

Fees and Charges Policy

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Description	This policy outlines the basis on which the University charges students fees. It defines the types of fees and charges and provides the authorities to determine the types of fees; provisions for refunds; penalties for non-payment; sponsorships and scholarships; payment plans. It implements the provisions of the Higher Education Support Act 2003 within the University.

Related documents

[Charges for Learning Resources and Other Items for Students](#)
[Review and Approval of Tuition Fees for International Students, Fee-Paying Domestic Postgraduate Students and Non-Award and Continuing Education Students](#)
[University Student Loans Scheme Policy](#)
[University Student Loans Scheme Guidelines](#)
[Application for University Student Loan](#)
[Fees and Charges Policy - Schedule A: Student Services and Amenities Fee](#)
[Fees and Charges Policy - Schedule B: Fees for International Students](#)
[Fees and Charges Policy - Schedule C: Fees for International Study Abroad Students](#)
[Fees and Charges Policy - Schedule D: Student Contribution Charges](#)
[Fees and Charges Policy - Schedule E: Fees for Domestic Undergraduate Students](#)
[Fees and Charges Policy - Schedule F: Fees for Domestic Postgraduate Students](#)
[Fees and Charges Policy - Schedule G: Fees for Non-award and Continuing Education Students](#)
[Fees and Charges Policy - Schedule H: Census Dates for Charges Liability and Refund Eligibility](#)
[Fees and Charges Policy - Schedule I: Administrative and Miscellaneous Charges](#)
[Student Administration Policy](#)
[Higher Education Support Act 2003](#)
[Research Training Program \(RTP\)](#)
[Structure and Requirements of Qualifications Awarded by Griffith University](#)
[Financial Management Practice Manual – Revenue Collection](#)
[Financial Management Practice Manual – Cashier Procedures](#)
[Financial Management Practice Manual – Course Fees and Charges](#)

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SECTION 1: FEES AND CHARGES - APPROVALS AND AUTHORITIES

The University may charge fees for admission, enrolment, tuition, examination, granting of degrees and such other activities as the Council may determine.

In accordance with Commonwealth Government policy, Council has approved the following categories of fees, and has approved the delegations to approve the fees as indicated:

Tuition Fees	Delegated Authority to approve fee/charge
Tuition fees for international students	Vice Chancellor
Tuition fees for domestic postgraduate students	Vice Chancellor
Student Contribution for Commonwealth Supported Students	Vice Chancellor
Tuition fees for domestic undergraduate students	Vice Chancellor
Tuition fees for courses which do not lead to an award of the University, including professional development and continuing education courses	Vice Chancellor
Student Services and Amenities Fee	Vice Chancellor
Administrative and Miscellaneous Charges	Deputy Vice Chancellor (Academic)

SECTION 2: STUDENT SERVICES AND AMENITIES FEE

2.1 Student Services and Amenities Fee

The student services and amenities fee is a charge for student services of a non-academic nature that was introduced by the University from the second half of 2012. Eligible students are able to defer the student services and amenities fee through a loan scheme called SA-HELP.

The University charges the student services and amenities fee to:

- Domestic undergraduate students
- Domestic postgraduate coursework students
- Domestic and international non-award students
- International undergraduate and postgraduate coursework students.

The student services and amenities fee is embedded in the undergraduate, postgraduate and non award international tuition fee and in the full fee paying undergraduate and postgraduate domestic tuition fee.

The student services and amenities fee is charged per enrolled credit point for courses with an on campus location. The student services and amenities fee is payable for each teaching period in which a student is enrolled and is capped as set out in [Schedule A - Student Services and Amenities Fee](#).

2.2 SA-HELP

The provisions of the Commonwealth Loans Scheme SA-HELP are determined by the Commonwealth Government. The policy in this section is always subject to the Higher Education Support 2003, as amended, and its related Guidelines.

SA-HELP provides eligible students with a loan to cover part or all of the student services and amenities fee.

To be eligible for SA-HELP for the student services and amenities fee, the student must be:

- an Australian citizen, if the student commenced their program prior to 1 January 2013; or
- an Australian citizen who will be studying at least part of their program in Australia, if the student commenced their program on or after 1 January 2013; or
- the holder of a permanent humanitarian visa who will be resident in Australia for the duration of the course; or
- a New Zealand citizen who holds a Special Category Visa and meets the below criteria:
 - first entered Australia 10 years ago, as a dependent child aged under 18 years of age and at that time did not have a spouse or de facto partner; and
 - has been resident in Australia for at least a total of 8 out of the past 10 years; and
 - has been resident in Australia for at least 18 months out of the last two years; and
 - who will be resident in Australia for the duration of the course; or
- enrolled in a program of study or a bridging course for overseas-trained professional; and
- meet the Tax File Number (TFN) requirements; and
- have completed, signed and given a Request for SA-HELP assistance form to the University on or before the day on which the student services and amenities fee is payable.

A student is only required to apply for SA-HELP assistance once for a program. If a student changes program, the student will need to re-apply for SA-HELP.

A student is taken to incur their SA-HELP debt after the day on which the student services and amenities fee was payable. Once a student has incurred a SA-HELP debt, the debt cannot be remitted under any circumstances.

2.3 Schedule of Charges

The approved student services and amenities fee for a particular calendar year is set out in [Schedule A - Student Services and Amenities Fee](#).

2.4 Due Date for Payment

Students are required to pay the student services and amenities fee for the teaching period in which they are enrolled and by the prescribed date as specified on the Academic Charges Account. A late payment fee may be charged if the amount due is not paid in full by the due date.

2.5 Extension of Due Date

Students ineligible for SA-HELP and who can demonstrate genuine financial hardship may be permitted to pay the student services and amenities fee over a period of time in the form of payment plan ([refer to Section 12](#) Payment Plans).

