

Fees, Charges and Refunds

Procedure

Code and version control:	SRE031/14-10-2021
Procedure owner:	Manager Student Administration
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Related policies and documents:	Fees, Charges and Refunds Policy Eligibility Assessment for a Victorian VET Government Subsidised Place Procedure Eligibility Assessment for Fee Concession and Fee Waiver Procedure Transfer of Student Based Administrative Documents to Student Records Refund of Fees for International Students Policy and Procedure Marketing Information to International Students Procedure Student Complaints, Grievances and Appeals Policy and Procedure Selection and Admissions Policy Enrolments Policy Revenue and Accounts Receivable Procedure

Purpose

To ensure that current and prospective students and staff are informed of their obligations with respect to procedures associated with the setting, administration, communication and refund of student fees and charges.

Setting and Communication of Fees and Charges

- The Executive Committee approves the schedule of fees and charges, publication dates and payment terms (including due dates)
- The Manager Student Administration collates the Schedule of Administrative and Miscellaneous Charges for approval by the Executive Committee in line with publication of the following year's course guide(s).
- The Manager, Business Planning and Analytics collates the Schedule of Course Fees for approval by the Executive Committee in line with publication of the following year's course guide(s).
- Once approved by the Executive Committee, the Associate Director Student Recruitment and Services advises the Marketing Team that Fees and Charges information is available for publishing.
- The Marketing team will organise to publish the final Schedule of Administrative and Miscellaneous Charges and Schedule of Course Fees on WAI's website, and in all other places required to meet compliance requirements.
- The Student Administration team is responsible for legislative reporting of fees and charges and configuring the fees in WAI's Student Management System (SMS).
- The Financial Controller is responsible for reviewing accuracy of fees and charges configurations.
- Variations to any approved fees will be required to go through the same approval and publication mechanism.

- Prior to enrolment, Victorian VET applicants offered a government-subsidised place will be issued a Statement of Fees, providing a guide for the current course costs.
- Applicants enrolling themselves via the eStudent module of WAI's SMS will be presented with an enrolment quote prior to finalising their enrolment, indicating the actual fees that will be charged.
- Post enrolment, students or sponsors will be issued with a tax invoice(s), a Statement of Account, or both, either via eStudent, email or hard copy.

Payment Due dates

- The published due date on an invoice or statement of account is the one that applies.
- Students are required to make payment of fees and charges by the published due date except where they have entered into a payment plan with agreed alternative payment timelines.
- Payment plans timelines are generally restricted to the semester period to which they relate
- Where the student has been approved to access a payment plan they must adhere to the conditions of the payment plan.
- Student Administration staff will provide appropriate reminders in relation to fees and charges outstanding and due dates
- Where a student elects to access Commonwealth Government loan schemes, the student is obliged to lodge appropriate documentation prior to census date. (Only applicable for Diploma and Higher education studies.)
- Indicative rules for due dates are shown below

Student Cohort	Payment Due Date	
	Payment Due Date (timely enrolments)	Payment Due Date (Late Enrolments)
Faculty of Higher Education students	Census Date	Census Date
Diploma and Advanced Diploma - Government Funded & Full Fee	Census Date	Census Date
Certificate Level Government Funded and Full Fee	Two week prior to the course commencement date.	Two week prior to the course commencement date or due immediately if enrolment occurs after that date.
All short courses	At time of application.	
Onshore International Students	Commencing students at time of offer and acceptance. Continuing students four weeks prior to study period commencement.	
Sponsored Students	14 days after invoice issue date.	
NSW based Students	At enrolment	
Cancelled students wishing to be reinstated	Reinstatement fee and any outstanding debt must be paid immediately before student can be reinstated.	
Materials, Excursion and Other Fees	As presented on the tax invoice	

Payment Methods

- Payment can be made online through eStudent or via BPay. Payment by cash, cheque, or EFTPOS will be accepted via the Information Centre. Payment for payment plans must be through direct debit from a savings or cheque account.

Late payment of Fees and Charges

- Students with overdue fees and charges may be subject to a range of access sanctions and WAI debt collection and management processes
- Course and subject access may be restricted.
- Students who have overdue fees will not be precluded from accessing WAI financial assistance programs such as: establishing a payment plan; applying for a fee waiver; or accessing financial hardship support.

