

## Student Fees Policy

<b>Document Owner</b>	Chief Executive Officer		
<b>Responsible Officer</b>	Operations and Compliance Manager		
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<b>Related Documents</b>	<i>Legislative and Regulatory Compliance</i> <i>Letter of Offer and Written Agreement</i> <i>National Code Compliance</i> <i>Student Refund Policy</i> <i>Student Refund Procedure</i>		
<b>Version</b>	<b>Authorised by</b>	<b>Approved</b>	<b>Effective Date</b>
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### 1. Context

This Policy supports Australian College of Business Intelligence's (ACBI's) commitment to fair trading practices.

This Policy sets out the expectations and requirements of ACBI with respect to the administration of student tuition fees and non-tuition fees, in accordance with relevant legislation and regulations, and the payment of fees.

### 2. Definitions

**Commencing student:** a student who has accepted an offer of a place at ACBI who has yet to commence their studies at ACBI.

**Compassionate or compelling circumstances:** circumstances beyond the control of the student which will have an impact upon the student's progress or wellbeing.

**Continuing student:** a student who has completed at least a term of study and is eligible to remain enrolled in the course.

**Course:** a course of study, comprising units of competency, the successful completion of which results in the awarding of a qualification, such as a Diploma.

**Deferral:** a delayed commencement by an applicant who has received an offer of a place in an ACBI course.

**Domestic student:** Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).

**Overseas student:** a student who is not a domestic student and who may hold a student visa and is protected by the *Education Services for Overseas Students Act 2000* legislative framework.

**Non-tuition fees:** fees charged by ACBI that are not for tuition, such as reassessment of study outcomes, deferral, late payment of fees.

**Tuition fees:** fees received by ACBI that are directly related to the provision of a course that ACBI is providing, or offering to provide, to a student. These fees can be received either directly or indirectly

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from a commencing student or continuing student or from another person who pays the money on behalf of a commencing student or continuing student.

Unit of Competency: a component of a course, which needs to be completed to be awarded a qualification.

Tuition Protection Services (TPS): an initiative of the Australian Government to assist:

- International students
- Eligible domestic students accessing a FEE-HELP or HECS-HELP (HELP) or VET Student Loan (VSL)
- Domestic higher education students who pay their fees directly to their provider.
- When the education provider is unable to fully deliver a course of study.

### 3. Scope

This Policy applies to all staff at ACBI with responsibility for the administration of tuition and non-tuition fees, and to commencing and continuing students.

### 4. Principles

The key principles informing this Policy are:

- transparency – information regarding fees is to be accurate, comprehensive, easily accessible, and written in plain English;
- equity – all students will be treated fairly and equally; and
- consistency – students will be provided with consistent information regarding fees.

### 5. Policy details

#### 5.1. Determining tuition fees

ACBI will determine and review student tuition and non-tuition fees on an annual basis and a year in advance. The Chief Executive Officer is responsible for setting fees for all students, on the recommendation of the Management Team. Fees need to be compliant with all relevant legislation and regulations.

The Chief Executive Officer may vary fees for any student or group of students within delegated limitations. It is expected that fees at ACBI will be subject to annual increases.

#### 5.2. Standard Fees

Standard tuition, non-tuition, and other fees determined by ACBI include:

- course fee;
- replacement certificate fee;
- academic transcript (additional copy) fee;
- RPL/credit assessment fee;
- change of course fee;
- withdrawal fee;
- application processing fee;
- resource fee;

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- late payment of tuition fee;
- deferral of commencement fee; and
- re-assessment fee.

Please refer to **Appendix 1 – Administration Fee Schedule** on page 7 of this policy document.

**NOTE:** All fees are listed in Australian Dollars and include GST.

ACBI Standard Fees are subject to change and the fees applicable at any time will be those fees listed in this document.

### 5.3. Publication of fees

Tuition, non-tuition, and other fees for domestic and international students will be set out in the Fee Schedule available from the ACBI website.

### 5.4. Payment of Fees

The following details relate to the payment of fees:

- **Instructions:** Prospective/Commencing students will be provided instructions on payment of tuition fees in the student's *Letter of Offer and Written Agreement*, including the periods to which those tuition fees relate and payment options as well as any non-tuition fee or other fee the students may incur. Continuing students will receive this information in their term's *Fees Reminder and Invoice*, which will be emailed four weeks before the tuition fee is due. This invoice will be considered as the "First Notice" and students are required to pay the invoice by the due date.
- **Due date:** Commencing students must pay tuition fees for the first term of study within 10 working days of accepting their *Letter of Offer and Written Agreement*. Continuing students must pay tuition fees for each term no later than 10 working days prior to the commencement of the term.
- **Extension to due date:** the due date of tuition fees will only be approved on an individual basis and in exceptional circumstances. Exceptional circumstances include:
  - **Medical circumstances:** an unexpected illness, a recurrence of a chronic illness or an accident
  - **Compassionate circumstances:** hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident.
  - **Special circumstances:** includes religious reasons, legal commitment, military service, service with an emergency service, representing ACBI, representing a state or home nation at a significant event, or unforeseen and significant employment-related circumstances

A student applying for an extension to the due date of tuition fees is to submit their request in writing to the Head of Finance, with supporting evidence. The Head of Finance will determine whether an extension will be approved and will inform the student in writing of the outcome. The period of extension will not exceed 60 calendar days.

**Late payment:** A student who has not paid tuition fees in full for the coming term by the due date may be charged a late payment fee of \$100. If your fees become overdue by 7 working

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days immediate payment is required and a final reminder and an *Intention to Report* notice, will be posted to you. A copy will be emailed to the student's agent.

