

## 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 and 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 and Procedure for International and Domestic Students Statement of Tuition Assurance Student Admission Policy and Procedure Student Complaint and Appeal Policy and Procedure
HESF (Threshold Standards) 2021	1.1.1; 1.1.2; 7.2.4
Policy Visibility	Public

### 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.

#### 4. Scope

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

#### 5. Definitions

The following policy-specific terms are defined for clarity in this document. For all other terms, see the AIH Glossary of Terms.

- Census date: The last date a student can withdraw from a unit of study without incurring tuition fees or a FEE-HELP debt.
- Domestic student: An Australian citizen, New Zealand citizen, or an Australian permanent visa holder (including humanitarian).
- International student: A student who is not a domestic student
- FEE-HELP (eCAF): A Commonwealth loan scheme that allows eligible domestic students to defer tuition fees; students must submit a valid electronic Commonwealth Assistance Form (eCAF) on or before the census date to access FEE-HELP.
- Incidental fee: A fee that is incidental to studies (e.g., penalty/late fee, library fine, or materials).

#### 6. Policy and Procedure Details

The Institute may charge the following fees and charges. Any fees must be published and communicated to students in advance:

- **6.1 Fees and Charges – International Students**Enrolment fee
- Late payment fee
- Issuance of interim transcript
- Re-issue of transcript or testamur
- Overseas Student Health Cover (OSHC)
- Textbooks or materials fee (*where applicable*)
- Surcharge for credit card payments or similar
- Graduation ceremony
- Change of course processing fee
- Voluntary social/networking event fee
- Unit Outline Fee (applicable if student is not currently enrolled in unit)

##### 6.2 Fees and Charges – Domestic Students

- Late payment fee
- Issuance of interim transcript
- Re-issue of transcript or testamur
- Textbooks or materials fee (*where applicable*)
- Surcharge for credit card payments or similar
- Graduation ceremony
- Voluntary social/networking event fee

Fees are reviewed annually and may be subject to change. Tuition fees may be subject to an annual increase of no more than 10% for each of the subsequent years of the course. 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.

### 6.3 Fees for New Students

International students who receive and accept an Offer of Admission prior to the course commencement date are required to pay a non-refundable enrolment fee and a tuition fee deposit, as outlined in Appendix 1, to secure their place at the Institute. The full course payment schedule, including specific amounts and due dates, is detailed in the Offer of admission Letter.

Domestic students are not required to pay a tuition fee deposit to secure a place at the Institute. They must either pay tuition fees on or before the census date for each unit of study or submit a valid electronic Commonwealth Assistance Form (eCAF) by the census date to access FEE-HELP. The Institute will not accept any payments from students without receiving a signed acceptance of the Offer of Admission.

For new international students enrolling from countries where the Institute considers the risk of a student visa refusal to be high, the Institute reserves the right to request a deposit of up to one year of tuition fees in addition to the 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](mailto: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 Institute's bank account. All remittance advice should be sent to [accounts@aih.edu.au](mailto:accounts@aih.edu.au), quoting their Student ID reference.

### 6.4 Unit Enrolments (New and Continuing Students)

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

Domestic students must either pay tuition fees on or before the census date for each unit of study or submit a valid eCAF by the census date in order to access FEE-HELP.

International students are required to enrol in units and remit full payment of the relevant fees for the unit(s) in full prior to the commencement of each Study Period.

For students with an advanced payment (prepaid balance), fees for each unit will be deducted from their prepaid balance upon confirmation of unit selection and enrolment for the relevant Study Period (usually two weeks before the start of each block). Students without a prepaid balance must pay the full tuition fees for their selected units by the same deadline.

Students who do not have their tuition fees paid for any unit(s) in a Study Period, either via a prepaid balance or direct payment, will not be formally enrolled in those unit(s) and subject to the Institute's course cancellation policies and procedures.

### 6.5 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.

The Institute offers OSHC to students through its preferred insurance provider. For further information on the preferred supplier, refer to our website: [Entry Requirements - AIH](#)

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. Students 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.

### 6.6 Change of Course

International students requesting a change of course after a Confirmation of Enrolment (CoE) has been issued must complete the Change of Course Application Form.

No Change of Course fee is imposed on domestic student enrolments.

A Change of Course Processing Fee may apply once a CoE has been issued, as published on the Institute's website under [Fees and Charges](#). The fee is non-refundable and may be waived should the change result from Institute action or approved special circumstances.

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](mailto: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 must meet the entry requirements for the requested new course. For further information on entry requirements, refer to the [Student Admission Policy and Procedure](#) 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.

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.

### 6.7 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.

Domestic students:

Where tuition remains unpaid after the census date and no valid eCAF has been submitted, the Institute may impose penalties such as withholding of results or preventing further enrolment until the matter is resolved. Domestic students will not be prevented from withdrawing from units on or before the census date.

International students: 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, or
- Denial of requests for enrolment changes.

International students with overdue fees: Students with overdue fees will be issued with an overdue payment notice and 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.

## 6.8 Refunds

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

## 6.9 Deferral and Withdrawal from Course

### 6.9.1 International Students

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

### 6.9.2 Domestic Students

Domestic students who formally withdraw from a unit of study on or before the published census date will not be charged for the tuition fees applicable to that unit. Domestic students who are accessing FEE-HELP will not incur a FEE-HELP debt for the unit if withdrawal occurs on or before the census date.

Domestic students who withdraw from a unit of study after the census date will remain liable for the tuition fees associated with that unit. Students accessing FEE-HELP will incur a FEE-HELP debt for the unit in these circumstances.

Refunds of tuition fees following withdrawal after the census date will only be granted where the student can demonstrate compelling, compassionate, or exceptional circumstances, supported by verifiable evidence. Such determinations are made at the sole discretion of the Institute. See the Refund Policy and Procedure for International and Domestic Students for further information,

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

## 6.10 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 (Threshold Standards) 2021, specifically standard 1.1 (Admission) and standard 7.2.4, which state:

- 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.

This Policy also takes into account requirements under the Higher Education Provider Guidelines made under the Higher Education Support Act 2003, including provisions relating to tuition fees, census dates, and incidental fees.

## 8. Version Control

This Policy and Procedure has been endorsed by the Australia Institute of Higher Education Board of Directors as of October 2025 and is reviewed at least every 3 years. The Policy and Procedure 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/>.

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
2024.1	Chief Financial Officer/ Finance Manager	Updated to reflect current practices.	30 July 2024	31 July 2024
2025.1	Quality and Compliance Coordinator	Update to reflect current practices and to clarify domestic student fee requirements in line with HESA and HEP Guidelines, including removal of enrolment fees, census date payment rules, and updates to Appendix 1.	31 October 2025	1 November 2025

## Appendix 1: International 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) are due upon acceptance of the offer of admission

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

Onshore Student Applicants		
Undergraduate Courses	South Asia, Middle East and Africa	Other Markets
Initial Deposit for COE issuance	1 unit + E.F	1 unit + E.F
Postgraduate 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