Outstanding Fees and Debt Management

- Students who have an overdue debt to the Institute must pay the overdue amount prior to being enrolled. Only a member of the Executive can grant an exemption to this enrolment encumbrance.
- Students with overdue fees, including overdue payment plans, will have a range of sanctions placed on their enrolment.
- Students with a sanction will be blocked from the following facilities / resources until the sanction is lifted:
 - eStudent;
 - access to Institute's computer systems, including Wi-Fi and the Institute's Learning Management System *MYWAI/Moodle*;
 - access to enrolment records, examination results and academic transcripts; and
 - the ability to graduate.
- An outstanding fee occurs when a student fails to pay their debt to WAI within the terms specified.
- The collection of debts will be managed as per WAI's Revenue and Accounts Receivable Procedure. Any debt collection costs incurred by the Institute will be added to the student's account for payment.

Sanctions

Sanction Code	Sanction Name	Ability to Enrol	Study Plan amendments	Access to Library	Access to MyWai	Access to Network	Issuing of Results	Graduate / Issuing of Testamur
LIB	Library Fine		◆	◆	◆	◆	◆	◆
OFE	Outstanding Fee (> \$50)	◆	◆	◆	◆	◆	◆	◆
OFS	Overdue fees for sponsor	◆	◆	◆	◆	◆	◆	◆
DCN	Unpaid student loan at migration						◆	◆
BSD	Bad Debtor Student	◆	◆	◆	◆	◆	◆	◆
BDW	Bad Debtor Student Debt Written Off	◆	◆	◆	◆	◆	◆	◆

◆ Indicates activities that are prevented/withheld by the relevant sanction

Disputes

A person who wishes to dispute whether an amount is payable, must raise their complaint in accordance with the Student Complaints, Grievances and Appeals Policy and Procedure.

Payment Plans

- Students experiencing difficulties with making fee payments within the payment due date (excluding financial hardship cases) can apply for a Payment Plan where not eligible for Commonwealth Government FEE –HELP or VET Student Loans.
- Only tuition fees can be placed on a payment plan. All materials amenities and excursion fees are due and payable by the relevant published due dates.
- Payment plans are subject to establishment/administration charges as detailed in the Schedule of Administrative and Miscellaneous Charges.
- Payment plans timelines are generally restricted to the semester period to which they relate.
- Approval of the payment plan will consider the student's ability to make payments at regular intervals.

Eligibility

To be eligible for a payment plan, a student must meet the following criteria:

- Enrolled at WAI as a current student
- If the student is under 18 years of age, they must have a parent/guardian co-sign the application
- The student must provide evidence of identification including photo ID when applying
- The student is able to demonstrate financial capacity to meet the payment plan
- Students who are eligible for a Commonwealth Government student loan (FEE-HELP or VET Student Loans), must have applied for and utilised the full amount of any loan or loan cap before being eligible for a WAI payment plan. A payment plan can be used for approved fee types not covered by the loan.
- For International Students, the Manager International Office has the delegated authority to approve a payment plan for 50% of a due Tuition Fee to be paid before the payment due date and 50% due before the following study period commencement date. International Applications will be subject to a \$200 administration fee

Application

- Applications for Payment Plans must be made on the prescribed 'Application for fee payment plan' form
- Once completed the student must present/forward to the Information Centre, Building A, Ground Floor (La Trobe Street, Melbourne Campus) or other relevant campus location with the completed form, photo identification and the minimum first payment (as defined below).
- Applications shall normally be made prior to start of study unless approved for late enrolment.
- Students are responsible for providing true and correct information on the Payment Plan Application form.

Financial Viability Test

- In completing the form the student must agree and provide evidence to prove that they have the financial viability to meet the payment plan instalments. Deposits and Repayments
- The minimum first payment includes both the payment plan establishment fee as per the Schedule of Administrative and Miscellaneous Charges and the first instalment amount.
- Payments shall be made at the frequency as detailed in the application.

- Cancellation of enrolment does not cancel the obligation to make all outstanding payments under the Payment Plan
- Extenuating circumstances adversely affecting the ability of a student being able to meet repayment commitments must be provided in writing. In the first instance, students should contact the Information Centre, Building A, Ground Floor (La Trobe Street, Melbourne Campus) or other relevant campus location or William Angliss Institute counsellor if they are experiencing financial difficulty.

