

Health Education and Training Institute Higher Education Student Fees Policy

Document Number: NSWIOP HETI	IOP15/3734[v3] TRIM
TRIM Document Classification	Governance
Document Identifier	AG 02-3
Approval date	13 June 2017
Publication date	21 July 2017
Summary	This policy outlines the requirements for students to pay student tuition fees, and the associated administration of those fees by Health Education and Training Institute Higher Education.
Keywords	Students, tuition fees, census date, payment, refund, adjustment policies, extenuating circumstances
Authoring Portfolio	Mental Health
Contact	Director
Consultation	as per Document History
Applies to	Higher Education
Distribution	Higher Education
Related documents	Health Education and Training Institute Higher Education Enrolment Policy Postgraduate Prospectus Student Handbook Health Education and Training Institute Higher Education Tuition Assurance Policy (Statement of Tuition Assurance) Student Grievance Procedure
Review date	June 2018
Risk Assessment	As per Attachment 1 to this document.

Document History

Version	Issued	Status	Author	Reason for Change
v0.1		Draft	Geoff Murphy	Draft document
v0.2	13 November 2015	Draft	Geoff Murphy	Consultation Mark Wilbourn
v0.3	13 January 2016	Draft	Mark Wilbourn	Consolidation of feedback
v0.4	21 January 2016	Draft	Mark Wilbourn	Incorporating feedback from the Policy Review Workshop 21 January 2016.
v0.5	25 January 2016	Draft	Geoff Murphy	Post review amendment.
v0.6	27 January 2016	Draft	Mark Wilbourn	Amendment to Clause 26.
v0.7	28 January 2016	Draft	Mark Wilbourn	Incorporating feedback from the Policy Review Workshop 28 January 2016.
v1.0	24 February 2016	Final	Mark Wilbourn	As approved by Health Education and Training Institute Higher Education Governing Council.
v1.1	16 February 2017	Draft	Rod West	Amendment to clause 16 due to error in referencing.
v2.0	16 February 2017	Final	Rhonda Loftus	Amendment approved by Executive Director Mental Health and Higher Education.
v2.1	17 March 2017	Draft	Mark Wilbourn	Changes to Clause 19, 22 and 25.
v2.2	20 March 2017	Draft	Mark Wilbourn	Further amendment to Clause 25 identified by Teaching and Learning Committee.
v2.3	19 April 2017	Draft	Mark Wilbourn	Removal of reference to the Postgraduate Prospectus and Student Handbook (Clause 13). Additional detail on third party invoicing (Clause 15). Clarification on delegation in Clause 28.
v2.4	28 April 2017	Draft	Valerie Rhodes	T&L circulation - amendment Clause 15 reference to form name.
v2.5	30 May 2017	Draft	Mark Wilbourn	Amendments to overview in Clause 2. Link in Clause 24 to Grievance Procedure Amendments to definitions in Clause 5.
v2.6	1 June 2017	Draft	Mark Wilbourn	Incorporating feedback from the T&L Committee
v2.7	5 June 2017	Draft	Rhonda Loftus	Minor amendments Clause 18, 19, 21.
v2.8	7 June 2017	Draft	Mark Wilbourn	Feedback from Academic Board
v2.9	13 June 2017	Draft	Rhonda Loftus	Feedback from Governing Council
v3.0	13 June 2017	Final	Rhonda Loftus	Governing Council Out of Session Approval

Issued under the authority of the Health Education and Training Institute Higher Education Governing Council

Health Education and Training Institute Higher Education Student Fees Policy

Policy Statement

Health Education and Training Institute (HETI) Higher Education sets student tuition fees for students in coursework Award Courses, Non-Award and Continuing Professional Development (CPD) programs.

Aim

1. All fees advertised by HETI Higher Education are for students eligible to study with HETI Higher Education. HETI Higher Education does not offer courses to international students.

Overview

2. This policy applies to both commencing and continuing fee paying students.
3. This policy only relates to student tuition fees and identifies the requirements and arrangements for:
 - a. HETI Higher Education to administer these fees;
 - b. Students to pay these fees; and
 - c. HETI Higher Education to issue refunds.
4. Student fees are calculated on the basis of students' enrolment in a program or unit or units of study. Refer to the Enrolment Policy for the conditions of students' enrolment.
5. HETI Higher Education is *committed to assisting and guiding* students in understanding their tuition fees and payment options. In addition to this policy, additional information will be made available and accessible where appropriate and as requested.

Definitions

6. For the purpose of this policy:
 - a. **Census date:** is the official deadline for students of HETI Higher Education to finalise their enrolment and fees for each teaching session. It is a pivotal date which must be met in order to avoid academic and/or financial penalties in relation to aspects including enrolment, deferral, withdrawal, leave of absence, payment of fees, student records. The approved census date or dates for programs and units are published on the HETI Higher Education website and in the Postgraduate Prospectus and Student Handbook.
 - b. **Postgraduate coursework student:** means a student enrolled in a:
 1. Graduate Certificate;
 2. Graduate Diploma;
 3. Masters (Coursework) Degree.

