

# STUDENT FEES AND CHARGES POLICY AND PROCEDURE

PP03

## PURPOSE

To provide a clearly documented process relating to fees and charges associated with studying with Southern Cross Education Institute (SCEI) for both Domestic and International students, to ensure that current and prospective students are properly informed and protected through the provision of comprehensive and relevant fee information.

## SCOPE

This policy applies to all students who are applying to study, have commenced study or are continuing to study with SCEI. This document provides detail into the fee structure.

## DEFINITIONS

<b>Application Fee</b>	A non-refundable fee payable when an application is submitted to SCEI for enrolment into a course of study
<b>International Student</b>	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>Domestic Student</b>	A Domestic Student is a student who meet one of the following citizenship conditions: <ul style="list-style-type: none"> <li>• an Australian citizen</li> <li>• a New Zealand citizen (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)</li> <li>• holder of an Australian permanent residency visa</li> <li>• holder of an Australian permanent humanitarian visa</li> </ul>
<b>Applicant</b>	An individual applying for enrolment in a course of study with SCEI
<b>Census Date</b>	A date by which enrolment may be cancelled without incurring tuition fees for the course or part of the course
<b>Concession Fee</b>	A reduced tuition fee available to subsidised Domestic students in Certificate I to Certificate IV courses who hold a valid concession card.
<b>Course Fee</b>	The total cost of the course, which in most cases includes, but is not limited to, the tuition fee, work placement fee and materials fee.
<b>Certification Documentation</b>	The set of official documents that confirms that a Qualification has been completed and awarded to an individual
<b>DCSI</b>	Department for Communities and Social Inclusion

<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 enrolment in that course of study. The term is generally used to identify non-subsided Domestic students.
<b>Tuition Fee</b>	The fee that is required to deliver the course based on the nominal hours of the course.
<b>International student</b>	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>National Code</b>	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
<b>Statement of Fees</b>	A detailed quote for each prospective student which sets out fee and other information required by the Standards for NVR Registered Training Organisations 2025 and the Guidelines about Fees.
<b>Subsidised student</b>	A Domestic student enrolled in a course of study for SCEI received Government Funding.
<b>SCEI / Institute</b>	Southern Cross Education Institute

## 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 (PP03) and the refund policy (PP05) prior to their enrolment into a course of study with SCEI.
3. SCEI will disclose all fees and charges on the SCEI website ([www.scei.edu.au](http://www.scei.edu.au)), in marketing material and on application and enrolment forms.
4. All fees and charges are subject to change. SCEI reserves the right to amend fees and charges at any time to maintain compliance with Government regulations and to ensure fees cover the cost of delivering training and providing support services.
5. Prospective students will be notified of any changes to fees and charges prior to enrolment, and current students will be notified within ten working days via the SCEI website and/or email notification.
6. Current and prospective students are encouraged to visit the SCEI website regularly for information on current fees and charges.
7. SCEI guarantees that course fees agreed to 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 in 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 (CoE) will be calculated at a rate dependent upon the applicable course fee and is charged in addition to the CoE extension administration fee. (International students only)
11. SCEI will not release Certification Documentation until all outstanding fees are paid in full.

## PROCEDURE

### 1. Application Fee – all Students

- 1.1. A non-refundable application fee of \$350 is applicable to all prospective students seeking to study with SCEI. This fee is payable at the time of applying to study with SCEI.

### 2. Payment of Course Fees – International Students:

- 2.1. A student shall pay SCEI the course fees for the selected course according to the terms and conditions stated in their LET03 Offer of Admission
- 2.2. Students must pay a deposit as outlined in the LET03 Offer of Admission and Overseas Student Health Care (if applicable) to secure their enrolment with SCEI.
- 2.3. Fees can be paid by cash, all major credit cards, via bank transfers or by bank drafts made payable to “Southern Cross Education Institute”.
- 2.4. Fees can be paid:
  - 2.4.1. In full, where the course is less than 24 weeks in duration; or
  - 2.4.2. By an initial deposit equal to the cost of one study period fees, with the balance paid off in accordance with an agreed payment plan. (see point 3 for details on payment plans).
- 2.5. SCEI will not request a student to pay more than 50% of their tuition fees before their course commences.
- 2.6. A student may choose to pay more than 50% of their tuition fees before their course commences.
- 2.7. SCEI may restrict or withhold services or materials from a student whose fees are overdue.

