

## Health Education and Training Institute Higher Education Student Fees Policy

<b>Document Reference Number</b>	HEP18/26
<b>Superseded Version</b>	IOP15/3734[v3]-001 (Fee HELP Approved Version)
<b>NSWIOP Document Number</b>	IOP15/3734[v3]
<b>TRIM Document Classification</b>	Governance
<b>Framework Part</b>	Part 2 - Course Support Standards
<b>Approval date</b>	20 November 2017
<b>Publication date</b>	27 August 2018
<b>Summary</b>	This policy outlines the requirements for students, including FEE-HELP assisted students, to pay student tuition fees, and the associated administration of those fees by Health Education and Training Institute Higher Education.
<b>Keywords</b>	Students, tuition fees, census date, payment, refund, adjustment policies, extenuating circumstances
<b>Authoring Portfolio</b>	Mental Health
<b>Contact</b>	Director
<b>Consultation</b>	as per Document History
<b>Distribution</b>	Higher Education
<b>Applies to</b>	Higher Education
<b>Related documents</b>	Health Education and Training Institute Higher Education Enrolment Policy Postgraduate Prospectus Student Handbook Health Education and Training Institute Higher Education Statement of Tuition Assurance Student Grievance Procedure
<b>Review date</b>	September 2019
<b>Risk Assessment</b>	As per Attachment 1 to this document.

### Issued under the authority of the Health Education and Training Institute Higher Education Governing Council

Please note printed copies of this document are uncontrolled, to ensure you are viewing the latest version of this document, please refer to our website <http://www.heti.edu.au/policies-and-procedures>

**Please note:**

HETI was registered as FEE-HELP provider in March 2018. New and existing award courses students are eligible to apply for FEE-HELP. Until August 2018, HETI will be in what's called 'a disallowance period'. During this period of disallowance, there is a possibility HETI's eligibility for FEE-HELP could be withdrawn and if this were to happen any approved HETI students would only have their FEE-HELP covered during the period HETI was registered. Please contact an Education Support Officer for any clarification.

# Health Education and Training Institute Higher Education Student Fees Policy

## Policy Statement

Health Education and Training Institute (HETI) Higher Education sets student tuition fees for students in coursework Award Courses, Non-Award and Continuing Professional Development (CPD) programs.

## Aim

1. All fees advertised by HETI Higher Education are for students eligible to study with HETI Higher Education. HETI Higher Education does not offer courses to international students.

## Overview

2. This policy applies to both commencing and continuing fee paying students, including FEE-HELP assisted students.
3. This policy only relates to student tuition fees and identifies the requirements and arrangements for:
  - a. HETI Higher Education to administer these fees;
  - b. Students to pay these fees; and
  - c. HETI Higher Education to issue refunds.
4. Student fees are calculated on the basis of students' enrolment in a program or unit or units of study. Refer to the Enrolment Policy for the conditions of students' enrolment.
5. HETI Higher Education is *committed to assisting and guiding* students in understanding their tuition fees and payment options. In addition to this policy, additional information will be made available and accessible where appropriate and as requested.

## Definitions

6. For the purpose of this policy:
  - a. Census date: is the official deadline for students of HETI Higher Education to finalise their enrolment and fees for each teaching session. It is a pivotal date which must be met in order to avoid academic and/or financial penalties (including FEE-HELP debt) in relation to aspects including enrolment, deferral, withdrawal, leave of absence, payment of fees, student records. The approved census date or dates for programs and units are published on the HETI Higher Education website and in the Postgraduate Prospectus and Student Handbook.
  - b. Postgraduate coursework student: means a student enrolled in a:
    1. Graduate Certificate;
    2. Graduate Diploma;
    3. Masters (Coursework) Degree.
  - c. The Act: refers to the Higher Education Support Act 2003.
  - d. The Department: The Commonwealth of Australia represented by the department which has the responsibility for administering the Higher Education Support Act 2003.
  - e. Eligible student: refers to students who are, or would be entitled to FEE-HELP assistance under the Higher Education Support Act 2003.