2.6 Eligibility for Refund

A student who voluntarily discontinues their enrolment prior to the census date for the teaching period is not liable for the student services and amenities fee in respect of that teaching period. The student services and amenities fee paid will be refunded. Alternatively, the student services and amenities fee paid for a teaching period for which a student is not liable may be carried forward to be used towards the payment of another fee or charge for which the student is liable. For international undergraduate, postgraduate and non-award students and domestic postgraduate full fee paying students, who have the student services and amenities fee embedded in their tuition fee, the refund of the student services and amenities fee will be included in the refund of the tuition fee.

Approved census dates for charges liability are set out in [Schedule H](#).

2.7 Remittance of Refund

All refunds for which students are eligible will only be made in Australian dollars, following clearance of the original payment, and are usually refunded via the original payment method.

2.8 Penalties for Non-Payment or Partial Payment of Fees and Charges

[Refer to Section 9.](#)

SECTION 3: FEES FOR INTERNATIONAL STUDENTS

The purpose of this section of the policy is to outline international students' entitlement to a refund of fees and relevant processes, as required under the [Education Services for Overseas Students \(ESOS\) Act 2000](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students \(the National Code 2018\)](#).

3.1 Approval of Fees

Tuition fees for international students are approved by the Vice Chancellor. Following approval, the programs and fee levels are registered with the Australian Government for placement on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

3.2 Fee Schedules and Fee Inclusions

3.2.1 Tuition fees for international students are set out in [Schedule B](#) and [C](#).

3.2.2 The annual tuition fee covers the standard academic year which normally comprises two standard trimesters. Other teaching periods may be designated by the University as equivalent to the standard academic year (refer Sections 6 and 7 *Structure and Requirements of Qualifications Awarded by Griffith University*). The fee which a student is charged is calculated on the basis of the number of credit points the student is enrolled in for the relevant teaching period. In the case of Higher Degree Research (HDR) students, the tuition fee is calculated on the basis of the number of credit points the student is enrolled in, on a pro-rata basis over a six months period. A HDR student who commences their candidature on or after the 15th day of the month or a student who withdraws from candidature or submits a thesis on or before the 15th day of the month will not be liable for the tuition fees for that month.

3.2.3 The tuition fee for students who commenced their program prior to 2014 remains fixed for the duration of a student's program. However, should a student with a cancelled enrolment be readmitted to the University, the student may be liable for the fee that applies at the time of re-enrolment.

The tuition fee for students who commence their program from 1 January 2014 is charged per credit point according to the student's enrolment in the teaching period at the census date. The student is charged the tuition fee applicable to the year in which they are studying.

3.2.4 If an international student is approved to transfer to another program, the student will be liable for the tuition fee applying to that program for students admitted in that year.

3.2.5 If an international student is approved to undertake a course on a miscellaneous basis, the student is charged the tuition fee applicable to the academic program that the course belongs to, for the year in which the student is studying. If the course taken as miscellaneous study belongs to multiple programs the lowest fee category will apply.

3.2.6 A person lodging an application for admission as an international student is required to pay an application fee (refer to [Schedule I](#)). An application fee will not apply to a student seeking admission into a Program listed in the Student Administration Policy – Schedule A.

3.3 Overseas Student Health Cover

3.3.1 It is a condition of an international student visa that the student obtains and maintains Overseas Student Health Cover (OSHC) for the duration of their time in Australia. To ensure International students meet this visa condition, the University collects the fee for OSHC for the entire duration of a student's visa prior to their commencement. This fee is forwarded to the University's OSHC provider.

- 3.3.2 Payment of OSHC in excess of the invoiced amount will be allocated to the student's tuition fees for their first teaching period.
- 3.3.3 Payment to the University is required prior to the student being issued the Confirmation of Enrolment.
- 3.3.4 If a student cancels their Griffith arranged OSHC prior to arrival in Australia they will be entitled to a refund from the University's provider.
- 3.3.5 If a student cancels their Griffith arranged OSHC after arrival in Australia they will need to contact the University's provider to request a refund.
- 3.3.6 Students may arrange their own OSHC for the length of their visa and forward proof of that cover to the University instead of payment. Students who arrange their own health cover should consult their provider about refund provisions in the event of cancellation.

3.4 International Study Abroad Students

International students enrolled in a Study Abroad program must enrol in a minimum of 30 credit points (normally three courses) per standard trimester, and are charged a set tuition fee as set out in [Schedule C](#). Study Abroad students enrolling in trimester 3 courses are charged on the basis of the number of credit points enrolled in for trimester 3 as set out in [Schedule C](#).

3.5 Deposit Fee

Students who receive an offer of admission are required to pay a deposit, normally one trimester's fee in advance, and prior to commencement of studies, in order to secure their place. The amount of the deposit required is stated in the University's offer letter.

Students who have been issued a packaged offer and who wish to accept are required to pay the deposit for all components of the packaged offer or the amount stated in their offer letter. Students who are accepting enrolment in more than one degree program may be required to pay a deposit for each degree program.

Throughout their enrolment, students are required to pay the fees for the relevant teaching period by the due date as prescribed by the University. A student who fails to pay the fee in full by the due date may have their enrolment cancelled ([refer to Section 9](#))

3.6 Refund of Fees

3.6.1 Refund of Tuition Fees – Commencing Student

For the purpose of this section of the refund policy, a commencing student is an international student commencing with Griffith University (including students who have accepted a packaged offer) or an international student enrolled in their first period of study at Griffith University.

