



Fees and Charges Policy and Procedure

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Policy Owner	Chief Financial Officer
Responsible Officer	Finance Manager
Approving authority	Board of Directors
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Related Documents	Advanced Standing Policy Advanced Standing Procedure Change of Course Application Form International Student Transfer Between Registered Providers Policy International Student Transfer Between Registered Providers Procedure International Student Deferment, Suspension and Cancellation of Study Policy International Student Deferment, Suspension and Cancellation of Study Procedure Refund Policy for International and Domestic Students Refund Procedure for International and Domestic Students Statement of Tuition Assurance Student Admission Policy Student Admission Procedure Student Complaint and Appeal Policy Student Complaint and Appeal Procedure
HESF (Threshold Standards) 2021	1.1.1; 1.1.2; 7.2.4

1. Purpose

The intent of this Policy and Procedure is to address and provide clarity and transparency with respect to the administration, adjustments and the collection of fees at the Australian Institute of Higher Education Pty Ltd ('the Institute').

2. Principles

The guiding principle of this Policy and Procedure is that fees and charges are in line with the Institute's strategic and commercial objectives, policies and procedures, while also meeting the requirements of relevant legislation.

3. Context

This Policy and Procedure has been developed to ensure that fees and charges, including any increases, are compliant with Commonwealth government legislation and regulations, and consistent with published information.



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4. Scope

This Policy and Procedure applies to all staff, prospective students and students at the Institute.

5. Definitions

See the AIH Glossary of Terms for definitions.

6. Policy and Procedure Details

6.1 Fees and Charges

The Institute may charge non-refundable fees for enrolment, penalties, provision of materials and various other activities as outlined below:

- Enrolment fee
- Late payment fee
- Late enrolment fee
- Printing credits
- Student ID replacement
- Postage
- Issuance of interim transcript
- Re-issue of transcript or testamur
- Overseas Student Health Cover (OSHC)
- Textbooks or materials fee
- Late fee for the late return of items on loan from the library
- Payment plan administrative charge
- Graduation ceremony
- Change of course processing fee
- Voluntary social/networking event fees
- Advanced standing assessments once a Confirmation of Enrolment (CoE) has already been issued
- Unit Outline Fee (applicable if student is not currently enrolled in unit)

Fees are reviewed annually and may be subject to change. Students should refer to the Institute's website and follow the appropriate links for fees: <http://www.aih.edu.au/>.

Students will be given reasonable notice of any increases to the Institute's fees.

The quoted fee on a student's Offer of Admission is a base fee which may be subject to an annual increase of no more than 10% for each of the subsequent years of the course.

6.1.1 Fees for New Students

New students who receive and accept an Offer of Admission prior to the course commencement date are required to pay an enrolment fee plus a tuition fee deposit as



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outlined in **Appendix 1** in order to secure a place at the Institute. The full course payment schedule outlined on the Offer of Admission Letter specifies the exact amounts and due dates for payment.

The Institute will not accept any fees from students without receiving a signed acceptance of an Offer of Admission.

For new students enrolling from countries where the General Temporary Entrant (GTE) risk as ascertained by the Institute as being high risk, the Institute reserves the right to request up a deposit of up to one year of tuition fees plus an enrolment fee as outlined in **Appendix 1**.

In compliance with the Education Services for Overseas Students (ESOS) Act 2000, students will not be required to pay more than 50% of the total course fees as a deposit before course commencement, but may voluntarily pay more if they choose to. Any student wishing to pay more should contact Admissions (admissions@aih.edu.au).

For international students, a Confirmation of Enrolment (CoE) will only be issued once the required initial payment has been cleared and appears in the Australian Institute of Higher Education's bank account. All remittance advice should be sent to accounts@aih.edu.au with the Student ID reference quoted.

6.1.2 Unit Enrolments (New and Continuing Students)

The Institute delivers units under a block model for its courses, whereby units are taught in 4-week periods. As such, students are progressively charged tuition fees for each unit of study throughout the course.

Students with advanced payments, including new students, will have the tuition fee for each unit deducted from their prepaid balance. This will be deducted upon confirmation of the student's unit selection and enrolment in each Study Period (this is usually 2 weeks prior to the commencement of each block).

All students are required to pay their tuition fees in full, 2 weeks prior to the commencement of the relevant Study Period unless a financial support plan has been approved beforehand. Students who have not paid for a unit(s) of enrolment in a Study Period will not be formally enrolled in the respective unit(s) and subject to the relevant course cancellation policies and procedures of the Institute.

A late enrolment fee will be charged to students enrolling after the due date of each Study Period. The late enrolment fee may be waived by Management after considering any relevant extenuating circumstances.