## Procedures

7. All student fee liabilities are recorded on the student management system.
8. Students will be advised of their tuition fees upon enrolment. Acknowledgement of the terms of this Student Fee Policy is a condition of enrolment.
9. HETI Higher Education reserves the right to vary arrangements, courses and programs at any time without notice and at its discretion. Varied arrangements, courses and programs will aim to keep disruption to students to a minimum. Students should contact HETI Higher Education or view its website for up-to-date information.
10. Tuition fees are payable by the advised due date for each teaching session, being the approved census date, unless otherwise notified.

11. Unless otherwise stated, fees include:
  - a. study materials (including access to online materials);
  - b. workshops as appropriate;
  - c. web forums as appropriate;
  - d. face-to-face teaching as appropriate;
  - e. tutorials (face-to-face or online);
  - f. assessments;
  - g. library resources;
  - h. other fees, including but not limited to, appeal and review fees.
  
12. HETI Higher Education reviews tuition fees on an annual basis for all fee paying courses and may increase these fees over the period of enrolment. Any fee increases will be effective from 1 January of each calendar year and will apply to all fee paying students irrespective of the date of enrolment in that calendar year. The HETI Higher Education Executive Group will determine fees for approval by the Health Education and Training Institute Higher Education Governing Council.

### **Approved Census Dates**

13. Each unit has an approved census date which is published on the HETI Higher Education website.

### **Advice of Enrolment and Tuition Fees (Responsibilities)**

14. Students will receive a Letter of Offer and tuition fees payable prior to the approved census date for the teaching session. It is the student's personal responsibility to check this information and notify the Education Support Officer of any errors or omissions.

### **Issue and payment of invoices**

15. It is the responsibility of the student to ensure that fees are paid on or before the census date. In the case of third party invoicing, the student is required to provide a guarantee of payment from the third party on a semester by semester basis (Third Party Invoicing Form) and liaise with the third party as required to ensure timely payment of fees.

## **Unpaid fees**

16. HETI Higher Education will not grant extensions to students for the payment of fees (except in extenuating circumstances – see Clause 48-50). In the event of failure to pay, students with outstanding fees who have received notification of the amount(s) owing may be liable to sanctions for non-payment of fees (see Clause 17). Outstanding fees owing may be referred to a debt collection agency for recovery action. Students will be liable for any recovery costs incurred, including any late payment fees prescribed by the debt collection agency.

## **Sanctions for Non-payment of Fees**

17. HETI Higher Education reserves the right to apply sanctions to students with debts to HETI Higher Education which may include any or all the following:
  - a. results will not be issued;
  - b. academic documents or records will not be provided;
  - c. enrolment in the course may be cancelled;
  - d. graduation will not be finalised;
  - e. access to HETI Higher Education facilities and services including library and information technology resources will be withheld.

## **Withdrawal, Refunds, Fee Adjustments and FEE-HELP Assistance**

### **Withdrawal from a unit/course – General provisions**

18. Notification of a student's intention to withdraw either before or after the commencement of a unit/course must be made in writing to the Director of Education and Training at [Dir.edu@heti.edu.au](mailto:Dir.edu@heti.edu.au).
19. Students are entitled to a full refund for withdrawals on or before the census date. Refunds will be paid within 30 days of the census date to which the withdrawal applies. No refund will be given for withdrawals from a unit/course beyond the census date unless there are extenuating circumstances (see Clause 48-50).
20. A student's failure to inform HETI Higher Education in writing of the student's intention to withdraw from a unit/course on or before the census date will lead to the student being liable for the respective unit/course fee.
21. Where a student (including a FEE-HELP assisted student) is dissatisfied with any decision made by HETI Higher Education in relation to an application for a fee refund

or adjustment, the student may seek a review of the decision in accordance with the student grievance procedures which are outlined in the following sections.

