

Student Fees Procedure

1. Purpose

This UNSW College (the College) Procedure outlines the processes and practices required to implement and comply with the [Student Refund Policy](#), including mandatory processes and practices for setting of tuition fees and non-tuition fees.

2. Scope

- (a) This Procedure applies to all College students other than those indicated in 2(b).
- (b) This Procedure does *not* apply to students who are enrolled in:
 - i. UNSW Sydney Programs delivered by the College under a third-party provider arrangement, with those Student's subject to UNSW Sydney Policies and Procedures; or
 - ii. UniFastTrack Transition Program Online, with those Students subject to the relevant OpenLearning policies and procedures; or
 - iii. UNSW College's Transnational Programs delivered by overseas providers, with those Students subject to the relevant overseas provider policies and procedures.

3. Fees, Discount and Scholarship Setting

- (a) The College Fees and Scholarships Committee manages the fee setting process for tuition fees¹, Student Service and Amenities Fees (SSAF), Incidental Fees, scholarships and discounts. This process is undertaken in June each year, with any fee variations notified to students within 14 days of the fees being set.
- (b) The Fees and Scholarships Committee assesses and recommends:
 - i. tuition fees, including tuition fees per Unit of Credit (UoC), and SSAF to the CEO and UNSW College Board of Directors for approval annually; and
 - ii. discounts and scholarships to the CEO and UNSW College Board of Directors as required.
- (c) Incidental Fees that are commonly incurred, such as enrolment fees for Foundation Studies, ELICOS and Pre-Masters Programs, airport pick up services, late payment fees, reprint of academic transcripts and replacement of Student cards will be approved by the Fees and Scholarships Committee based on the recommendation of respective Department Heads. Revised fees can be approved

¹ Tuition fees include Domestic Full-fee Paying and International Student.

by the Fees and Scholarships Committee as required during the year, on the recommendation of a Department Head.

- (d) Incidental Fees that may not be commonly incurred (i.e. ad-hoc basis) and are operational in nature (such as costs related to Student field trips or excursions), are approved by the relevant Executive Directors or their nominees and carried on an ad-hoc basis.
- (e) The Enrolment Deposit is set and approved annually by the Fees and Scholarships Committee under the advice of the Head of Admission and Student Systems or his/her nominee.
- (f) Overseas Student Health Cover (OSHC) fees are based on the fees charged by the College's OSHC Partnered Provider and are set in accordance with the recommended rate, subject to the terms and conditions of the OSHC Partnered Provider.

4. Fees Publication

- (a) Incidental Fees under Section 3(c) will be available on the College website² as soon as practical after approval by the relevant Committee or personnel as specified under Section 3(c).
- (b) Tuition fees, including tuition fees per UoC and SSAF, will be available on the College Website² and in other publications on or before the earliest Enrolment date³ of each year.
- (c) The current fee schedule for International and Domestic Full-fee Paying Students can be accessed from the College website².
- (d) The College reserves the right to vary Student Fees at any time during Enrolment and will comply with all the relevant legislation when setting and publishing fees.

5. Tuition Fees

- (a) The College determines tuition fees, including tuition fee per each UoC, for International and Domestic Full-fee Paying Students in accordance with the requirements stipulated by the Higher Education Support Act 2003 (HESA Act), Education Services for Overseas Students Act 2000 (ESOS Act) and other relevant legislation.
- (b) Domestic Full-fee Paying Students may be eligible for FEE-HELP under the Commonwealth Study-Assist Scheme. Refer to Section 13 for details.
- (c) Tuition fees are based on a Student's residency status, the Program in which the Student is enrolled and, where relevant, UoCs corresponding to a Study Period.
- (d) Tuition fees are assessed based on the following:

² <https://www.unswcollege.edu.au/apply/fees>

³ Earliest Enrolment date refers to the earliest date which UNSW College starts accepting student Enrolments for the particular intake.

