

Austech Institute for Further Education

Fee Policy and Procedure

 <p>aife Austech Institute for Further Education</p>	Title	
	Fee Policy and Procedure	
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1.0 Abstract

This document sets out the policy and procedures of AIFE concerning student fees and charges. This policy may be used in conjunction with Refund Policy, and Summary of Current Fees and Charges. Management has authority to approve or vary fees within agreed parameters. All student fees are required to be paid by a specified due date.

2.0 Purpose

The purpose of this policy and procedure is to provide transparency for AIFE students in the application and implementation of fees and charges, also:

- (i) to establish procedures and guidelines on the charging of fees for international student admission and enrolment and for the refund of course-related fees for international students;
- (ii) to establish the terms and conditions associated with fees and refunds to which international students agree when accepting an offer for a UTS course;
- (iii) to ensure that AIFE fee and refund procedures for international students comply with the Education Services for Overseas Students Act 2000 and associated legislation and with other relevant laws and regulations.

3.0 Terms and Conditions

3.1 Tuition Fees

Student fees are made up of:

- Tuition fees
Tuition fee will cover the cost of providing the course of study.
- Application fee
- Overseas Student Health Cover fee
- Material fee

The tuition fee for each course is set according to the level of study. Fees are reviewed accordingly, and will be reflected in the current offer letter.

The total tuition fee for an individual student will hold for the normal length of time to complete the course on a full time basis. The length of time for course completion is registered for each course on the Commonwealth Register of Institutions Courses for Overseas Students (CRICOS).

<http://cricos.deewr.gov.au/Default.aspx>

Note: AIFE is required to advise Department of Immigration and Citizenship (DIAC) of changes to a student's study program. Such changes may result in changes to the student's entitlement to stay in Australia.

3.2 Application Fees

There is a \$100.00 non-refundable application fee for all AIFE applications

3.3 Overseas Student Health Cover

3.2.1 Students may authorise AIFE to arrange Overseas Student Health Cover ('OSHC') on their behalf by indicating this in the AIFE International Student Acceptance Form (Agreement) and providing payment of the OSHC payment as specified in the AIFE Offer Letter.

3.2.2 If a Student provides authorisation in accordance with condition 3.1, the University will make arrangements on behalf of the Student with the agreed OSHC provider and the University will transfer the Student's OSHC payment to the OSHC provider.

3.3.2 It is the Student's responsibility to maintain valid OSHC while in Australia and AIFE accepts no responsibility for a Student's failure to renew their OSHC beyond the period for which the initial arrangement was made by AIFE.

3.4 Communication of Fees and Charges

AIFE fees and other related charges are published according to changes and versions in AIFE Student Handbook, AIFE website and AIFE Offer Letter.

4.0 Policy

4.1 Terms for Fee Paying Students

Students are bound and liable to pay the course fee outlined in the offer letter and International Acceptance Form (Agreement). If this Agreement is cancelled or changed at any time, the current fee structure will apply to the new offer letter and Agreement.

4.2 Accepting an Offer

Students wishing to accept an offer of admission to a program must pay the initial amount as stated in the offer letter (1st semester tuition; application fee; material fee and appropriate OSHC fee). The balance of tuition fees are payable as an instalment every six months, as from the course start date as mentioned on offer letter and eCoE.

On receipt of the initial payment, AIFE will issue an Electronic Confirmation of Enrolment (eCoE) which a student requires in order to apply for a student visa.

By accepting an offer and paying the initial amount, deems the student to be entering into a contract to pay tuition fees by the due date.

4.3 Due Date for Payment

Tuition fees are payable and will be due every six months, as from the course start date as mentioned on offer letter and eCoE.

Fee	Due Date
1 st tuition instalment	Prior to Course start date on eCoE
Application Fee, Material Fee, OSHC	Prior to Course start date on eCoE
2 nd tuition instalment	6 months from the course start date on eCoE
3 rd tuition instalment	12 months from the course start date on eCoE
4 th tuition instalment	18 months from the course start date on eCoE
Reassessment Related Fee	Prior to sitting reassessment exam
General Requests for Action	Upon submission of request form

4.4 Non-payment of Tuition Fees

Failure to pay fees, as agreed upon at enrolment, by the due date can result in the following actions being taken:

- The students enrolment will be suspended;
- When fees aren't paid in full by due date, late payment fees may apply.
- The students enrolment will be cancelled. DIAC will be informed via PRISMS for breach of visa condition - non payment of fees, which may result in the students visa being cancelled;
- The students enrolment will be cancelled. DIAC will be informed via PRISMS of the enrolment cancellation, which may result in the students visa being cancelled;
- To be re-enrolled at AIFE, cancelled students shall pay all outstanding amounts, and reenrolment fee;
- When fees remain unpaid for an extended period of Time, AIFE may, at its discretion, employ a debt collection agency for the purpose of recovering long-standing overdue fees.
- In extreme cases, AIFE will pursue outstanding debts via legal action.

A student whose enrolment is cancelled will retain his/her fee liability and will not be permitted to re-enrol until such time as the outstanding debt is either paid in full or agreement has been reached between the student and AIFE about the arrangements for repayment.