Procedures

7. All student fee liabilities are recorded on the student management system.
8. Students will be advised of their tuition fees upon enrolment. Acknowledgement of the terms of this Student Fee Policy is a condition of enrolment.
9. HETI Higher Education reserves the right to vary arrangements, courses and programs at any time without notice and at its discretion. Varied arrangements, courses and programs will aim to keep disruption to students to a minimum. Students should contact HETI Higher Education or view its website for up-to-date information.
10. Tuition fees are payable by the advised due date for each teaching session, being the approved census date, unless otherwise notified.
11. Unless otherwise stated, fees include:
 - a. study materials (including access to online materials);
 - b. workshops as appropriate;
 - c. web forums as appropriate;

- d. face-to-face teaching as appropriate;
 - e. tutorials (face-to-face or online);
 - f. assessments;
 - g. library resources;
 - h. other fees, including but not limited to, appeal and review fees.
12. HETI Higher Education reviews tuition fees on an annual basis for all fee paying courses and may increase these fees over the period of enrolment. Any fee increases will be effective from 1 January of each calendar year and will apply to all fee paying students irrespective of the date of enrolment in that calendar year. The HETI Higher Education Executive Group will determine fees for approval by the Health Education and Training Institute Higher Education Governing Council.

Approved Census Dates

13. Each unit has an approved census date which is published on the HETI Higher Education website.

Advice of Enrolment and Tuition Fees (Responsibilities)

14. Students will receive a Letter of Offer and tuition fees payable prior to the approved census date for the teaching session. It is the student's personal responsibility to check this information and notify the Education Support Officer of any errors or omissions.

Issue and payment of invoices

15. It is the responsibility of the student to ensure that fees are paid on or before the census date. In the case of third party invoicing, the student is required to provide a guarantee of payment from the third party on a semester by semester basis (Third Party Invoicing Form) and liaise with the third party as required to ensure timely payment of fees.

Unpaid fees

16. HETI Higher Education will not grant extensions to students for the payment of fees (except in extenuating circumstances – see Clause 29-31). In the event of failure to pay, students with outstanding fees who have received notification of the amount(s) owing may be liable to sanctions for non-payment of fees (see Clause 17).

Outstanding fees owing may be referred to a debt collection agency for recovery action. Students will be liable for any recovery costs incurred, including any late payment fees prescribed by the debt collection agency.

Sanctions for Non-payment of Fees

17. HETI Higher Education reserves the right to apply sanctions to students with debts to HETI Higher Education which may include any or all of the following:
 - a. results will not be issued;
 - b. academic documents or records will not be provided;
 - c. enrolment in the course may be cancelled;
 - d. graduation will not be finalised;
 - e. access to HETI Higher Education facilities and services including library and information technology resources will be withheld.

Withdrawal, Refunds, and Fee Adjustments

Withdrawal from a unit/course – General provisions

18. Notification of a student's intention to withdraw either before or after the commencement of a unit/course must be made in writing to the Director of Education and Training.
19. Students are entitled to a full refund for withdrawals on or before the census date. Refunds will be paid within 30 days of the census date to which the withdrawal applies. No refund will be given for withdrawals from a unit/course beyond the census date unless there are extenuating circumstances (see Clause 29-31).
20. A student's failure to inform HETI Higher Education in writing of the student's intention to withdraw from a unit/course on or before the census date will lead to the student being liable for the respective unit/course fee.
21. Where a student is dissatisfied with any decision made by HETI Higher Education in relation to an application for a fee refund or adjustment, the student may seek a review of the decision in accordance with the Student Grievance Procedures.

Leave of absence from a unit/course

22. Notification of a student's intention to take a leave of absence, either before or after the census date, must be made in writing to the Director of Education and Training, HETI Higher Education.
23. Students who take leave of absence from a unit/course after the census date will be liable for the fees charged at a pro-rata rate of the fee for the unit/course from the commencement date to the date of receipt of notice plus a 20% non-refundable administration fee for that unit/course, unless there are extenuating circumstances supporting a withdrawal without academic penalty, in which case the student will receive a full refund.

Advanced standing

24. Students who have been granted recognition of prior learning leading to advanced standing for one or more units of study will not be charged for those units. If a student wishes to receive the course materials for a unit(s) awarded as advanced standing, a fee of 30% of the unit(s) fee will apply. If a student is required to submit an assessment(s) as part of an advanced standing application a fee of 20% of the unit(s) fee will apply. Payment must be made by the student prior to marking of the assessment(s). The student will be invoiced by HETI.