### Payment of Course Fees – Domestic Students

- 2.8. A student shall pay SCEI the course fees for the selected course according to the terms and conditions stated in their FOR68 Student Enrolment Agreement (Domestic) or FOR254 Statement of Fees Quote
- 2.9. A student who is not eligible to access a Government funded subsidised enrolment shall pay the full course fees.
- 2.10. A student who is eligible to access a Government funded subsidised enrolment shall pay the application and materials fee at the time of application.
- 2.11. Fees can be paid by cash, all major credit cards, via bank transfers or by bank drafts made payable to “Southern Cross Education Institute”.
- 2.12. Fees can be paid:
  - 2.12.1. In full, where the course fee is less than \$1500; or
  - 2.12.2. By an initial deposit equal to the cost of one study period fees, with the balance paid off in accordance with an agreed payment plan. (see point 3 for details on payment plans).
- 2.13. SCEI may restrict or withhold services or materials from a student whose fees are overdue.

### 3. Payment Plans – All Students

- 3.1. A student may, at the discretion of the Business Development Manager or Officer, arrange to make scheduled instalments towards the course fees by way of an approved 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 instalment date.
- 3.4. Fees that are not paid by the instalment date will attract a \$200.00 Late Fee Penalty, which will be added to the instalment due amount.
- 3.5. Once a payment plan is established, a student can request for it to be amended/updated once at no charge. Any additional requests will incur a \$50 Payment Plan Amendment Charge, which will be added to the outstanding fee amount.
- 3.6. An additional surcharge of 1% applies to payments made by Visa, Mastercard and most other major Credit Cards, and an additional surcharge of 3% applies to payments made by American Express.
- 3.7. If an 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. In Victoria, concession eligible subsidised Domestic students studying at AQF Certificate I to IV level will be charged a concession tuition contribution fee rate calculated at of 20% of the standard tuition contribution fee.
- 4.2. In South Australia, **all** eligible subsidised Domestic students studying at AQF Certificate I to IV level will be charged a concession tuition contribution fee rate calculated at a rate of \$0.50 per nominal hour of the course regardless of their concession status. There are no further discounts available.
- 4.3. In all cases, concession eligibility must be proven at the time of enrolment by providing SCEI with either a certified copy or the original of one of the following documents:
  - 4.3.1. Health Care Card; or
  - 4.3.2. Pensioner Concession Card; or
  - 4.3.3. Veterans Gold Card; or
  - 4.3.4. An alternative card or concession eligibility criterion specified under a Funding Contract and approved by the Minister.
- 4.4. The concessions provided in items 4.3.1 and 4.3.2 also apply to a dependant spouse or dependant child of a card holder.
- 4.5. Concession eligibility may be denied if the required documentation as listed in point 4.2 is not provided with ten working days.
- 4.6. In Victoria, the Skills First Aboriginal Access fee waiver must be applied to Skills First students who self-identify as being of Aboriginal or Torres Strait Islander descent. SCEI will not charge a tuition fee and must retain a copy of the enrolment form on which the student self-identified as indigenous as evidence of their concession eligibility.

#### 5. VET Student Loan – Domestic Students

- 5.1. Eligible students studying an approved Diploma or Advanced Diploma Qualification may elect to apply for a VET Student Loan rather than pay their tuition fees upfront.
- 5.2. A VET Student Loan (VSL) 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. Further information is available at <https://www.dewr.gov.au/vet-student-loans>
- 5.3. The VSL liability will be applied to a student only after the Census Date for the applicable study period has passed. Census dates are predetermined by SCEI, are published on the website ([www.scei.edu.au](http://www.scei.edu.au)) and are calculated to occur after a minimum of 20% of the study period has elapsed.
- 5.4. A VSL approved student who withdraws or is cancelled from the course prior to the Census Date will not incur the VSL liability.