Reason for refund	Refund payable	Time to pay refund
Provider Default		
Griffith University is unable to provide the program or program does not start on the agreed start date for which an offer has been made.	Griffith University will endeavour to offer an alternative program or location or the student can choose to receive a full refund of pre-paid tuition fees. In the unlikely event that Griffith is unable to meet these obligations; the Tuition Protection Service (TPS) will assist you in finding an alternative program or to get a refund if a suitable alternative is not found.	14 days from the date the program ceases to be provided.
Student Default		

Reason for refund	Refund payable	Time to pay refund
The student provides documentary evidence that their application for a visa has been refused.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount).	28 days after receiving a complete refund application from the student.
The student is unable to satisfy prescribed conditions stipulated in the University's letter of offer and the University determines the student made a genuine attempt to meet the conditions.	Full refund of any pre-paid tuition fees.	28 days after receiving a complete refund application from the student.
The student withdraws their Acceptance(s) of Offer or cancels their enrolment in writing at any time prior to the first day of teaching and up until the census date.	Refund of any pre-paid tuition fees less a \$3000 penalty. Unless the provisions of section 3.7 apply.	28 days after receiving a complete refund application from the student.
The student is granted Australian permanent residency and subsequently withdraws their Acceptance(s) of Offer or cancels their enrolment in writing at any time prior to the first day of teaching and up until the census date and does not apply for a place as a domestic student.	Refund of any pre-paid tuition fees less a \$3000 penalty. Refer to section 3.8 .	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in a program or takes leave of absence from a program or withdraws from a course for any reason after the census date.	No refund Unless the provisions of section 3.7 apply	
The student is found to have provided fraudulent documents or incorrect or misleading information with their application for admission.	No refund	
The University cancels a student in a program due to non-enrolment after the census date.	No refund Unless the provisions of section 3.7 apply	

Note: The application fee is non-refundable

3.6.2 Refund of Tuition Fees - Continuing Student

For the purpose of this section of the refund policy, a continuing student is an international student enrolled in their subsequent period of study at Griffith University.

Reason for refund	Refund payable	Time to pay refund
Provider Default		
Griffith University ceases to provide the program for which an offer has been made after it	Griffith University will endeavour to offer an alternative program or location	14 days from the date the program ceases to be provided.

Reason for refund	Refund payable	Time to pay refund
has started, but before it is completed by the student.	or the student can choose to receive a full refund.	
Student Default		
The student provides documentary evidence that their subsequent application for a visa has been refused.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount).	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in the program or requests leave of absence from the program, and written notification is received from the student prior to the commencement of trimester.	Full refund of any pre-paid tuition fees.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in the program or requests leave of absence from the program, and written notification is received on or after the first day of teaching and prior to the census date.	Refund of any pre-paid tuition fees less a \$3000 penalty. Unless the provisions of section 3.7 apply	28 days after receiving a complete refund application from the student.
The student is granted Australian permanent residency and subsequently cancels their enrolment in writing at any time prior to the first day of teaching and up until the census date and does not apply for a place as a domestic student.	Refund of any pre-paid tuition fees less a \$3000 penalty. Refer to section 3.8	28 days after receiving a complete refund application from the student.
The student is excluded from the University for failing to satisfy academic progress requirements.	All fees paid in respect of the teaching period from which the exclusion takes effect are refundable.	28 days after receiving a complete refund application from the student.
The student's enrolment is cancelled for non-payment or partial payment of fees by the due date and payment is subsequently received, but it is so late in the teaching period that reinstatement of enrolment is denied on academic grounds.	Full refund of any pre-paid tuition fees or the payment applied against the fees for the next teaching period.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in a program or takes leave of absence from a program or withdraws from a course for any reason after the census date.	No refund Unless the provisions of section 3.7 apply	
The University cancels a student in a program due to non-enrolment after the census date.	No refund Unless the provisions of section 3.7 apply	
The student breaches their student visa conditions and their student visa is	No refund	

Reason for refund	Refund payable	Time to pay refund
subsequently cancelled by the Department of Home Affairs.		
The student is found to have provided fraudulent documents or incorrect or misleading information and the student is subsequently cancelled for student misconduct.	No refund	

3.6.3 Refund of Tuition Fees – Griffith English Language Institute (GELI) Student

The following reasons for a refund are in addition to those outlined in Section [3.6.1](#) and [3.6.2](#).

Important - A Program of Study is considered to be the period of English study (ELICOS) covered by an electronic Confirmation of Enrolment. For non-student visa holders, a Program of Study refers to the dates indicated on the letter of offer. A Program of Study may be for one or more study periods.

Reason for refund	Refund payable	Time to pay refund
Provider Default		
GELI is unable to provide the program or program does not start on the agreed start date for which an offer has been made.	Griffith University will endeavour to offer an alternative program or location or the student can choose to receive a full refund.	14 days from the date the program ceases to be provided.
Student Default		
The student provides documentary evidence that their application for a visa has been refused.	Refund of any pre-paid tuition fees less an administration charge of \$500 or 5% (whichever is the lesser amount).	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in a Program of Study at least 28 days before the commencement date.	75% of the tuition fees paid will be refunded, less any fees and charges incurred.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment in a Program of Study less than 28 days before the commencement date.	50% of the tuition fees paid will be refunded, less any fees and charges incurred.	28 days after receiving a complete refund application from the student.
The student cancels their enrolment after a Program of Study has commenced.	No refund.	

Note: The Griffith English Language Institute Enrolment Fee is non-refundable

3.6.4 Refund Conditions for Off-shore Programs

The University reserves the right to apply specific and different fee refund conditions to students enrolled in off-shore and online programs. Any such specific and different fee refund conditions will be outlined in the offer letter.

3.6.5 Program Transfer

If the student transfers from one program to another, the student is liable for the tuition fee related to the new program. Where the student has already paid the tuition fee for the first program, and the new program has a higher tuition fee, the student must pay the additional tuition fee. Where the new program has a lower tuition fee, any tuition fees in

credit will be credited towards the remaining tuition fees, or refunded as provided in [section 3.10](#).

