SOUTHERN ACADEMY OF
HIGHER EDUCATION

Southern Academy of Higher Education (SAHE)

Fees, Payments and Refund Policy

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1. Policy Statement

Southern Academy of Higher Education's ('SAHE' or the 'Academy') Refund Policy (the 'Policy') outlines the commitment to comply with the relevant legislation regarding tuition fees, other payments and refunds. SAHE aims to ensure it delivers transparent, effective information concerning payments and refunds, where applicable. This Policy is also intended to ensure that the Academy complies with the sections related to international student tuition fees and refunds within the Education Services for Overseas Students Act 2000 and its associated regulations, the Tuition Protection Service (TPS) and the National Code.

1.1 Definitions

For definitions, please refer to the '*Dictionary of Terms*'.

2. Scope

This Policy applies to all commencing and enrolled students in a program of study at SAHE.

3. Policy Principles

This Policy outlines:

a. The process to ensure that prior to enrolment and before fees are accepted, students are informed of their rights and obligations, including:
   i. all charges associated with their proposed studies as known at the time and advice on the potential for changes in charges during their studies; and
   ii. policies on tuition protection and refunds of charges.

b. The conditions under which a student applying for admission at SAHE who does not take up their program of study may receive a full refund of tuition fee, a partial refund of tuition fee or no refund of tuition fee;

c. The conditions under which a student enrolled in a program of study at SAHE, withdraws from the program of study may receive a full refund of tuition fee, a partial refund of tuition fee or no refund of tuition fee; and

d. The procedure for applications for tuition fee refunds.

4. Tuition Fee

a. Tuition fees are payable by the advised due date for each semester.

b. The Academy reserves the right to adjust tuition fees annually, to be applied on 1 January each year for the teaching period thereafter.

c. The reviewed tuition fee information will be published one month prior to the enrolment date for a teaching period.

d. Fee change notification will also be communicated to the students directly via SAHE student email.

e. At the time of offer, students are provided with links to all relevant fee information, including the payment due dates.

f. SAHE will publish accurate and timely information on student fees for prospective students in the Student Letter of Offer and Written Agreement.

g. Tuition fee statements which include the tuition fees and any other supplementary fees will be available to students approximately two weeks prior to the start of the relevant semester.

h. Tuition fees will vary depending on whether the student is a domestic full-fee paying student or an international full-fee paying student.

i. A supplementary fee will be charged for certain services or amenities that are in addition to the tuition fee. Please refer to the *Supplementary Fee Schedule* below.

5. Payment of Tuition Fees

a. Students must pay all fees by the due date specified on their offer letter.
b. All student fee payments must be made in Australian Dollars (AUD).
c. Students who deposit payments directly into the SAHE bank account will be liable for any bank charges or deductions imposed during the deposit process.
d. Students must make all required fee payments directly to the Academy. Students must not pay tuition fees through an unauthorised third party.
e. SAHE will issue a fees reminder where payment has not been made by the due date notified to the student. If the outstanding debt is not paid SAHE may take the following action against the student:
   i. not allow the student to enrol in the units of study of the program or have their enrolment at SAHE cancelled; or
   ii. have the student's academic results withheld, or
   iii. determine the student ineligible to graduate or
   iv. Refer the matter to a debt collector or other collection mechanism.

6. Refunds

6.1 Refund of Tuition Fee Schedule

Reason for refund	Refund payable	Time to pay refund
a. SAHE is unable to provide the program, or the program does not start on the agreed start date for which an offer has been made.	Full refund of any pre-paid tuition fees.	20 working days from the date the program ceases to be provided.
b. The offer for admission in a program has been withdrawn by the Academy, provided the offer was not withdrawn based on either incorrect or incomplete information supplied by the student (or the student's agent) or fraudulent, forged or deliberately misleading documentation.	Full refund of any pre-paid tuition fees not including non-refundable enrolment fees). Where refusal due to provision of fraudulent or misleading information – no refund.	20 working days from the date the offer of admission has been withdrawn.
c. The student paid the tuition fees in advance but did not comply with the degree progression rules and was thus not eligible to enroll in the next semester.	Refund of tuition fees (not including non-refundable fees).	20 working days after receiving the *Refund Application Form*.
d. The student provides documentary evidence that their application for a visa has been refused, provided the reason for	Refund of any pre-paid tuition fees (not including non-refundable enrolment fees). Where refusal due to	20 working days after receiving a complete *Refund Application Form to Southern Academy* *Application form* and