Payment Plan Duration (Approval Matrix)

- The authorisation to sign off a payment plan is dependent on the duration requested, as per the matrix below:

Payment Plan Duration	Commitment by Student.
Up to 14 week payment plan	Information Centre Staff or Student Administration Administrative and Reporting Services staff. Must make either weekly or fortnightly repayments.
22 week payment plan	Requires approval by Manager Student Administration or Manager Admissions and Customer Experience. Must make either weekly or fortnightly repayments.
40 week payment plan	Requires approval by Director Corporate. Must make either weekly or fortnightly repayments.
Greater than 40 weeks	Requires approval by Director Corporate. Payment frequency negotiated with student

Actions arising from non-payment

- If a student fails to pay an instalment by the due date, their payment plan will become overdue and the student will have an access sanction placed on their account.
- Where a student defaults by three (3) consecutive payments on agreed instalments, the following actions shall be taken:
 - The payment plan will be dissolved and debt will become payable in full immediately.
 - No subsequent payment plans shall be considered until such time that all outstanding amounts are paid in full.
 - Outstanding fees and debt management actions as outlined within this procedure will apply
 - WAI will manage the collection of debts as per WAI's Revenue and Accounts Receivable Procedure.
- If a student completes the requirements of the qualification they are enrolled in, but they still have outstanding fees, the student will not be issued with a certificate, nor a statement of results or statement of attainment, until such time as the outstanding debt is paid in full.

Waiver of Fees and Charges

- A student wishing to apply to waive full or part tuition fees and charges will make an application on the Fee Reversal/Waiver Request Form, which needs to be approved by the relevant Manager or Executive member.
- The approved form will be sent to the Student Administration team for processing via the SysAid helpdesk system.
- In cases of hardship, applications can be made in consultation with the WAI counselling service. The counselling service will submit this application to the appropriate Executive member for approval.
- WAI may elect to waive all or part of tuition fees and charges if it considers that collection in full would impose financial hardship on a student. This can be instigated by WAI staff regardless of a student application. This may be considered prior to or past a scheduled census date
- Where a waiver is approved past a census date a remission of debt may apply (Refer to Appendix 1: Remission of Debt in Special Circumstances)

Eligibility

- To be eligible for a full or part fee or charge waiver, a student must meet the following criteria:
 - Enrolled at WAI as a current student
 - Demonstrate financial hardship in meeting financial commitments

Financial Hardship

- The Institute may grant a fee reduction, fee waiver, or extension of due date for fees, if it considers that collection in full would impose financial hardship. This may include an exemption from, the minimum fee.
- Financial hardship applications are registered through the Institute's counsellors, as outlined below:

No.	Procedure	Responsibility
1	The Information Centre refers students to a counsellor for a fee reduction application after all payment options have been considered and identified as unviable due to the student's level of hardship.	Information Centre
2.	If the counsellor assesses that the student should be eligible for a fee reduction, the counsellor then provides the student with relevant information and the Fee Reduction Application Form.	Counsellor
3.	The counsellor provides notification to The Information Centre stating that an application for fee reduction is in process.	Counsellor
4.	The Information Centre will apply a sanction exemption to the student's account for a 2-week period, to provide time for the application to be considered and assessed, without negatively affecting the student.	Information Centre
5.	The Director Education receives the Fee Reduction Application Form and makes a decision based on the Counsellor's statement, supporting evidence and the student's application.	Director Education
6.	The Director Education signs and returns the Fee Reduction Application Form with a decision to the counsellor within a 2-week period.	Director Education
7.	The counsellor advises the student of the outcome and discusses appropriate options including any appeal	Counsellor

No.	Procedure	Responsibility
	processes if applicable.	
8.	Where the application under step 5 above is successful, the Counsellor advises the Information Centre of the outcome and provides the signed Fee Reduction Application Form. The Counsellor advises the student to make an appointment with the Information Centre to discuss and implement the recommendations.	Counsellor

Cancelation of Course

Domestic Government funded and Full fee students

- Students who have tuition fees outstanding beyond census date or four weeks past their payment due date may be cancelled from their course, unless on an approved payment plan.