### **Additional provisions - FEE-HELP assisted students**

22. Students who are eligible for FEE-HELP assistance and who withdraw from a unit/course of study on or before the census date for that unit/course are also entitled to a full refund of fees paid in accordance with clause 18 and additionally will not incur a FEE-HELP debt.
23. Except where there are extenuating circumstances as referred to in clause 19, students who are eligible for FEE-HELP assistance and who withdraw from a unit/course of study after the census date for that unit/course will not receive any refund of fees paid and additionally, will incur a FEE-HELP debt.
24. Applications under extenuating circumstances exception; for either a whole or partial refund of fees paid or for re-credit of their FEE-HELP balance will be considered on their merits. Applications must be made within 12 months of the withdrawal date. HETI has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period.
25. Applications must be in writing addressed to **Director Education and Training HETI Higher Education** and must be accompanied by all supporting documentation substantiating the extenuating circumstances application.
26. The application for re-crediting a FEE-HELP balance must include details of the:
  - a. Unit(s) for which as student is seeking to have a FEE-HELP balance re-credited; and
  - b. Special circumstances as referred to above, including supporting documentation.
27. HETI Higher Education will consider each application within 21 days of receipt of the application. It will consider each request to re-credit a FEE-HELP balance in accordance with the requirements of the Act. Applicants will be notified in writing of the decision within 28 days.
28. Where HETI Higher Education makes a decision not to re-credit a student's FEE-HELP balance that decision may be subject to review.

29. If a student is not satisfied with the decision made by the HETI Higher Education, the student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
  - a. be made within 28 days of receipt of the original decision;
  - b. include the date of the original decision;
  - c. state fully the reasons for applying for the review;
  - d. include any additional relevant evidence.
  
30. Applications should be made in writing to the Executive Director as the designated Review Officer for any decision relating to a request for re-crediting of a FEE-HELP balance. The Review Officer is senior to the designated officer responsible for the original decision and was not involved in making the original decision to be reviewed.
  
31. The Review Officer will:
  - a. acknowledge receipt of the application for review of a decision in writing within 10 working days; and
  - b. inform the student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.
  
32. The Review Officer will then:
  - a. review the information from the original decision and then assess any new evidence provided by the student;
  - b. provide written notice to the student of the decision, setting out the reasons for the decision;
  - c. inform the student of their right to apply to the Administrative Appeals Tribunal (AAT) if they disagree with the Review Decision, and timelines involved (see below).
  
33. HETI Higher Education will advise the student of their review rights and responsibilities throughout this process or review. Should the student continue to be dissatisfied with the decision, the relevant officer will advise the student in writing of their right to have the decision reviewed by the Administrative Appeals Tribunal. To access the AAT review process, the following conditions and information apply:

- a. The student will be informed in writing of their right to appeal to the AAT and the contact details of the closest AAT office and the approximate costs of applying for a review.
- b. The application for a review must be made by the student with the AAT within 28 days of receiving written notice of the decision to be reviewed. The AAT may extend this time limit in limited circumstances.
- c. Full details of the application process to the AAT are available on its website at [www.aat.gov.au](http://www.aat.gov.au). As at March 2017 an application fee is payable to the AAT (subject to change) in order for the application for review to proceed. Contact details for the AAT in NSW are:

Address	Level 7 55 Market Street Sydney NSW 2000
Postal	GPO Box 9955 Sydney NSW 2001
Telephone	02 9283 4881
Email	<a href="http://www.aat.gov.au/ContactsUs.htm">www.aat.gov.au/ContactsUs.htm</a>

- d. The Secretary of the Department, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT. Upon the Department's receipt of a notification from the AAT, the Department will notify HETI that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents that are relevant to the appeal within five business days.

#### **Leave of absence from a unit/course**

34. Notification of a student's intention to take a leave of absence, either before or after the census date, must be made in writing to the Director of Education and Training, HETI Higher Education.
35. Students who take leave of absence from a unit/course after the census date will be liable for the fees charged at a pro-rata rate of the fee for the unit/course from the commencement date to the date of receipt of notice plus a 20% non-refundable administration fee for that unit/course, unless there are extenuating circumstances



supporting a withdrawal without academic penalty, in which case the student will receive a full refund.