3.6.6 Withdrawal from Course

If the student withdraws from a course but does not withdraw from the program, and the withdrawal is affected prior to the census date (refer to [Schedule H](#)), the tuition fee for that course will normally be credited towards the remaining or future tuition fees.

Alternatively, on application from the student, approval may be given for the tuition fee to be refunded as provided in [section 3.10](#).

3.6.7 Withdrawal from course on granting of credit

If a student receives credit for a course in which they are enrolled, the full tuition fee paid by the student for that course will be treated according to [section 3.6.6](#), even if notification of credit approval is received after the census date.

3.7 Withdrawal in Compassionate Circumstances - Grounds for Refund

Withdrawal in compassionate circumstances may be accepted as grounds for a full or partial refund of tuition fees. Compassionate circumstances may include but are not limited to:

- a) serious illness or disability which prevents the student from being able to study; or
- b) death of a close family member (parent, grandparent, sibling, spouse or child); or
- c) political or civil event or natural disaster which prevents payment of fees;

These reasons may be accepted as grounds for a full or partial refund of fees for any of the reasons prescribed in [section 3.6](#), provided that adequate documentary evidence is provided to support the application for a refund.

The student may also be eligible for withdrawal without academic penalty.

The process for applying for a refund and withdrawal without academic penalty in compassionate circumstances, including the time period within which an application must be lodged, is set out in the *Student Administration Policy*.

3.8 Permanent Residency

3.8.1 If a student provides evidence of becoming a permanent resident of Australia prior to their commencement of study in the program and they subsequently apply for a place as an Australian resident student either as a Commonwealth supported student or a fee-paying student through the normal processes the offer of an international student place will be withdrawn and all tuition fees will be refunded.

3.8.2 If, after commencing study in the program, a student obtains permanent resident status in Australia and provides evidence of permanent resident status prior to the census date, the student will be provided with a domestic fee-paying place. The student will be eligible for a refund of the difference between the fee as an international student and the fee for a domestic fee-paying student for the period of study in which the residency status changed.

3.8.3 If a student obtains permanent resident status but does not fulfil the conditions set out in [section 3.8.2](#) by the census date, the student will not be eligible for a full or partial refund of tuition fees paid for the period of study in which the residency status changed. On continuing their enrolment in the next period of study, the student will be enrolled as an Australian resident student in a domestic fee-paying place.

3.8.4 A student who is enrolled as a domestic fee-paying student because of a change of residency status may apply for a Commonwealth supported place at the next admission period, provided that the student satisfies the conditions for transfer from a domestic fee-paying place to a Commonwealth supported place, as set out in the *Undergraduate Programs Admission Policy*.

3.8.5 The above processes also apply to an international student who becomes a New Zealand citizen during the course of their study.

3.9 Remittance of Refund

Students must use the University's online or hard copy refund application form and attach any required supporting documents.

In the event that the information provided in the refund application is not complete and further information is required, the processing timeline will not commence until the requested information has been submitted.

All refunds for which students are eligible, with the exception of refunds arising from withdrawal from a course (refer to sections [3.6.5](#), [3.6.6](#) and [3.6.7](#)), will be

- a) Refunded to the student via the original payment method to the student's home country, less any costs associated with the refund process; or
- b) Upon application by the student, remitted to another Australian education institution to which the student is approved to transfer, subject to the receipt of documentary evidence from the education institution regarding the student's transfer.

An application by a student for a refund to be paid to them at an Australian address will only be considered in exceptional circumstances.

Student refunds are normally paid to the person or organisation which originally paid the fees unless documentary evidence is available to justify payment to a third party.

Refunds cannot be paid until Griffith University is in receipt of the monies into its account as cleared funds.

Any debts to Griffith University must be paid in full or the outstanding amounts will be deducted from the refund which is due.

3.10 Review of the Refund Assessment Decision

If a student is dissatisfied with the refund assessment decision, the student may forward an application for review of the decision to the Associate Director, International Administration, Griffith International, using the *Review of a Decision* form in accordance with the University's *Student Review and Appeals Policy* and *Student Review and Appeals Procedures*. The decision of the Associate Director, International Administration is final.

Note: This written agreement, and the right to make complaints and seek a review of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

SECTION 4: STUDENT CONTRIBUTION FOR COMMONWEALTH SUPPORTED STUDENTS

Students who are admitted to a program of study leading to an award of the University or are on approved cross-institutional studies may be admitted to a Commonwealth Supported place. This means that the student is required to make a contribution to the cost of their education in the form of a Student Contribution, in accordance with the *Higher Education Support Act 2003*.

To hold a Commonwealth supported place, a student must satisfy the following conditions:

- i. The student must be
 - an Australian citizen, if the student commenced their program prior to 1 January 2013; or
 - an Australian citizen who will be studying at least part of their program in Australia, if the student commenced their program on or after 1 January 2013; or
 - an Australian permanent resident who will be resident in Australia for the duration of the program; or
 - the holder of a permanent humanitarian visa who will be resident in Australia for the duration of the program; or
 - a New Zealand citizen who will be resident in Australia for the duration of the program.

Applicants for admission are required to declare their citizenship status. A student who provides false or misleading information concerning their citizenship status shall have their offer of admission withdrawn and their enrolment cancelled.

and

- ii. The student must sign a Request for Commonwealth Assistance form.

A student in a Commonwealth Supported place may advise that they do not wish to be in a Commonwealth supported place for a course or courses in which they are enrolled, provided that the advice is given prior to the census date. If the student so advises, they are required to pay the relevant tuition fee for the course or courses ([refer to Section 5](#)).

4.1 Amount of Student Contribution

The amount which a student is required to pay as their Student Contribution for each trimester is determined by:

- 1) the student's enrolment at the census date (refer to [Schedule H](#));
- 2) the Student Contribution band of each course the student is enrolled in at the census date; and
- 3) the Student Contribution charge for each Student Contribution band for that year. The values of the Student Contribution Charge are set out in [Schedule D](#).