International students

- The Institute will take every measure possible to ensure that international students have adequate funds to complete their full course of study.
- International Students who have tuition fees outstanding beyond census date or four weeks past their payment due date will be provided with a letter advising them of WAI's intention to cancel their enrolment and report to the Department of Immigration and Border Protection within 28 days.
- During this period, the Student will have the opportunity to formally lodge an appeal of this cancellation.

Reinstatement

- Students that have been cancelled from their course for non-payment of fees can apply to be reinstated into their course, subject to payment of the reinstatement fee and any outstanding fees, costs and charges.

Sponsorship

- The Institute recognises the importance of Sponsors and supports clear and transparent procedures to enable sponsorship of students.
- Sponsors will need to complete an Authority to Invoice Fees – Third Party form and be approved by the Finance Department before they will be able to incur the debt on behalf of the student.
- If a sponsor has failed to make payment in line with payment due dates the normal fee collection processes will apply including the application of sanctions. Sanctions due to failure of a sponsor to make payments shall not preclude re-enrolment or enrolment into a new course for the student.

Penalties and Fines

- To ensure that students are correctly enrolled by census date, penalties and fines are issued as a deterrent to students for non-compliance with government legislative requirements.

Keeping Record

- The Institute shall keep records, including evidence to support any claim for compensation for revenue foregone as a result of granting concessions or exemptions. Documentation for student fees and refunds must be maintained, including any actions relating to the reduction of fees due to waivers.

Refunds and Withdrawals

- Students who believe they are eligible for a refund due to withdrawal or overpayment, may apply for a refund by submitting an Application for Fee Refund Form to the Information Centre, or the relevant Student Management administration office.

- Administrative staff who have received an Application for Fee Refund Form, or who have identified a student or sponsor as having a credit balance, need to request a review of the account, by raising a SysAid helpdesk enquiry with all pertinent information attached.
- The student financials team will review and process all refund requests received via the SysAid helpdesk system.
- Where a student or sponsor is found to be eligible for a refund that they did not initiate, then the student financials team will send the student/sponsor the Application for Fee Refund form. This will be sent via the SignNow platform to the email address nominated in the Institute's SMS.
- Eligible refund requests are entered into the SMS by the Student Financials team along with all relevant information. The Manager Student Administration is informed that a pending refund request requires their approval.
- The Manager Student Administration and an authorised Director will review the refund request and sign the form. The signed form will be attached to the refund request prior to actioning it in the Institute's SMS.
- The student will be advised within 25 working days of the outcome.
- Where accepted, WAI may exercise its right to apply any amount towards current or future liabilities, or provide a refund within 3 weeks of approval.
- Where legislative or regulatory rules apply to the issuing of refunds, such as for students enrolled under the Queensland Government's User Choice funding, then those rules shall prevail. Otherwise, refund rules will be applied as per the schedule below.
- Where a student has attended any class, and withdraws or defers post commencement date, the student amenities fees that will not be refunded are those whose due date is prior to the date the Application for Fee Refund request is received.
- Materials fees will generally not be refunded. However, the Manager Student Administration has the authority to consider the due date of the material fee, and where that date is in the future and WAI has not already committed the funds received in a non-recoverable manner (such as a non-refundable deposit for a trip with an external travel provider), then these fees may be considered for a refund.
- Refunds as a result of a withdrawal from a unit or course, or those related to a deferment or leave of absence, may incur a refund administration fee as per the Schedule of Administrative and Miscellaneous Charges.
- Refunds for other reasons, such as administrative errors, courses cancelled by WAI, or student overpayment, will not incur this fee.