4.5 Payment Methods

Fees and charges may be made by cheque, credit card (bank surcharge applies), or Direct Debit arrangements. For more information refer to http://www.aife.edu.au/fees_and_charges.html

4.6.1 Cheque payment

Cheques should be made payable to Austech Institute for Further Education, and submitted to AIFE Student Accounts Officer or mailed to:

Austech Institute for Further Education
Level 3, 168 Liverpool Road,
Ashfield NSW 2131

4.6.2 EFTPOS & Credit Cards

You may only use MasterCard, Visa, Bankcard or AMEX to pay at AIFE Student Accounts Department, or by completing 'Credit Card Authority Form'.

For payments using Mastercard, Visa or Bankcard, the bank surcharge will be 2% of amounts paid. For payments using AMEX the bank surcharge will be 3% of amounts paid.

An EFTPOS card is accepted at AIFE Student Accounts Department, using either Savings, Cheque or Credit account functions.

4.6.3 Electronic Funds Transfer

This option is also available - telegraphic transfer, online payment, AIFE PayWay system. AIFE Bank Account are as follows:

Account Name: Austech Institute for Further Education
Bank Name: Westpac Bank
BSB No: 032-071
Account No: 245-415
Swift Code: WPACAU2S

4.6 Complaints and Appeals

A student who is concerned about the administration or application of this policy may appeal against the decision using AIFE Complaints and Appeals Policy and Procedure.

Consistent with the Educational Services for Overseas Students (ESOS) act 2000, AIFE Refund Policy for students, does not remove the right of students to take further action under Australia's consumer protection laws and other legal remedies.

5.0 Circumstances

5.1 Transfer

If a student has overdue fees and transfers to another provider, as per AIFE Fee Policy, AIFE Transfer Policy and AIFE Refund Policy, AIFE is entitled to pursue payment with the student.

5.2 Enrolment Cancellation initiated by AIFE

If AIFE wishes to cancel a student's enrolment and the cancellation was not requested by the student, due to non payment of fees, AIFE must inform the student of its intention and allow the student 20 working days in which to access AIFE complaints and appeals process.

5.3 Fee Extension

A fee extension of payment is not a right, but a service offered at the discretion of AIFE for students in extenuating circumstances. An extension of time to pay fees is possible for students, who have extreme financial hardship and difficulty in meeting payment terms as outlined in their Agreement.

A fee payment extension is available for up to 14 days upon due date of fee.

Once a fee becomes overdue, an overdue fee will apply and the overdue fee policy will come into effect.

5.3.1 Fee Extension Policy

Students should submit "Request for Fee Extension" before the fee becomes due. This form is available at the Student Service Centre, or on the website. Students will be notified by email, to their AIFE student email address, of the outcome of the request for fee extension within 5 working days.

5.3.2 Fee Extension Charge

A Fee Extension Charge as published in AIFE Student Handbook and AIFE website, will be charged if Fee Extension request is approved. If a student has been granted an extension and then submits a second Request for Fee Extension, this application will also incur another Fee Extension Charge if approved.

The Fee Extension Charge will not be refunded if a student has been granted a fee extension and then enrolment is cancelled or requested either by student or initiated by AIFE.

5.3.3 Failure to Pay Fees by the Extended Time

If a Request for Fee Extension has been granted, and the student fails to pay the fees by the approved date, AIFE will reserve the right to refer a debt to a debt collection agency. If the debt is sent to debt collection agency, then all legal costs or collection fees incurred in the recovery of unpaid fees will be the responsibility of the student. AIFE will also have right to cancel enrolment, please refer to Enrolment Cancellation Policy and Procedure section 7.3.

6.0 Overdue Fee Policy and Procedure

Student is required to pay their tuition fees and any outstanding charges on the precise fee due date specified. When the student fails to make the payment by that date, the following procedures are to be abided by:

Accounts Officer Role and Responsibility

3.1 Reminder will be sent to student before the fees fall due. Reminder is sent 14 days prior to the due date.

3.2 If the student fees are not been paid by the fee due date, a **\$250** Late Fee charge will be incurred from the very next day, i.e. the first day the fees become overdue. In the addition, another \$250 late fee will be incurred if the fee falls overdue more than 7 days.

Compliance Officer Role and Responsibility

3.3 If the fees have not been paid within one week after the due date, student will be issued Notification of Intention to Report letter.

3.4 Any appeal from the student should be lodged within 20 working days from the date of Notification of Intention to Report letter.

3.5 If the fees have not been paid after 20 working days from the date of the Notice of Intention to Report letter has been sent, and no Request for Fee Extension has been approved

3.5.1 AIFE will send report of “Cessation of Studies” to DEEWR identifying a possible breach in the condition of student visa.

3.5.2 In the case where fee extension period has lapsed, and there is a fee overdue, the students information is sent to debt recovery company. These details will include:

- Student name; contact details; total fee that the student is indebted to AIFE including \$500 late charges and any costs associated with the debt recovery procedure. This charge is usually 10% of any outstanding amount.

3.5.3 The student will be informed that they may be contacted by a debt collection agency, and that if necessary, legal action may be taken against the student, and that all legal matters will be dealt under the jurisdiction of NSW Local Court.

Student Role and Responsibility

3.6 Student willing to resume study at AIFE will have to re-enroll in the course (please refer to Enrolment Policy and Procedure and Enrolment cancellation Policy and Procedure), provided that they have paid the total outstanding fee in full.

Please refer to Enrolment Cancellation Policy and Procedure section 9.

7.0 Appendix

5.1. Guidelines and References

- 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)