International Student Tuition Fee Collection Policy

Responsible Officer  | Deputy Vice-Chancellor (Students & Education)
Approved by         | Vice-Chancellor
Approved and commenced | December, 2014
Review by           | December, 2017

Relevant Legislation, Ordinance, Rule and/or Governance Level Principle

- Education Services for Overseas Student Act 2000 (ESOS)
- Higher Education Provider Guidelines 2012
- Higher Education Support Act (HESA) 2003
- Rule 3 Admission and Student Progress

Responsible Organisational Unit | Student Centre

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1 Objective

The objectives of this Policy are to ensure compliance with legislative requirements in relation to fee collection for international fee paying students and to provide a framework that enables effective management of University accountabilities in regard to tuition fees.

2 Scope

This policy applies to all international fee paying students of University of Tasmania.

3 Policy Provisions

3.1 Payment Information

International tuition fees, including Student Services and Amenities Fees (SSAF) that are levied in accordance with the SSAF policy, will be invoiced on a per study period basis and international students are required to make full payment of all study period fee by the due date which is normally recommended to be the first Friday of the study period. Students with an unexpected or exceptional circumstance who cannot make full payment by the due date may apply for a payment plan. Please refer to Guidelines for Requesting a Payment Plan for International Students.

Payment for all other Study Periods are due on the Monday prior to the census date for the relevant unit. Students will be issued an invoice detailing each unit due date. Census dates for these Study Periods are set each year and are available on the University website and included in information emailed to students.

Students who enrol after the due date will be required to pay their fees immediately on receipt of their fees invoice.

Research Higher Degree student tuition fees will be calculated in two billing periods over the full year. Invoices and invoice variations will be generated on a quarterly basis at the beginning and middle of each billing period.

Enrolments of students who do not make full payment by the due date will be cancelled as at the census date, or in case of Research Higher Degree students as at the relevant due date, unless delayed cancellation is approved.

3.2 Payment Arrangements in Special Circumstances

Students wishing to apply for payment arrangements in special circumstances must meet the following criteria:

- the circumstances occurred prior to the due date; and
- the circumstances were outside the control of the student; and
- supporting documentation can be supplied, e.g. medical certificate; and
- they are currently enrolled

The student must apply in writing to the designated officer stating the reasons for special consideration and attach supporting documentation. Applications without supporting documentation may not be considered.
Requests for payment arrangements in special circumstances will be assessed by the designated officer on a case by case basis. Requests will normally be assessed within 10 working days of submission of the application and the students emailed the outcome of their request within 3 working days of the decision.

Applications must be received by the due date.

There is no provision for payment arrangements in special circumstances for enrolment for Winter, Spring or Summer Study Periods due to timing constraints.

3.3 Cancellation

It is a student’s responsibility to pay all tuition fees owing by the relevant due dates. Tuition fee invoices are issued to students prior to the commencement of each study period, or immediately after enrolment if this occurs after the study period has commenced.

Non-payment of tuition fees will result in enrolment cancellation as at the census date, unless delayed cancellation is approved. If enrolment cancellation occurs the student will not be eligible to attend classes, sit examinations or to graduate and the Department of Immigration and Border Protection (DIBP) will be notified.

Initial cancellations of enrolment in Study Periods 1 and 2 will be undertaken in the following circumstances:

i. the student has not made full payment by the due date, and/or
ii. the student has not applied for any special payment arrangements, or
iii. the student has not met the conditions of any special payment arrangements.

Enrolment cancellation is also applicable for Spring, Summer and Winter Study Periods, if the student has not made full unit payment by the relevant due date, unless delayed cancellation is approved.

Students will be notified immediately of their cancellation of enrolment with advice regarding possible reinstatement. Students are not usually permitted to be reinstated more than seven calendar days after enrolment cancellation.

All final cancellations (after the reinstatement period) of enrolment for non-payment of tuition fees will be reported to the Executive Director, Student Centre and will also forward advice to the International Compliance Officer for cancellation notification to DIBP.

A cancellation comment will be recorded on the student’s record and this will remain in place as a permanent record.

3.4 Reinstatement

A reinstatement fee of $200 applies to any student who wishes to pay for their tuition fees after cancellation and apply for a reinstatement, unless exempted otherwise. Reinstatement process can be found at http://www.utas.edu.au/fees/FAQs-International/reinstatement-of-enrolment-following-cancellation.

