

# Student Fees Policy and Procedure

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	IGI staff responsible for the administration of tuition and non-tuition fees and commencing and continuing students		
Related Documents	Admissions Policy & Procedure Letter of Offer and Written Agreement Refund Policy & Procedure Delegation Register		
<b>Version</b>	<b>Authorised by</b>	<b>Approval Date</b>	<b>Effective date</b>
1.0	General Manager IGI	1 Oct 2023	1 Oct 2023

## 1. Purpose

This document aims to set out International Graduate Institute's (IGI's) commitment to fair trading practices.

This Policy sets out expectations concerning the administration of student tuition and non-tuition fees under all appropriate legislative and regulatory requirements and the payment of fees.

## 2. Definitions

Definitions	
<b>Commencing Student</b>	A student who has accepted an offer to study at IGI but has yet to commence their studies.
<b>Compassionate or compelling circumstances</b>	Are circumstances beyond the student's control that may impact a student's well-being or progress.
<b>Continuing Student</b>	A student who has completed at least one study period with IGI and is eligible to remain in the course of study
<b>Deferral</b>	A prospective student has received an offer to study in an IGI higher education course but has delayed commencement.
<b>Domestic Student</b>	Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas, including Humanitarian Visas).
<b>Overseas Student</b>	A student who may hold a student visa and is protected by the Education Services for Overseas Students Act 2000.
<b>Non-Tuition Fees</b>	Fees charged by the Graduate Institute at IH that are not for tuition.
<b>Tuition Fees</b>	Fees received by the Graduate Institute at IH that are directly related to the provision of a higher education course. These fees can be received either directly or indirectly from a commencing or continuing student.
<b>Tuition Protection Services (TPS)</b>	An initiative of the Australian Government to assist overseas and domestic students if their education provider closes, stops offering their course, fails to start their course, or discontinues units of study they are enrolled in. It is primarily funded by a levy paid by the education providers of the students it is designed to assist.

Definitions	
<b>Unit</b>	A single component of a course that has been accredited by the same process as a whole course. It may also be called 'module' or 'subject.'

### 3. Scope

This Policy applies to all the IGI staff responsible for the administration of tuition and non-tuition fees and to commencing and continuing students.

### 4. Policy

#### 4.1 Policy Principles

- Transparency - information regarding the payment of fees is to be accurate, complete, easily accessible, and written in plain English
- Consistency - students will be provided with consistent fee information
- Equity - all students will be treated fairly and equally

#### 4.2 Determining Fees

The IGI Governing Board is responsible for setting the fees for all students. Tuition fees are determined by considering strategic and commercial considerations and course delivery costs. Tuition fees vary by student cohort based on residency status and course type. Fees will be reviewed annually, preferably a year in advance, meeting all regulatory and legislative requirements.

#### 4.3 Fees

IGI fees will include tuition and non-tuition fees as specified in the fees schedule published on the website. If the fees change, students will be informed by email no later than 30 days before the relevant study period starts.

#### 4.4 Publication of Fees

IGI will publish tuition and non-tuition fees on the IGI website.

#### 4.5 Payment of Fees

##### 4.5.1 Instructions

Commencing students will be provided instructions on payment of tuition fees via the student's Letter of Offer and Written Agreement. Continuing students will receive this information in their study period invoice.

##### 4.5.2 Payment Due Date

Commencing students must pay their tuition fees for their first study period within ten (10) working days of accepting their Letter of Offer and Written Agreement. Continuing students must pay their tuition fees ten before the published Census date.

##### 4.5.3 Extension of the Payment Due Date

An extension for the payment of tuition fees may be granted individually and in exceptional circumstances. Exceptional circumstances are defined as:

- Medical circumstances: such as an unexpected illness, the recurrence of a chronic illness, or an accident
- Compassionate circumstances: trauma or hardship, legal commitment, military service, service with an emergency service, representing IGI, representing a state or home nation at a significant event, or unforeseen significant employment-related circumstances.

For additional details regarding exceptional circumstances and evidence requirements, refer to the IGI Assessment Policy accessible via the IGI website.

#### **4.5.4 Applying for an Extension**

A student seeking an extension to the due date tuition fees are to be paid must submit their request via in writing with supporting evidence. The General Manager IGI or delegate will determine whether an extension is approved and inform the student of the outcome in writing. The period of extension will not exceed sixty (60) calendar days.

#### **4.5.5 Payment Plans**

Students experiencing difficulty paying their tuition fees due to financial hardship can apply to IGI for an Ezipay payment plan. Payment plans are only available short-term and only to students who have experienced unforeseen or exceptional circumstances and who have no overdue fees with IGI.

All applications for a Payment Plan must be accompanied by evidence regarding unforeseen or exceptional circumstances.

The completed application and supporting documentation must be submitted to the Registrar. Approval is based on individual circumstances and is not guaranteed.

#### **4.5.6 Penalties for Late Payment**

Failure to pay all fees by the due date may result in one or more of the following:

- Exclusion from class
- Suspended access to online resources
- Enrolment into further units may not be permitted
- Withholding of academic results or any other official documentation
- Withholding the eligibility to graduate
- Termination of enrolment

### **4.6 Record keeping**

IGI and the student are to maintain copies of the Written Agreement and receipts of all payments (non and tuition fees).

## **5. Tuition Protection**

The Tuition Protection Service (TPS) assists higher education students whose education providers cannot fully deliver their course of study.

As a registered higher education provider, IGI is required under the TEQSA Act to comply with the tuition protection requirements.

If IGI closes unexpectedly, fails to start a course, or ceases to offer a higher education course that students are enrolled in, mitigation measures will be implemented to ensure IGI students are not disadvantaged.

IGI must either:

- pay the student a refund of any up-front payments made against the affected unit/course or

- arrange for the student to be offered a place in a suitable replacement unit/course, and the student accepts the offer in writing. The student can choose one of the two options above.

## 6. Policy Appeals

Appeals regarding any decision taken in relation to this Policy should be made under the IGI Complaints and Appeals Policy, which can be accessed via the IGI website.

## 7. References

- Australian Qualifications Framework (2<sup>nd</sup> Edition)
- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)
- Tuition Protection Services (TPS) Framework
- Education Legislation Amendment (Up-Front Payments Tuition Protection) Bill 2020

## 8. Document History

Version	Date	Author	Reason	Sections
1.0	Oct 2023	IGI	New Policy	All