

Domestic Student Fees Policy and Procedure

1. Introduction

The Australian Performing Arts Conservatory (APAC) may impose fees for admission, enrolment, tuition, examination, use of APAC facilities, other goods and services provided in relation to a course and as penalties.

This Policy and Procedure should be read in conjunction with the *Australian Performing Arts Conservatory Fee Schedule and the Domestic Student Refund Policy and Procedure*.

1.1. Purpose

The purpose of this Policy and Procedure aims to:

- provide information on higher education tuition fees and administrative, incidental and other charges that have been set by the Board of Directors
- ensure that incidental, administrative and other charges are consistent with the guidelines for FEE-HELP for students enrolled in a fee-paying course that are claiming FEE-HELP assistance.

This Policy and Procedure operates in conjunction with the terms of any scholarship awarded to an individual student and the requirements of the sponsor/third party, and the APAC *Domestic Student Refund Policy and Procedure*.

1.2. Scope

This policy applies to APAC's higher education domestic students:

- enrolled in a fee-paying course that is not FEE-HELP enabled; or
- enrolled in a fee-paying course that are not claiming or do not satisfy the criteria for FEE-HELP and are therefore paying tuition fees in advance or by instalments; or
- enrolled in a fee-paying course that are claiming FEE-HELP assistance and have therefore paid tuition fees in advance.

All dollar amounts referred to in this policy are in Australian Dollars, unless otherwise specified.

1.3. Principles

- Clear and comprehensive information regarding indicative tuition and non-tuition fees, including advice on the potential for changes to fees over the duration of a course, is provided to APAC's domestic students prior to, and after, commencement of classes through their Letter of Offer; orientation program; and the APAC website.
- Students should ensure they are familiar with APAC's fees, charges, and circumstances for refunds before accepting an offer for admission to APAC's higher education courses.

- Staff who have access to information relating to fees and refunds must maintain the confidentiality of students' information in accordance with APAC's *Privacy Policy and Procedure*.
- The disposal of records relating to fees and refunds should be in accordance with the *Records Management Policy and Procedure*.

2. Policy Statements

2.1. Fees, Charges and Refunds

2.1.1. Fees

Tuition fees can be defined as fees for each course, not including incidental, administrative, and other charges. Generally speaking, they are the fees that include tuition and other compulsory components of studying the course. Fees for individual units are calculated as a portion of the total course fee, based on the Equivalent Full Time Study Load (EFTSL) for the course. Tuition fees include a range of resources provided as part of the course of study as listed below:

- Course learning materials such as unit outlines, unit guides, reading materials, assessment information, other learning materials.
- Access to library resources, including online resources and computers.
- Assessments, including reassessments (not including repeating an entire unit).

2.1.2. Charges

Incidental, administrative, and other charges are fees that are incurred for goods or services related to the provision of a course that are additional to the tuition fee. These may include, but are not limited to, late fees and penalties. Late fees and penalties are not designed to raise revenue or cover administrative costs, but instead to encourage students to take action on time.

APAC has established that fees will be payable by a student as set out in the *Australian Performing Arts Conservatory Fees Schedule (Fee Schedule)* which is reviewed annually. In accordance with the Higher Education Support Act 2003 (HESA) and the associated Higher Education Provider Guidelines 2012, APAC may set out charges for goods and services for:

- equipment or items which become the physical property of the student and are not consumed during the program of study; or
- food, transport and accommodation costs associated with the provision of field trips that form part of the course or program; or
- student services and amenities fees.

Students are responsible for paying all fees by the due dates. Failure to pay outstanding fees may result in cancellation of a student's enrolment. A breakdown of charges is captured in the *Fee Schedule*.

2.1.3. Refunds

Students who wish to apply for a refund should refer to the *Domestic Student Refund Policy and Procedure*. The Admissions and Compliance Manager or nominee may, on behalf of APAC, refund relevant fees to a student in accordance with the *Domestic Student Refund Policy and Procedure*.

Any domestic student excluded, suspended, or expelled under an APAC policy or procedure is not entitled to a refund (except where any Commonwealth or State legislation or code of practice provides otherwise).

2.2. Commonwealth Loans (FEE-HELP)

The Commonwealth Government HELP schemes allow eligible students to access a funded loan for the payment of tuition, or overseas study. The eligibility and administrative criteria are determined by the Australian Government through the Department of Education and is administered by Higher Education Providers.

