

PP03

# Student fees and charges policy and procedure

## PURPOSE

To provide a clear documented process relating to fees and charges associated with overseas students studying with Southern Cross Education Institute. This policy has been developed in accordance with clause 5.3 of standard 5 and clause 7.2 of Standard 7 of the standards for Registered Training Organisations 2015.

To ensure each international student or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information.

## SCOPE

This policy applies to all Students who are commencing, have commenced or are continuing study with Southern Cross Education Institute.

International students choosing to study at Southern Cross Education Institute are required to pay all fees and charges as outlined and agreed to in the Letter of Offer and Acceptance (Written Agreement).

## DEFINITIONS

<b>Administration Fee</b>	A non-refundable fee payable when an application is submitted to SCEI for enrolment into a course of study
<b>Applicant</b>	Refers to an individual applying for enrolment in a course of study
<b>Census Date</b>	A date by which enrolment may be cancelled without incurring tuition fees for the course or a part of the course
<b>Concession Fee</b>	20% of the Tuition Fee for eligible subsidised student's in any Certificate I to Certificate IV courses
<b>Course Fee</b>	The total cost of the course which in most cases includes but is not limited to the tuition fee, administration fee and materials fee
<b>Certification documentation</b>	Certification documentation is the set of official documents that confirms that a qualification has been completed and awarded to an individual
<b>Full Fee Paying Student</b>	A student enrolled in a course of study for which SCEI does not receive any Government funding in relation to the student's enrolment in that course of study

<b>SCEI</b>	Southern Cross Education Institute
<b>Statement of Fees</b>	A detailed quote for each prospective student, which sets out fee and other information required by the National RTO Standards and the Guidelines about Fees
<b>Student</b>	Active, on-campus student with a current course of enrolment with Southern Cross Education Institute. Includes a person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations
<b>Subsidised Student</b>	A student enrolled in a course of study for which SCEI receives Government funding.
<b>Tuition Fee</b>	The fee that is required to deliver the course

## POLICY

1. SCEI will ensure that all current and prospective students, agents and staff are provided with current information on all fees and charges.
2. SCEI will ensure that all prospective students will be made aware of this policy and the refund policy prior to enrolment into a course of study with SCEI.
3. SCEI promotes its fees and charges on the website ([www.scei.edu.au](http://www.scei.edu.au)), marketing material and application and enrolment forms.
4. All fees and charges are subject to change and SCEI reserves the right to amend the fees and charges at any time to ensure compliance with Government regulations and to ensure fees cover the cost of providing training and support services to meet student needs prior to enrolment.
5. Current students will be notified of any changes to fees within ten (10) working days on the website and/or via email notification.
6. Current and prospective students are encouraged to visit the website regularly for current fees and charges.
7. SCEI guarantees that course fees agreed at the time of enrolment will not change during the student's enrolment in the course of study for which those fees apply.
8. Further fees and fee increases may apply where a student transfers to another course of study from that of the original agreed enrolment.
9. Tuition fees cannot be transferred to another education provider or another student.
10. The weekly fee for extension of Confirmation of Enrolment will be calculated depending upon the course fee in addition to admin fee.
11. SCEI will not release certification documentation until all outstanding fees are paid in full.

## PROCEDURE

### 1. Registration fee

- 1.1. A non-refundable registration fee of \$250 is applicable for all students. This fee is payable at the time of submitting an application to study form.

### 2. Payment Course Fees – International Students

- 2.1. The student shall pay Southern Cross Education Institute the course fees for the selected course according to the terms and conditions stated in LET03 Offer of Admission.
- 2.2. Students must pay a deposit as outlined in the LET03 Offer of Admission and OSHC (if applicable) to secure their enrolment with Southern Cross Education Institute.
- 2.3. Fees can be paid by cash, all major credit cards and bank drafts payable to “Southern Cross Education Institute” as well as via bank transfer.
- 2.4. Fees can be paid:
  - 2.4.1. in full (where that course is less than 24 weeks in duration); or
  - 2.4.2. an initial deposit equal to one study period fees with balance of fees paid on an agreed payment plan – see section 4. Payment Plans
- 2.5. SCEI does not request that a student pays more than 50% of the total tuition fee prior to course commencement. The balance of fees may be paid in one agreed payment or via an agreed payment plan after the course commencement.
- 2.6. The student may choose to pay more than 50 per cent of their tuition fees before their course commences.
- 2.7. Southern Cross Education Institute may restrict or withhold services or materials from the student if fees are overdue.

