

# International 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 and 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 *International Student Refund Policy and Procedure*

### 1.1. Purpose

The purpose of this policy and procedure aims to provide information on the higher education tuition fees and administrative, incidental and other charges that have been set by the Board of Directors for APAC's international students.

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 *International Student Refund Policy and Procedure*.

### 1.2. Scope

This Policy and Procedure applies to APAC's higher education international students enrolled in a fee-paying course at APAC.

All dollar amounts referred to in this Policy and Procedure 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 international students prior to, and after, commencement of classes through their Written Agreement (the *Letter of Offer and Acceptance of Offer and Student Agreement – International*); prearrival information; 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 student information in accordance with APAC's *Privacy Policy and Procedure*.
- The disposal of records relating to fees and refunds is in accordance with APAC's *Records Management Policy and Procedure*.

## 2. Policy Statements

### 2.1. Publication of Fees

The *Australian Performing Arts Conservatory Fee Schedule* (Fee Schedule) of tuition fees and other charges is available to prospective and enrolled students on APAC's website. Fees for future periods of study are indicative only and may be subject to change.

Tuition and non-tuition fees are itemised for international student consideration and reference in the *Letter of Offer and Acceptance of Offer and Student Agreement – International*.

### 2.2. Fees, Charges and Refunds

#### 2.2.1. Fees

Fees for units of study are calculated as a portion of the total course fee, which is based on the portion of the Equivalent Full Time Study Load (EFTSL) for the course. Tuition fees are used to provide 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).
- Private tuition fees will be agreed at the time depending on the nature of private tuition required. Private tuition fees are not compulsory but may be recommended, in addition to academic support, to assist an individual's academic progress.

#### 2.2.2. Charges

Incidental, administrative, and other charges are those charges generally considered as goods or services required to complete the course, and also include 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.

A breakdown of charges is captured in the Fee Schedule.

#### 2.2.3. Refunds

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

Any international student excluded, suspended, or expelled under an APAC policy or procedure is not entitled to a refund.

## 2.3. Legislative and Regulatory Compliance

The management of tuition fees for higher education courses and other related charges relating to studying at APAC for international students comply with the Standards 2, 3 & 6 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

## 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.

## 3. Procedure

### 3.1. General Terms and Conditions

The following terms and conditions apply:

- This Policy and Procedure must be made available to the student prior to any payments being made.
- Tuition fees 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.
- Administrative fees, materials fees and additional private tutoring fees are not refundable under any circumstances.
- Fees are subject to change. However, fees detailed in a letter of offer issued before the date of change, will be honoured by APAC for the trimesters in the year of enrolment.
- Students repeating units will be required to pay for such units prior to the commencement of the unit/s.

### 3.2. Payment of Tuition Fees

#### 3.2.1. Deposit

Once an applicant accepts, signs, and returns their *Letter of Offer and Acceptance of Offer and Student Agreement – International*, the applicant becomes a student and is required to pay the first year's tuition fees and materials fee. Once payment has been received and all admissions conditions met, APAC will issue an Electronic Confirmation of Enrolment (ECOE) for the student visa application.

### 3.2.2. Tuition Fees

International Students' tuition fees must be paid in full before commencement of each trimester.

- The amount of advanced payment required will not exceed 50% of the student's total tuition fees for their course (ESOS).

### 3.2.3. Payment Method

APAC accepts the following method of payment for fees and charges:

*Direct Deposit Payment*

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

Westpac

Account Name: Performing Arts Education Pty Ltd

BSB: 034 001

Account Number: 675726

Bank Address: 74-76 Queen Street, Brisbane QLD 4000

SWIFT Code: WPACAU2SXXX

### 3.2.4. Management of Pre-Paid Fees

For all fees, APAC's accounting procedure is to place any prepaid amounts into a liability account until such time as the fees are payable, and the amount is drawn down into the income account. The CEO has the ultimate responsibility for authorising such transfers and drawdowns.