#### 6. Tuition Assurance

- 6.1. SCEI International students on student visas and Domestic students receiving VSL assistance are covered by Tuition Protection Services (TPS). In the event that SCEI is unable to deliver a course, the TPS may assist students to either continue their studies through another course or different provider, or by being provided a refund or loan re-credit for education and training they paid for but did not receive

#### 7. Course Withdrawal – All Students

- 7.1. If a student withdraws from their course of study after the Census Date, all tuition fees due remain payable to SCEI upon demand. Please refer to PP05 Refund Policy and Procedure
- 7.2. International students are not permitted to transfer to another education provider prior to completing the first 6 months of their principle course of study (National Code 2018).

#### 8. Course Materials – All Students

- 8.1. Tuition 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 and other resources necessary to successfully complete a course will be charged and identified in the pre-enrolment process. Students are welcome to obtain materials from alternate suppliers as long as they are fit for purpose and of equal or superior quality as those available from SCEI.

#### 9. Extension of CoE – International Students

- 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 and no fee will be charged.
- 9.2. If an extension of CoE is the result of student academic progress or matters other than compassionate or compelling circumstances as defined in PP12 Completion within Expected Duration Policy, a weekly fee will be charged on top of

the \$250 CoE Extension Administration Fee. The weekly fee will be calculated by dividing the total course fee by the duration of the course in weeks. For an extension of one week, the Administration fee will be waived.

#### 10. List of Fees and Charges

Application Fee – non-re-fundable	\$350.00
Course Re-commencement Fee (when student has been absent from their course for ten week or more and returns to continue their studies in the same course)	\$200.00
Change of Course Request	\$250.00
Credit Card Payment Surcharge – Visa and Mastercard	1%
Credit Card Payment Surcharge – American Express	3 %
DCSI Clearances (SA only)	\$55.00 per clearance
Extension of Confirmation of Enrolment (CoE) Administration fee	\$250
Extension of Confirmation of Enrolment (CoE) Weekly Fee	Cost will vary per course, calculated as course fee divided by duration in weeks
Immunisation including serology report	~\$500.00
Manual Handling Certificate	\$50.00
Material Fee – textbooks, equipment, uniforms, tools (these items are in addition to the tuition fees)	Cost will vary per course, outlined on the application form
National Police Check	~\$50.00
Payment Plan Late Payment Fee	200.00
Recognition of Prior Learning (RPL) per unit	\$200.00
Re-Issuance of Certificate, Statement of Attainment and/or Record of Results	\$50.00
Re-Issuance of LET24 Course Completion Letter	\$20.00
Re-Issuance of Student ID	\$10.00
Work Placement Fee	Cost will vary per course, outlined on the application form

#### RELATED DOCUMENTS

- FOR17 Application for Deferred Payment of Fees
- FOR69 Student Enrolment Agreement (Domestic Students)
- FOR254 Statement of Fees Quite (Domestic Students)
- LET03 Letter of Offer
- PP05 Refund Policy and Procedure
- PP11 Complaints and Appeals Policy and Procedure
- PP12 Completion within Expected Duration Policy

## LEGISLATIVE CONTEXT

- Standards for NVR Registered Training Organisations 2025: Standards 2.1, 2.7, Part 2 Division 1 (7.1.C), Part 2 Division 3 (18)
- National Code of Practice for Providers of education and Training to Overseas Students 2018; Standard 2, Element 2.1.7, Standard 3
- Education Services for Overseas Students Act (2000), division 2 – Tuition Fees
- Skills First Funding Contract (Victoria)
- Funded Activities Agreement (South Australia)
- VET Student Loans Bill 2016; Division 3

## RESPONSIBILITIES

- CEO
- Accounts Department
- Business Development
- Student Services / Administration Team

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