### **Advanced standing**

36. Students who have been granted recognition of prior learning leading to advanced standing for one or more units of study will not be charged for those units. If a student wishes to receive the course materials for a unit(s) awarded as advanced standing, a fee of 30% of the unit(s) fee will apply. If a student is required to submit an assessment(s) as part of an advanced standing application a fee of 20% of the unit(s) fee will apply. Payment must be made by the student prior to marking of the assessment(s). The student will be invoiced by HETI.

### **Commonwealth Financial Assistance (FEE-HELP)**

37. Students enrolled in Award Courses may be eligible for Commonwealth assistance (FEE-HELP) in accordance with the Higher Education Support Act (HESA) FEE-HELP Guidelines (the Guidelines).
38. Non-Award students are not eligible for Commonwealth assistance (FEE-HELP).
39. A Commonwealth FEE-HELP application form is available at the time application for enrolment in an Award Course is being made. The form must be lodged prior to the approved census date for the teaching session for which the loan is being sought.
40. After a student has been confirmed as a FEE-HELP student, they will have the option of deferring part or all of their payment, according to the Guidelines, for the duration of their study in the course specified on the original application form.
41. A debt will only be incurred for the amount of tuition fees unpaid by the student at the approved census date for the unit(s) of study concerned.
42. Within four weeks of the approved census date, eligible students who have opted for FEE-HELP will be issued a Commonwealth Assistance Notice (CAN), confirming their enrolment and deferred fee liability.
43. Students must notify HETI Higher Education in writing of any errors or omissions on the CAN within 14 calendar days of the date of issue appearing on the CAN.

## **Provisions concerning fees for Non-Award and Continuing Professional Development (CPD) study undertaken at HETI Higher Education**

44. HETI Higher Education makes available units of study in which a student can enrol for Non-Award study or CPD purposes. Non-Award study does not involve enrolment in the relevant course, but successful completion of the unit or unit's results in the attainment of Higher Education Credit. CPD study does not result in Higher Education Credit but students are eligible for recognition of satisfactory participation.
45. The fees charged by HETI Higher Education for:
  - a. Non-Award units of study are the same as those for units undertaken within an Award Course;
  - b. CPD units of study may be lower (typically, but not necessarily, 25% lower for a 10 credit point equivalent unit of study) than the fees chargeable for the same units to students undertaking study leading to an Award Course.
46. Students enrolled in Non-Award units of study can have their enrolment transferred to the same study units in an Award Course providing they meet the entry requirements for that course. Successfully completed Non-Award units of study will be granted advanced standing for those units in the Award Course in these circumstances. Such students on enrolment to an Award Course would be entitled to apply for FEE-HELP.
47. Where a student who has enrolled in or completed CPD units of study is subsequently accepted for enrolment in the same study units in an Award Course, they will be required to undertake the assessments associated with those units in order to pass the units and will be liable to pay any difference between the fees originally paid for the CPD units and the fees applicable at the time of enrolment. Such students will not however be required to repeat the study if it was undertaken.

### **Extenuating Circumstances**

48. HETI Higher Education may, at its absolute discretion, vary the manner in which it applies these student fee liabilities, refunds and adjustment policies in individual cases where a student claims that extenuating circumstances apply. Approval is by the Director, Education and Training on the recommendation of the relevant Framework Coordinator.
49. Extenuating circumstances are events or circumstances which:

- a. are beyond the person's control, i.e. the person is not responsible, directly or indirectly, for the situation. These events or circumstances must be unusual, uncommon or abnormal; and
  - b. must not make the full impact on the person until on or after the census date where the situation occurred:
    - 1. before the census date, but worsened after that day; or
    - 2. before the census date, but the full effect or magnitude does not become apparent on or before that day; or
    - 3. on or after the census date; and
  - c. where the outcome has made it impracticable for the student to complete the course requirements; and they were unable to:
    - 1. undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other attendance requirements in order to meet the compulsory requirements; or
    - 2. complete the required assessable work; or
    - 3. complete other course requirements because of their inability to meet the above.
50. Students will need to prove their claim for extenuating circumstances by providing appropriate independent supporting documentation. HETI Higher Education will not approach doctors, hospitals, police, etc. to obtain documentation on behalf of the student. HETI Higher Education may seek verification from these agencies that a presented certificate was issued to the student.