### 3.2.5. 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. Cancellation for Non - Payment of Fees

### 3.3.1. Cancellation of Enrolment

Students may have their enrolment cancelled if they fail to make the required tuition fee payment by the trimester commencement date. Students at risk of cancellation of enrolment are advised in writing of APAC's intention to cancel their enrolment. Standard 9 of the National Code of Practice for Providers of Education

and Training to Overseas Students 2018 provides the framework which APAC follows in such instances. The basis for APAC's course of action is based on a student's failure to pay an amount they are required to pay APAC to undertake or continue the course as stated in their *Letter of Offer and Acceptance of Offer and Student Agreement – International*. Students are advised in this communication to seek advice from the Department of Home Affairs on the potential impact on their visa of cancellation of enrolment.

Students are advised in writing of their right to appeal this decision through the internal complaints and appeals process, in accordance with the *Student Complaints and Appeals Policy and Procedure*. Students have twenty (20) working days from the date of intention to cancel their enrolment has been received to lodge their appeal.

The cancellation of the international student's enrolment cannot take effect until the internal appeals process is

completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is at risk.

Students who have been cancelled will be removed from all enrolled courses.

Enrolment may be reinstated if payment has been made within ten (10) working days, including the payment of any late fees.

### 3.4. Withdrawal from Units

Students who wish to withdraw from a unit must undertake the following:

- Prepare an application in writing and complete the *Application for Withdrawal for Higher Education Domestic and International Students*.
- Ensure that reasons are provided for the withdrawal.
- Ensure contact details have been provided.
- Submit the application to the Administration Team.

Notices will not be effective until received by the Administration Team.

### 3.5. Refunds

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

### 3.6. 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*.

## 4. Responsibilities

### 4.1. Board of Directors

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

#### **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 management and administration 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. International Students**

International 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 Application for Withdrawal for Higher Education Domestic and International Students
- APAC Student Complaints and Appeals Policy and Procedure
- APAC International Student Refund Policy
- APAC International Student Deferment, Suspension and Cancellation of Study Policy and Procedure
- APAC Records Management Policy and Procedure
- APAC Letter of Offer and Acceptance of Offer and Student Agreement – International
- Australian Performing Arts Conservatory Fee Schedule
- National Code of Practice for Providers of Education and Training to Overseas Students 2018



## 6. Definitions

- **Census Date** is 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 a single course leading to an Australian higher education award.
- **Due Date** refers to 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 – International.
- **EFTSL** refers to EFTSL values calculated for each subject based on what fraction of a standard full time load the unit represents.
- **Incidental, Administrative and Other Charges** are fees for a good or service related to the provision of a course that is additional to the tuition fee.
- **Tuition Fees** 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.



## Version Control and Document Owner

<b>Policy Category</b>	Operational	<b>Approval Date</b>	23 August 2023	
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Revision History				
Version	Author	Change Summary	Date Approved	Date Effective
1.0	APAC	New document.	15 April 2016	
2.0	APAC	Revision for CRICOS application.	28 February 2020	19 February 2021
3.0	APAC	Update fees according to the International Student Refund Policy.	30 June 2021	1 July 2021
3.1	APAC	Update fees and bank account details.		01 March 2022
3.2	APAC	Update Acting Materials Fee and nomenclature.		01 January 2023
4.0	DVE Business Solutions Pty Ltd	Review and update of policy and procedure.	9 December 2022	
4.1	DVE Business Solutions Pty Ltd	Administrative updates: <ul style="list-style-type: none"> <li>- Removal of point 3 under section 3.1 into point 4 of section 2.2.1</li> <li>- Information regarding advanced payment added to section 3.2.2</li> <li>- Updated relevant documents under section 5</li> </ul>		6 June 2023
5.0	APAC	3.2.1 Deposit – changed from payment of one trimester tuition deposit to one year’s tuition deposit. Minor administrative updates	23 August 2023	23 August 2023