Students are to maintain a minimum pass rate of 50% (per trimester) in order to continue using FEE-HELP and to comply with the requirements of the Higher Education Support Act (HESA) 2013. Refer to the *Attendance, Progression and Exclusion Policy and Procedure* for further information.

For eligibility requirements refer to the Australian Government Study Assist web page for FEE-HELP at: <https://www.studyassist.gov.au/help-loans/fee-help>.

2.3. Legislative and Regulatory Compliance

The management of tuition fees for higher education courses and other related charges relating to studying at APAC comply with the *Higher Education Support Act 2003* and the Higher Education Provider Guidelines.

2.4. Complaints and Appeals

If a prospective student or a student enrolled at APAC is dissatisfied with any aspect of the management of their tuition fees and other related charges, they may lodge a complaint through the process outlined in the *Student Complaints and Appeals Policy and Procedure*.

The availability of an internal complaints and appeals process through the *Student Complaints and Appeals Policy and Procedure* does not remove the right of a student to take action under Australia's consumer protection laws.

2.5. Records Management

APAC staff who have access to information relating to fees applications will maintain the confidentiality of student information, in accordance with the APAC *Privacy Policy and Procedure*. The disposal of records relating to fees applications will be managed in accordance with the APAC *Records Management Policy and Procedure*.

3. Procedure

3.1. Fees and Census Dates

The Fee Schedule of tuition fees, incidental, administrative and other charges is available to students online via the APAC website. The applicable fees are those published at the time of enrolment and set out in the *Letter of Offer and Acceptance of Offer and Student Agreement*. Fees for future periods of study are indicative only and are subject to change.

A census date is the last day for lodgement of upfront payments, applications for a FEE-HELP loan or formally withdraw. Census dates are published by 1 April for units with a census date in the second half of the calendar year, and by 1 October for units with a census date in the first half of the following year.

Continuing students are contacted via email at least two weeks prior to each respective trimester start date to advise the units they will be enrolled in. Students who do not provide a response for variation of enrolment by the stipulated date, will automatically be enrolled in their units for the trimester. Students may contact APAC to request withdrawal from units prior to the trimester census date without financial and academic penalty. Post-census, tuition fees will be charged and withdrawal without financial and academic penalty will only be approved under special circumstances.

3.2. General Terms and Conditions

The following terms and conditions apply:

- This policy and procedure must be available to the student prior to any payments being made.
- If a student is enrolled in a unit beyond the Census Date, they are required to pay for the unit.
- Tuition fees, incidental, administrative, and other charges are located in the Fee Schedule on APAC's website. Students should access this site regularly to ensure they have up-to-date information.
- Fees are subject to change. However, fees detailed in the *Letter of Offer and Acceptance of Offer and Student Agreement* issued before the date of change, will be honoured by APAC.
- Students repeating units will be required to pay for such units prior to the commencement of the unit/s.

3.3. Payment

3.3.1. The deadline for payment of fees is as shown on the invoice for students, and also listed in the *Letter of Offer and Acceptance of Offer and Student Agreement*.

3.3.2. Payment Methods

Fees can be directly transferred into APAC's bank account as follows:

Westpac
Account Name: Performing Arts Education Pty Ltd
BSB: 034 000
Account Number: 554 842

3.3.3. Domestic Students NOT Claiming FEE-HELP

APAC's accounting procedure is to place any prepaid tuition fees into a liability account until such time as the fee due date occurs, and then the fees drawn down into the income account. The CEO has the ultimate responsibility for authorising such transfers and drawdowns.

3.3.4. Domestic Students Claiming FEE-HELP

APAC's accounting procedure is to place any FEE-HELP prepaid tuition fees into a liability account until the end of the relevant trimester.

3.3.5. Penalties for Non-Payment of Fees

If a student has not paid relevant fees by the due date, and has not rectified the situation, APAC may impose penalties for non-payment of fees such that students may:

- Not be permitted to enrol in current or subsequent courses;
- Have their access to library services and other services removed;
- Not receive official graduation documents or results;
- Not be permitted to graduate;
- Incur late fee penalties.

3.3.6. Cancellation of Enrolment

Students may have their enrolment cancelled if they fail to make the required tuition fee payment by the Census Date or other relevant due date. Students who have been cancelled will be removed from all enrolled courses, however enrolment may be reinstated if payment has been made within 10 working days, including any late fees (where applicable).