If a student decides to appeal the *Intention to Report*, the student will have 20 working days to lodge an appeal in writing or to contact the College regarding payment. If payment in full is not received, or an appeal is not upheld, ACBI will report the student to the Department of Home Affairs (DHA) for failure to pay fees, and the student's Confirmation of Enrolment (CoE) will be cancelled. As a result, the student visa may also be cancelled. If your CoE is cancelled, you will not be permitted to attend classes until the situation is resolved and your account settled.

- **Penalties for late payment:** Regardless of whether a late fee is charged, failure to pay all fees by the due date may result in the one or more of the following:
  - exclusion from class;
  - suspended access to online resources;
  - enrolment in further units may not be permitted;
  - withholding of academic results;
  - withholding of eligibility to graduate;
  - exclusion;
  - termination of enrolment.
- **Bank fees:** Any bank fees associated with processing a student's tuition fees shall be the responsibility of the student and must be paid within 10 working days.
- **Other non-tuition fees:** other non-tuition fees incurred by the student, including for late payment, will be communicated in writing with a period of 10 working days for payment.
- **Records:** The student and ACBI are to maintain a copy of the Written Agreement and receipts of any payments of tuition and non-tuition fees.

## 6. Tuition Protection

The **Tuition Protection Service (TPS)** supports four student cohorts enrolled at private education providers:

- international students on student visas
- domestic Vocational Education and Training (VET) students receiving VET Student Loan (VSL) assistance
- domestic higher education students receiving FEE-HELP or HECS-HELP loan assistance
- domestic higher education students who pay their tuition fees up-front.

Following a provider default, the TPS ensures that these students can either:

- complete their studies at another education provider; or
- receive a refund of the tuition fees paid up-front for the affected unit(s) of study; or
- receive a loan re-credit for the loan amount used to pay tuition fees for the affected unit(s) of study.

For student category (VET domestic upfront paying student) that is not covered by TPS, ACBI maintains an adequate restricted amount in a designated account with a reputable financial institution.

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ACBI places all pre-paid tuition fees paid by students before they have commenced into a designated account. The amount of money in the account is known as 'the protected amount.' The designated account should be a separate bank account within the ordinary meaning of 'account'.

This account will only be drawn down when the student commences the course.

If an ACBI course is cancelled (provider default), ACBI will mitigate disadvantage to:

- **international students** by meeting the statutory obligations regarding tuition protection as set out in the Tuition Protection Service (TPS) framework;
- **domestic students** by meeting the regulatory obligations regarding tuition protection requirements of the *Standards for Registered Training Organisations 2015*, Standard 7.3, as well as the obligations under the Tuition Protection Service (TPS) where applicable, through adequately resourced financial and tuition safeguards.

## 7. Refunds of Fees

Detailed information about refunds of unspent tuition fees is available in the *Letter of Offer and Enrolment Acceptance Agreement* as well as the *Student Refund Policy*, *Student Refund Procedure*, and *Student Handbook* which are accessible via the [ACBI website](#).

## 8. Non-refundable fees

Non-tuition fees or other administration fees, such as the application processing fee or late payment of fees, are not refundable.

## 9. Breaches

If a student or staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant *Code of Conduct* and *Misconduct Procedure*, which can be accessed from the ACBI website.

## 10. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant *Complaints and Appeals Policy*, which can be accessed from the ACBI website.

## 11. References

*Education Services for Overseas Students Act 2000 (Cth)*

*Education Services for Overseas Students Regulations 2001 (Cth)*

*Standards for Registered Training Organisations 2015, Standards 3.3, 5.3, 7.3*

*National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 3*

## 12. Acknowledgements

In developing this Policy, ACBI acknowledges:

- AIBI Higher Education's *Student Fees Policy*

### Document History:

Version	Date	Author	Reason	Sections
1.0		Fabio Mejia	Original version	All
2.0	9/10/2019	Stephen Andrews	Initial draft of revised version	All
2.1	16/10/2019	Fabio Mejia	Reviewed and revised as required.	All
2.2	18/10/2019	Xiang Luo	CEO approval	All
2.3	13/02/2024	Ivan Negro	Updated TPS definition and information, standard fee, payment of fee, publication of fee. Added refund of fees and non-refundable fees sections (7, 8) Added Appendix 1	2, 5, 6, 7, 8, Appendix 1

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### Appendix 1 – Administration Fee Schedule

<b>Fee</b>	<b>International students</b>	<b>Domestic students</b>
Application Processing Fee <i>(Non-refundable)</i>	\$250	\$150 <i>(Not applicable for eligible VSL students)</i>
Resource Fee	\$100	\$100 <i>(Not applicable for eligible VSL students)</i>
Additional Resource Fee <i>(Applicable to all students enrolling in Diploma &amp; Advanced Diploma of Graphic Design)</i>	\$100	---
Overseas Student Health Cover (OSHC) <i>(International students only)</i>	As quoted by the service provider	---
Recognition of Prior Learning (RPL)	\$300	\$300
Enrolment Deferment Fee	\$100	---
Change of Course Fee	\$100	\$100
Re-assessment Fee	\$150 <i>per unit of competency</i>	---
Withdrawal Fee	\$500 <i>(applicable for current students)</i>	\$500 <i>(applicable for current students)</i>
Late payment of Tuition Fee <i>(applies one week after invoice due date)</i>	\$100	\$100
First Course Extension Fee	---	\$150
Final Course Extension Fee	---	\$150
Graduation Certificate Postage Fee	\$30 <i>(Within Australia)</i> \$50 <i>(International)</i>	\$30 <i>(Within Australia)</i> \$50 <i>(International)</i>
Replacement Certificate Fee <i>(includes Academic Transcript)</i>	\$30	\$30
Replacement Student ID Card <i>(1<sup>st</sup> student card is free of charge)</i>	\$15	---

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