- i. for all College Programs within the scope of this Procedure (except for Foundation Studies, ELICOS and Pre-Masters Programs), the approved tuition fee for the Study Period is the tuition fee per UoC at the time of Commencement;
 - ii. for Foundation Studies, ELICOS and Pre-Masters Programs, the approved tuition fee is that stipulated at the time of acceptance.
- (e) Tuition Fee liability:
 - i. Students enrolled in all Programs within the scope of this Procedure, except for Foundation Studies, ELICOS and Pre-Masters Programs, are financially liable for all units in which they are enrolled as at the Census Date of each Study Period, regardless of whether they have attended or attempted any of the unit or Course content;
 - ii. Students enrolled in Foundation Studies, ELICOS and Pre-Masters Programs are financially liable for the tuition fee upon acceptance, regardless of whether they have attended the Program, unless a request for Program discontinuation or change in study plan is approved in accordance with Confirmation of Enrolment.
- (f) For commencing Students, indicative fees when accepting an offer of study will be provided in the Offer Letter.

6. Student Services and Amenities Fee (SSAF)

- (a) All College Students, except those enrolled in Foundation Studies, ELICOS and Pre-Masters Programs, must pay the SSAF for each Study Period, regardless of whether the Student chooses to use any of those amenities and services, unless an exemption has been granted by the Fees and Scholarships Committee.
- (b) The SSAF is calculated in accordance with the published SSAF schedule approved by CEO and UNSW College Board of Directors annually under Section 3 of this Procedure and the Student's study load⁴ as at the Census Date.
- (c) The maximum SSAF for a Student within a calendar year will be the full-time rate in accordance with the published Fee Schedule⁵.
- (d) Domestic Full-fee Paying Students who are eligible for the Australian Government's Study Assist can apply to defer payment of their SSAF to a Student Amenities-Higher Education Loan Program (SA-HELP) in accordance with Section 13 of this procedure.
- (e) Where a Student is not eligible for SA-HELP, or does not submit the SA-HELP form by the Census Date as specified under Section 13, the Student must pay the SSAF of each Study Period by the Payment Due Date.
- (f) Once the Census Date has passed, the College will not provide a Remission of Fee or Remission of Debt for the current Study Period under any circumstances.

⁴ Study load refers to the total Units of Credit enrolled by a student at Census Date of each Study Period.

⁵ <https://www.unswcollege.edu.au/apply/fees>

7. Incidental Fees

- (a) Incidental Fees are for goods and services provided to Students that are not essential to their Program of study, or where goods or services are also made available to Students in an alternate form free of charge. Examples of Incidental Fees include:
- i. administrative Incidental Fees for services such as a reprint of academic transcripts or Student card replacement;
 - ii. fees for late tuition fee payment;
 - iii. academic Incidental Fees such as food, transport or accommodation costs relating to field trips;
 - iv. non-academic related Incidental Fees such as Student excursions and airport pick-up.
- (b) Incidental Fees are set in accordance with the HESA Act and are reviewed and approved under Section 3 of this Procedure.
- (c) In most instances, Incidental Fees are incurred as the goods or services are provided unless otherwise stated. All Students are liable for Incidental Fees as they are incurred.
- (d) Incidental Fees are either listed in the Offer Letter, Fee Statement, or issued as a separate invoice to the Fee Statement, depending on the nature and amount of charges.
- (e) In most instances, Incidental Fees are non-refundable (or reversable if Incidental Fees have not yet been paid) once incidental goods and services are consumed, unless otherwise stated.
- (f) A list of Incidental Fees that are commonly incurred can be found on the College's website.⁶

8. Overseas Student Health Cover (OSHC)

- (a) International Students must purchase OSHC for the duration of their Student visa. The Confirmation of Enrolment (CoE) for the Student visa application will not be issued until:
- i. the OSHC payment has been received; or
 - ii. proof has been submitted that visa-length OSHC has been purchased with an approved OSHC Provider; or
 - iii. approved documentation has been submitted for exemption of purchase of OSHC.
- (b) The College may process payments received from International Students to fulfil OSHC payment first, and funds may be allocated from a tuition fee payment to cover an outstanding visa-length OSHC amount.

⁶ <https://www.unswcollege.edu.au/apply/fees>

- (c) The College reserves the right to pursue additional OSHC payments if the OSHC Partnered Provider imposes rate increases subsequent to the issue of the CoE but prior to Students arriving in Australia.
- (d) Outstanding OSHC charges must be settled upon acceptance of an offer.
- (e) Overseas Students are exempt from the requirement to purchase OSHC if they are from countries that have a specific (government-to-government) agreement with Australia that covers their insurance requirements⁷.