	the refusal was not based on failure to provide the documents required by Department of Home Affairs or providing or providing fraudulent, forged or deliberately misleading documentation to the department or to Southern Academy.	provision of fraudulent or misleading information – no refund. Where application for a refund is received more than 7 days after receipt of the visa refusal letter - no refund.	*Documentation from the Department of Home Affairs showing the visa refusal and reasons for such refusal.*
e.	Approval of an Australian visa is delayed for reasons beyond the student's control resulting in the student being unable to commence the program in which they have accepted an offer of a place. Students must submit a Refund Request Form and supply evidence that their visa has been delayed for reasons beyond their control.	Transfer of the student to the next available intake and reissuance of CoE at no cost to the student if a place is available in the next intake OR refund of any pre-paid tuition fees (not including non-refundable enrolment fees) only if a place is not available in the next intake.	For next intake: *Change of Program Form* and evidence that their visa has been delayed for reasons beyond their control. For refund: 20 working days after receiving a complete *Refund Application Form* and evidence their visa has been delayed for reasons beyond their control.
f.	The student cancels their enrolment in the program of study at least 28 days before the commencement date (unless the deposit fee was marked as non-refundable).	Refund of any pre-paid tuition fees (not including non-refundable enrolment fee).	20 working days after receiving a complete *Refund Application Form and the Change of Program Form.*
g.	The student cancels their enrolment in the program of study less than 28 days before the commencement date but more than 14 days before the start of the program (unless the deposit fee was marked as non-refundable).	50% of the tuition fees paid will be refunded (not including non-refundable fee).	20 working days after receiving a complete *Refund Application Form and the Change of Program Form.*
h.	The student cancels their enrolment in the program of study 14 days or less before commencement but before the first day of teaching (unless the deposit fee was marked as non-refundable).	25% of the tuition fees paid will be refunded (not including non-refundable fee).	20 working days after receiving a complete *Refund Application Form and the Change of Program Form.*
i.	The student cancels their enrolment, fails to commence or discontinues after the	No refund of any of the student's current semester tuition fees. However, SAHE will refund the remainder of	

	program of study has commenced.	any unused tuition fees for future semesters that may have been paid in advance. Non refundable deposit will not be refunded.	
j.	If any submitted application or enrolment document is found forged or otherwise fraudulent, or a visa was refused due to fraudulent actions or omissions by the student or student's agent and SAHE terminates enrolment.	No refund of any of the student's current semester tuition fees. However, SAHE will refund the remainder of any unused tuition fees for future semesters that may have been paid in advance.	
k.	The student is suspended or expelled from the Academy for student general misconduct or student academic misconduct.	No refund of any of the student's current semester tuition fees. However, SAHE will refund the remainder of any unused tuition fees for future semesters that may have been paid in advance.	
l.	Termination of enrolment/study for failure to comply with SAHE's policies and procedures and, or Department of Home Affairs visa requirements	No refund of any of the student's current semester tuition fees. However, SAHE will refund the remainder of any unused tuition fees for future semesters that may have been paid in advance.	
m.	Compulsory Health Insurance (Student Visa holders only)	Refer to Overseas Student Health Cover provider.	

6.2 Where a student, upon after accepting an offer of enrolment, gives written notice prior to the Census Date of their intention to defer their place in the program to the next available intake, all tuition fees will be transferred to the next available intake. The next available intake will be the following term. An offer of enrolment may be deferred for up to 12 months. If after deferring a student gives written notice to withdraw from a program, fails to commence or discontinues, a refund will be processed in accordance with the timeframes and circumstances relevant to the date of the original deferral.

6.3 Procedure

To receive a refund of tuition fees:

a. Students are required to submit a completed and signed *Refund Application Form* and any other required form with supporting documentation.
b. The date of the notification for application for refund is the date all completed forms and supporting documentation is received by the Academy.
c. All requests for refunds are subject to approval by the Student Services Manager.
d. Payment of refunds approved by the SAHE CEO will be forwarded to the Finance Manager for processing refunds.
e. Refunds will be processed according to the time stated in the *Refund of Tuition Fee Schedule*
f. If the *Refund Application Form* is rejected, the student will be notified within two weeks of the date of application.

g. All refunds will be made in Australian Dollars (AUD). Students requesting refunds into overseas bank accounts will be liable for any bank fees or charges associated with the deposit. Such fees and charges will be deducted from the refund amount.
h. In some exceptional cases payments may be made to another Australian educational institution, or a third party who paid the fees on behalf of the student.
i. Application for a refund on the grounds of visa refusal must be made within 7 days of receipt of the letter from the Department of Home Affairs informing of the visa refusal.