4.2 Student Contribution Payment Options

Except as provided for in section 4.3, students may choose for each trimester to:

- a) defer all of their Student Contribution by requesting a HECS-HELP loan from the Government to pay to the University the amount of Student Contribution for which the student is liable. To access a HECS-HELP loan, the student must provide their valid tax file number to the University prior to the census date; or
- b) pay all of their Student Contribution up front; or
- c) make a partial upfront payment of their Student Contribution and to defer the balance of their liability by requesting a HECS-HELP loan from the Government to pay to the University the amount of Student Contribution for which the student is liable. To access a HECS-HELP loan, the student must provide their valid tax file number to the University prior to the census date.

4.3 Students who may not defer their Student Contribution Charge

The following students are required to pay their Student Contribution up front without a discount each trimester and without access to a HECS-HELP loan:

- a) Students who are Australian permanent residents
- b) Students who are New Zealand citizens and do not meet the below criteria:
 - hold a Special Category Visa; and
 - first entered Australia 10 years ago, as a dependent child aged under 18 years and at that time did not have a spouse or de facto partner; and
 - has been resident in Australia for at least a total of 8 out of the past 10 years; and
 - has been resident in Australia for at least 18 months out of the last two years.

A student who makes a false statement concerning their status with respect to the residency requirements shall have their enrolment cancelled.

4.4 Failure to Complete the Student Contribution Requirements by the Census Date

A student who is enrolled as a Commonwealth supported student who, prior to the census date, fails to complete the requirements of providing a Request for Commonwealth Assistance Form and either providing their tax file number or making the required up-front payment, shall have their enrolment cancelled.

A student whose enrolment has been cancelled may be reinstated if the student provides evidence, within six weeks from the census date, that they had met the requirements of Commonwealth Support as at the census date.

4.5 Commonwealth Assistance Notice

Students enrolled as a Commonwealth supported student are provided with a Commonwealth Assistance Notice each trimester, setting out the details of their enrolment on the census date, the amount of the Student Contribution for which the student is liable, the amount paid up front, where applicable, and the amount of HECS-HELP loan, where applicable. Students have 14 days from the date of the Commonwealth Assistance Notice to advise the University if they believe that there is an error in the Commonwealth Assistance Notice. Upon investigation, if the

Commonwealth Assistance Notice is in error, the University will issue an amended Commonwealth Assistance Notice.

4.6 Refund of Student Contribution, Remission of HECS-HELP Debt and Re-Crediting of Student Learning Entitlement

Under the *Student Administration Policy*, a student may discontinue their enrolment in the program, take leave of absence from the program or withdraw from one or more courses in which they are enrolled. Where the notification of such change of enrolment is received after the census date, the student is still liable for the Student Contribution Charge as determined by their enrolment on the census date. However, if the enrolment change is necessitated by special circumstances as defined in the *Student Administration Policy*, the student may request re-crediting of the Student Learning Entitlement (SLE) for courses with a census date from 1 January 2005 to 31 December 2011, refund of Student Contribution paid up front and remission of the HECS-HELP debt related to the study which the student has discontinued. Refer to *Student Administration Policy*.

4.7 Remittance of Refund

All refunds for which students are eligible will only be made in Australian dollars, following clearance of the original payment, and are usually refunded via the original payment method.

SECTION 5: FEES FOR DOMESTIC UNDERGRADUATE STUDENTS

5.1 Undergraduate Tuition Fee

This policy applies to students who are Australian citizens or holders of an Australian permanent residency visa or holders of an Australian permanent humanitarian visa or New Zealand citizens.

Students may be admitted to an undergraduate program on a fee-paying basis if a student has commenced a program as an international student and has become a domestic student and the University has filled all the Commonwealth supported places for the program or otherwise if they meet the criteria as set out in the Australian Government Administrative Information for Higher Education Providers: Student.

The tuition fee is charged per credit point according to the student's enrolment in the teaching period at the census date, which is set out in [Schedule H](#). The student is charged the approved tuition fee applicable to the year in which the student is studying, except where a specific fee is approved for an individual course.

Students who are full-time staff or permanent part-time staff of the University are eligible for 10% discount on the undergraduate tuition fee.

5.2 Schedule of Fees

The tuition fee applicable to an undergraduate program is approved by the Vice Chancellor.

The approved undergraduate tuition fees for a particular calendar year are set out in [Schedule E](#).

5.3 Due Date for Payment

Students are required to pay tuition fees for the teaching period by the prescribed date, as advised to students and as specified on the Academic Charges Account. A late payment fee may be charged if the amount due is not paid in full by the due date.

5.4 FEE-HELP Loans Scheme

In accordance with Government policy, students may be eligible to obtain a loan under the FEE-HELP Scheme to pay all or part of their tuition fees ([refer to section 8](#)).

5.5 Extension of Due Date

Students who are not eligible for a FEE-HELP loan and who can demonstrate genuine financial hardship, may be permitted to pay tuition fees over a period of time in the form of a payment plan ([refer to section 12](#)).

5.6 Eligibility for Refund

A student who voluntarily discontinues their enrolment prior to the census date for the teaching period is not liable for the tuition fee in respect of that teaching period. The tuition fee paid will be

refunded, less the refund-processing fee, on application by the student. Alternatively, the tuition fee paid for a teaching period for which a student is not liable may be carried forward to be used towards the tuition fee in a future teaching period, or may be applied towards the payment of another fee or charge for which the student is liable.

The approved census dates are set out in [Schedule H](#).

A student who, due to special circumstances, voluntarily discontinues their enrolment after the census date for the teaching period may request refund of tuition fees, as provided for in the *Student Administration Policy*.

5.7 Remittance of Refund

All refunds for which students are eligible will only be made in Australian dollars, following clearance of the original payment, and are usually refunded via the original payment method.