9. Enrolment Deposits

- (a) Commencing International Students must pay the specified Enrolment Deposit and any applicable Incidental Fees and OSHC to the College prior to the offer expiry date as outlined in the Offer Letter.
- (b) Enrolment Deposits can be used to settle tuition fees and other fees when they fall due.
- (c) The College may withhold issuing the CoE if there is a delay in the payment of the Enrolment Deposit.
- (d) If a Student is granted and accepts credit towards their Program after an offer has been accepted, tuition fees will be adjusted accordingly.
- (e) Prior to the Commencement of the Program, the College will not accept any voluntary upfront payment other than the required Enrolment Deposit.

10. Payment Due Date

- (a) The Payment Due Date refers to the date on which the tuition fees and SSAF is due. It is set on, or before, the Census Date and published internally and externally on approval.
- (b) Payments which are not received by the Payment Due Date will be deemed as non-payment and Section 15 of this Procedure applies.
- (c) Any laws and regulations applicable to the College will supersede the Payment Due Date timelines in Section 10 of this Procedure.

10.1. Payment Due Date for ELICOS

- (a) The Payment Due Date for ELICOS Students varies depending on the length and the intake date of the Program:
 - i. For Programs with a duration of 25 weeks or less, full tuition fee payment is required upon acceptance of an offer.
 - ii. For Programs with a duration of 26 weeks or more, the tuition fee payment for the first 25 weeks is required upon acceptance of an offer. After

⁷ Refer to <https://www.studyaustralia.gov.au/english/live/insurance/insurance> for more information on OSHC exemption.

Commencement, Students are required to pay the remaining tuition fee in week 26 or prior.

- iii. The Payment Due Date for ELICOS is summarised as follows:

Payment Due Date	ELICOS Duration	
	25 weeks or less	26 weeks or more
Upon Acceptance	✓	✓
Monday of Week 26	Not applicable	✓

10.2. Payment Due Date for Foundation Studies and Pre-Masters Program

- (a) 50% of the tuition fee payment for Foundation Studies (excluding Transition and Pre-Masters Programs) is required upon acceptance of an offer. The remaining tuition fee is required to be paid by Friday of week 2 of a commencing Study Period.
- (b) Full tuition fee payment is required upon acceptance of an offer for Transition and Pre-Masters Programs, which typically has a duration of less than 25 study weeks.

10.3. Payment Due Date for Other Programs

- (a) The Payment Due Date for Academic Programs which are not covered under Section 10.1 and 10.2 will depend on the nature and the length of Programs. The Payment Due Date for these programs will be published on or before the Enrolment date for each Program.

11. Payment of Fees

- (a) Online Fee Statements will be available to Students from the Student portal.
- (b) Fee Statements provide details on Student charges including tuition fees, SSAF, discounts, scholarships, fee adjustments and HELP-Loans as applicable.
- (c) Fee Statements specify the amount and Payment Due Date for all outstanding fees.
- (d) Students are required to settle all outstanding fees on or prior to the Payment Due Date. Failure to settle the tuition fee on that date is deemed as non-payment and Section 15 of this Procedure applies.
- (e) Domestic Students who are eligible for the Commonwealth Government HELP scheme can defer tuition fee and SSAF through FEE-HELP and SA-HELP Programs. Refer to Section 13 of this Procedure for details.
- (f) Payments must be made in accordance with the payment method specified under the Fee Statement, invoice or Offer Letter. The College takes no responsibility for any financial losses incurred by Students due to payments not being made in accordance with the College's recommended methods.
- (g) The College charges Student Fees in Australian Dollars unless otherwise stated in the Fee Statement, invoice or Offer Letter. Students are responsible for all transaction costs that may arise when payments are made. This includes, but is not limited to, transaction fees and foreign exchange losses.

- (h) Students who make financial transactions, including any payment of fees, that breach the College's Statute, Regulations or Policies and Procedures, including applicable law, will be referred to the College Legal and Compliance team and the College may refer the Student to the NSW Police.

