



Fees, Refunds, and Withdrawals Policy and Procedure for Domestic Students

Contents

1	PURPOSE	3
2	SCOPE	3
3	DEFINITIONS.....	3
4	POLICY STATEMENT	4
5	POLICY PRINCIPLES	4
5.1	Tuition Fees	4
5.2	Withdrawal and Refunds.....	4
5.3	Special Circumstances	5
6	PROCEDURE.....	5
6.1	Payment of Tuition Fees	5
6.2	Withdrawal Procedures.....	5
6.3	Applying for Refunds or Re-credit of a HELP Balance under Special Circumstances	6
6.4	Appeals Process.....	6
7	RESPONSIBILITIES.....	7
7.1	Student Responsibilities	7
7.2	Australis Responsibilities	7
8	SCHEDULE OF FEES (DOMESTIC STUDENTS)	8
8.1	Tuition Fees	8
8.1.1	Bachelor of Business (Accounting)	8
8.1.2	Graduate Diploma of Early Childhood Education (Accounting).....	8
8.2	Non-Tuition Fees	9
9	COMPLIANCE AND RECORD-KEEPING	11
10	RELATED DOCUMENTS, EXTERNAL REFERENCES AND VERSION CONTROL	11
10.1	Related Australis Documents	11
10.2	Related Legislation and External References	11
10.3	Version Control.....	11
10.4	Document Review.....	12

1 PURPOSE

The purpose of *Fees, Refunds, and Withdrawals Policy and Procedure for Domestic Students* is to provide clear and transparent guidelines for domestic students regarding tuition fees, refunds, and withdrawal procedures at the Australis Business School ("Australis"). This policy ensures compliance with the Higher Education Support Act 2003 ("HESA"), the Higher Education Standards Framework (Threshold Standards) 2021 ("Threshold Standards"), and aligns with the requirements for FEE-HELP providers.

2 SCOPE

This policy applies to all domestic students enrolled or intending to enrol in accredited higher education courses at Australis, including those accessing FEE-HELP assistance (subject to Australis being approved as a FEE-HELP provider¹). It outlines the obligations of students and Australis concerning the payment of tuition fees, the circumstances under which refunds may be granted, and the procedures for withdrawing from courses.

3 DEFINITIONS

For definitions, refer to the *Australis Glossary of Terms*.

Census Date: The date by which enrolment and payment requirements must be finalised. It is the last day a student can withdraw from a unit or course without incurring tuition fees or a FEE-HELP debt.

Domestic Student: An Australian citizen, New Zealand citizen, or holder of an Australian permanent visa enrolled in a course at Australis.

FEE-HELP: An Australian Government loan scheme that assists eligible domestic fee-paying students to pay their tuition fees.

Special Circumstances: Circumstances that are beyond the student's control, do not make their full impact until on or after the census date, and make it impracticable for the student to complete the requirements of the unit.

Tuition Fees: Fees payable by the student for the academic tuition provided in a unit or course.

Withdrawal: The formal process by which a student cancels their enrolment in a unit or course.

¹ Australis has applied to become an approved FEE-HELP provider. This application is in progress and is not yet approved.

4 Policy Statement

Australis is committed to providing fair and transparent processes for the administration of tuition fees, refunds, and withdrawals. This policy ensures that students are fully informed of their financial obligations and the implications of withdrawing from units or courses, in compliance with relevant legislation and standards, including the Higher Education Support Act 2003 (HESA) and the Higher Education Standards Framework (Threshold Standards) 2021.

5 Policy Principles

5.1 Tuition Fees

Fee Structure: Tuition fees for domestic students are published annually on the Australis website and in the Student Handbook. Fees are subject to annual review and may change; however, students will be notified of any changes at least three (3) months in advance.

Payment of Fees: Students are responsible for ensuring that all tuition fees are paid by the due dates specified by Australis. Fees can be paid upfront or deferred through FEE-HELP for eligible students.

FEE-HELP Assistance:

- **Eligibility:** To be eligible for FEE-HELP, students must meet the citizenship and residency requirements, have a valid Tax File Number (TFN), and not have exceeded the FEE-HELP loan limit.
- **Application:** Students must submit a valid Request for FEE-HELP Assistance form by the census date for the unit(s) of study.

5.2 Withdrawal and Refunds

Australis will not charge any fees for a Student to withdraw or impose any barriers on a Student that seeks to withdraw from a Unit of Study or Course of Study.

Withdrawal Before Census Date:

- **Procedure:** Students may withdraw from a unit or course without academic or financial penalty if the withdrawal is completed on or before the census date.
- **Refunds:** Students who have paid tuition fees upfront will receive a full refund for units withdrawn on or before the census date. Students accessing FEE-HELP will not incur a HELP debt for these units.