## **Tuition Assurance**

51. In the event that HETI Higher Education ceases for any reason to provide a course of study in which a student is enrolled, in accordance with its Statement of Tuition Assurance, the student will be given the option of either an offer of a place in a similar course of study with an alternative Higher Education Provider, without any requirement to pay the alternative provider tuition fees for any replacement units; OR a refund of fees already paid to HETI Higher Education for any unit of study commenced but not completed because HETI Higher Education has ceased to provide the course of study.

## Roles and Responsibilities

52. It is the responsibility of the student to inform HETI Higher Education in writing of a change in personal and contact details within 7 days of such change. If this written advice is not received, HETI Higher Education will not accept responsibility for correspondence that does not reach the recipient. Change of address may be notified via the Personal Details Variation Form.

## Publication

53. These policies and procedures are published on the HETI website: [www.heti.edu.au](http://www.heti.edu.au) to ensure students have up to date and accurate information publicly available to them.

## Related Documents

- HETI Higher Education Enrolment Policy
- Postgraduate Prospectus
- Student Handbook
- HETI Higher Education Statement of Tuition Assurance
- Student Grievance Procedure

## Acknowledgement:

Health Education and Training Institute Higher Education gratefully acknowledges the permission granted by Western Sydney University (WSU) for the use of its policy template and policy content in the development of this publication.

## DOCUMENT HISTORY

<b>Version</b>	<b>Issued</b>	<b>Status</b>	<b>Author</b>	<b>Reason for Change</b>
v2.0	16 February 2017	Final	Rhonda Loftus	Amendment approved by Executive Director Mental Health and Higher Education.
v3.0	13 June 2017	Final	Rhonda Loftus	Governing Council Out of Session Approval
v3.1	20 November 2017	Final	Rhonda Loftus	Minor amendment for Fee-HELP Application
v1.0	27 August 2018	Final	Valerie Rhodes	Updated logos, template and new TRIM Reference

## IMPLEMENTATION CHECKLIST – COMPLIANCE SELF ASSESSMENT

Assessed by:	Date of Assessment:		
IMPLEMENTATION REQUIREMENTS	Not commenced	Partial compliance	Full compliance
1.			
	<b>Notes:</b>		
2.			
	<b>Notes:</b> <b>Relevant Director</b>		
3.			
	<b>Notes: TRIM reference number -</b>		
4.			
	<b>Notes:</b>		
5.			
6.			
	<b>Notes:</b>		

## Attachment 1

### RISK ASSESSMENT

<Document Title>

1.	Policy/Process being assessed	Notes
	Student Fees Policy v1.0	
	Document Number	
	Publication date	
	Scheduled review date	
	Date of this risk assessment	
	Name & position of assessing officer	
2.	<b>Summary of policy purpose (from PD Cover Page)</b>	
	This policy outlines the requirements for students, including FEE-HELP assisted students, to pay student tuition fees, and the associated administration of those fees by Health Education and Training Institute Higher Education.	
3.	<b>Agency (HETI) key roles &amp; responsibilities as per PD</b>	
4.	<b>Risk Assessment</b>	
4.1	<b><u>Identification of risks</u> – what might happen &amp; how?</b>	
	1.	
	2.	
4.2	<b><u>Analysis of risks</u> – combined estimate of the consequence &amp; likelihood of the risk, using NSW Health Risk Matrix (attached)</b>	
	<ul style="list-style-type: none"> <li>• Consequence:</li> <li>• Likelihood:</li> <li>• Risk rating :</li> </ul>	
4.3	<b><u>Evaluation of risks</u> – comparison of the level of risk as determined against a predetermined criteria to determine whether a level of risk is acceptable or needs to be treated.</b> Risk level assessed after implementing treatment:	
	<ul style="list-style-type: none"> <li>• Consequence:</li> <li>• Likelihood:</li> <li>• Risk rating :</li> </ul>	
	Evaluation –	

#### Risk Assessment Approval

<b>Name &amp; position of approving T2 Officer:</b>	
<b>Date:</b>	