

Contents

Purpose.....	1
Applicable governance instruments.....	1
Procedure	2
1. Background.....	2
2. Setting and publishing fees	2
3. Making upfront payment or deferring fees.....	3
4. Management of overdue fees	5
5. Students applying for financial support to study overseas (OS-HELP).....	6
Related procedures	6
Versions	7

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 and long-term debt 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 who are 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 is the amount payable by the student (known as Student Contribution Amount). Each unit is allocated to a particular funding cluster (field of study) which the Department of Education sets the fee rates for annually.

Students who are 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 new 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 outlined in this procedure relate to Tuition and Student Services and Amenities Fees.

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 Waiver and Discount 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 & Amenities Fees Procedure*.
- 2.2. Fees for Full Fee Paying students for the next academic year are set by the University between May and October.
- 2.3. The Director Student Systems and Administration will convene a fee setting working group consisting of key stakeholders (or their nominees) with appropriate expertise. The Fee Setting Working Group will:
 - a) acknowledge the new fee rates set by the government for students studying in a Commonwealth Supported Place
 - b) review the current rates for Full Fee Paying units and courses giving due consideration to whether any adjustments are required
 - c) review the Field of Education code for units and propose any changes where applicable, and

- d) set fees for Award and Non Award courses which are compliant with relevant legislation, guidelines issued by the Commonwealth, and in accordance with this section.
- 2.4. In reviewing and setting domestic tuition fees for Full Fee Paying places, the Fee Setting Working Party will apply the following principles:
- 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 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) In setting domestic fee levels, consideration will be given to:
 - i. University and College strategic and operational plans
 - ii. fees charged for other equivalent courses offered by the University and by other Australian universities,
 - iii. the nature and size of the potential market for courses and expected competition for students from similar courses, and
 - iv. the University's financial position.
 - e) Unless approved otherwise, 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.
- 2.5. The Working Group make recommendations in writing to the Vice-President Strategy, Finance and Marketing to either increase, decrease or roll-over fees.
- 2.6. The Vice-President Strategy, Finance and Marketing will table a schedule of standard fees for each domestic full fee band and any variation to the standard fees for units and recommend endorsement by the Markets & Revenue Working Group and then final approval by the Vice-Chancellor.
- 2.7. Following approval of the schedule by the Vice-Chancellor, the Student Systems and Administration Team will publish the fees on the University's website.
- 2.8. 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 Commonwealth Supported Place or Full Fee Paying unit.

3. Making upfront payment or deferring fees

- 3.1. Payment due dates are published on the University's [Key Dates](#) page (normally 14 days before census date).
- 3.2. The following options are available for the payment of fees:
 - a) Student makes payment
 - b) Sponsor (third party provider) makes payment on behalf of the student
 - c) Fees are waived by the University (refer to section 3.13 below and the *Student Fee Waiver and Discount Procedure*)

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 relevant 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 & Amenities Fees to an SA-HELP loan.
- 3.6. Additionally, all Commonwealth Supported students must complete a mandatory Electronic Commonwealth Assistance Form (eCAF) as part of the University's enrolment process. This form allows students to accept their offer of a Commonwealth Supported Place and request a HECS-HELP loan at the same time, as well as and provide their Unique Student Identifier (USI) to the University.
- 3.7. Students studying in a Commonwealth Supported Place who want to undertake part of their course overseas may also access an OS-HELP loan (See Section 5).
- 3.8. The Fees Team will send email and SMS reminders to all students with outstanding fees between the start of the study period and the due date.
- 3.9. Students who have outstanding fees after the due date but before the census date will be sent a final email and SMS reminder. Fees which remain outstanding after the census date will result in a cancellation of enrolment in the case of unpaid tuition or a fee sanction in the case of unpaid Student Services & Amenities Fees.

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

- 3.10. Students may have their fees paid by a third-party provider (for example 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.
- 3.11. Sponsor arrangements must be set up by a College or Division of Future Students using a formal agreement (i.e MoU, Deed of Agreement) or a financial guarantee. This arrangement may or may not include Student Services & Amenities Fees.
- 3.12. 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

- 3.13. A student may also have their fees covered by a partial or full fee reduction (See *Student Fee Waiver and Discount 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

- 3.14. Fee Paying students who are unable to pay by the due date may request an extension. Extensions are available for Semesters 1 and 2 and accelerated study periods. Payment extensions cannot be granted for other study periods.
- 3.15. Extensions are requested via [Student Forms](#). The Fees Team will grant an extension if there are compassionate and compelling circumstances (e.g. illness, injury or death of the student or their 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 HELP loan 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 HELP loan.
- 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 a student's enrolment. This process cannot be reversed unless in the following circumstances:
 - 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.
 - 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 update 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 non-submission of eCAF to the Vice-President Strategy, Finance and Marketing and Finance.
- 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 which prevents the student from re-enrolling until the debt is paid in full.

Long term debt management

- 4.8. Where all efforts have been made to recover monies payable to the University, the matter may be referred to a debt collection agency.
- 4.9. After all avenues of debt collection have been taken or it is not economically viable to pursue a debt, the Manager Student Administration will request the Chief Financial Officer's approval to write the debt off.
- 4.10. 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. Students applying for financial support to study overseas (OS-HELP)

- 5.1. Students in a Commonwealth Supported Place who are wanting to undertake part of their course overseas can apply for a 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).
- 5.2. To be eligible for an OS-HELP loan, a student must be:
 - a) 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
 - b) enrolled as a Commonwealth Supported student and have completed at least one year of full-time study (100 credit points) in the course for which they are studying overseas
 - c) undertaking full-time study overseas
 - d) 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
 - e) have not received OS-Help on more than one other occasion, and
 - f) have not completed the overseas study before submitting their OS-Help application.
- 5.3. To be eligible for the supplementary Asian language study loan, students must also:
 - a) be undertaking language study in preparation for study in Asia, and
 - b) have not yet completed the Asian language study prior to applying.
- 5.4. Students should submit their application as early as possible to ensure they receive payment prior to travel. Funding is limited and is administered on a 'first come, first serve' basis.
- 5.5. Students must complete a 'OS-HELP Application Form' (available in [eStudent](#)) and email to U.Connect@utas.edu.au
- 5.6. Applications are firstly assessed by the Student Advice Team. The Student Advice 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 Advice Team will send the application to the Fees Team to determine eligibility in accordance with 5.2 and 5.3 within 8-weeks of receipt.
- 5.7. 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.
- 5.8. 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).
- 5.9. 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.
- 5.10. 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 Waiver and Discount 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	30 May 2022

REPLACED