A student who has had a cancellation of enrolment may apply for reinstatement in the following circumstances:
i. full payment is made within 7 calendar days of the cancellation notice; and

ii. if levied, the $200 reinstatement fee is paid and a receipt provided; and

iii. the student has made a written application for reinstatement and submitted all required documentation to the Student Centre; and

iv. DIBP has not been notified of the cancellation of enrolment

Students will be advised via the University email the status of reinstatement of enrolment.

A reinstatement comment will be recorded on the student’s record and this will remain in place as a permanent record.

There is no provision for reinstatement of enrolment for Winter, Spring or Summer Study Periods due to timing constraints.

3.5 Review Process

In the event of a dispute a student may apply in writing to the Executive Director, Student Centre, or delegate, for a review of the decision to cancel enrolment. Application for a review should be submitted in writing stating the grounds for application and include relevant supporting documentation. Applications for review should be submitted within 5 business days of the decision to cancel enrolment.

Receipt of the application for review will be acknowledged within one week. This receipt may be presented to DIBP to advise of the current review.

Students will be advised in writing of the outcome of their review within 10 working days.

3.6 Sponsorship

There are two types of sponsorship available:

1. Payment by a third party. It may be an internal or external body undertaking full payment of a student’s fees. Sponsors are invoiced and payment is made for the relevant students. Sponsor invoices are generated each study period prior to the census date.

2. A partial or full reduction of an individual student’s tuition fees. These sponsorships, formerly known as scholarships are normally an internal university arrangement and money is normally transferred via the use of relevant account codes.

3.7 Sanctions

An unpaid tuition fee sanction will be recorded for a student record under the following circumstances:

i. the student is on an approved special payment arrangement payment plan and final payment has not yet been received.

ii. the student is on a sponsor arrangement and the sponsor payment has not been finalised.

iii. the tuition fee amount outstanding is greater than AUD$50.
The sanction will block access to all final results across the full enrolment record, block production of an academic transcript and prevent a student from graduating.

Sanctions will be lifted once payment of the full outstanding amount has been cleared by the University and applied to the student’s record.

3.8 Remissions

The University can, in special circumstances, remit a student tuition fee. For more information please refer to the Full Fee Paying and Commonwealth Supported Student Remission of Debt Policy.

3.9 Refunds

In certain circumstances it is possible for a student to apply for a refund of prepaid tuition fees. Please refer to the International Student Fee Refund Policy for more information.

4 Responsibilities

The Executive Director, Student Centre is responsible for:

- the development, compliance monitoring and review of this policy.

The Associate Director, Student Administration is responsible for:

- the promulgation and implementation of this policy and procedure in accordance with the scope as outlined within the documents.
- records and information that support this policy will be created, managed and retained in accordance with the University Records Management Policy, Procedures and Guidelines.

5 Definitions and Acronyms

<table>
<thead>
<tr>
<th>Term/Acronym</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Census Date</td>
<td>The date by which all enrolments and fee obligations must be finalised.</td>
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<tr>
<td>DIBP</td>
<td>Department of Immigration and Border Protection</td>
</tr>
<tr>
<td>Organisational Unit</td>
<td>College, Faculty, School, Centre, University Institute, other University</td>
</tr>
<tr>
<td></td>
<td>Entity, Division, Section or University Business Enterprise.</td>
</tr>
<tr>
<td>Sanction</td>
<td>A sanction is a flag that is automatically set against an individual student record when the student has outstanding tuition or other University debts. The sanction will block access to all final results across the full enrolment record, block production of an academic transcript and prevent a student from graduating.</td>
</tr>
<tr>
<td>Special Circumstances</td>
<td>The Commonwealth specifies circumstances in which a University will be satisfied that they apply to a student that: Are beyond the persons control</td>
</tr>
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</table>
- Do not make their full impact on the person until on or after the census date for the unit of study in question
- Make it impracticable for the person to complete the requirements for the unit of study during the period which the person undertook, or was to undertake, the unit.

6 Supporting Documentation
- Administrative Information for Providers
- International Fee Refund Policy
- Full Fee Paying and Commonwealth Supported Student Remission of Debt Policy
- University Records Management Policy

7 Versioning

| Former Version(s) | Version 1 – International Student Tuition Fee Collection Policy; approved December, 2014, amended in December 2016 to incorporate Colleges. |