5.8 Penalties for Non-payment or Partial Payment

[Refer to Section 9](#).

SECTION 6: FEES FOR DOMESTIC POSTGRADUATE STUDENTS

6.1 Postgraduate Tuition Fee

This policy applies to students who are Australian citizens or holders of an Australian permanent residency visa or holders of an Australian permanent humanitarian visa or New Zealand citizens.

Students who are admitted to a postgraduate program are required to pay tuition fees, except if the student is awarded a Commonwealth supported place or is otherwise exempt from fees on the basis of Government policy or University policy.

The tuition fee is charged per credit point according to the student's enrolment in the teaching period at the census date, which is set out in [Schedule H](#). This fee is charged for all courses in the program, except where a specific fee is approved for an individual course.

The tuition fee, for students who commenced pre 2014, is charged according to the approved tuition fee for the semester in which the student commences the program.

The tuition fee, for students who commenced their program from 1 January 2014, is charged according to the approved fee for the semester/trimester in which the student is studying.

Students who are full-time staff or permanent part-time staff of the University are eligible for 10% discount on the postgraduate tuition fee.

6.2 Schedule of Fees

The tuition fee applicable to a postgraduate program is approved by the Vice Chancellor.

The approved postgraduate tuition fees for a particular calendar year are set out in [Schedule F](#).

6.3 Due Date for Payment

Students are required to pay postgraduate tuition fees for the teaching period by the prescribed date, as advised to students and as specified on the Academic Charges Account. A late payment fee may be charged if the amount due is not paid in full by the due date.

6.4 FEE-HELP Loans Scheme

In accordance with Government policy, students may be eligible to obtain a loan under the FEE-HELP Scheme to pay all or part of their postgraduate tuition fees ([refer to Section 8](#)).

6.5 Extension of Due Date

Students who are not eligible for assistance under the FEE-HELP Scheme and who can demonstrate genuine financial hardship, may be permitted to pay postgraduate tuition fees over a period of time in the form of a payment plan ([refer to Section 12](#)).

6.6 Eligibility for Refund

A student who voluntarily discontinues their enrolment prior to the census date for the teaching period is not liable for the postgraduate tuition fee in respect of that teaching period. The postgraduate tuition fee paid will be refunded, less the refund-processing fee, on application by

the student. Alternatively, the postgraduate tuition fee paid for a teaching period for which a student is not liable may be carried forward to be used towards the postgraduate tuition fee in a future teaching period, or may be applied towards the payment of another fee or charge for which the student is liable.

The approved census dates for liability for fees are set out in [Schedule H](#).

A student who, due to special circumstances, voluntarily discontinues their enrolment after the census date for the teaching period may request withdrawal without failure and refund of tuition fees, as provided for in the *Student Administration Policy*.

6.7 Remittance of Refund

All refunds for which students are eligible will only be made in Australian dollars, following clearance of the original payment, and are usually refunded via the original payment method.

6.8 Penalties for Non-payment or Partial Payment

[Refer to Section 9](#).

SECTION 7: FEES FOR NON-AWARD AND CONTINUING EDUCATION STUDENTS

7.1 Non-Award and Continuing Education Tuition Fees

This policy applies to students who are Australian citizens or holders of an Australian permanent residency visa or holders of an Australian permanent humanitarian visa or New Zealand citizens.

Students who are enrolled as non-award students or students undertaking a Continuing Education Certificate are required to pay tuition fees.

The tuition fees for Undergraduate courses taken as miscellaneous study are set out in [Schedule G](#).

The tuition fee for Postgraduate course taken as miscellaneous study is charged per credit point according to the student's enrolment in the teaching period at the census date. The student is charged the tuition fee, applicable to the academic program that the course belongs to, for the year in which the student is studying. If the Postgraduate course taken as miscellaneous study belongs to multiple programs the lowest fee category will apply.

7.2 Schedule of Fees

The tuition fees applicable to non-award and continuing education students are approved by the Vice Chancellor.

The approved non-award and continuing education tuition fees for a particular calendar year are set out in [Schedule G](#). The student is charged the tuition fee applicable to the year in which they are studying.

7.3 Due Date for Payment

Students are required to pay non-award and continuing education tuition fees for the teaching period by the prescribed date, as advised to students and as specified on the Academic Charges Account. A late payment fee may be charged if the amount due is not paid in full by the due date.

7.4 Extension of Due Date

Students who can demonstrate genuine financial hardship may be permitted to pay non-award and continuing education tuition fees over a period of time in the form of a payment plan ([refer to section 12](#)).

7.5 Eligibility for Refund

A student who voluntarily discontinues their enrolment prior to the census date for the relevant teaching period is not liable for the non-award and continuing education tuition fee in respect of that trimester. The non-award and continuing education tuition fee paid will be refunded, less the refund-processing fee, on application by the student. A student who withdraws their enrolment in a single course prior to the census date for the teaching period is not liable for the non-award and continuing education tuition fee in respect of that course.

The census dates for liability for fees are set out in [Schedule H](#).

A student who, due to special circumstances, voluntarily discontinues their enrolment after the census date for the teaching period may request withdrawal without failure and refund of tuition fees, as provided for in the *Student Administration Policy*.

7.6 Remittance of Refund

All refunds for which students are eligible will only be made in Australian dollars, following clearance of the original payment, and are usually refunded via the original payment method.

7.7 Penalties for Non-payment or Partial Payment

[Refer to Section 9.](#)

SECTION 8: THE COMMONWEALTH LOANS SCHEME - FEE-HELP

The provisions of the Commonwealth Loans Scheme FEE-HELP are determined by the Commonwealth Government. The policy in this section is always subject to the *Higher Education Support Act 2003*, as amended, and its related Guidelines.

