

Policy Number & Name: **RTOPRO033** Student Fees and Charges – International

Policy Area: Crown College International – International Students Only

Authorised by: Internationalisation Advisory Committee, Finance and Resources Committee

CRICOS Provider No **03582D**

Organisation Definition:

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the ‘college’ should be considered a reference to any these respective trading names.

1. Policy

1.1 This policy is designed to provide a clear documented process relating to all fees and charges associated to international students studying at Crown College International.

1.2 It defines the various types of fees and charges associated with study at Crown College International, penalties for non-payment and payment plans if applicable.

2. Scope

2.1 This policy applies to all international students who are commencing, have commenced or are continuing study with Crown College International.

2.2 International Students choosing to study at Crown College International are required to pay all Fees and Charges agreed to in the Student Written Agreement and Acceptance of Offer form.

3. Responsibility

3.1 The Group General Manager – Learning & Development and the Group Manager, Operations are responsible for the setting and publishing of fees.

4. Procedures

4.1 Fees and Charges

4.1.1 Students are required to pay the following fees:

- i. Application fee
- ii. Course tuition fees
- iii. Materials fees if applicable to the course
- iv. Overseas Student Health Cover (OSHC)
- v. Any other fees outlined in the Student Written Agreement and Acceptance of Offer.

4.1.2 Students must pay the Application for Enrolment Fee, otherwise the application for enrolment will not be processed

4.1.3 Application for Enrolment fees are NON REFUNDABLE

4.1.4 Students must pay all associated Course Fees as per the Student Written Agreement and Fee Schedule provided to them, otherwise students will not be allowed to commence or continue study

4.1.5 The first term tuition and associated course fees must be paid in full prior to commencing the course

4.1.6 Course fees must be paid in advance of the commencement of each study period (term) or in accordance with the schedule outlined in the Student Acceptance of Offer Agreement. If a student is granted RPL or Credit Transfer the fees will be based on units of competency less the exemptions granted

4.1.7 When a student accepts an offer by Crown College International by paying the fees, a binding contract is created between the student and Crown College International

4.1.8 Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved

4.1.9 A Refund of any fee will only be processed in accordance with the Refund Policy

4.1.10 If a student has been excluded or withdrawn and is later re-admitted, the student is liable for the fees that apply at the time of re-enrolment

4.1.11 Fees are subject to change throughout the life of the course. Fee changes will be published with appropriate notice and will be made available on the website and relevant student documents.

4.2 Payment of Fees

- 4.2.1 International students must pay all fees for the first study period (term) at least 3 weeks prior to the course commencement date.
- 4.2.2 International students must ensure subsequent study periods are paid in full prior to the study period start date.
- 4.2.3 International Students who do not pay fees for each study period in full may be unable to continue in subjects/units until fees are paid.
- 4.2.4 All Fee payments must be made in Australian Dollars and can be paid by:
- i. Cash
 - ii. Direct Bank Deposit
 - iii. Credit Card
 - iv. Money Order

4.3 Payment Extension or Payment Plans

- 4.3.1 International Students who can demonstrate genuine financial hardship may be permitted to pay course tuition fees over a period of time in the form of a payment plan.
- 4.3.2 The payment plan facility is only available in relation to course tuition fees.
- 4.3.3 A payment plan is not available in relation to penalty charges, OSHC, or other services.
- 4.3.4 Payment plans are determined on a case-by-case basis and will be approved by the Group Manager - Operations.
- 4.3.5 Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a Fee Extension Request Form.
- 4.3.6 The Fee Extension Request Form must be received prior to the fees due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted.
- 4.3.7 If an extension is approved, then a revised payment schedule will be determined and agreed to by the student.

4.4 Late Payment

4.4.1 Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension Request Form, then the following late payment fees apply:

a) \$200 per overdue invoice

4.4.2 All outstanding student debts must be settled before final assessment are undertaken, unless otherwise approved via a payment plan. Final results of assessment will be withheld until full payment, including late penalty charges have been received.

4.4.3 International Students will not be allowed to continue in further units of study or courses until all outstanding debts are settled.

4.5 Cancellation

4.5.1 The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.

4.5.2 If fees remain unpaid after week four of a course of study or if the payment plan arrangements are consistently broken the student will be reported to the Group Manager –Operations for appropriate action.

4.5.3 In the event an enrolment is cancelled, the International student shall have 20 working days to access the Complaints and Appeals process.

4.6 Overseas Student Health Cover

4.6.1 It is a condition of international student visas, that the Australian Government requires the student to have Overseas Student Health Cover for the duration of their time in Australia.

4.6.2 Crown College International is able to arrange OSHC through BUPA as the preferred provider and will provide the associated fees and charges on the Letter of Offer, or

4.6.3 The student is free to arrange OSHC themselves.

I. Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC

4.6.4 Refunds for OSHC are provided only in exceptional circumstances and subject to the approval of the Group Manager –Operations and the BUPA Fund Manager for Crown College International.

4.7 Tuition Protection

4.7.1 In accordance with the ESOS Act, Crown College International ensures the security of Student Fees through membership to the Australian Government's Tuition Protection Service (TPS) which is a placement and refund service for international students.

4.7.2 In the event that Crown College International ceases to provide a course of study in which a student is enrolled the student will be entitled to a choice of the following:

- I. An offer of a place in a similar course of study with another provider without the requirement to pay the second provider any student contribution or tuition fee for any replacement units (this is known as the "Course Assurance Option"; OR
- II. A refund of the student's up-front payments for any unit of study that the student commences but does not complete because Crown College International ceases to provide the course of study of which the unit forms part (this is known as the "Tuition Fee Repayment Option")

4.7.3 Crown College International will meet the tuition assurance requirements of the ESOS Act 2000 through membership of the Tuition Protection Services – <http://tps.gov.au/Home>

4.7.4 If Crown College International ceases to provide a course of study, and is not in a position to refund the tuition fees, Crown College International will advise the TPS Director within three business days of the default or intention to default and will have 14 working days to satisfy its tuition protection obligations to current students. At the end of 14 working days, Crown College International will have a further 7 working days to advise the TPS Director of the outcome.

5. Related Documents

Refund Policy

Fees Extension Request Form

Student Written Agreement

Acceptance of Offer form

6. Policy Publication

All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

7. Definitions

Application Fee is a non-refundable fee that is charged for providing the administration and service of processing the student application. This fee is in addition to Tuition Fees and additional charges.

Tuition Fee is a compulsory academic fee payable by students for courses offered at Crown College International. The Tuition Fee does not include materials or any other additional charge or cost.

Tuition Protection Service (TPS) is a protection scheme for international students whose provider cannot fully deliver a course for which the student has paid. The TPS ensures that students are able to either:

- a) Complete their studies in another course with or with another education provider, or
- b) Receive a refund of their unspent tuition fees

8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By

Document ID RTOPRO033	Version No 1.0	Controlled copy, uncontrolled when printed
Release Date Jan 2017	G:\HR\TRAINING\4. CROWN COLLEGE - INTERNATIONAL\POLICIES & PROCEDURES\RTOPRO033 Student Fees and Charges .docx	