

## POLICY - TUITION FEES AND REFUND POLICY

<p><b>1. Policy Statement</b></p>	<p>This policy governs the administration of tuition fee collection and refunds relating to courses offered by SAE Institute Pty Ltd trading as SAE.</p>
<p><b>2. Purpose</b></p>	<p>The purpose of this document is to detail processes and policies by which VET and Higher Education tuition fees are managed at SAE. Accommodation fees, laptop fees, or any other fees are not covered by this policy.</p>
<p><b>3. Scope</b></p>	<p>All students enrolled in courses with SAE and administration staff employed by SAE.</p>
<p><b>4. Associated Policies and Procedures</b></p>	<p>This policy should be read in conjunction with the following policies and procedures;</p> <ul style="list-style-type: none"> <li>• Fees and Refund Procedure</li> </ul>
<p><b>5. Associated Documents</b></p>	<p>This policy should be read in conjunction with the following documentation;</p> <ul style="list-style-type: none"> <li>• Fees and Refund Form</li> <li>• SAE Schedule of Fees</li> </ul>
<p><b>6. Policy</b></p>	<p><b>6.1 Introduction</b> Definitions:</p> <p>A unit of study is a discrete component of a course as defined by its start date, census date and end date. Where courses are structured in units of study, tuition fees are set against individual units of study.</p> <p>A study period is a discrete period of a year defined by its start date and end date where units of study are offered. A study period may include one or more study breaks (lecture free period) during and/or at the end of a study period.</p> <p>A course of study is defined by its start date and end date and is not structured in units of study or study periods. Where courses are not structured in discrete components or study periods, census dates do not apply and tuition fees are charged for the entire course.</p> <p>A course or program defines any studies undertaken by a student.</p> <p>Domestic Students are Australian citizens, New Zealand citizens or holders of an Australian permanent resident visa.</p> <p>International Students are all other students that are not defined as Domestic Students.</p> <p>SAE offers different Payment Options such as FEE-HELP, VET FEE-HELP, Full Upfront Payments and Instalments. Payment options are selected by the student during the admission process and may be changed upon request by a student during his/her studies.</p> <p>The administrative staff of SAE (under the direction of each Campus Manager), are responsible for all fee collection and management. All financial transactions are reported to the Group Financial Controller and are subject to standard control mechanisms and audit processes.</p> <p>Fees are set annually and published in the Schedule of Fees. Fees that are levied against a unit of study are determined by the year the unit of study commences. Fees that are levied against a course of study are determined by the intake and commencement date.</p> <p>Fees apply when a student fails to withdraw from a unit of study or course of study on or before the census date. There are no exemptions for poor attendance, claims of illness without supporting evidence, or a student not opting to use SAE facilities and resources. SAE may re-credit or waive fees if mitigating circumstances exist as determined by the Campus Manager.</p>

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### Communication of tuition fees and changes to fees

Domestic and international student fees for upcoming courses and programs are published in the Schedule of Fees (supplied to prospective students upon initial enquiry). The Schedule of Fees is distributed with SAE course registration documentation and made available on-line.

For VET FEE-HELP and FEE-HELP approved courses, SAE sets and publishes a unit fee schedule for the forthcoming study periods on or before the 1st April and 1st October in line with the requirements of the Higher Education Support Act 2003. The current schedule is found at [www.sae.edu.au](http://www.sae.edu.au).

SAE will quote unit fees as indicative to allow for the annual unit fee adjustment. Fees are indicative, as unit fees are charged according to the year the unit of study is commenced and unit fees are subject to annual adjustment.

### 6.3 Student fees and GST

SAE determines the GST status of its courses in line with the Australian Taxation Office Ruling GSTR 2001/1. GST is not currently applicable on tuition fees for accredited courses conducted by SAE Institute Pty Ltd in Australia. Non-accredited courses or programs are subject to GST.

### 6.4 Tuition fees payment options

Domestic students:

- Upfront payment of fees due on commencement date of a course or program;
- Payment of fees by instalments as outlined in the Schedule of Fees or the Letter of Offer;
- FEE-HELP or VET FEE-HELP (for approved courses and eligible students only).