The FEE-HELP Loans Scheme provides a loan for eligible students who are required to pay tuition fees for their study in undergraduate, postgraduate and research award programs or approved cross-institutional studies. Under FEE-HELP eligible students may choose to defer some or all of their tuition fees for each teaching period by means of a loan from the Commonwealth Government. Eligible students may only defer tuition fees up to the amount of the FEE-HELP balance available. If a student does not have sufficient FEE-HELP balance available they will be liable to pay any remaining outstanding fees.

To be eligible for FEE-HELP, a student must be:

- an Australian citizen, if the student commenced their program prior to 1 January 2013; or
- an Australian citizen who will be studying at least part of their program in Australia, if the student commenced their program on or after 1 January 2013; or
- the holder of a permanent humanitarian visa who will be resident in Australia for the duration of the course; or
- a New Zealand citizen who holds a Special Category Visa and meets the below criteria:
 - first entered Australia 10 years ago, as a dependent child aged under 18 years of age and at that time did not have a spouse or de facto partner; and
 - has been resident in Australia for at least a total of 8 out of the past 10 years; and
 - has been resident in Australia for at least 18 months out the last two years; and
 - who will be resident in Australia for the duration of the course.

Students applying for FEE-HELP are required to declare their citizenship status. A student who provides false or misleading information shall have their offer of admission withdrawn and their enrolment cancelled.

8.1 FEE-HELP Loan Request Form

In order to defer some or all of their tuition fees for a specific program via FEE-HELP, a student must lodge a FEE-HELP Loan Request Form and provide their valid tax file number prior to the census date (see [Schedule H](#)). For that teaching period and for each teaching period for which the student is enrolled in the same program, the balance of the tuition fees outstanding as at the census date will be converted to a FEE-HELP loan. If the student enrolls in a different program, a separate FEE-HELP Loan Request Form must be lodged.

8.2 Notice of FEE-HELP Liability

Each teaching period, the student will be provided with a Commonwealth Assistance Notice setting out the amount of their tuition fees and the amount which has been converted to a FEE-HELP Loan. Students have 14 days from the date of the Commonwealth Assistance Notice to advise the University if they believe that there is an error in the Commonwealth Assistance Notice. Upon investigation, if the Commonwealth Assistance Notice is in error, the University will issue an amended Commonwealth Assistance Notice.

8.3 Remission of FEE-HELP Debt

A student who, due to special circumstances, voluntarily discontinues their enrolment after the census date for the teaching period may request refund of tuition fees, including a remission of FEE-HELP debt, as provided for in the *Student Administration Policy*.

SECTION 9: PENALTIES FOR NON-PAYMENT OR PARTIAL PAYMENT OF FEES AND CHARGES

Where the student's account for tuition fees, student services and amenities fee and other charges, has an outstanding balance as at the prescribed date for payment of the charge, a late payment charge may be imposed and a financial encumbrance may be placed on the student.

The financial encumbrance may be in place until the student has paid in full the outstanding balance, including any late payment charges. The financial encumbrance has the effect that the student's grades will be withheld, the student will be prevented from enrolling in courses for future teaching periods, no academic transcript of the student's academic record will be issued, eligibility for graduation will be refused, and provision of results to other institutions (to which the student has authorised the provision of results) will be refused. In the case of Higher Degree Research students, a thesis will not be accepted for examination. If the student discontinues their enrolment, readmission will be refused until the outstanding balance including late charges is paid in full.

The Director, Student Administration may cancel a student's enrolment during the teaching period on the grounds that, as at the census date, the student has not paid the outstanding balance of tuition fees or student contribution charge. A full fee paying student whose enrolment has been cancelled may be reinstated if the student, within 20 working days of the notice of termination, pays in full the fees and charge due, including the late payment charge, and pays the reinstatement charge. A Commonwealth Supported student whose enrolment has been cancelled may be reinstated if the student provides evidence within six weeks from the census date that they had met the requirements of Commonwealth Support as at the census date.

9.1 Financial Encumbrance

Where a student is in debt to the University in respect of:

- a student loan which has not been repaid in accordance with the agreed plan
- library fines and charges
- charges for computing or internet facilities
- accommodation charges
- such other charges as the Deputy Vice Chancellor (Academic) may determine within the scope of this provision,

and the amount of the debt is greater than the threshold determined by the Deputy Vice Chancellor (Academic) for this purpose, the student shall have a financial encumbrance placed on them. Under this financial encumbrance, the student's grades will be withheld, no academic transcript of the student's academic record will be issued, eligibility for graduation will be refused, and provision of results to other institutions (to which the student has authorised the provision of results) will be refused, until the student has paid in full the outstanding balance including any late payment charges.

SECTION 10: ADMINISTRATIVE AND MISCELLANEOUS CHARGES

Charges in respect of transaction fees, late fees, penalty fees, service fees and other administrative and miscellaneous charges are approved by the Deputy Vice Chancellor (Academic) and set out in [Schedule I](#).

SECTION 11: SPONSORS AND SCHOLARSHIPS

This policy applies to students who are international students, fee paying postgraduate or undergraduate students or non-award and continuing education students where there is an agreement between the University and the sponsor for all or part of the student's fees to be paid to the University by the sponsor.

11.1 Sponsorship Agreement (Contract)

A proposed sponsorship agreement must be in the form required by the University and must be approved by the Chief Financial Officer or nominee on behalf of the University before it is implemented.

A proposed sponsorship agreement must specify:

- the student(s) to whom the sponsorship agreement applies;
- any limitations which may be placed on the student as a condition of the sponsorship agreement, such as which program the student may be enrolled in or which courses must be undertaken;
- the charges which are included within the sponsorship agreement,
- any limitations which are placed on the sponsor's liability, such as an upper limit on the charges or an agreed split of the charges between the sponsor and the student;
- the time period (years, trimesters) to which the sponsorship agreement applies.