6.1.3 Overseas Student Health Cover (OSHC)

It is a condition of an Australian student visa that an overseas student obtains Overseas Student Health Cover (OSHC) for the duration of the student's visa in Australia.



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The Institute offers OSHC to students through its preferred insurance provider. For further information on the preferred supplier, refer to our website (<https://aih.edu.au/oshc/>).

Students who request the Institute to arrange OSHC on their behalf are required to pay the full insurance premium amount specified on the Offer of Admission upon acceptance. Student may choose to arrange their own OSHC. Students must provide evidence to the Institute that they have a valid OSHC policy for the duration of their studies before commencing their course.

6.1.4 Change of Course

Students requesting a change of course after a Confirmation of Enrolment (CoE) has been issued, will be required to pay a change of course processing fee and complete the *Change of Course Application Form*. For students who have commenced studies with the Institute, the *Change of Course Application Form* is to be returned to Student Services department. For students yet to commence studies, the form is to be returned to the Admissions department via admissions@aih.edu.au.

Students who wish to change courses must submit their *Change of Course Application Form* at least 2 weeks prior to the commencement of the next unit of their current course, and must have no pending grades.

Students need to meet the entry requirements for the requested new course. For further information on entry requirements, refer to the Student Admission Policy <https://aih.edu.au/about-us/policies-procedures/> and any existing advanced standing may need to be re-assessed and changed from the original assessment in the original course. This may affect the students course duration and future fees payable.

Any current scholarships and bursaries received by a student may become null or void upon a change of course, and students carry responsibility to check this prior to applying for a change of course.

If a change of course is approved, the current tuition fees for the new course will apply. This may be higher or lower than the previous course fees.

6.2 Financial Support Plans

Students who can demonstrate and provide evidence of genuine financial hardship may be permitted to apply for a financial support plan. These plans are only available in respect of tuition fees and are only granted under extenuating circumstances.

New students in their first Study Period with the Institute or students with a history of late payment will not usually be eligible for a financial support plan.

To apply for a financial support plan, students must apply through Accounts (accounts@aih.edu.au). Applications must be submitted at least 2 weeks prior to the commencement of the relevant Study Period. Applications for a financial support plan submitted after this deadline will only be accepted in exceptional circumstances and must be approved by Management.



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Students who are approved a financial support plan may be required to pay a non-refundable administrative fee and agree and sign a payment schedule agreement. The administrative fee may be waived by Management after considering the relevant extenuating circumstances.

Students who have an approved financial support plan must make tuition payments in accordance with the agreed payment schedule.

Students who have an application for a financial support plan denied must pay all tuition fees due prior to the commencement of the Study Period or be subject to the relevant course cancellation policies and procedures of the Institute.

Students who default on an approved financial support plan will be subject to the relevant course cancellation policies and procedures of the Institute.

6.3 Late or Non-payment

Students will incur a late payment fee for overdue tuition fees. The late payment fee may be waived by Management after considering any relevant extenuating circumstances.

Sanctions may also be imposed on a student's enrolment with the Institute for overdue fees, including:

- Loss of access to the Institute's systems and services
- Withholding of unit grades and/or ineligibility to graduate
- Non-issuance of academic records or other requested documents
- Denial of requests for enrolment changes

Students with overdue fees will be issued with an overdue payment notice and issued with a notice of the Institute's intention to cancel their enrolment as per the *International Student Deferment, Suspension and Cancellation of Study Policy* and associated procedures. The notice will provide students with twenty (20) working days to immediately pay all outstanding amounts or respond to the notice with reasonable cause for the Institute to maintain their enrolment.

Students with any outstanding debt will not be permitted to enrol in any units or courses until all outstanding debts are settled.

International students who have their enrolment cancelled due to non-payment of fees will be reported to the Department of Home Affairs which may have an impact on the student's visa. If an international student's enrolment is cancelled for non-payment of fees, the student should immediately contact the Department of Home Affairs for advice.

If a student discontinues their enrolment without paying the outstanding balance and wishes to re-enrol with the Institute in the future, admission will be refused until all outstanding fees are paid.



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6.4 Refunds

Refunds will be made in accordance with the *Refund Policy for International and Domestic Students* and associated procedures.

6.5 Deferral/Withdrawal from Course

For information on deferring or withdrawing from a course, students should refer to the *International Student Deferment, Suspension and Cancellation of Study Policy* and associated procedures.

6.6 Grievances, Complaints and Appeals

Any complaint or appeal in relation to this policy are to be made in accordance with the *Student Complaint and Appeal Policy* and associated procedures.