International students:

- First Trimester Tuition Fees should be paid at time of lodging the Student Admission Agreement. An eCoE will then be issued on receipt of this first instalment;
- Payment of remaining fees by instalments is outlined in the Schedule of Fees or the Letter of Offer;

For all non- FEE-HELP or VET FEE-HELP courses, Tuition Fees are due on the first day of each unit of study, course of study, course or program. Where an instalment payment option has been selected, fees are due on the due dates published in the Letter of Offer. SAE may set and publish separate administrative dates on which tuition fees have to be paid.

### 6.5 Commonwealth Assistance Notice

SAE will issue a Commonwealth Assistance Notice (CAN) to each student that requested VET FEE-HELP or FEE-HELP after each census date in accordance with the Higher Education Support Act 2003.

All students can request account statements throughout their studies to monitor their student account. Students can access their student account through SAE student portal.

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### 6.6 Fee refunds with regards to withdrawal from a course or unit of study

For the purposes of this policy, withdrawal includes cessation or deferment of studies.

If a student withdraws after census date and requests a refund, this request must be made in writing using SAE refund application form.

Refund application forms should be forwarded to the Campus Administration and should include all supporting documents as requested by the Campus Administration.

Where refunds are granted, students can request a statement showing how the refund amount was calculated. All refunds will be transferred to the student within 4 weeks of receipt of the written request.

A refund can only be deposited to the account from which the original payment was made (excluding cash, cheque or Australian Money Order).

Refunds will be paid in Australia dollars, unless payment in that currency is impracticable.

### 6.7 Domestic Students

**6.7.1** In the event of a student withdrawing from a unit of study on or before the census date for that unit of study:

- 100% of tuition fees paid for that unit will be refunded to the student; or
- the student will not incur a FEE-HELP or VET FEE-HELP debt.

**6.7.2** In the event of a student withdrawing from a unit of study after the census date for that unit of study:

- no refund is applicable; or
- the student will incur a FEE-HELP or VET FEE-HELP debt.

A student may apply for re-crediting a VET FEE-HELP or FEE-HELP balance or any other occurred debt based on mitigating circumstances in line with the HESA Guidelines. The application must be in writing to the Campus Administration within twelve months from the date of withdrawal.

The date of withdrawal is the date specified by the Campus as the date the application for withdrawal is approved.

**6.7.3** In the event of a student withdrawing prior to the commencement of a course of study:

- Registration fees paid for any course of study without FEE-HELP or VET FEE-HELP entitlement are non-refundable.

**6.7.4** In the event of a student withdrawing during a course of study:

- Upfront tuition fees paid for any course of study without FEE-HELP or VET FEE-HELP entitlement are pro-rata refundable, calculated on a monthly basis. Full payment is due up to and including the calendar month in which the student ceases the course of study.

**6.7.5** For some courses (e.g. short courses and workshops) special withdrawal and refund rules apply. These rules are outlined in the registration documents and apply in addition to this refund policy.

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### 6.8 All other students including International Students

**6.8.1** In the event of the Australian Federal Government Department of Immigration and Citizenship (DIAC) refusing a student visa, all fees paid in advance are refundable in full.

**6.8.2** If an International student cancels a course for any other reason more than 10 weeks before the trimester commences, a full refund (less 10% or \$1000, whichever is the lesser for administration fees) will be provided to the student.

**6.8.3** In the event that an International student withdraws from a course more than 4 weeks and up to 10 weeks before the trimester commences, 70% of the trimester's fees will be refunded only.

**6.8.4** In the event that an International student withdraws from a course 4 weeks or less before the trimester commences, 40% of the trimester's fees will be refunded (less a maximum of 10% or \$1000, whichever is the lesser, for administration fees).

**6.8.5** In the event that an International student withdraws from a course after a trimester commences and before the census date, 30% of the trimester's fees will be refunded (less a maximum of 10% or \$1000, whichever is the lesser, for administration fees).

**6.8.6** In the event of withdrawal by an International student post census date of the commenced trimester, tuition fees paid towards the trimester for which the census date applies are not refundable.

**6.8.7** In the event that the student remains in credit following the payment of the cancellation fee, a refund, to the value of the credit, will be given.

