Domestic Student Fee Collection Policy

Responsible Officer: Deputy Vice-Chancellor (Students and Education)

Approved by: Vice-Chancellor

Approved and commenced: December, 2014

Review by: December, 2017

Relevant Legislation, Ordinance, Rule and/or Governance Level Principle:
- 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 domestic full fee paying and Commonwealth supported 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 domestic full fee paying and Commonwealth supported students of University of Tasmania.

3 Policy Provisions

3.1 Full Fee Paying Students

Students are responsible for payment of all tuition fees by the relevant date which is 14 days prior to the census date for the relevant Study Period. Students will be issued an invoice via eStudent detailing each unit due date upon enrolment.

Eligible students may be able to access FEE-HELP to pay all or part of their tuition fees. In order to access FEE-HELP a student must meet the eligibility requirements and submit a valid FEE-HELP form to the University by the census date.

Enrolments of students who do not make full payment by the due date and have not accessed FEE-HELP will be cancelled as at the census date, unless delayed cancellation is approved.

3.2 Commonwealth Supported Place Students

A student enrolled in a Commonwealth supported place (CSP) is required to complete and submit a valid Commonwealth Assistance form (HECS-HELP) by the census date.

A Commonwealth supported student may, subject to citizenship or residency requirements, elect to pay all or part of the study period fees owing or defer their fees. If the student wishes to pay all or part of the study period fees owing, the upfront or partial payment must be made by the relevant due date. If the student wishes to defer their fees, they must also submit their tax file number details on the Commonwealth Assistance form.

Students who do not meet citizenship or residency requirements are required to pay full upfront fees.

Students are responsible for payment of all tuition fees by the relevant date which is 14 days prior to the census date for the relevant Study Period.

Students will be issued an invoice via eStudent detailing each unit due date upon enrolment.

Enrolments of a student who have not submitted a HECS HELP form, and a tax file number if applicable, by the due date and:

- do not make full payment by the due date; or
• do not meet eligibility requirements to defer their fees;  

will be cancelled 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.  

3.3 Cancellation  

Cancellations of enrolment will occur in the following circumstances:  

i. the student has not made full payment by the due date, or  

ii. the student has not submitted a valid commonwealth assistance form, and/or  

iii. the student has not submitted a valid tax file number, if applicable.  

Students will be notified immediately of their cancellation of enrolment with advice regarding possible reinstatement. Students may not be permitted to be reinstated more than 10 calendar days after enrolment cancellation.  

The Fees Collection Committee (Domestic) will report all final cancellations (after the reinstatement period) of enrolment for non-payment of tuition fees and non-submission of Commonwealth assistance forms to the Executive Director, Student Operations.  

Students will be advised via their University email of the cancellation of their enrolment.  

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 may apply to any student who wishes to pay for their fees after cancellation and apply for a reinstatement.  

A student who has had a cancellation of enrolment may apply for reinstatement in the following circumstances:  

In case of domestic full fee paying students, within 7 calendar days of the cancellation notice:  

• the full payment is made; or  

• if eligible, a valid Commonwealth assistance form (FEE-HELP) is submitted.  

In case of Commonwealth supported students, within 7 calendar days of the cancellation notice, a valid Commonwealth assistance form (HECS-HELP) is submitted and:  

• full upfront payment is made; or  

• if eligible to defer their fees, a valid tax file number is submitted; and  

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

Students will be advised the status of reinstatement of enrolment via their University email.
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 Operations, for a review of the decision to cancel enrolment. Applications for 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 date of the decision to cancel enrolment.

3.6 Sponsorships

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 fees. These sponsorships are normally an internal university arrangement and money is normally transferred via the use of relevant account codes. New sponsorships can be created subject to authorisation and approval of the relevant Head of Budget Centre or delegate.

3.7 Sanctions

An unpaid tuition fee sanction will be recorded:

- if there are outstanding tuition fees; or
- if a student is on an external sponsor arrangement and the sponsor payment has not been finalised.

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 on finalisation of 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 fee. For more information please refer to the Full Fee Paying and Commonwealth Supported Student Remission of Debt Policy.

3.9 Refunds

Students who have made payments in excess of the cost of their tuition fees or who have changed their study package will receive a credit notice after census date.

The credit amount will be applied towards the next available study period’s fees. In some cases, students may apply for a refund.
4 Responsibilities

The Executive Director, Student Operations 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>Commonwealth Supported Place</td>
<td>A Commonwealth supported place (CSP) is a higher education place for which the Australian Government makes a contribution to the University towards the cost of education.</td>
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<tr>
<td>FEE-HELP</td>
<td>A loan scheme that assists eligible students to pay their tuition fees. FEE-HELP can cover all or part of a student’s tuition fees. More information on FEE-HELP can be found at <a href="http://studyassist.gov.au/sites/StudyAssist/">http://studyassist.gov.au/sites/StudyAssist/</a></td>
</tr>
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<td>HECS-HELP</td>
<td>A loan scheme that assists eligible students to pay their tuition fees. HECS-HELP can cover all or part of a student’s tuition fees. More information on HECS-HELP can be found at <a href="http://studyassist.gov.au/sites/StudyAssist/">http://studyassist.gov.au/sites/StudyAssist/</a></td>
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<tr>
<td>Organisational Unit</td>
<td>College, Faculty, School, Centre, University Institute, other University Entity, Division, Section or University Business Enterprise.</td>
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<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>
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<tr>
<td>Special Circumstances</td>
<td>The Commonwealth specifies circumstances in which a University will be satisfied that they apply to a student that:</td>
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<td></td>
<td>- Are beyond the persons control</td>
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<td></td>
<td>- Do not make their full impact on the person until on or after the census date for the unit of study in question</td>
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<td></td>
<td>- 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.</td>
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6 Supporting Documentation
- Administrative Information for Providers
- Full Fee Paying and Commonwealth Supported Student Remission of Debt Policy
- University Records Management Policy

7 Versioning

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