in how fees are administered.
 - a. Academic Pathway courses include Foundation Studies and Diploma programs, and are awards of Western Sydney University, delivered under the University's CRICOS provider code. For these courses, while the fees are set by The College, all other fee administration processes, including invoicing, payment, and refunds, must follow Western Sydney University policy. Refer to Section 5 Guidelines and References for relevant Western Sydney University policies.
 - b. English Programs are courses offered under The College's own CRICOS provider code. The fee and refund processes of these courses are fully covered by this policy.
 - c. RTO Programs are courses taught under The College's Registered Training Organisation, and must comply with conditions of registration as stipulated in the Standards for Registered Training Organisations (RTOs) 2015. The fees and refund processes of these courses are fully covered by this policy, as are any non-accredited courses offered by the RTO.

Part B - Fees

Setting of Fees - All Programs

- (4) Any proposals to set, review or discontinue fees shall be approved by the CEO in accordance with The College's Pricing Policy.
- (5) Any proposal must be compliant with all relevant legislation and regulations.
- (6) The CEO may vary fees for any student or group of students within delegated limitations.
- (7) Fees to be charged to students shall be set out in the schedule of fees to be issued from time to time and listed on The College website.

Charging of Fees -English Programs

- (8) International Admissions will provide prospective students with a letter of offer containing an invoice indicating tuition and other fees payable.
- (9) If College approval is given for the student to extend any program, The College will provide the continuing students with a new invoice for the extension of the course.
- (10) The College will honour the fees stated in a letter of offer, provided that the student enrolls by the date specified in the letter of offer.
- (11) Students on leave approved by The College will be charged the fee stated in the original letter of offer on return to study. Students who return to The College after withdrawing from or completing study shall pay fees at the then applicable rate.

- (12) A student, who commences studies at The College after the commencement of the current course, must pay the total fee for the current course.

Charging of Fees - RTO Programs

In accordance with RTO Standard 7.3:

- (13) The College will provide prospective students or where needed employer organisations with an enrolment notification and where appropriate an invoice/receipt indicating tuition and other fees payable/paid.
- (14) If College approval is given for the student to extend any program, The College will provide the continuing student with a new invoice if fees are altered.
- (15) The College will honour the advertised fees stated in the application provided that the student enrolls in the year to which the fees apply.
- (16) Within one week of the course starting date, students may request to defer their studies and the applicable course fees, for a college approved period (to a maximum of a year).
- (17) A student who commences studies at The College after the commencement of a course must pay the total fee for the course.

Payment of Fees - All Programs

- (18) Students or employer must pay fees by the date and in the manner specified in the letter of offer or invoice or other document containing information on payment terms.
- (19) Instructions on payment of tuition fees shall be provided in the student's letter of offer and/or invoice or other document containing information on methods of payment.
- (20) Any bank fees shall be the responsibility of, and must be paid by, the student or employer.
- (21) A student or employer who pays with a cheque that is subsequently dishonoured, may be charged an administration fee in addition to all bank fees.
- (22) A student or employer who has not paid the full tuition fee for the course by the date specified in the letter of offer or invoice (whichever is the later) may be charged a late fee. Regardless of whether a late fee is charged, one or more of the following penalties may be applied in consultation with the CEO if fees remain unpaid:
- a. the student may be excluded from class;
 - b. the student's results for the relevant study period may be withheld and the student notified;
 - c. the student may not be permitted to re-enrol;
 - d. the student may not be allowed to graduate;
 - e. the student's enrolment may be terminated.

Requests for Extension of time to pay Fees - applicable to International Students in English Programs and Academic Pathways Program

- (23) The College only approves extensions of time to pay fees under exceptional circumstances.
- (24) The College considers requests for an extension of time to pay fees on an individual basis. Students may request an extension of time to pay their fees, and are to submit their request in writing to the Business Manager and include documentation explaining the exceptional circumstances.
- (25) The College will not consider requests for extensions received after the due date of the fees.

Part C - Refunds

Refund of Fees - English Programs

Full Refunds

- (26) All course related fees are refunded if the prospective student's application for a student visa is rejected by the Department of Immigration and Citizenship (DlaC). Appropriate documentary evidence must be supplied.
- (27) In the unlikely event that the course is not delivered in full, then the student has the option of a refund of course related fees or be placed in an alternative course within The College at no extra cost. If the student chooses a refund, then the unused portion of the prepaid fees will be required to be paid within two weeks of the day on which the course ceased to be provided.
- (28) Should the offer of a place be withdrawn due to incomplete or incorrect information provided by the student or their agent in the application, then The College has the right to retain up to 10% of the course fee.
- (29) If at completion of a course, a student has a credit balance of tuition fees, the credit balance will be refunded in full.
- (30) Enrolment fees and any accommodation placement, airport pick up or other expenses incurred by The College are not refundable.

