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Purpose

This procedure describes how domestic student fees are administered and managed in accordance with legislative requirements, including:

- a) how fees are set and published
- b) how students can make up front payment or defer their fees for a course
- c) how fee sanctions, cancellation of enrolment, long-term debt and credit is managed, and
- d) how students can apply for a loan to study part of their course overseas.

Applicable governance instruments

Instrument	Section	Principles
<i>Student Fees Policy</i>	1 Student Fees 4 Student Loans	1.1-1.3 4.1
<i>Higher Education Support Act (HESA) 2003</i>	20 Commonwealth Supported Places 21 Commonwealth contribution amounts 22 Student contribution amounts 23 Domestic students who are fee paying 24 Domestic student tuition fees 25 Domestic undergraduate fee paying students	N/A

Procedure

1. Background

The University's *Domestic Student Fees Procedure* provides a contemporary, informative, and transparent approach to how domestic fees are set in a highly regulated environment and how the collection of fees from domestic students is managed to ensure compliance with government requirements.

In accordance with legislative requirements, the University requires all domestic students enrolled in a course or unit of study to pay their fees up front or apply for a HELP loan to defer their fees.

All domestic students studying in an undergraduate course and some postgraduate courses are Commonwealth supported and are not liable for the full tuition fees of their course. The Australian government pays a portion of the tuition fees for students (known as Commonwealth Grant Scheme) and the remaining tuition fee is the amount payable by the student (known as Student Contribution Amount).

Students who are enrolled in Full Fee Paying courses are liable for the full tuition fees for their course. These fees are set by the University in a transparent and compliant manner as prescribed by legislation.

Students are responsible for paying their fees by the due date for each study period or submitting a valid HELP loan by the due date for their course. As part of the Federal government's Tertiary Collection of Student Information requirements, the University is required to report on student enrolments including cancellations due to non-payment of fees within 7-14 days after the census date for each study period.

The domestic fees described in this procedure relate to tuition and Student Services and Amenities Fees (SSAF). For further information regarding how SSAF is determined, allocated and managed, refer to the *Student Services and Amenities Procedure*.

This procedure applies to:

- Domestic Commonwealth Supported and Full Fee-Paying students
- Open Universities Australia students

This procedure does not apply to:

- International students (see *International Student Fees Procedure*)
- Fee waivers and discounts to set and publish fees (see *Student Fee Waivers and Discounts Procedure*)
- Short courses and micro-credentials (subject to other requirements)

2. Setting and publishing fees

- 2.1. Fees for students studying in a Commonwealth Supported Place are set annually by the Federal government. The Department of Education determines the student contribution amount for a Commonwealth Supported Place in the funding cluster for which the unit is classified; and the maximum rate the University can charge for Student Services and Amenities Fees (a fee which is used to provide services, experience, and resources all students can access). See *Student Services and Amenities Fees Procedure*.
- 2.2. Fees for Full Fee Paying students for the next academic year are set by the University 8-10 months in advance of each new academic year.
- 2.3. The Executive Director Student Services leads the fee setting process for Full Fee Paying units and courses, considering whether adjustments to these rates are recommended. In considering whether to recommend adjustments, key stakeholders in the colleges and Financial Services will be consulted as follows:
 - a) The General Manager Finance provides recommendations for broad adjustments based on the University's financial position, and data from the Reserve Bank of Australia (RBA) regarding Consumer Price Index (CPI) and other external factors.

- b) The College Executive Deans will review and provide advice on the recommendations giving consideration to:
 - i. college strategic and operational plans
 - ii. fees charged for other equivalent courses offered by the University and by other Australian universities, and
 - iii. the nature and size of the potential market for courses and expected competition for students from similar courses.
- 2.4. In reviewing and setting domestic tuition fees for Full Fee Paying places, the following fee setting principles will be applied:
- a) Tuition fees will be determined based on the fees charged for the units comprising a course of study. Units will be grouped into fee bands and a standard fee per unit will apply to all units in each band.
 - b) Units will be priced at an amount no less than the student contribution amount charged to a Commonwealth Supported student in the same unit.
 - c) Where a coursework program is offered in partnership with one or more providers and where a single fee level for such courses is to apply across multiple providers, the fee for these units will be determined in consultation with the participating providers.
 - d) The full average cost of delivery of each course is expected to be recovered, taking account of the following:
 - i. an estimate of costs, including academic and other staff time, services, materials, equipment, and facilities, calculated as the apportioned rather than marginal costs
 - ii. modes of delivery, and
 - iii. expected enrolments in the course.
 - e) For Non-Award Courses, the standard rate for fees charged for a single unit will be equal to the highest student contribution amount in the equivalent Full Fee Paying unit (i.e. JOE Non Award).
- 2.5. The Executive Director Student Services will make written recommendations in writing to the Head of Student Services and Operations to either increase, decrease or roll-over fees.
- 2.6. The Head of Student Services and Operations will table a schedule of standard fees for each domestic full fee band and any variation to the standard fees for units and recommend approval by the Markets and Revenue Working Group.
- 2.7. Following approval of the schedule by the Markets and Revenue Working Group, the fees will be configured into Student Management by the Student Services team who will advise the Web Services team so the rates can be published on the University's website.
- 2.8. The Executive Director Student Services is responsible for ensuring that relevant stakeholders are notified once the fees have been published.