Withdrawal After Census Date:

- **Procedure:** Withdrawal after the census date will incur academic and financial penalties.
- **Refunds:** No refunds will be provided for units withdrawn after the census date. Students will be liable for the full tuition fees and will incur a HELP debt for these units.

5.3 Special Circumstances

Eligibility for Refunds or FEE-HELP Re-credit

Students may apply for a refund of tuition fees or re-credit of their HELP balance if they withdraw after the census date due to special circumstances in accordance with HESA.

Criteria for Special Circumstances

- **Beyond the Student's Control:** The situation is not due to the student's action or inaction and is unusual or uncommon.
- **Impact After Census Date:** The full effect of the circumstances did not become apparent until on or after the census date.
- **Impracticability:** The circumstances made it impracticable for the student to complete the unit requirements.

6 PROCEDURE

6.1 Payment of Tuition Fees

Invoice Issuance: Australis will issue invoices outlining tuition fees and due dates before the commencement of each semester, complying with Standard 7.2 of the Threshold Standards regarding information for prospective and current students.

Payment Options:

- **Upfront Payment:** Students can pay tuition fees directly to Australis by the due date.
- **FEE-HELP:** Eligible students may submit a completed Request for FEE-HELP Assistance form with a valid TFN on or before the census date.

Late Payments: Failure to pay tuition fees by the due date may result in late fees, suspension of enrolment, or cancellation of enrolment as per Australis's policies and Standard 1.1 of the Threshold Standards.

6.2 Withdrawal Procedures

Withdrawing from Units or Courses:

- **Submission:** Students must submit a formal written notice of withdrawal to the Registrar's Office via their Australis student email.
- **Timing:** The effective date of withdrawal is the date the written notice is received by Australis.

Academic and Financial Implications:

- **On or Before Census Date:** No academic penalty; units will not appear on the academic transcript. Full refund or no HELP debt incurred.
- **After Census Date:** Academic penalty applies; units will appear on the transcript as "Withdrawn Fail (WF)." Full tuition fees payable or HELP debt incurred.

6.3 Applying for Refunds or Re-credit of a HELP Balance under Special Circumstances

Application Process:

- **Timeframe:** Applications must be submitted within 12 months of the withdrawal date or the end of the study period in which the unit was undertaken as per HESA requirements.
- **Submission:** Students must complete the *Application for Refund or Re-credit of HELP Balance Form* and submit it in writing via email to the Administration and HR Manager at admin@australis.vic.edu.au, together with supporting documentation.

Supporting Documentation:

- May include medical certificates, death certificates, or statements from professionals attesting to the student's circumstances.

Assessment:

- **Review:** The Administration and HR Manager will assess the application based on the criteria for special circumstances.
- **Decision Timeframe:** Students will be notified of the decision in writing within 28 days of receipt of the application.

6.4 Appeals Process

6.4.1 Refund Decisions

Internal Appeal:

- If a student is dissatisfied with a decision regarding a refund, they may submit a written appeal under the *Student Complaints and Appeals Policy and Procedure* within 20 working days of receiving the decision notification.
- The appeal should state the grounds for appeal and include any additional supporting evidence.
- For further information about the complaints and appeals process, please refer to the *Student Complaints and Appeals Policy and Procedure*, which is located on the Australis website.

External Appeal:

- If unsatisfied with the internal appeal outcome, students may pursue external appeal options as outlined in the *Student Complaints and Appeals Policy and Procedure*.
- External avenues may include relevant ombudsman services or external dispute resolution bodies.
- For further information about the complaints and appeals process, please refer to the *Student Complaints and Appeals Policy and Procedure*, which is located on the Australis website.

Re-crediting a HELP Balance:

- If a student is dissatisfied with a decision not to re-credit their HELP balance, they may request a review under *the Student Review Procedures for Re-crediting a HELP Balance* (available on the Australis website).
- The review request must:
 - Be made in writing within 28 calendar days of receiving the original decision;
 - Be addressed to the CEO via admin@australis.vic.edu.au;
 - State the reasons for requesting the review; and
 - Include the date of the original decision and any additional supporting documentation.
- The review will be conducted by a senior officer who was not involved in the original decision.
- If the student remains dissatisfied with the outcome of the review, they may lodge an external appeal with the Administrative Review Tribunal (ART).
- Further details are available in *the Student Review Procedures for Re-crediting a HELP Balance*, accessible on the Australis website.

7 Responsibilities

7.1 Student Responsibilities

- **Awareness:** Students must be aware of census dates, payment deadlines, and the implications of withdrawing from units or courses.
- **Communication:** Students should communicate promptly with Australis regarding any changes in their enrolment or circumstances.
- **Documentation:** Provide accurate and timely documentation when applying for refunds or under special circumstances.