7. Legislation

This Policy and the associated Procedure comply with Higher Education Standards Framework standard 1.1 (Admission) & 7.2.4, which states:

- 1.1.1 Admissions policies, requirements and procedures are documented, are applied fairly and consistently, and are designed to ensure that admitted students have the academic preparation and proficiency in English needed to participate in their intended study, and no known limitations that would be expected to impede their progression and completion.
- 1.1.2 The admissions process ensures that, prior to enrolment and before fees are accepted, students are informed of their rights and obligations, including:
 - a. all charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies
 - b. policies, arrangements and potential eligibility for credit for prior learning, and
 - c. policies on changes to or withdrawal from offers, acceptance and enrolment, tuition protection and refunds of charges.

Students are given reasonable notice of changes to a higher education provider's operations including information about increases in fees and associated costs and any consequences that may affect their choice of, or ability to participate in, an intended course(s) of study.

8. Version Control

This Policy has been endorsed by the Australia Institute of Higher Education Board of Directors as of **October 2023** and is reviewed every 3 years. The Policy is published and available on the Australian Institute of Higher Education website <http://www.aih.edu.au/> under 'Policies and Procedures' <https://aih.edu.au/about-us/policies-procedures/>



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Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2017.1	Registrar	New document	4 August 2017	7 August 2017
2018.1	Registrar	Updated tuition fee payment requirements and added information on change of course	29 January 2018	2 February 2018
2018.2	Registrar	Updated the late enrolment fee of \$200 for continuing student enrolling post Friday of Orientation week	3 October 2018	8 October 2018
2019.1	Principal	Updated the Policy Owner and Responsible Officer to Principal. Removed mention of exact fees and referred reader to website. Updated OSHC.	27 September 2019	30 September 2019
2020.1	Academic Success Manager/Chief Executive Officer	Updated the policy owner and responsible officer, formatting and proofed for student comprehension.	24 September 2020	25 September 2020
2022.1	Chief Executive Officer	Updated the fees & charges 6.1 and payment schedule chart 6.1.1 Updated Higher Education Standards Framework [Threshold Standard] 2021	16 June 2022	17 June 2022
2023.1	Accounts Manager	Updated Section 6.1.1 Figure 1 to reflect 4-week study blocks, plus minor updates	23 February 2023	24 February 2023
2023.2	Chief Operating Officer	Addition of Appendix 1. Review and updated to support block delivery of units and updated refund policy. Updated the policy owner and responsible officer, formatting and proofed for student comprehension.	9 October 2023	10 October 2023



Appendix 1: Student Tuition Fee Deposits

Note: All amounts quoted are minimum amounts in Australian Dollars (AUD) & relate to current published tuition fees, less any applicable scholarships or bursaries. The tuition fee deposit and non-refundable Enrolment Fee (E.F) of \$250 are due upon acceptance of the offer of admission.

Offshore and Initial Student Visa Applicants		
UG Courses	South Asia, Middle East and Africa	Other Markets
Initial Deposit for COE issuance	8 units + E.F	4 units + E.F
PG Courses	South Asia, Middle East and Africa	Other Markets
Initial Deposit for COE issuance	6 units + E.F	4 units + E.F
Packaging (only available through pre-approved partner institutions)	South Asia, Middle East and Africa	Other Markets
EAP > Bachelor/Master	Not Available	4 units + E.F
VET > Bachelor	Not Available	\$2500 + E.F
AIH Diploma > Bachelor	6 units + 2 units of Bachelor + E.F	2 units + 2 units of Bachelor + E.F
AIH GCert/GDip > Master	4 units + 2 units of Master + E.F	4 units + E.F
EAP > AIH Diploma > Bachelor	Not Available	2 units + 2 units of Bachelor + E.F
EAP > GCert/GDip > Master	Not Available	4 units + E.F

Onshore (with existing 500 Student Visa) and Domestic Students		
UG Courses	South Asia, Middle East and Africa	Other Markets
Initial Deposit for COE issuance	1 unit + E.F	1 unit + E.F
PG Courses	South Asia, Middle East and Africa	Other Markets
Initial Deposit for COE issuance	1 unit + E.F	1 unit + E.F
Package (VET+UG)	South Asia, Middle East and Africa	Other Markets
EAP > Bachelor/Master	Not Available	1 unit + E.F
VET > Bachelor	Not Available	1 unit + E.F
AIH Diploma > Bachelor	1 unit + 1 unit of Bachelor + E.F	1 unit + 1 unit of Bachelor + E.F
AIH GCert/GDip > Master	1 unit + E.F	1 unit + E.F
EAP > AIH Diploma > Bachelor	Not Available	1 unit + 1 unit of Bachelor + E.F