11.2 Implementation of a Sponsorship Agreement

On approval of the sponsorship agreement and linking the student to the sponsorship agreement, the student's liability for tuition fees and any other charges where applicable, is calculated according to the relevant sections of the University's fee policy. The student's liability is then apportioned between the student and the sponsor according to the terms of the sponsorship agreement.

Where the sponsorship agreement does not apply to the total amount of tuition fees and any other charges the student is required to pay the balance by the due date.

An Academic Charges Account is issued to the student indicating the portion of fees and charges which the student is liable for under the sponsorship agreement.

A separate Statement of Account is issued to the sponsor for the portion of the student's fees and charges which the sponsor is liable for under the sponsorship agreement.

11.3 Obligation of Student

Students are required to pay their portion of the charges by the due date as specified on the Academic Charges Account. A late payment fee may be charged if the amount due is not paid in full by the due date. The penalties for non-payment or partial payment as set out in section 9 apply in respect of the portion of fees and charges for which the student is liable under the sponsorship agreement.

11.4 Obligation of Sponsors

Payment by the sponsor is required according to the Statement of Account and invoice documentation sent to the sponsoring body by the University. Sponsors will be subject to the University policy for debt recovery procedures and at the discretion of the Chief Financial Officer or nominee may have legal action imposed to recover such charges as are outstanding. A sponsor's debt would not normally cause a financial encumbrance to be placed on a student ([refer to Section 9](#)). However in specific circumstances such action may be taken following consultation between the Chief Financial Officer or nominee and the Academic Registrar or nominee. If a financial encumbrance is placed on a student due to a sponsor debt the student will be informed of such action by the Academic Registrar.

11.5 Extension of Due Date

Sponsors may liaise with the University to negotiate extension to the due date for a sponsor payment.

11.6 Eligibility for Refund

Where a student is eligible for a refund of tuition fees according to the policy on eligibility for refund, the fees paid will be refunded, less the refund processing fee as per the relevant schedule, on application, to the sponsor in respect of fees paid by the sponsor and/or to the student in respect of fees paid by the student.

11.7 Remittance of Refund

All refunds for which students are eligible will only be made in Australian dollars, following clearance of the original payment, and are usually refunded via the original payment method.

11.8 Scholarships

Where a student is awarded a scholarship which includes the payment of all or part of the student's tuition fees, the implementation of the payment of tuition fees will be conducted as a sponsorship agreement in accordance with this section. Where the donor of the scholarship is external to the University, the donor will be recorded as the sponsor of the student and the details of the donor's scholarship agreement will form the basis of the sponsor agreement. Where the donor of the scholarship is an element of the University, the scholarship arrangements must be documented in the form of a sponsorship agreement which requires the approval of the Chief Financial Officer or nominee. The element sponsoring the scholarship notifies the relevant PFS Group Resources Manager the details of the student who is awarded the scholarship. The University element is recorded as the sponsor of the student.

SECTION 12: PAYMENT PLANS

Students who can demonstrate genuine financial hardship may be permitted to pay certain fees and charges over a period of time in the form of a payment plan.

The payment plan facility is available in respect of Tuition fees.

It is not available in respect of student contribution charges, penalty charges, library fines, and charges for accommodation, Overseas Health cover, computing or other services. In accordance with [section 2.5](#), [section 5.5](#) and [section 6.5](#), the payment plan facility is not available to a student in respect of student services and amenities fee if the student is eligible for a SA-HELP loan or tuition fees if the student is eligible for a FEE-HELP loan.

A loan granted under the Student Loan Scheme involves agreed repayment arrangements which will be administered as a payment plan.

12.1 Form of Payment Plan

The last instalment of an approved payment plan must be no later than the last teaching day of the trimester to which the charge relates.

A payment plan application will not be approved if the student has not made all payments on any previous payment plans or has outstanding fees from a prior trimester.

A request for an exceptional payment plan which breaches either of these conditions requires the approval of the following authorised officers:

For tuition fees for international students:	Vice President (Global) or nominee
For tuition fees for postgraduate students:	Director, Student Administration or nominee
For tuition fees for undergraduate students:	Director, Student Administration or nominee
For tuition fees for non-award students:	Director, Student Administration or nominee

Standard Payment Plans:

For tuition fees: equal monthly payments with the final payment being due no later than the last day of the trimester.

For Student Loan Repayments: as determined by the University Student Loans Panel.

12.2 Payment Plan Administrative Charge

An administrative charge is levied on each Payment Plan Agreement as follows:

For Student Services and Amenities Fee amount less than \$200:	Payment Plan Charge = \$10
For Tuition Fees between \$500 and \$2000:	Payment Plan Charge = \$50
For Tuition Fees greater than \$2000:	Payment Plan Charge = \$100

For Student Loans:	No Payment Plan charge
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12.3 Payment Plan Approval

To access a payment plan, a student is required to provide all information requested on an appropriate University Payment Plan Agreement form and to present the form to an authorised officer. If the payment plan request is approved by the authorised officer, the student is required to sign the Payment Plan Agreement in the presence of the authorised officer, who also signs the Agreement.

The student retains a copy of the Payment Plan Agreement. Following processing, the Payment Plan Agreement is retained on the student's file.

12.4 Authorised Officers for Payment Plan Agreements

For tuition fees for international students:	Vice President (Global) or nominee
For tuition fees for postgraduate students:	Director, Student Administration or nominee
For tuition fees for undergraduate students:	Director, Student Administration or nominee
For tuition fees for non-award students:	Director, Student Administration or nominee
For Student Loan Payment Plan Agreements:	Chair, University Student Loans Panel

12.5 Default on Payment Plan

For a student who is in default of a Payment Plan Agreement the standard University policy on students owing fees and charges applies ([Refer to Section 9](#) "Penalties for Non-Payment or Partial Payment of Fees and Charges").