

# Student Fee Policy and Procedure

Approving body	Governing Board
Date approved	27 Feb 2025
Date of effect	Commencement of operation
Next scheduled review	One year from policy commencement
Policy owner	Chief Executive Officer (CEO)
Policy contact	Chief Executive Officer (CEO)
Related Documents	<a href="#">Admission Policy and Procedure</a> <a href="#">Student Grievance Policy and Procedure</a> <a href="#">Student Appeals Policy and Procedure</a> <a href="#">Student Fee Refunds Policy and Procedure</a> <a href="#">Quality Assurance Framework</a>
Higher Education Standards Framework (HESF) 2021 (Cth)	Standard 1.1.2 Standard 6.2.1 Standard 7.2.4 <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)</i> <i>Education Services for Overseas Students Regulations 2001 (Cth)</i> <i>Education Services for Overseas Students Legislation Amendment (Tuition Protection Services and Other Measures) Act 2012 (Cth)</i> TEQSA Guidance note: Admissions (coursework) <sup>1</sup>

## Purpose

- The Student Fees Policy and Procedure sets out the approach that Zenith Innovation Institute (**Zenith** / the **Institute**) will adopt towards student fees.

## Scope

- This Policy applies to:
  - all prospective, commencing, enrolled and continuing students, including domestic students and international students at the Institute;
  - individuals engaged in providing services to the Institute or receiving services from the Institute, such as students, contractors, consultants and recruitment agents; and

<sup>1</sup> <https://www.teqsa.gov.au/guides-resources/resources/guidance-notes/guidance-note-admissions-coursework>

- (c) unless otherwise specified in this document, 'student' refers to both domestic and international students.

## Policy

### Principles

3. Once a student applicant accepts a place offered by the Institute and pays all relevant tuition and non-tuition fees as set out in the *Letter of Offer and Written Agreement*, a binding contract for enrolment in a course is created between the student and the Institute.
4. A student may withdraw or cancel their enrolment in a unit or course at any time. Depending on the timing of the withdrawal or cancellation, a student may be eligible for a refund in line with this *Student Fee Refunds Policy and Procedure*.
5. Students are required to enrol in a unit/s each study period until course completion. If a student is not enrolled in any units in a given study period, they are not considered to be enrolled in a course.
6. The **census date** for each course is included in the *Letter of Offer and Written Agreement* and published in the Academic Calendar.
7. No tuition fee refunds are considered unless the student has cancelled or withdrawn from studies in writing.
8. Any overpayment of fees will remain credited towards a student's account and applied against charges in a subsequent study period.
9. Students will be provided course information and advice and enrolment information to enable the successful completion of enrolment or re-enrolment.
10. Students will be provided comprehensive, accessible and timely information about enrolment and fees.
11. Information regarding enrolment and fees will be communicated to students and published annually through the Institute website and/or Student Portal.
12. The Institute reserves the right to suspend, withdraw or terminate a student's enrolment in line with the Institute's policy framework.
13. All enrolment and/or enrolment variation will be processed and, a written outcome provided to the student within the timeframes specified in this policy, its associated procedures and schedules.

### Determination and Publication of Fees

14. Tuition and non-tuition fees are reviewed on an annual basis by the Executive Management Committee and the Governing Board. The review will include assessments of competitiveness of the fees based on benchmarking, industry expertise, and other strategic considerations by the Finance Manager.
15. The Governing Board determines the tuition and non-tuition fees based on the advice of the Senior Management Team.
16. The Chief Executive Officer (or nominee) is responsible for ensuring that tuition and non-tuition fees published on the Zenith website are at all times accurate, comprehensive and current.

### Tuition and non-tuition fees and changes to fees

17. Tuition fees payable by a student are determined in accordance with the selected course and the whether the students is a domestic or international student.

18. Where an enrolled international student's residency status changes to that of a permanent resident prior to the census date, domestic student fees for that course will apply from that study period.
19. Non-tuition fees include, but are not limited to, fees for:
  - (a) admission application;
  - (b) reassessment;
  - (c) deferral of enrolment;
  - (d) change of course;
  - (e) late enrolment;
  - (f) reinstatement;
  - (g) interim and final transcripts;
  - (h) replacement Testamur;
  - (i) replacement student ID card;
  - (j) library fines; or
  - (k) overdue tuition fees.
  - (l) Any other costs listed in the Zenith website.
20. For each course, the Institute publishes indicative tuition and non-tuition fees on its website, including advice on the potential for changes to fees over the duration of a course.
21. The Institute's current tuition and non-tuition fees are available at: [URL].
22. Fees as included in the *Letter of Offer and Written Agreement* are accurate at the time of issue but remain subject to change.
23. The Institute reserves the right to vary its fees at any time. As far as practicable, the Institute will give reasonable notice of any changes to tuition or non-tuition fees.
24. As a rule, tuition fees are published at least six months (6) months before commencement of the study period in which they are due and, non-tuition fees or variations to published tuition fees at least six (6) months before they are due.
25. Students should expect tuition and non-tuition fees to increase annually.
26. Fees are payable each study period by the due date as specified in the payment schedule in the *Letter of Offer and Written Agreement*, the study period fee statement, or as advised on the website.
27. Payment after the due date will incur a late payment fee.
28. Non-payment of due fees by the census date may result in suspension or termination of enrolment.
29. The Institute will only grant an extension of a payment due date or waive a late payment fee in the presence of compassionate or compelling circumstances.
30. Requests for extension of the payment due date or waiver of a late payment fee should be submitted in writing to the Chief Executive Officer, (or nominee) referring to the compassionate or compelling circumstances supporting the request and include supporting documentation where possible.
31. The Chief Executive Officer (or nominee) will respond within ten (10) business days. In the event of a favourable response, the student will be advised regarding the maximum extension period for the payment.