12. Sponsored Students

- (a) Sponsored Students who have provided appropriate documentation from a College recognised official sponsor are considered to have a formal sponsorship agreement with the College that may extend to cover all or part of their tuition and related fees.
- (b) Where the formal sponsorship agreement covers payment of tuition fees, the College will send an invoice or a Fee Statement to the sponsor prior to the Study Period Payment Due Date.
- (c) A formal sponsorship agreement does not discharge a Student from liability for any fee under the arrangement. Responsibility for the payment of Student Fees ultimately remains with the Student.
- (d) In the event that a sponsor defaults on a fee payment to the College, the sponsor association will be removed from the Student record and the Student will be notified of, and be immediately liable for the payment of, all unpaid fees.
- (e) Where a sponsor association has been removed due to either sponsor or Student default from a Student record, the College will not formally recreate the association with the sponsor until demonstrated evidence of commitment has been received and approved by the Executive Director, Future Students and Business Development, or their nominee.

13. Commonwealth's Study-Assist Scheme

- (a) FEE-HELP and SA-HELP is available for all eligible Domestic Students⁸ who enrol in College Programs other than the following:
 - i. Foundation Studies Programs;
 - ii. ELICOS Programs; and
 - iii. Pre-Masters Programs.

13.1. Commonwealth HELP Loans

- (a) The Commonwealth Government HELP Loans allow eligible Domestic Students⁸ to access a funded loan for the payment of tuition fees and SSAF. The eligibility and administrative criteria are determined by the Australian Government through the Department of Education and is administered by Higher Education Providers.
- (b) Eligible Domestic Students⁸ Error! Bookmark not defined. can borrow up to the combined HELP loan limit to pay tuition fees. This includes combined FEE-HELP and HECS-

⁸ Refer to website <https://www.studyassist.gov.au/while-youre-studying/what-am-i-eligible-for-eligibility>

HELP incurred from 1 January 2020, irrespective of provider. The current loan limit can be found on the Australian Government Study-Assist website⁹.

- (c) A Student's HELP balance is renewable. Any compulsory or voluntary HELP debt repayments starting from the 2019–20 income year will top up a Student's HELP Loan balance. These repayments will be applied to a Student's HELP balance from 1 July 2020 onwards. Repayments can be re-borrowed in the future, up to the current HELP Loan limit.
- (d) The Australian Government pays the loan amount directly to the College on behalf of the Student and a HELP debt is recorded with the Australian Tax Office (ATO).
- (e) Students repay their accumulated HELP debt through the taxation system and are required to make compulsory repayments once their income is above the minimum threshold. Students can make voluntary repayments or pay more than their compulsory repayment through the ATO, at any time.

13.2. FEE-HELP

- (a) FEE-HELP loans under the Australian Government's Study-Assist scheme assists eligible Domestic Full-fee Paying Students¹⁰ to defer all or part of their tuition fees up to the combined HELP loan limit. It cannot be used for additional study costs such as accommodation or textbooks.
- (b) Students who do not achieve the minimum pass rate imposed by the Australian Government's Study-Assist scheme will not be able to receive FEE-HELP for subsequent Study Periods. Refer to the Australian Government Study-Assist website¹¹ for details.
- (c) A debt will only be incurred for the amount of tuition fees unpaid by the Student at the approved Census Date.
- (d) A loan fee will be applied to Courses which are paid by FEE-HELP in accordance with the rate imposed by Commonwealth's Study-Assist's scheme. The latest loan fee rate can be found under Australian Government Study-Assist website¹¹.
- (e) Eligible Students who have elected to defer their tuition fee under FEE-HELP are still eligible to pay part or all of the liability to the College up to the Payment Due Date. After the Payment Due Date has passed, Students who have elected to defer all or part of their liability can no longer make a tuition fee payment to the College for that Study Period and must arrange payment to the ATO directly.