Course Fees and Charges Refund Schedule			
Student Cohort	Withdrawal on/before first census date	Withdrawal on/before first census date	Withdrawal after census date
	(No classes attended)	(Classes attended)	
Higher Education (HE)	Full refund of: <ul style="list-style-type: none"> • Tuition Fees • Amenities Fees 	Full refund of: <ul style="list-style-type: none"> • Tuition Fees No refund of overdue: <ul style="list-style-type: none"> • Amenities Fees 	No refund of overdue: <ul style="list-style-type: none"> • Tuition Fees • Amenities Fees
Diploma and Advanced Diploma (Dip/AD)	Full refund of: <ul style="list-style-type: none"> • Tuition Fees • Materials Fees • Amenities Fees 	Full refund of: <ul style="list-style-type: none"> • Tuition Fees No refund of overdue: <ul style="list-style-type: none"> • Materials Fees • Amenities Fees 	No refund of overdue: <ul style="list-style-type: none"> • Tuition Fees • Materials Fees • Amenities Fees
Certificate I - IV (Cert)	Full refund of: <ul style="list-style-type: none"> • Tuition Fees • Materials Fees • Amenities Fees 	Full refund of: <ul style="list-style-type: none"> • Tuition Fees No refund of overdue: <ul style="list-style-type: none"> • Materials Fees • Amenities Fees 	No refund of overdue: <ul style="list-style-type: none"> • Tuition Fees • Materials Fees • Amenities Fees
On shore International Students	<i>As per International students Refunds Policy</i>		
Sponsored Students	Full refund of: <ul style="list-style-type: none"> • Tuition Fees • Materials Fees • Amenities Fees 	Full refund of: <ul style="list-style-type: none"> • Tuition Fees No refund of overdue: <ul style="list-style-type: none"> • Materials Fees • Amenities Fees 	No refund of overdue: <ul style="list-style-type: none"> • Tuition Fees • Materials Fees • Amenities Fees
All short courses	<ul style="list-style-type: none"> • Full refund (less an administration fee as per the Schedule of Administrative and Miscellaneous Charges) if cancellation is advised more than 5 days prior to training commencement. • 50% refund if cancellation advised between 1 to 5 working days prior to the training commencement date. • No refund after training Commencement. 		

Administrative errors

- If a student has been prevented from a timely withdrawal due to a William Angliss Institute staff or system error, the Course Fees and Charges Refund Schedule will be applied based on the rules that applied on the date the withdrawal attempt was initiated by the student.
- Where fees are to be reduced due to an administrative error, the relevant teaching delivery Manager will document the nature of the error and send this request to the Student Administration department.

Student errors

- Student must make a claim for Remission of fees within 12 months. Government prescribed rules apply that describe the conditions which must be met in order to successfully have fees remitted after census date.

Credit of overpaid amounts against current and future Liabilities

- The institute reserves the right to credit any overpayment in fees against current and future liabilities owed to the Institute, except where the student specifically requests a refund of the overpayment.
- If an application for a refund is received from a continuing student and is approved, then a credit for the overpaid amount will normally be applied to the next semester's fees.
- If the student is in the last semester of the course of study, a refund will be paid.

Appeals

- A student has the right to appeal decisions made in line with the Fees, Charges and Refunds Procedure, in accordance with the Student Complaints, Grievances and Appeals Policy and Procedure.

Roles and responsibilities for the management of Fees, Charges and Refunds

Tasks	Responsibility
Setting Fees and Charges	Executive
Configuration of Fees and Charges	Student Administration -
Issuing of Invoices	Domestic student and Student Sponsor –Teaching Department & Student Administration Domestic Student – International Student – International Office
Issuing of Credit / Adjustment Notes	Student Administration
Management of Outstanding Fees	Domestic Student and Student Sponsor - Teaching Department & Student Administration International Student – International Office
Refund Identification and actioning / follow-up	Teaching Department and Student Administration
Refund Processing	Student Administration
Refund Approval	Manager Student Administration and an Executive member
Cancellation	Domestic Student – Student Administration Department International Student – International Office approval required
Remissions of Debt	Manager Student Administration
Bad debt Collection and Write off	Finance Department

- The Short courses department are responsible for all of the above actions for all tasks associated with the management of fees associated with Short Courses. Executive Approval is still required to set the fees charged for Short Courses.

Appendix 1 Remission of Debt in Special Circumstances

Students who withdraw after census date because they are unable to continue with their studies due to special circumstances can apply for remission of their VET Student Loan (formerly VET FEE-HELP) or FEE-HELP debt. A student cannot apply for a remission if the subject has been successfully completed.

An application is considered by the Manager Student Administration or a nominated officer on the basis of special circumstances that apply to the student that were:

- beyond the students control;
- did not make their full impact on the student until on, or after, the census date; and
- made it impracticable for the student to complete the requirements for the unit in the period during which the student undertook, or was to undertake, the unit.

The student's statement of the special circumstances must include supporting documentation from an independent source or authority that clearly:

- identifies the special circumstances;
- dates the occurrence of the special circumstances;
- states the duration of the special circumstances; and
- describes the level of impact of the special circumstances.