3.4. Withdrawal

Students who wish to withdraw from a unit must undertake procedures as outlined in the *Domestic Student Deferment, Suspension and Cancellation of Study Policy and Procedure*. Notices will not be effective until received by the Administration Manager and the receipt of notice to withdraw confirmed via email to the student.

3.5. Refund

Students who wish to apply for a refund should refer to the *Domestic Student Refund Policy and Procedure*.

3.6. Complaints and Appeals

Students may seek a review of any decision related to fees or a refund application, by lodging a complaint through the process outlined in the *Student Complaints and Appeals Policy and Procedure*. The complaint must be accompanied by supporting documentation.

4. Responsibilities

4.1. Board of Directors

The Board of Directors are responsible for the review of and setting of tuition fees, incidental, administrative and other charges. Review of fees and charges will occur annually and will consider the impact of any increase on continuing students.

The board will administer fees in accordance with Higher Education Support Act (HESA) 2003.

4.2. Chief Executive Officer (CEO)

The CEO is responsible for annual reporting to the Board of Directors prior to the review and setting of fees.

The CEO is responsible for authorising all payment transfers, draw downs and approval of refund requests via the Finance Office.

4.3. Director of Higher Education

The Director of Higher Education is responsible for ensuring program and course related incidental fees meet legislative requirements. The Director of Higher Education is responsible for the annual review of these fees and reporting to the CEO.

4.4. Finance Office

The Finance Office is responsible for the administration and management of outstanding debts, uncollected funds, unclaimed monies and the payment of fees.

4.5. Admissions and Compliance Manager

The Admissions and Compliance Manager is responsible for the implementation of this Policy and Procedure and communication with students of their rights and APAC's expectations that students will meet their obligations.

4.6. Domestic Students

Students are responsible for payment of all relevant fees by the due date. Students must inform the Administration Manager promptly if their capacity to pay their fees changes or if they wish to withdraw.

5. Relevant Documents

- APAC Admissions Policy and Procedure
- APAC Attendance, Progression and Exclusion Policy and Procedure
- APAC Domestic Student Refund Policy and Procedure
- APAC Letter of Offer and Acceptance of Offer and Student Agreement - Domestic
- APAC Records Management Policy and Procedure
- APAC Student Complaints and Appeals Policy and Procedure
- APAC Student Handbook
- Australian Performing Arts Conservatory Fee Schedule
- Higher Education Provider Guidelines 2012
- Higher Education Standards Framework (Threshold Standards) 2021
- Higher Education Support Act (HESA) 2003

6. Definitions

- **Census Date:** The effective final enrolment date and charges liability date for a course or units, after which a student cannot withdraw without significant academic or financial penalties.
- **Course:** is an approved sequence of study leading to the conferral of a higher education award.
- **Domestic Student:** A student who is an Australian citizen (including Australian citizens with dual citizenship), a New Zealand citizen, an Australian permanent resident, or the holds an Australian permanent humanitarian visa.
- **Due Date:** The deadline for payment of fees as shown on the invoice for students, and also listed in the Letter of Offer and Acceptance of Offer and Student Agreement.
- **EFTSL:** EFTSL values calculated for each unit based on what fraction of a standard full time load the unit represents.
- **FEE-HELP:** a Commonwealth loan scheme that assists eligible fee-paying students to pay part or all of their tuition fees at a higher education provider for subjects studied as part of an award course.
- **Full-time Study Load:** Standard full-time study load for a particular course.
- **Incidental, Administrative and Other Charges:** Fees/costs for a good or service related to the provision of a course that is additional to the tuition fee.
- **Tuition Fee:** are fees payable for tuition as officially published or provided by APAC. Tuition fees and other charges are set each year and will apply at the time that a letter of offer is issued. Tuition fees do not include incidental, administrative and other charges.
- **Withdrawal:** A formal procedure where a student decides to discontinue a course without the intention of returning or discontinues a unit with the intention of enrolling in it at a later date.

Version Control and Document Owner

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1.1	APAC	Revised to comply with FEE-HELP guidelines for pending application- 02/01/2019.		
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4.1	DVE Business Solutions Pty Ltd	Revised document. Minor administrative changes and formatting. Updated section 2.1.2 to reference <i>Fees Schedule</i> and section 3.5 to reference relevant P&P. Approved by Document Owner.	25 May 2023	25 May 2023
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