7. Supplementary Fee Schedule

A supplementary fee may be charged for certain services or amenities that are in addition to the program fees. The Schedule of Supplementary Fees is published on SAHE website and prospectus. In addition, students are made aware of supplementary fees during student orientation session. This includes:

No.	Items	Fees (AUD)
1.	Enrolment fee	$250
2.	Late payment fee	$100 per instalment (This fee is applicable when tuition fees have not been paid as per the due date published on *Student Letter of Offer and Written Agreement*)
3.	Change of program fee	$150
4.	Re-issue of Confirmation of Enrolment	$150
5.	Re-issue of Student ID card	$20
6.	Re-issue of Academic Transcript	$50
7.	Re-issue of Testamur / Certificate	$50
8.	Re-issue of AHEGS	$50
9.	Late fee for the late return of items on loan from the library	$3 per day
10.	Library Lost Items	$100
11.	Printing per page – black and white	$0.10
12.	Printing per page - colour	$0.50
13.	Credit card surcharge	2%
14.	Graduation Ceremony (for ceremonial dress hire etc)	$250
15.	Textbooks - please refer to *Unit Outlines* for prescribed textbooks. The indicative cost is approximately $120 per unit (if purchased).	Approximately $120
16.	Mobile devices – students will be expected to bring along own devices (computer, laptop) for study and classroom purposes. The indicative cost is approximately $2,000.	$2,000

8. Non-refundable Fees

Non-refundable tuition fees may change or be added to from time to time. The non-refundable tuition fees and charges include:

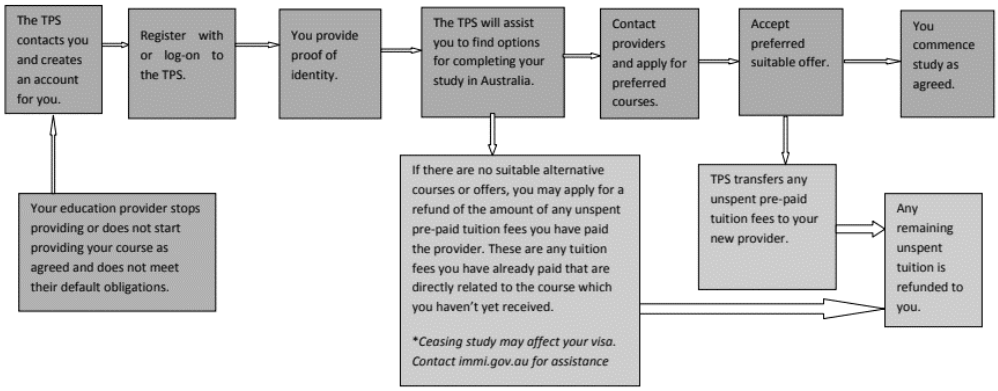
Items
Enrolment fee
Late payment fee
Late fee for the late return of items on loan from the library
Re-issue of Student ID card
Re-issue of Academic Transcript
Re-issue of Testamur/Certificate

9. Tuition Protection Service

a. The Australian Government's Tuition Protection Service (TPS) provides tuition protection assistance for international students and domestic higher education students whose education providers are unable to fully deliver their program of study. The TPS ensures that students can either:

i. complete their studies in another program or with another education provider or
ii. receive a refund of their unspent tuition fees.

b. Students are required to follow the step-by-step process outlined below and on the TPS website https://tps.gov.au/HigherEducation



10. Record Keeping

It is Student Administration Manager's responsibility to ensure that each student's records must include all details of any program modification or tuition refunds they have received in their time at SAHE.
All records created during the application of this Policy and associated procedures will be retained in accordance with the *Records Management Policy*.

11. Appeals

Students who are not satisfied with the resolution of their application for a refund may lodge a grievance within 20 working days of receipt of notification in accordance with the *Student Grievance Management Policy*.

Version History

Version number:	Approved by:	Approval date:	Revision notes:	Next review date:
1.4	Governing Council	4 May 2023	Approved original version	TBC
2.0	Governing Council	27 Nov 2023	Minor changes. Removed items covered in other policies.	TBC

Version Control

Version	v2.0
Review	The Governing Council reviewed changes proposed to this Policy in accordance with the Southern Academy of Higher Education *Policy Documents Review Schedule*.
Approving Body	Governing Council
Approval and Effective Date	27 November 2023
Policy Custodian	Dean
Policy Contact	Dean
Higher Education Standards Frameworks (Threshold Standard) 2015 (Cth)	B1.1 "Higher Education Provider" Category Standard 1.1, ss 2 Standard 6.2, ss 1
Benchmarking Institutes	Federation University Griffith University Monash University The University of Adelaide The University of Southern Queensland University of the Sunshine Coast
Related Document	Admissions Policy and Procedure Dictionary of Terms Records Management Policy Student Code of Conduct Student Grievance Management Policy
Related Legislations	Higher Education Standards Framework (Threshold Standards) 2021 (Cth); Tertiary Education Quality and Standards Agency Act 2011 National Code 2018 Australian Consumer Law Education Services for Overseas Students (ESOS) Act 2000 Higher Education Support Act 2003 National Code of Practice for Registration Authorities Privacy Amendment (Enhancing Privacy Protection) Act 2012 Providers of Education and Training for Overseas Student 2018