## Payments

32. The Institute will only accept the following forms of payment:
  - (a) Credit / Debit Cards; and
  - (b) Bank / Electronic Transfer.
33. A receipt for payment will be issued at the time of the transaction.

## International Students

34. The Institute will not accept tuition or non-tuition fees until the student has signed the *Letter of Offer and Written Agreement* issued by the Institute and the Institute has received an electronic copy.
35. The *Letter of Offer and Written Agreement* will list all tuition fees payable by the student for the course, the periods to which those tuition fees relate, when these fees are due, and payment options.
36. The *Letter of Offer and Written Agreement* will list all non-tuition fees likely to be incurred by the student as part of their study at the Institute, costs such as accommodation, transport, books and equipment etc will be noted for purposes of ensuring students and their parents/guardians are aware of the overall cost of study at the Institute.
37. Zenith will only accept more than 50% of the total tuition fees for a course before an international student begins the course if the student, or the person making payment on their behalf, chooses to do so and/or the course has a duration of 25 weeks or less. The student and/or the person making the making payment on their behalf, must confirm course of action in writing to Zenith.
38. The Institute keeps pre-paid fees received from international students in a separate account at an Australian authorised deposit-taking institution.
39. The Institute will ensure, in compliance with the Tuition Protection Service established by the Australian Government, that there is a sufficient amount standing to the credit of the account to repay all prepaid tuition fees, taking into account the census date, to every prospective or current international student at all times in the event of default by the Institute or to refund where required.
40. For each international student, the Institute keeps accurate and up-to-date records of tuition and non-tuition fees paid and payable.
41. Each international student is responsible for keeping receipts of any payments of tuition or non-tuition fees paid to the Institute.

## Domestic Students

42. The Institute complies with the requirements of the Tuition Protection Service and therefore ensures prepaid fees are protected as for international students and provides a refund of any up-front / prepaid payments before the census date.

## Monitoring and Improvement

43. The Institute collects data on the payment of fees, including late payments. The collection, processing and storage of student information is undertaken in accordance with the *Australian Privacy Act 1988* and the *Australian Privacy Principles*.
44. Student feedback is sought on their perception and experience of the Institute's fees level and administration.
45. The Institute uses the collected data to monitor trends in payments, fee increases, and perceptions of the Institute's fees.

46. The Institute will improve this Policy and associated processes based on the collected data, in particular its impact on students' ability to participate in, or choice of, the Institute's courses.
47. The Institute will benchmark its performance against relevant industry data and will establish targets as appropriate.
48. The Governing Board receives an annual report on the adequacy, compliance with education and Australian legislative requirements, and effectiveness of its strategies for the determination and administration of fees.

## Appeals

49. A student may lodge a grievance through the *Student Grievance Policy and Procedure* against a decision made under this policy and may appeal against such decisions through the *Student Appeals Policy and Procedure*. The grounds for appeal must demonstrate that the decision being appealed is inconsistent with this Policy.
50. Appeals must be made in writing and lodged with the Institute within ten (10) working days of the student receiving written notification of the decision.
51. The Institute will respond in writing to the appeal within ten (10) working days and will confirm or vary the decision.
52. All decisions regarding appeals relating to fees will be reviewed by the Senior Management Team. In the event of an appeal submitted by an international student, the Senior Management Team members should have adequate knowledge of the *National Code of Practice for Providers of Education and Training to Overseas Students*.
53. If a student remains dissatisfied with the outcome of their appeal, they may utilise the Institute's grievance handling procedures outlined in the *Student Grievance Policy*, which includes information specific to relevant external appeal options.

## Responsibilities

54. It is the responsibility of the Chief Executive Officer to ensure the currency and accuracy of this policy and procedure is maintained.
55. The Senior Management Team will consider all requests for refunds in line with policy and procedure.
56. The Student Services Team will assist students with refund request documentation; process requests for refunds; process outcomes of requests for refunds and update student records to reflect the outcome of the process.

## Definitions

57. For the purposes of this Policy and Procedure, the following terms are defined as follows:

Term	Definition
Census Date	Is the date is set to comply with legislation and is published in the academic calendar, which establishes the date at which enrolment is considered final. Any withdrawal after the study period census date may incur academic and or financial penalties.



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Term	Definition
Course	Is the defined number of units/subjects, which make up a qualification in accordance with the Australian Qualifications Framework ( <b>AQF</b> ). Examples include Diploma, Degree, Foundation Programme etc
Subject or Unit	Is a single subject or unit of study. Students are required to enrol in units each study period until they complete the required number of units to complete the course.
Executive Management Committee	This committee comprises of the CEO, Academic Dean, Registrar, Finance Manager, Marketing Manager, IT Manager



## Version control

Version	Changes	Approval Body	Approval Date
1.0	New policy	Governing Board	19 Sep 2024
1.1	<p>Under Higher Education Standards Framework added "<i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i> (Cth)</p> <p><i>Education Services for Overseas Students Regulations 2001</i> (Cth)</p> <p><i>Education Services for Overseas Students Legislation Amendment (Tuition Protection Services and Other Measures) Act 2012</i> (Cth)</p> <p>TEQSA Guidance note: Admissions (coursework)"</p> <p>Point 2 a) deleted "temporary or permanent residents"</p> <p>Point 14 replaced "Senior Management Team" with "Executive Management Committee" and "Financial" with "Finance"</p> <p>Point 19 l) added "Any other costs listed in the Zenith website"</p> <p>In Definition added "Executive Management Committee"</p>		
1.2	Point 4 updated " <i>Student Refunds Policy</i> " to " <i>Student Fee Refunds Policy and Procedure</i> "	Governing Board	27 Feb 2025