### Payment of Course Fees – Domestic Students

- 2.8. The student shall pay Southern Cross Education Institute the course fees for the selected course according to the terms and conditions stated in FOR68 Student Enrolment Agreement (Domestic) or FOR254 Statement of Fees Quote.
- 2.9. The student must pay course fees if not eligible for government funding. All subsidised students must pay the administration and materials fee as they apply to the course of study for which they are enrolled and funded.
- 2.10. Fees can be paid by cash, all major credit cards and bank drafts payable to “Southern Cross Education Institute” and via bank transfer.
- 2.11. Fees can be paid in full or an initial deposit equal to one study period fees with balance of fees paid on an agreed payment plan – see section 4. Payment Plans.
- 2.12. Southern Cross Education Institute may restrict or withhold services or materials from the student if fees are overdue.

### 3. Payment Plans

- 3.1. Students may at the discretion of the Business Development Manager or Officer, arrange for payment of course fees by way of a payment plan.

- 3.2. All payment plans must be documented by completion of FOR17 Application for Deferred Payment of Fees.
- 3.3. The instalment dates are fixed and payments must be made before or on the due instalment date.
- 3.4. Fees not paid by the due instalment date will attract a \$200.00 penalty late fee, which will be added to the instalment fee amount.
- 3.5. Where students request to make payment plans more than 2 times a cost of \$50 will be charged which will be added to the outstanding fee amount.
- 3.6. Where the payment method is via debit from a credit card an additional 1% surcharge will apply. For payment debits from an American Express Card an additional 3% surcharge will apply.
- 3.7. If the student's overdue account is referred to a debt collection agency, the student will be liable to pay any fees and charges associated with the referral.

#### **4. Concession Fees – Domestic Students**

- 4.1. All eligible subsidised Domestic students at AQF Certificate I to Certificate IV level will be charged the concession fee of 20% of the standard tuition contribution fee.
- 4.2. At the time of enrolment, the applicant must provide either a certified copy or the original of the following documents:
  - 4.2.1. Health Care Card issued by the Commonwealth; or
  - 4.2.2. Pensioner Concession Card; or
  - 4.2.3. Veterans Gold Card; or
  - 4.2.4. an alternative card or concession eligibility criterion approved by the Minister for the purposes of this policy.
- 4.3. The concessions provided in items 4.2.1 and 4.2.2 also apply to a dependent spouse or dependent child of a card holder.
- 4.4. Under the Indigenous Completions Initiative, for enrolments in a course of study at any level, SCEI will charge the concession fee to an applicant who self-identifies as being of Aboriginal or Torres Strait Islander descent.
- 4.5. Concession fee may be denied if the required documentation, listed in item 5.2 is not provided within ten (10) days of the request to provide.

#### **5. VET Student Loan**

- 5.1. Eligible students studying approved Diploma or Advanced Diploma qualification, may elect to apply for a VET Student Loan rather than pay their tuition fees upfront.
- 5.2. VET Student Loan is a loan from the Commonwealth Government that is required to be repaid through the Australian Taxation system once the individual reaches the minimum income threshold level of repayment. More information is available at <https://www.education.gov.au/vet-student-loans>
- 5.3. A student will be given a full 48 hours following enrolment before applying for a VET Student Loan.
- 5.4. Census dates for each study period are predetermined and the student will not incur VET Student Loan liability until after the census date. The census dates are determined as a minimum of 20% through the study period.
- 5.5. All census dates are published on the website at [www.scei.edu.au](http://www.scei.edu.au)

## 6. Tuition Assurance

- 6.1. SCEI has Tuition Protection Services (TPS) an initiative of the Australian Government to assist both international students as well as domestic students with VET student Loans in case SCEI is unable to fully deliver their course of study.