13.3. SA-HELP

⁹ <https://www.studyassist.gov.au/help-loans/fee-help>

¹⁰ To be eligible for FEE-HELP, a student must be either:

an Australian citizen who will study at least one unit of your course of study in Australia; or
a New Zealand Special Category Visa (SCV) holder who meets the long-term residency requirements and who studies the entire course while living in Australia; or
a permanent humanitarian visa holder; or an eligible former permanent humanitarian visa holder; who studies the entire course while living in Australia
an Australian permanent resident can get FEE-HELP for approved bridging studies

¹¹ <https://www.studyassist.gov.au/help-loans/fee-help>

- (a) Students who are eligible for SA-HELP¹² will be required to pay all or part of their SSAF.
- (b) There is no loan fee for SA-HELP.
- (c) Eligible Students who have elected to defer their SSAF are still eligible to pay part or all of the liability to the College up to the Census Date. After the Census Date has passed, Students who have elected to defer all or part of their liability can no longer make a SSAF payment to the College for that term and must arrange payment to the ATO directly.
- (d) SSAF payments are non-refundable after the Census Date, regardless of any successful application for tuition fee Refund due to special circumstances.

13.4. HELP- Loan Application

- (a) Students seeking to defer all or part of their SSAF and/or tuition fee for a Study Period are required to apply for a FEE-HELP and or SA-HELP loan prior to the Payment Due Date of a Study Period.
- (b) There is a separate application to that of either a FEE-HELP or a SA-HELP Commonwealth assistance loan. Forms can be accessed through the College's website or Student portal.
- (c) All Students who apply for FEE-HELP and/or SA-HELP will receive a Commonwealth Assistance Notice (CAN) within 28 days of the Census Date. The CAN provides information about the Student's Enrolment, HELP debt and loan fee incurred.
- (d) A Student will only be required to apply for SA-HELP and FEE-HELP once for each Program in which they are enrolled at the Provider. If a Student changes either their Program or Higher Education Provider, the Student will need to re-apply for SA-HELP and FEE-HELP.
- (e) International Students who obtain an Australian residency during the period of their Enrolment will be deemed eligible for FEE- HELP and SA-HELP by providing originals or certified copies for proof of residency.

14. Fee Adjustment

14.1. Scholarships and Discounts

¹² To be eligible for FEE-HELP, a student must be either:

- an Australia citizen who will study at least one unit of your course of study in Australia; or
- a permanent humanitarian visa holder or an eligible former permanent humanitarian visa holder who studies the entire course while living in Australia; or
- a New Zealand Special Category Visa (SCV) holder who meets the long term residency requirements and who studies the entire course while living in Australia



- (a) Students who qualify for a scholarship and/or discount are entitled to a fee reduction in accordance with the terms and conditions approved by the Fees and Scholarships Committee under Section 3 of this Procedure.
- (b) If the Fees and Scholarships Committee does not state the terms and conditions of the discount or scholarship:
 - i. for Foundation, ELICOS and Pre-Masters Programs, the total amount of the related fee reduction will be applied on a pro-rata basis to the Program cost; or
 - ii. for Programs other than Foundation, ELICOS and Pre-Masters Programs, the total amount of the related fee reduction will be applied on a pro-rata basis to the number of UoC it would take a Full Time Student to complete the Program to which it relates.

14.2. Program Discontinuation

- (a) For Students enrolled in Foundation Studies, ELICOS and Pre-Masters Programs, Students who discontinue may be eligible for a fee Refund in accordance with the [Student Refund Policy](#).
- (b) For Students enrolled in all other College Programs:
 - i. Students who discontinue their study after the relevant Census Date will not be eligible for a Refund or Fee Remission in accordance with the [Student Refund Policy](#).
 - ii. International Students who discontinue their Program of study prior to the Census Date of the first Study Period, will be charged 50% of their deposit. Completion of a previous Program or where the Student has been charged this fee for a previous Program Commencement, does not exempt the Student from this fee. Refer to the [Student Refund Policy](#).
 - iii. Students who discontinue study due to Provider Default are entitled to a Refund or Fee Remission in accordance with the [Student Refund Policy](#).

14.3. Study Plan Change: Foundation Studies, ELICOS and Pre-Masters

- (a) Students who Transfer or defer their Program may receive a Refund for the previous enrolled Program in accordance with the [Student Refund Policy](#).
- (b) Students who Transfer or defer their Program will be charged the tuition fee for the new Program. The tuition fee for the new Program will be calculated based on the approved tuition fee at the time the request for Transfer or deferral is accepted by the College.
- (c) Students who Transfer or defer their Program may not receive a scholarship or discount for their new Enrolment.