Partial Refunds

- (31) Where a student, after accepting the offer of a place, gives a minimum of four weeks written notice before the commencement of the course of an inability to undertake the course, all course fees paid are refundable less an administrative fee of 10% of the initial course fee, and any other agent or third party fees that may have been incurred in the recruitment of that student.
- (32) Where a student gives less than four weeks written notice before the commencement of the course of an inability to undertake the course, all course fees are refundable less 50%.

- (33) Where the student withdraws from the program after commencement of the program, then no refund is payable for that current course, and 100% of any subsequent current course will be refunded.

Permanent Residence Status

- (34) If an international student obtains permanent residence status prior to the current course commencement date, they will be classified as a permanent resident and required to pay the local student fee rate. A change in status from temporary resident to permanent resident is recognised from the date the permanent resident visa is stamped in the student's passport, not the date on which the application for permanent residency was lodged.
- (35) If an international student commences a course of study and obtains permanent residence status during the current course, the student will be classified as an international student for the remainder of the current period. From the following the current course the student will be entitled to enrol as a local student and will be liable for local student fees.
- (36) Where the student has already paid student fees at the international student fee rate to The College, the student must apply in writing for a refund of the difference between the international and local student fees.

Student Transfers, Deferment and Suspension

- (37) Refunds arising from the transfer of a student to another registered provider, deferment or suspension of studies shall be determined in accordance with this Fees Policy.

Refund of Fees - RTO Programs

In accordance with RTO Standard 5.3:

- (38) Refunds apply where:
- a. The College fails to provide a course of study; or
 - b. an offer of admission is withdrawn, unless the offer was made on the basis of incomplete or incorrect information supplied by the applicant, in which case The College may retain an administration fee of 10% of the course fee; or
 - c. a registrant notifies his/her intention to withdraw in writing, seven days prior to course commencement in which case a refund, less 10% of the course fee, applies; or
 - d. an application for recognition or advanced standing received three weeks prior to course commencement results in a reduction of the fees paid.
- (39) Transfers to a later offering apply where a registrant has paid all fees owing and is unable to attend the current course due to extended illness or extreme circumstances, or a course is cancelled by The College.
- (40) Payments made for applications for Recognition of Prior Learning (RPL) will not be refunded.

Exceptional Circumstances - applicable to International Students in English Programs and Academic Pathways Program

- (41) The College will consider fee refunds, payment extensions or adjustments other than those outlined in this policy only under exceptional circumstances.
- (42) For continuing students, any application for a refund, payment extension or other adjustment due to exceptional circumstances must be made in writing and addressed to the Business Manager. Appropriate documentary evidence must be provided with any such application.
- (43) The College may consider applications for refunds, payment extensions or other adjustments not specifically covered by this policy or an external requirement at the discretion of the Business Manager.

SECTION 4 - PROCEDURES

All Programs

- (44) All applications for refund of fees, including Overseas Student Health Cover charge (OSHC) must be made in writing and sent to:

Western Sydney University The College
PO Box 224
QUAKERS HILL NSW 2763
AUSTRALIA
- (45) Payment of refunds will be made in Australian dollars and will only be made by direct deposit or bank transfer into the bank account from which the original payment to The College was made (unless the original payer gives written instruction to The College to otherwise pay the refund).
- (46) Refunds in respect of an international student will only be made when the student provides evidence satisfactory to The College that arrangements have been made to leave Australia (unless the student provides evidence satisfactory to The College as to a change of visa status).
- (47) If a student is dissatisfied with a decision made by The College in reference to their fees, they may seek redress. The complaint process is covered in The College's Student Complaint Handling and Resolution Policy.
- (48) Students may also access external avenues of resolution through processes under Australian consumer protection legislation, at minimal or no cost. These details are also covered in the Student Complaint Handling and Resolution Policy.

SECTION 5 - GUIDELINES AND REFERENCES

Related Legislation/Policies/Procedures

- a. Education Services to Overseas Students Act 2000
- b. Education Services to Overseas Students Regulations 2001
- c. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (National Code 2007)
- d. Western Sydney University Admissions Policy
- e. Western Sydney University Enrolment Policy
- f. Western Sydney University International Student Fees and Refund Agreement
- g. Australian Quality Training Framework (AQTF)
- h. The College Pricing Policy
- i. Standards for Registered Training Organisations (RTOs) 2015

FEES POLICY

STATUS AND DETAILS

Status:	Current		
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Unit Responsible:	Office of the CEO		
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Available On:	SharePoint	<input type="checkbox"/>	Website <input checked="" type="checkbox"/>

Summary of Changes from Previous Version

Changes to reflect centralisation and closer alignment to the University