3. Making upfront payment or deferring fees

- 3.1. Payment due dates are published on the University's [Key Dates](#) webpage (normally 14 days before census date). These dates are proposed by Student Services, approved by the Deputy Vice-Chancellor Education (DVC-E), and published by Web Services.
- 3.2. The following options are available for the payment of fees:
 - a) Student makes payment
 - b) Sponsor (third party) makes payment on behalf of the student

- c) Fees are waived by the University (refer to section 3.13 below and the *Student Fee Waivers and Discounts Procedure*), or a
- d) Combination of the above.

Student makes payment:

- 3.3. Students are responsible for payment of all tuition and SSAF by the due date of the relevant study period. Students can access their invoice for the relevant study period through [eStudent](#).
- 3.4. Students must make payment in full, or make arrangements, if eligible to defer part or full payment through a higher education loan program.
- 3.5. Depending on citizenship and residency, students enrolled in a Commonwealth Supported or Full Fee Paying place can choose to do the following:
 - a) Pay all or part of their fees upfront; **and/or**
 - b) Defer their student contribution to a HECS-HELP loan (in the case of Commonwealth Supported) or tuition to a FEE-HELP loan (in the case of Full Fee Paying); **and/or**
 - c) Defer their Student Services and Amenities Fees to an SA-HELP loan.
- 3.6. Additionally, all Commonwealth Supported students must provide their Unique Student Identifier (USI) and complete a mandatory Electronic Commonwealth Assistance Form (eCAF), this acknowledges acceptance of a Commonwealth Supported Place and requests a HECS-HELP loan at the same time (if eligible). Students studying in a Commonwealth Supported Place who want to undertake part of their course overseas may also access an Overseas Higher Education Loan Program (OS-HELP) (See Section 6).
- 3.7. The Fees Team will send email reminders to all students with outstanding fees between the start of the study period and the due date.
- 3.8. Students who have outstanding fees or other requirements (i.e. TFN, USI) after the due date but before the census date will be sent a final email and SMS reminder. Tuition fees outstanding after the census date will result in a cancellation of enrolment. Outstanding Student Services and Amenities Fees will incur a sanction until paid. For sanctions, see section 4.

Sponsor (third party) makes payment on behalf of the student

- 3.9. Students may have their fees paid by a third-party (for example the student's employer or scholarship provider). Commonwealth supported students who are sponsored must still complete a mandatory eCAF (see section 3.6) so they can accept their offer of a Commonwealth Supported Place.
- 3.10. Sponsor arrangements must be set up by a College or the Division of Student Services and Operations using a formal agreement with advice from Legal Services or a financial guarantee. This arrangement may or may not include Student Services and Amenities Fees.
- 3.11. Sponsor invoices are generated by the Fees Team after the census date for each study period and sponsors are responsible for paying the fees outlined by the due date on their invoice (normally 28 days).

Fees waived by the University

- 3.12. A student may also have their fees covered by a partial or full fee reduction (See *Student Fee Waivers and Discounts Procedure*). Commonwealth supported students who receive a fee reduction must still complete a mandatory eCAF (see section 3.6) so they can accept their offer of a Commonwealth Supported Place.

Payment Extensions

- 3.13. Fee paying students who are unable to pay by the due date may request an extension. Payment extensions will be considered on a case-by-case basis.
- 3.14. Extensions are requested via [Student Forms](#). The Fees Team will grant an extension if there are compassionate or compelling circumstances (i.e. illness, injury or death of the student or an immediate family member, severe or unexpected financial hardship). Extensions will be up to 4-weeks.