14.4. Repeated Enrolment

- (a) For Students enrolled in Foundation Studies, ELICOS and Pre-Masters Programs:

- i. Students who fail to complete a Program then subsequently re-enrol in the same Program or a replacement Program, as recommended by the College, may receive a fee adjustment.
 - ii. The amount of fee adjustment applicable for repeated Enrolment depends on the length of the Study Period or subjects repeated.
 - iii. Students who repeat the Program will not receive discounts or scholarships that may have been applicable on the first attempt.
 - iv. Repeated Programs are charged in accordance with the tuition fee associated with the year which repeated Programs are enrolled.
- (b) For Students enrolled in all other College Programs:
- i. Students are charged full tuition fees for a repeated Course, even if the Course was not completed on the first attempt. The tuition fees will be assessed in accordance with the UoC enrolled.
 - ii. Students will not receive a discount or scholarship on any repeated Course or Program due to having attempted the Course or Program previously.
 - iii. Repeated Courses are charged in accordance with the tuition rate associated with the year which repeated Courses are commenced.

14.5. Students who become Permanent Residents

- (a) Any change to an International Student's citizenship or residency status, that occurs prior to a Student's unit Census Date/s, will affect their fee status for that Study Period. If the change occurs after the unit Census Date/s, the Student's fee status will not be changed until the following Study Period. The date for the change in residency status is the visa grant date.
- (b) Enrolled International Students whose visa has changed from any Temporary Visa (including a Student Visa) to an Australian Permanent Resident Visa (APRV) must notify the Enrolment Team in writing within seven (7) days of the change. This will result in the Student's tuition fee and residency status being changed from international to domestic if the APRV visa grant date is before the Course Census Date.
- (c) A Student who becomes an Australian Permanent Resident may be:
 - i. granted a Domestic Full-fee Paying place; and/or
 - ii. become eligible for Commonwealth assistance from the Australian Government under Section 13 of this procedure.
- (d) Where tuition fees have been paid in advance and the change of fee status occurs before the Census Date, any excess funds will be Refunded upon receipt of a Refund application.
- (e) Certain changes in a Student's circumstances, for example, a Student's permanent residency has expired or not renewed or a Student loses one of their dual citizenships, may limit the rights of Students to continue on domestic status and advice should be sought from the College's enrolment team.

15. Non-Payment of Fees

- (a) A fees reminder will be issued where there is an outstanding debt due to non-payment and the Payment Due Date has passed.
- (b) A Student will have their Enrolment encumbered after a fee reminder is issued for an outstanding debt (including unpaid tuition fees, fines, SSAF and OSHC).
- (c) An Encumbrance placed on a Student's Enrolment for non-payment of fees will result in restrictions to Enrolment.
- (d) Encumbered Students will be notified by email to their Student account of the impending Invalidation of their Enrolment if they continue to have outstanding debt.
- (e) Where a Student continues to have outstanding debt after being encumbered, their Enrolment will be invalidated for non-payment of fees by the College Enrolments team. The College will retain any tuition fees paid for the relevant Course and/or teaching period as per the College [Student Refund Policy](#) .
- (g) Invalidated Students will have their Enrolment cancelled and will not have access to their academic records.
- (h) For International Students, the cancellation of Enrolment will be reported to the relevant authorities as required by the *ESOS Act*.
- (i) Where an Invalidated Student wishes to obtain a transcript of their academic record without seeking to continue their Program, a transcript will be issued when the outstanding debt has been paid.
- (j) When an outstanding debt and reinstatement fee have been paid, a Student seeking to continue their Course within the current teaching period can be reinstated by the Enrolments team if approval is granted by the Executive Director Student Life & Academic Services or their nominee.
- (k) Invalidated Students seeking to continue their Course in a subsequent Study Period must apply directly to the Executive Director Student Life & Academic Services or their nominee, who will determine if the Student may be admitted to the Course in which the Invalidation occurred, and the manner in which reinstatement may occur.