## 7. Course Withdrawal

- 7.1. In the event a student withdraws after the census date from their course of study, all tuition fees due are payable to Southern Cross Education Institute upon demand. For more information, please refer to PP05 Refund Policy and Procedure.
- 7.2. International students are not allowed by the 'National Code of Practice for Providers of Education and Training to Overseas Students 2018' to transfer to other education providers prior to completing the first six (6) months of their principle course of study.

## 8. Course Materials

- 8.1. Course fees do not include the cost of buying textbooks, equipment, tools and uniforms required for specific courses.
- 8.2. Additional fees for the cost of materials, additional equipment or other resources necessary to successfully complete a course will be charged and identified in the pre-enrolment material. Students are welcome to obtain the materials from alternate suppliers.

## 9. Extension of CoE

Extension will only be granted based on the compassionate and extenuating circumstance as outlined in the PP12 Completion within expected duration policy. The weekly fee for an extension of a Confirmation of Enrolment will be calculated by multiplying the weekly fee by the number of weeks required for extension plus an administration fee.

- 9.1. If an extension of CoE is the result of a transition arrangement from an old qualification to a new qualification, the compliance department will confirm with the relevant departments that no fee will be charged.
- 9.2. If an extension is the result of student academic progress or matters other than compassionate and compelling circumstances (e.g. intervention plan), a weekly fee will be calculated by dividing the total course fee by the duration of the course in weeks. A \$250 charge will be applicable. For an extension of 1 week, no admin fee will be charged.

## 10. Additional Fees and Charges

- 10.1. General additional charges are as per the table below.

<b>Registration Fee - Non-refundable</b>	\$250.00
<b>Payment Plan Late Fee Penalty</b>	\$200.00
<b>Change of course request</b>	\$250.00
<b>Credit card payments e.g. Visa and MasterCard</b>	1% surcharge
<b>Credit card payments from American Express</b>	3% surcharge
<b>Re-issuance of Student ID</b>	\$10.00

<b>Re-Issuance of LET24 Course Completion Letter</b>	\$20.00
<b>Re-Issuance of Certificate, Statement of Attainment and/or Record of Results</b>	\$50.00
<b>Recognition of Prior Learning (RPL) per unit</b>	\$200.00
<b>Extension of Confirmation of Enrolment (eCOE) admin fee</b>	\$250.00
<b>Extension of CoE weekly fee</b>	Cost will vary per course
<b>Course re-commencement fee (student has been absent from their course of study for 10 weeks or more and returns to continue their studies in the same course)</b>	\$200.00
<b>Material Fee - textbooks, equipment, uniforms, tools (these items are in addition to course fees)</b>	As outline on the application form
<b>Work Placement Fee</b>	As outlined on the application form
<b>Immunisation including serology report (if applicable)</b>	~ \$500.00
<b>National Police Check</b>	~\$50.00
<b>DCSI Clearances (In SA ONLY)</b>	\$55.00 per a clearance
<b>Manual Handling Certificate</b>	\$50.00

## RELATED DOCUMENTS

- FOR17 Application for Deferred Payment of Fees
- FOR69 Student Enrolment Agreement (Domestic Students)
- FOR254 Statement of Fees Quote (Domestic Students)
- LET03 Letter of Offer
- PP05 Refund Policy and Procedure
- PP11 Complaints and Appeals Policy and Procedure
- PP12 Completion within expected duration policy
- 2018 Guidelines about Fees Skills First Program, January 2018

## LEGISLATIVE CONTEXT

- Education Services for Overseas Students Act (2000), Division 2 – Tuition Fees
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2, Element 2.1.7; Standard 3
- Standards for Registered Training Organisations (RTOs) 2015; Clauses 4.1(k), 5.3 and 7.3
- 2017 2018-19 Standard VET Funding Contract Skills First Program; Schedule 6
- VET Student Loans Bill 2016; Division 3

## RESPONSIBILITIES

**CEO is responsible for:**

- ensuring compliance with this policy and procedure

**Accounts Officers are responsible for:**

- reading, understanding and complying with this policy and procedure
- collecting and processing fees and charges

**Administration is responsible for:**

- reading, understanding and complying with this policy and procedure
- informing students of applicable fees and charges

**Students are responsible for:**

- Reading, understanding and complying this policy and procedure prior to enrolling into the course of study
- ensuring all fees and charges are made as agreed and by the due dates

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