4. Management of overdue fees

- 4.1. If a student does not pay their fees in full or does not submit a valid eCAF by the due date, the University may impose a sanction. A sanction is a formal notation on the student's record and will prevent students from:
 - a) viewing their results
 - b) requesting a copy of their academic transcript, and
 - c) graduating.
- 4.2. The fee sanction will be removed if a student pays their fees in full or submits a valid eCAF.
- 4.3. If a student has still not paid their fees in full **or** has not submitted a valid eCAF by the census date, the University will cancel the student's enrolment. This process cannot be reversed unless:
 - a) the student is in a Full Fee Paying place and makes full payment within 7 calendar days from the date they receive their cancellation notice. The student must email U.Connect@utas.edu.au with a copy of their receipt once payment has been made; or
 - b) where the University has made a procedural or administrative error.
- 4.4. In all other circumstances, the Fees Team will notify students in writing of their cancellation and will provide them with available options including re-enrolment advice for subsequent study periods and referral to a Student Adviser.
- 4.5. The Fees Team will reverse the fee in Student Management and record a cancellation comment on the student's record which will prevent students from re-enrolling in the same study period.
- 4.6. The Fees Team will report all final cancellations of enrolment for non-payment of tuition fees and/or non-submission of eCAF to the Executive Director Student Services.
- 4.7. If a student who has outstanding fees withdraws from their course or does not re-enrol, the Fees Team will apply a sanction on the student's record that prevents them from re-enrolling until the debt is paid in full.
- 4.8. The Fees Team will monitor overdue student debt owed to the University and will routinely follow up with students and sponsors until payment is made and keep a record in the University's Customer Relationship Management (CRM) system. The Fees Team will report quarterly to Financial Services on outstanding debt.

Long term debt management

- 4.9. Where all efforts have been made to recover monies payable to the University, the matter may be referred to a debt collection agency.
- 4.10. After all avenues of debt collection have been taken, or it is not economically viable to pursue a debt, the Manager Student Administration will submit a business case to the Executive Director Student Services to request the Chief Financial Officer's approval to write off the debt.
- 4.11. A debt write off does not constitute settlement of the debt. The University reserves the right to reinstate the debt at a future time. Any sanctions or penalties that existed prior to writing off the debt will remain and can only be removed if the student pays the debt in full.

5. Management of Credits

- 5.1. When a student pays their tuition or SSAF up front, it creates a credit on their student account. Credits will be routinely monitored by the Fees Team and if a student ceases to study, eligible credits will be refunded.

6. Students applying for financial support to study overseas (OS-HELP)

- 6.1. Students in a Commonwealth Supported Place who wish to undertake part of their course overseas can apply for an Overseas Higher Education Loan Program (OS-HELP loan). Students must continue to pay their fees at the University of Tasmania, however, can use their loan to pay for airfares, accommodation, and other travel costs. Eligible students may also receive an extra loan amount for approved Asian language study in preparation for overseas study in Asia (See section 5.3 below).
- 6.2. To be eligible for an OS-HELP loan, a student must:
- be an Australian citizen or the holder of a permanent humanitarian visa or a New Zealand Special Category Visa holder who meets the long-term residency requirements and be a resident at the time of applying.
 - be enrolled as a Commonwealth supported student and have completed at least one year of full-time study (100 credit points) in the course they wish to study overseas.
 - plan to undertake full-time study overseas.
 - have at least 12.5 credit points (usually one unit of study) of their course left to complete once they have finished their overseas study.
 - not have received OS-Help on more than one other occasion, and
 - not have completed the overseas study before submitting their OS-Help application.
- 6.3. To be eligible for the supplementary Asian language study loan, students must also:
- undertake language study in preparation for study in Asia, and
 - have not yet completed the Asian language study prior to applying.
- Students are ineligible for a supplementary Asian language student loan if they are undertaking the Asian language study as part of their course and/or already using a HELP loan to pay for those units.
- 6.4. An application for an OS HELP loan can be submitted no earlier than 6 months prior, and before completion of the overseas study. Students must complete a 'OS-HELP Loan Assistance Form' (available in [eStudent](#)) and email to U.Connect@utas.edu.au
- 6.5. Applications are firstly assessed by the Student Academic Success Team. The Student Academic Success Team will determine whether the overseas study fits within the student's degree structure and can be approved as credit towards their University of Tasmania studies. If approved, the Student Academic Success Team will send the application to the Fees Team to determine eligibility in accordance with 6.2 and 5.2 within 6-weeks of receipt.
- 6.6. The Fees Team will advise students of the outcome of their application. Successful students will need to complete an OS-HELP eCAF within 14 calendar days of receiving their OS-HELP assistance offer.
- 6.7. Upon completion of the OS-HELP eCAF, the loan will be paid into the student's bank account by the University's Finance team (normally within 21 days).
- 6.8. Once a student has received payment of their OS-HELP loan, it cannot be cancelled as it is automatically reported to the government once paid.

- 6.9. Students can email U.Connect@utas.edu.au if they have issues or concerns with any aspect of the OS-HELP loan process.

Related Procedures

Student Services and Amenities Fees Procedure

Student Fee Waivers and Discounts Procedure

International Student Fees Procedure

Versions

Version	Approval Authority	Responsible Officer/s	Approval Date
1	Vice-President, Strategy, Marketing and Finance	Director Student Systems and Administration Manager, Student Administration	30 May 2022
2	Head of Student Services and Operations	Executive Director Student Services Manager Student Administration	29 May 2023