7.2 Australis Responsibilities

- **Information Provision:** Australis must provide clear and timely information about tuition fees, census dates, and withdrawal procedures, in alignment with Standard 7.2 of the Threshold Standards.
- **Processing:** Handle withdrawal requests and refund applications promptly and fairly, adhering to Standard 2.4 regarding student grievances and complaints.
- **Compliance:** Ensure all practices comply with relevant legislation, including HESA, the Threshold Standards, and privacy laws.

8 SCHEDULE OF FEES (Domestic Students)

8.1 Tuition Fees

8.1.1 Bachelor of Business (Accounting)

Fee type	Description	Amount \$AUD
Unit fee	Fee per unit	\$2,000
Semester fee	Fee for a standard semester that contains 4 units	\$8,000
Total tuition fee	Fee for the entire course that contains 24 units	\$48,000

8.1.2 Graduate Diploma of Early Childhood Education

Fee type	Description	Amount \$AUD
Unit fee	Fee per unit	\$3,500
Semester fee	Fee for a standard semester that contains 4 units	\$14,000
Total tuition fee	Fee for the entire course that contains 8 units	\$28,000

8.2 Non-Tuition Fees

Fee Type	Description	Refundable?	Amount (AUD)
Application Fee	Charged to assess and process an application for admission into a Course.	No	\$250
Late Payment Fee	Charged when a student fails to pay Tuition Fees by the due date specified in the Written Agreement.	No	\$200
Graduation Ceremony Fee	Charged to students who elect to participate in a formal graduation ceremony.	No	\$100
Reissue of Transcript	Charged when a student requests a replacement Statement of Attainment or academic transcript.	No	\$25
Replacement Testamur	Charged when a student requests a replacement testamur due to loss or damage.	No	\$50
Reissue of CoE	Charged when a student requests a new or revised Confirmation of Enrolment (CoE) outside the standard process.	No	\$50
Change of Course Fee	Charged when a student requests and is approved to transfer to a different Course within Australis.	No	\$100
Deferral Fee	Charged when a student requests to defer their Course commencement.	No	\$100
Reassessment Fee	Charged when a student applies for a third or subsequent attempt at assessment.	No	\$150 per unit

Fee Type	Description	Refundable?	Amount (AUD)
Replacement Equipment / Books	Charged when a student requests replacement for equipment or books that have been lost, misused, or damaged.	No	At cost
Photocopying and Printing Fee	Printing and copying through the student PaperCut account.	No	A4 B&W 10c/page; A4 colour 70c/page; A3 B&W 30c/page; A3 colour \$1.50/page
Credit Card Surcharge	Applied to payments made by credit card.	No	As per rate charged by bank
Courier Fee	Charged when a student requests documents to be sent by courier.	No	At cost (varies by destination)
OSHC Processing Fee	Charged when Australis arranges Overseas Student Health Cover (OSHC) on the student's behalf.	No	\$50
Administrative Re-enrolment Fee	Charged when a student who previously withdrew seeks to re-enrol in a Course.	No	\$100

9 Compliance and Record-Keeping

- Australis will handle all personal information in accordance with the Privacy Act 1988 (Cth) and Standard 7.3 (Information Management) of the Threshold Standards.
- All records related to fees, refunds, and withdrawals will be kept securely for a minimum of seven (7) years.
- This policy will be reviewed annually to ensure compliance with legislative requirements and alignment with best practices.
- Updates will be communicated to students via the Australis website and official communication channels.

10 Related Documents, External References and Version Control

10.1 Related Australis Documents

- *Academic Documentation and Graduation Policy and Procedure*
- *Admission and Student Selection Policy and Procedure*
- *Credit and RPL Policy and Procedure*
- *Marketing and Student Recruitment Policy*
- *Records and Information Management Policy*
- *Student Academic Progression Monitoring and Intervention Policy and Procedure*
- *Student Complaints and Appeals Policy and Procedure*
- *Student Enrolment and Enrolment Variation Policy and Procedure*
- *Student Orientation and Transition Policy and Procedure*
- *Student Welfare, Wellbeing and Support Policy and Procedure*

10.2 Related Legislation and External References

- Higher Education Standards Framework 2021
- *Tertiary Education Quality and Standards Agency (TEQSA) Act 2021*
- *Higher Education Support Act 2003*

10.3 Version Control

Version	Date	Reviewed/approved by	Key notes/changes
1.0	25/11/24	BoD	Reviewed and approved at the BoD 25/11/24 meeting.
1.1	19/06/25	BoD	

10.4 Document Review

To be reviewed at least every five (5) years from the date of final approval.