16. Definitions

Definitions and Acronyms	
Academic Program	An Academic Board approved set of requirements, Courses and/or supervised research into which a Student is admitted. In some cases, this will lead to an award of UNSW College.
Census Date	This is the date within each Study Period when a Student's Enrolment must be finalised and the last day a Student can Withdraw from a Course without financial penalty.
Commencement	Date on which a Student is due to start their Course or Program, as set out in their Confirmation of Enrolment (CoE) or as previously agreed by the provider and Student.
Confirmation of Enrolment (CoE)	A document, which is issued by UNSW College to intending overseas Students and which must accompany their application for a Student Visa. It confirms the overseas Student's eligibility to enrol in the particular Program.
Course	A component of an Academic Program, normally of one term or semester in duration, with a specific credit value.
Domestic Student(s)	A Student enrolled at an Australian location who is an Australian or New Zealand citizen or who holds an Australian permanent resident visa or Australian permanent humanitarian visa.
Domestic Full-fee Paying Student	Domestic Students who are not granted a Commonwealth Supported Place (CSP).
ELICOS	English Language Intensive Courses for Overseas Students
Encumbrance	A block placed on a Student's access to UNSW College services as a result of unpaid fees, fines, loan payments, missing information (e.g. tax file number), unreturned resources (e.g. library item), disciplinary proceedings, or incomplete administrative requirements.
Enrolment	Where a Student has enrolled in an approved Program or Course of study for at least one Study Period in an Academic Year.
Enrolment Deposit	Payment of a proportion of tuition fees upon acceptance of offer to confirm the Enrolment.
ESOS Act	Education Services for Overseas Students Act 2000

Definitions and Acronyms	
FEE-HELP	An Australian Government loan scheme to HELP eligible fee-paying Students to pay their tuition fees.
Fee Statement	A statement sent to enrolled Students showing the fees amounts and Payment Due Dates for relevant fee periods.
Full-fee Paying Student	Same meaning as Domestic Full-fee Paying Student
Full Time	The minimum full-time student load is 0.75 EFTSL or 36 UoC across three standard Terms and at least 12 UoC each Term
HESA	Higher Education Support Act (2003). This is the Commonwealth legislation that specifies the requirements to access a HELP loan and a Commonwealth supported place.
Higher Education Program	Tertiary education leading to the award of an academic degree.
Incidental Fees	Incidental Fees charged to Students relate to the provision of administrative, academic or facilities goods or services that are either: <ul style="list-style-type: none"> - not essential to the study Program; - provided in an alternative form free of charge; - relate to food, transport or accommodation costs of a Program field trip; - penalties primarily imposed as a disincentive; or - equipment or items that become the Student's physical property and are not consumed in the Program.
International Student	A Student who is not a Domestic Student.
Invalidation	The cancellation of a Student's Enrolment due to the non-payment of fees.
Offer Letter	Offer is the formal invitation of admissions made to a prospective student.
OpenLearning	OpenLearning is an online learning platform company listed on the ASX, partnering with UNSW College in delivery of specific online Courses on its platform.
OSHC Partnered Provider	External OSHC service provider which the College has entered into an agreement with to sell OSHC products on behalf of the external provider.

Definitions and Acronyms	
Part Time	Students undertaking less than 0.75 EFTST across an academic year or less than 12 UoC per Term are part-time students.
Payment Due Date	Payment Due Date refers to the date which tuition fees is fall due. Payment Due Date can be set on or before Census Date.
Program	Same meaning as Academic Program.
Provider Default	Has the meaning given in section 46A of the <i>ESOS Act</i> , being that a Provider Default occurs if: <ul style="list-style-type: none"> (a) the provider fails to start providing the Course to the Student at the location on the agreed starting day; or (b) after the Course starts but before it is completed, it ceases to be provided to the Student at the location; and (c) the Student has not Withdrawn from the Course before the default day.
Refund(ed)	The return of payment
Remission of Debt	Remission of FEE-HELP after the relevant Census Date, if a student can demonstrate Special Circumstances.
Remission of Fee	Remission of tuition fee after the relevant Census Date for all programs except Foundation Studies ELICOS and Pre-Masters Programs; if a student can demonstrate Special Circumstances.
SA-HELP	An Australian Government loan scheme to help eligible fee-paying Students to defer their SSAF payment.
Sponsored Students	Sponsored students are students who receives funding through a financial arrangement by which an external organisation agrees to pay all or part of a student's fees directly to UNSW College and is distinct from a scholarship, where a student may be awarded funds which they may use to pay fees themselves.
Student	A person enrolled in an approved Course of study at UNSW College whose Enrolment has not lapsed or been cancelled.
Student Default	Has the meaning given under section 47A of the <i>ESOS Act</i> , being that a Student Default occurs if:

