Fees Policy – International

Policy Code: INT-005 Version: 8.0 Effective Date: 16 September 2014

Purpose:
This policy applies to all international students enrolled within a course or subject or unit of study at the College and provides a broad framework and set of principles regarding the payment of fees and any circumstances relating to this. This includes, but is not exclusive to:

- Up-front payment of fees
- Enrolment Fees
- Restrictions.

Definition of “College” – The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health, College of Natural Beauty, FIAFitnation and Wellnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names.

Definition of “International students” – The College defines an International Student as someone who is not an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g. Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.

Scope:
- All international students
- All campuses, including online learning
Policy Statement:
Part A of this policy sets out the College’s policy around international student fees and their responsibilities for paying fees and applies to all international students. Part B of this policy sets out additional requirements that must be adhered to regarding fees paid by international students studying on a student visa.

All international students studying at the College and enrolled within a subject or course are expected to pay the international tuition fees for the current study period in full prior to the start of the relevant study period. Tuition fees cover the cost of tuition only. Tuition fees do not cover enrolment fees, books, uniforms, equipment or compulsory international health insurance; these will be set out separately in relevant documentation.

Fees for courses of study and information about all other compulsory fees associated with a course of study are provided in all College marketing materials and on the website. Subject/unit of study and course fees are not transferrable to other students.

PART A

Note: This section applies to ALL international students, regardless of visa arrangements or course of study.

Setting and Publishing Fees
Fees for the subsequent calendar year per subject/unit of study and course are set and approved by the Australian College of Natural Medicine Pty Ltd Board through the annual financial budgeting process. After approval of fees for the following calendar year:

- international student fees are published on the College’s website immediately (by 1 July each year)
- the international student fee schedule must be provided to the Manager, Office of Student Records by 1 July each year for input into the student management system by 31 July each year.

Fee changes
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.
If a course fee changes by more than 10% after a student enrolls or is issued a Letter of Offer the student will be notified of the fee increase in writing before the start of the course, semester or trimester. Course fees must only change during a semester/trimester in extraordinary circumstances. If course fees change during a semester/trimester the new fee will apply from the beginning of the following semester/trimester.

**Student’s responsibility to pay fees:**

- International students must pay all fees for the first study period at least 6 weeks prior to the course start date. If the student enrolls less than 6 weeks out from the course start date all fees for the first study period must be paid upon enrolment.
- International students must ensure subsequent study periods are paid in full at least 2 weeks prior to the study period start date. Students who do not pay fees for each study period in full will be unable to enrol in subjects/units of study until fees are paid.
- If a student anticipates a problem in meeting the fee payment deadline they must contact Student Services as soon as possible to discuss the issue.
- If student fees remain unpaid 2 weeks prior to the start of a study period the student will be issued a late payment notice by letter and required to pay a late payment fee of AUD$200.
- Students who do not make payment for the study period in full prior to the start of a study period may be subject to the following restrictions:
  - Enrolment may be suspended or cancelled in line with the Deferral, Suspension and Cancellation Policy – International
  - Grades may be withheld
  - Academic Transcripts, Statements of Attainment, Letters of Completion, Testamurs and Eligibility for graduation may be withheld

**Payment of Tuition Fees**

- Fees may change during the course of a student’s enrolment.
- Commencing students are required to pay an enrolment fee of AUD$250.
- The College is unable to accept tuition fees for more than one semester/trimester in advance.

**Refunds**

The Refund Policy – International is provided to students prior to enrolment and is
Special Circumstances Policy

Students who have difficulty in paying fees by the due dates are required to contact Student Services to discuss their concerns as soon as possible. Where applicable, exceptions may be granted under financial hardship and other extenuating circumstances. Refer to the Special Circumstances Policy for further details. Any exceptions made for students under the special circumstances policy with regard to fees must be approved by the Director, Student Services.

A review of a student’s application will occur within fifteen (15) working days of receipt of the appropriate documentation. Any decision made shall be considered within the College’s policies, statutes and regulations.

Changes to visa status during application

Students whose visa status changes during the application process or while studying at the College must notify the Director, Student Services in writing as soon as possible.

If an international student gains a permanent visa status before enrolment, the student will no longer be classified as an international student. The student must reapply for admission or he/she will be liable to pay the local tuition fee.

If an international student receives a permanent visa status after enrolment the student will still be classified as an international student for the remainder of that semester/trimester and will be liable for payment of international student fees. However, the student will be considered a domestic student for subsequent semester/trimester and will be subject to conditions as outlined above.

Final dates for notification of visa status change (without being charged full fees for the semester/trimester) are Friday of week 4 of each semester/trimester.

Any approved refund of international tuition fees will be made in accordance with the Refund policy - International.

Material Fees

Workbooks are provided initially for units of study in VET courses. If a student loses or damages their workbook they will be required to pay for a new one that can be purchased at the College’s bookstores.

Textbooks are required for some subjects/units of study and are paid for separately. The
Miscellaneous Fees and Charges

Other charges that may be applicable to students while enrolled at the College include the following:

- $AUD25 + GST to be charged for the Re-issue of Certificate, Qualification or Statement of Attainment
- Re-assessment or re-sit of assessment after first attempt may incur a fee as determined by the qualification enrolled – refer to College website ‘Intakes & Fees’ for any listed miscellaneous fees that apply.
- Postage and handling for any documentation relating to the above items
- Uniform Fees – any student enrolled in a clinic subject will be required to purchase the clinic uniform of white Endeavour-logo coat or black Endeavour-logo polo shirt, depending on the course of enrolment. This will be outlined by academic staff prior to the first clinic class (up to $40 total).