**6.8.8** In the event that a student defers a course prior to the 30th day before commencement, the full amount paid will be held for a maximum period of one year, and credited towards the student's future re-enrolment within that period.

This refund policy, and the availability of complaints and appeals processes, does not remove the right of a student to take action under Australia's consumer protection laws. Furthermore, SAE dispute resolution processes does not circumscribe the student's right to pursue other legal remedies.

**6.9** In the event that SAE withdraws an International student from a course

**6.9.1** If SAE withdraws a student from a course because the student has seriously breached international student visa conditions or SAE rules or code of conduct, no refund of the current trimester's fees will be made. Students will be formally notified when they are at risk of termination due to non-compliance with student visa conditions or SAE policies and procedures.

**6.10** In the event that SAE does not provide a student's course in full

**6.10.1** In the unlikely event that SAE does not start a student's course on the scheduled date, the student will be offered a refund of 100% of tuition fees paid for the course which SAE has not delivered. If SAE is unable to deliver a course in full for any reason, the student will be refunded the amount of their unexpended tuition fees. The refund will be paid to the student within 14 days from the day on which the course ceased being provided or did not commence.

**6.10.2** SAE may arrange for another course, or part of a course, to be provided to students, at no extra cost to the student, as an alternative to refunding course money. Where the student agrees to this arrangement, SAE will not be liable to refund the money owed for the original enrolment.

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**6.10.3** If SAE is unable to provide a refund, or place the student in an alternative course, the Australian Government Tuition Protection Services (TPS) will assist the student to find a suitable alternative course through the TPS on-line placement facility. After 30 days, if the student has not been able to source a suitable alternative course, they can apply for a refund which will be calculated by the TPS Administrator. If a refund is issued to the student, they have the option of enrolling in a completely different course (without TPS assistance) or they must make alternative visa arrangements or return home.

As having a Confirmation of Enrolment is a condition of a student visa, the TPS Director would inform DIAC of any student that has received a refund rather than a placement.

### 6.11 Outstanding Fees

#### 6.11.1 Payment plans and account statements:

Tuition fees are due for payment depending on the payment option a student selects as outlined in the Schedule of Fees. Due dates for Tuition Fees are distributed to students with their initial Letter of Offer. Students can request a detailed listing of outstanding Tuition Fees from campus administration or through the student portal. Students can request an account statement stating all Tuition Fees charged and payments made at any time during their course or program.

#### 6.11.2 Collection of outstanding fees:

In the event that a student's fees fall into arrears (or in the case of a student electing to pay their fees through FEE-HELP or VET FEE-HELP – a signed FEE-HELP Request Form) once the student has commenced a course, the following procedures apply:

- One calendar week overdue: student notified in writing, of outstanding fees / FEE-HELP Request form. Student's access to Campus resources and facilities barred;
- Two calendar weeks overdue: second reminder and final warning letter sent to student. All assessment results withheld;
- Four calendar weeks overdue (census date has passed):

The matter is to be referred to a debt collection agency. Without affecting any other right or remedy available to us, we may; recover from the student, in addition to the outstanding amount, all reasonable costs incurred by us in collection of the outstanding amount;

- For FEE-HELP or VET FEE-HELP students who have not submitted a signed FEE-HELP Request Form, they will be advised that their enrolment with SAE is cancelled;
- Once the process of the debt collection agency has been exhausted, legal action to reclaim the debt may be instituted;
- Once the collection of debt has entered this phase, the matter is to be dealt with under jurisdiction of the Courts and in accordance with applicable legislation.

In the event that fees are not paid by the due dates, and subject to reasonable communication and attempts to resolve the issue following the steps listed above, SAE reserves the right to cancel the student's enrolment.

**6.11.3** All outstanding fees must be paid to SAE prior to the release of official academic records and/or qualifications.

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<b>7. Records</b>	January	2007 policy implemented (approved by Governing Council)
	October	2007 policy updated
	November	2009 policy updated
	18th April	2011 policy updated (approved by the CEO & Managing Director)
	24th November	2011 policy updated (approved by the CEO)
	24th February	2012 policy updated (approved by the Managing Director & CEO)
	5th June	2012 policy updated (approved by the Managing Director & CEO)

Authorising Officer : Mr Joseph Anthonyysz, CEO  
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