For example, supporting documentation may include detailed:

- medical statement from a medical professional (a medical certificate is not sufficient)
- statement from a minister of religion
- statement from a counsellor
- statement from a police officer
- statement from an employer regarding significant changes in employment circumstances
- copy of death certificate or death notice in the case of a close family member and proof of relationship to the deceased
- letter from a lecturer, head of department or relevant institute staff familiar with the applicant's circumstances

Special circumstances do not include, for example:

- lack of knowledge or understanding of requirements under the schemes; or
- an applicant's incapacity to repay a HELP debt, as repayments are income contingent and the applicant can apply for a deferral of a compulsory repayment in certain circumstances

An application for a remission or a re-credit must be made, in writing:

- within 12 months of the withdrawal date of the unit, or,
- if the person has not withdrawn, within 12 months of the end of the period of study in which the unit was, or was to be, undertaken.
- Where a student has deferred, the 12 month period applies from the end of the period of deferment. The Institute has the discretion to waive this requirement if it is satisfied that the application could not be made within the time limits. The Institute considers an application within 14 days of receipt.

Schedule of Administrative and Miscellaneous Charges

Fees and Charges

There are a range of other student fees that may apply **Student Services Fees**

The Student Services Fee is a compulsory fee charged by William Angliss Institute. Funds from the Student Service Fee are used to provide services that directly benefit students, such as student support services (including counselling, disability support, health and careers), as well as student events. These fees also go towards facility improvement projects

The Amenities Fee is charged at \$0.60 per enrolled hour of a calendar year for students in a Government subsidised place both on and off campus. It is factored into tuition fees for Higher Education, International and Fee for Service students.

Administrative and Miscellaneous Fees

Description	Charge
<u>Official Academic Transcript</u>	\$30 (within 5 days) \$50 (within 24 hours) \$10 (additional copies)
<u>Replacement Student ID Card</u>	\$30
<u>Reinstatement Charge</u> – for consideration of an application for reinstatement of enrolment following cancellation of enrolment for failing to meet enrolment requirements including payment of fees and charges. The reinstatement charge is refunded if the application for reinstatement is rejected.	\$150
<u>Graduation</u>	
VET Student	\$60
VET Student + 1 Guest	\$100
VET Student + 2 Guests	\$140
FoHE Student	\$90
FoHE Student + 1 Guest	\$130
FoHE Student + 2 Guests	\$170
Extra Guest (Subject to Availability)	\$40
<u>Records</u>	
First issue of a certificate (includes results on transcript paper)	no fee
First issue of an RSA certificate	\$15
Reissue of a Nationally Accredited Certificate issued post 2000 (Excluding Western Australia)	\$80
Reissue of a Testamur (Higher Education Only)	\$80
Reissue of a certificate (Western Australia Only)	\$50
Reissue of a certificate (Short Courses)	\$30
Archived results (pre 2000)	\$100
Archived certificate (issued pre 2000)	\$100
Archived Results and Certificate (issued pre 2000)	\$180
Results on transcript paper	\$15
Registered Post for Certificates and Results (within Australia)	\$10
Federal Express for Certificates and Results (outside Australia)	\$50
<u>Enrolments</u>	
Reinstatement Fee	\$150
Refund Administration Fee (only for Certificate IV and below or post-census for Diploma and Higher Education)	\$100
Payment Plan Establishment Fee – Domestic Students (payable on application)	\$100
Short Courses Administration fee - Cancellation, transfer, or refund received more than 5 business days prior to course commencement	\$20
Short Courses Administration fee - Cancellation, transfer, or refund received 1 to 5 business days prior to course commencement	50% of course price
<u>International</u>	
Re-issue of Letter of Completion	\$20
Re-issue of letter for legal purposes	\$20
Telegraphic Transfer (TT) of tuition fees	\$30
No-show for pre-booked airport reception service	\$80
Re-issue of Letter of Offer	\$100
Re-issue of Confirmation of Enrolment (CoE)	\$150
International Administration Fee (as applicable)	\$100
Course Cancellation Administration Fee (International Only)	\$750
Re-print of payment fee letter (invoice) (International Only)	\$10
Penalty for late tuition fee payment (per week) (International Only)	\$100