Provisions concerning fees for Non-Award and Continuing Professional Development (CPD) study undertaken at HETI Higher Education

25. HETI Higher Education makes available units of study in which a student can enrol for Non-Award study or CPD purposes. Non-Award study does not involve enrolment in the relevant course, but successful completion of the unit or unit's results in the attainment of Higher Education Credit. CPD study does not result in Higher Education Credit but students are eligible for recognition of satisfactory participation.
26. The fees charged by HETI Higher Education for:
 - a. Non-Award units of study are the same as those for units undertaken within an Award Course;

- b. CPD units of study may be lower (typically, but not necessarily, 25% lower for a 10 credit point equivalent unit of study) than the fees chargeable for the same units to students undertaking study leading to an Award Course.
27. Students enrolled in Non-Award units of study can have their enrolment transferred to the same study units in an Award Course providing they meet the entry requirements for that course. Successfully completed Non-Award units of study will be granted advanced standing for those units in the Award Course in these circumstances.
28. Where a student who has enrolled in or completed CPD units of study is subsequently accepted for enrolment in the same study units in an Award Course, they will be required to undertake the assessments associated with those units in order to pass the units and will be liable to pay any difference between the fees originally paid for the CPD units and the fees applicable at the time of enrolment. Such students will not however be required to repeat the study if it was undertaken.

Extenuating Circumstances

29. HETI Higher Education may, at its absolute discretion, vary the manner in which it applies these student fee liabilities, refunds and adjustment policies in individual cases where a student claims that extenuating circumstances apply. Approval is by the Director, Education and Training on the recommendation of the relevant Framework Coordinator.
30. Extenuating circumstances are events or circumstances which:
- a. are beyond the person's control, i.e. the person is not responsible, directly or indirectly, for the situation. These events or circumstances must be unusual, uncommon or abnormal; and
 - b. must not make the full impact on the person until on or after the census date where the situation occurred:
 - 1. before the census date, but worsened after that day; or
 - 2. before the census date, but the full effect or magnitude does not become apparent on or before that day; or
 - 3. on or after the census date; and

- c. where the outcome has made it impracticable for the student to complete the course requirements; and they were unable to:
 1. undertake the necessary private study required, or attend sufficient lectures or tutorials or meet other attendance requirements in order to meet the compulsory requirements; or
 2. complete the required assessable work; or
 3. complete other course requirements because of their inability to meet the above.

31. Students will need to prove their claim for extenuating circumstances by providing appropriate independent supporting documentation. HETI Higher Education will not approach doctors, hospitals, police, etc. to obtain documentation on behalf of the student. HETI Higher Education may seek verification from these agencies that a presented certificate was issued to the student.

Tuition Assurance

32. In the event that HETI Higher Education ceases for any reason to provide a course of study in which a student is enrolled, in accordance with its Tuition Assurance Policy, the student will be given the option of either:
 - a. an offer of a place in a similar course of study with an alternative Higher Education Provider, without any requirement to pay the alternative provider tuition fees for any replacement units; OR
 - b. a refund of fees already paid to HETI Higher Education for any unit of study commenced but not completed because HETI Higher Education has ceased to provide the course of study.

Roles and Responsibilities

33. It is the responsibility of the student to inform HETI Higher Education in writing of a change in personal and contact details within 7 days of such change. If this written advice is not received, HETI Higher Education will not accept responsibility for correspondence that does not reach the recipient. Change of address may be notified via the Personal Details Variation Form.

Publication

34. These policies and procedures are published on the HETI website:
<http://www.heti.edu.au/policies-and-procedures> to ensure students have up to date
and accurate information publicly available to them.

Related Documents

- HETI Higher Education Enrolment Policy
- Postgraduate Prospectus
- Student Handbook
- HETI Higher Education Tuition Assurance Policy (Statement of Tuition Assurance)
- Student Grievance Procedure

Acknowledgement:

Health Education and Training Institute Higher Education gratefully acknowledges the permission granted by Western Sydney University (WSU) for the use of its policy template and policy content in the development of this publication.

IMPLEMENTATION CHECKLIST – COMPLIANCE SELF ASSESSMENT

Assessed by:	Date of Assessment:		
IMPLEMENTATION REQUIREMENTS	Not commenced	Partial compliance	Full compliance
1.			
	Notes:		
2.			
	Notes: Relevant Director		
3.			
	Notes: TRIM reference number -		
4.			
	Notes:		
5.			
6.			
	Notes:		

Attachment 1

RISK ASSESSMENT

<Document Title>

1.	Policy/Process being assessed	Notes
	Document Number	
	Publication date	
	Scheduled review date	
	Date of this risk assessment	
	Name & position of assessing officer	
2.	Summary of policy purpose (from PD Cover Page)	
3.	Agency (HETI) key roles & responsibilities as per PD	
4.	Risk Assessment	
4.1	<u>Identification of risks</u> – what might happen & how?	
	1.	
	2.	
4.2	<u>Analysis of risks</u> – combined estimate of the consequence & likelihood of the risk, using NSW Health Risk Matrix (attached)	
	<ul style="list-style-type: none"> • Consequence: • Likelihood: • Risk rating : 	
4.3	<u>Evaluation of risks</u> – comparison of the level of risk as determined against a predetermined criteria to determine whether a level of risk is acceptable or needs to be treated.	
	Risk level assessed after implementing treatment:	
	<ul style="list-style-type: none"> • Consequence: • Likelihood: • Risk rating : 	
	Evaluation –	

Risk Assessment Approval

Name & position of approving T2 Officer:	
Date:	