Definitions and Acronyms	
	<ul style="list-style-type: none"> (a) the Student does not start their Course on the agreed start day (and the Student has not previously Withdrawn); (b) the Student Withdraws from their Course (either before or after the agreed start day); (c) the Student fails to pay an amount he or she is liable to pay UNSW College, directly or indirectly, in order to undertake a Course; (d) the Student breaches a condition of their Student visa; or (e) there is Student Misconduct.
Student Services and Amenities Fee (SSAF)	A fee legislated by the Australian Government where higher education providers can charge a Student Services and Amenities Fee to fund or subsidise non-academic services, such as sporting and recreational activities, employment and career advice, child care, financial advice and food services. Any person who is enrolled or seeking to enrol with a higher education provider can be charged a Student Services and Amenities Fee.
Study Period	An academic period which has a designated start and end date, Census Date, last date by which Students can add or substitute units of study, date for Withdrawal with or without academic penalty (if applicable), and date for release of subject results.
Transfer	Changing a Student's Enrolment from one Program to another Program of the same type (e.g. an ELICOS Program to another ELICOS Program, a Foundation Program to another Foundation Program. Terminating an ELICOS Program to start a Foundation Program is considered as a Withdrawal).
Transnational Programs	Programs delivered to overseas Students outside of Australia.
Student Fees	Meanings all fees including tuition and non-tuition fees including incidental fees.
Unit/s of Credit (UoC)	The value assigned to Programs and Courses indicating duration and workload. For a Course, UOC indicates the Student workload expectations and the contribution of the Course to meeting Program requirements.
UNSW Sydney	The University of New South Wales, Sydney

Definitions and Acronyms	
Withdraws/ Withdrawn /Withdrawal	Termination of a Student's Enrolment(s) with UNSW College.

Related Policy Documents and Supporting Documents	
Legislation	<ul style="list-style-type: none"> • <u>Education Services for Overseas Students Act 2000</u> • <u>National Code National Code of Practice for Providers of Education and Training to Overseas Students 2018</u> • <u>Higher Education Support Act 2003 (Cth)</u>
Policy	<ul style="list-style-type: none"> • <u>Student Grievances and Complaints Policy</u> • <u>Condition of Enrolment</u> • <u>Enrolment Policy</u> • <u>Student Refund Policy</u> • <u>Recognition of Prior Learning and Credit Transfer Policy</u>
Procedures	<ul style="list-style-type: none"> • <u>Student Refund Procedure</u>
Forms	<ul style="list-style-type: none"> • <u>Refund Request Form</u> • <u>Acceptance Agreement Form</u>

Procedure Governance

Student Fee Procedure	
Category/Business Group	Finance
Published Externally (Yes/No)	Yes
Approver	Chief Finance Officer
Responsible Officer	Head of Financial Operations
Contact Officer	Head of Financial Operations
Effective Date	21/11/2023
Next Review Date	21/11/2026
Version	2.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
2	Chief Finance Officer – Judith Yang	21 November 2023	21 November 2023	<p>Included terms and conditions for Pre-Masters program under section 3, 5, 10 and 14</p> <p>3 (a) Specifies timing for the approval process of fee, discount and scholarship.</p> <p>Definition and Acronyms – provide reference to Pre-Masters program</p> <p>Definition and Acronyms – add definition of “Sponsored Students” and “Student Fees”.</p>
1	Chief Finance Officer – Judith Yang	11 August 2023	17 August 2023	N/A

Please visit our website to ensure that you have the latest version of this Procedure. Policies and procedures are available at: unswcollege.edu.au/about/policies