Appeals

Students who wish to dispute a decision related to Fees and charges should do so in writing to the Director of Student Services and are referred to the Complaints and Appeals Policy – International.

PART B

Note: This section only applies to student visa holders

Tuition Protection

Course fees for international students studying on an Australian student visa are protected by the Tuition Protection Service under the Education Services for Overseas Students (ESOS) Act 2000. Detailed information about the way tuition protection is managed within the College is available in the Refund Policy – International. Further details about the Australian government’s Tuition Protection Service can be found at: www.tps.gov.au.

In accordance with the legislated requirements of the ESOS Act, the College is unable to accept tuition fees for more than one semester/trimester in advance.

As part of the requirements of the Tuition Protection Service, the College maintains an account exclusively for tuition fees received from international students studying on a student visa. The College pays any tuition fees received from student visa holders into
this account within 5 working days of receiving these fees. The College ensures that there is a sufficient balance in the account at all times to repay tuition fees to all non-commenced students that have applied to study on a student visa. The money held in this account is unable to be used to cover any other debts.

Compulsory Recording of Tuition Fees Paid

The International Student Coordinator must record all tuition fees paid by international students in the Provider Registration and International Student Management System (PRISMS) by COB Friday every week.

Definitions:

**HE**: Higher Education

**PRISMS**: The Provider Registration and International Student Management System is an electronic database used by the provider and the Australian government (both the Departments of Immigration and Citizenship, and of Education, Employment and Workplace Relations) to monitor international students in Australia on a student visa. PRISMS holds information relating to the student’s visa and course of study, as well as payment information. It is also the primary method of contact between the provider and the government on any matters relating to a student’s visa.

**Study Period**: A “study period” is defined in the National Code as “a discrete period of study” in a course, namely, semester, trimester, short course or as otherwise defined by the College as long as that period does not exceed 24 weeks”. This will normally reflect the period during which the student can normally be expected to complete a group of units. A study period may also refer to the delivery period of an online subject/unit of study.

**VET**: Vocational Education and Training

Further Information:

**Related Procedures**: Deferring, Suspending or Cancelling Enrolment Procedure – International
Related Policies:  Special Circumstances Policy
Refund Policy – International
Complaints and Appeals Policy – International
Deferring, Suspending or Cancelling Enrolment Policy – International

Benchmarking:  Not Applicable

Supporting Research and Analysis:  Not Applicable

Related Documents:  Application for Refund/Remission/Waiver of Fees Form

The ESOS Framework comprising of:
  • The Education Services for Overseas Students (ESOS) Act 2000
  • Education Services for Overseas Students (ESOS) Regulations 2001
  • Education Services for Overseas Students (Registration Charges) Act 1997
  • Education Services for Overseas students (Assurance Fund Contributions) Act 2000
  • Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012

Guidelines:  Not Applicable
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<tr>
<th>Policy Author:</th>
<th>Leonne Sharkey, Quality and Compliance Coordinator</th>
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<tbody>
<tr>
<td>Policy Owner:</td>
<td>Manager, International Student Education</td>
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| Contact:      | Manager, International Student Education  
kevin.watkins@endeavour.edu.au |
| Approval Body:| College Council  
Meeting Date: 24 October 2013 |
| Policy Status:| Revised |
| Responsibilities for Implementation: | Manager, International Student Education  
Director, Admissions and Marketing  
Director, Student Services |
| Key Stakeholders: | Finance Department  
International Student Education  
Student Services  
Admissions and Marketing |

### Version History

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<td>0.1</td>
<td>14 June 12</td>
<td>J Osborne</td>
<td>International component separated from domestic fees policy</td>
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| 0.2     | 29 June 12 | K Watkins | Widen scope to include Student Services  
Update terminology re ‘study period’  
Tighten and provide clarity on students responsibility to pay fees  
Payment plans need to be negotiated and not seen as a given alternative  
Removal of ‘census date’, exchanged with 1 month |
| 0.3     | 3 July 12  | K Watkins | Expand ‘Scope’  
Insert 2 weeks due date for payment across all sections |
<p>| 0.4     | 16 July 12 | K Watkins | Additional information added relating to Policy Statement, Materials, Restrictions, Miscellaneous Fees and Appeals |
| 0.5     | 22 Aug. 12 | K Watkins | Costs confirmed for reissues of |</p>
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<td>0.6</td>
<td>06Nov12</td>
<td>L Sharkey</td>
<td>Major changes to Policy made by Compliance</td>
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<td>15Jan13</td>
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<td>2.1</td>
<td>25Feb13</td>
<td>L. Sharkey</td>
<td>Information regarding designated bank account added to policy and further information regarding consequences of failing to pay fees on time added.</td>
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<td>07May13</td>
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<td>Timing of late fees changed – changes from Fee Policy – HE incorporated. Fee setting and changes sections added. Requirement to input student visa fees into PRISMS added. Policy divided into part A and part B.</td>
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<td>L Sharkey</td>
<td>College changed to new version control system within Sharepoint (refer to The Source for further version history).</td>
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