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## Purpose

This procedure describes how international student fees are administered and managed in accordance with legislative requirements, including:

- a) how fees are set and published
- b) how tuition fees and Overseas Student Health Cover (OSHC) rates are charged and calculated
- c) how students can make payment, and
- d) how fee sanctions, cancellation of enrolment, long-term debt and credit processes are managed.

## Applicable governance instruments

Instrument	Section	Principles
<i>Student Fees Policy</i>	1 Student Fees	1.1-1.3
<i>Education Services for Overseas Students Act (2000)</i>	Division 2, Part 26 (Tuition Fees) Part 5 (Tuition protection service) Part 6 (Conditions, suspensions, cancellations)	N/A
<i>National Code of Practice for Providers of Education and Training to Overseas Students (2018)</i>	Standard 2 (Recruitment of an overseas student) Standard 3 (Formalisation of enrolment and written agreements)	N/A

	Standard 8 (Overseas student visa requirements) Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment)	
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## Procedure

### 1. Background

The University's *International Student Fees Procedure* provides a contemporary, informative, and transparent approach to how international student fees are set in a price-sensitive market and how the collection of fees from international students is managed to ensure compliance with legislative requirements.

The University must charge fees in accordance with the *Education Services for Overseas Students Act (2000)* and, in accordance with legislative requirements, requires all international students who are enrolled in a course to pay their fees up front.

Students are responsible for paying their fees by the due date for each study period. As part of the requirements set by the Australian federal government Department of Home Affairs, the University is required to report an international student who does not pay their fees.

The international fees outlined in this procedure relate to tuition and Overseas Student Health Cover.

This procedure does not apply to:

- Domestic Commonwealth Supported and Full Fee-Paying Students (see *Domestic Student Fees Procedure*)
- Internal tuition fee scholarships (see *Student Tuition Fee Scholarships Procedure*)

### 2. Setting and publishing fees

- 2.1. Overseas Student Health Cover (OSHC) fees are set by the University's contracted health care provider, Medibank Private. A schedule of rates is provided to the University annually and the University is responsible for charging and collecting OSHC on behalf of Medibank Private.
- 2.2. The Student Services and Amenities Fee is a fee which is used to provide services, experience, and resources that all students can access. These are set by the Commonwealth including the maximum rate the University can charge. See *Student Services and Amenities Fees Procedure*
- 2.3. Fees for international students for the next academic year are set by the University prior to the opening of unit enrolments in October.
- 2.4. The Executive Director Student Services leads the fee setting process for CRICOS registered courses for international students (including transnational education) considering whether adjustments to these rates are recommended. In considering whether to recommend adjustments, key stakeholders in the colleges and Financial Services will be consulted as follows:
  - a) The General Manager Finance provides recommendations for broad adjustments based on the University's financial position, and data from the Reserve Bank of Australia (RBA) regarding Consumer Price Index (CPI) and other external factors.
  - b) The College Executive Deans will review and provide advice on the recommendations considering:
    - i. college strategic and operational plans,
    - ii. fees charged for other equivalent courses offered by the University and by other Australian universities, and

- iii. the nature and size of the potential market for courses and expected competition for students from similar courses.
- 2.5. In reviewing and setting international tuition fees, the following fee setting principles will be applied:
  - a) Tuition fees will be set at a course level and based on a standard full-time enrolment load of 100 credit points per year or 50 credit points per standard semester.
  - b) Tuition fees will be priced at an amount no less than the amount charged to a Domestic Full Fee Paying student enrolled in the equivalent course.
  - c) Student Services and Amenities Fees are included in the tuition fees charged to international students. These fees are not charged separately.
  - d) Where a program is offered in partnership with one or more providers and where a single fee level for such courses is to apply across multiple providers, the fee for these courses will be determined in consultation with the participating providers.
  - e) Tuition fees for students studying offshore with Transnational Education Partners will be reviewed annually and set according to the rates agreed in the Educational Partnership Agreement between the University and its partner/s.
  - f) the full average cost of delivery of each course is expected to be recovered, taking account of the following:
    - i. an estimate of costs, including academic and other staff time, services, materials, equipment and facilities, calculated as the apportioned rather than marginal costs
    - ii. modes of delivery, and
    - iii. expected enrolments in the course.
- 2.6. The Executive Director Student Services will make recommendations in writing to either increase, decrease or roll-over fees to the relevant approver as follows:
  - a) courses which require a new fee to be set are to be approved by the Chief Marketing Officer. The new course fees are then presented to the Markets and Revenue Group (MRWG) for noting.
  - b) existing courses with a proposed fee change ranging between 0 – 5%, are to be approved by the Deputy Vice-Chancellor (Student Services and Operations) (DVC SSO) **or** Chief Marketing Officer CMO **or** Chief Financial Officer (CFO). The fee changes are then presented to the Markets and Revenue Group (MRWG) for noting.
- 2.7. existing courses with a proposed fee change <0% or >5% are to be approved by the Deputy Vice-Chancellor (Student Services and Operations) (DVC SSO) via the Markets and Revenue Working Group (MRWG) Following approval, the Student Services Team will:
  - a) configure the fees into Student Management,
  - b) undertake testing to ensure that the fees have been set correctly and comply with legislative requirements,
  - c) advise the Web Services team so the rates can be published on the University's website (i.e Course & Unit Handbook), and
  - d) advise the Executive Director Student Services of the above so internal stakeholders can be notified.
- 2.8. As offer letters are issued to international students in some markets several years in advance, students are advised that tuition fee amounts quoted on offer letters are indicative only and are subject to change prior to the final fees being determined each year.

### 3. Calculating and charging fees

- 3.1. Students will be charged the published fee for their commencing year of study and will be subject to calendar year increases as a continuing student.
- 3.2. Students who change course or undertake higher level studies will be required to pay fees applicable to students commencing in the same year in that course of study.
- 3.3. Fees for international students will be calculated based on the following:
  - a) For coursework students, published tuition fees are based on a standard full-time enrolment load, which usually equates to 100 credit points per year. If a student's enrolment load is more or less than a standard full-time load, the tuition fee will be adjusted pro-rata as follows (excluding students enrolled in an inbound Study Abroad Program):
    - i. Annual course fee divided by number of units in a standard full-time enrolment load x number of standard 12.5 weighted units the student enrolls in.
    - ii. *Example 1:* a Bachelor of Arts student has an annual course fee of \$31,950. The standard full-time load for this course is 8 x units, but the student will enrol in 6 x units in their first year.  $\$31,950 / 8 \text{ units} \times 6 \text{ units} = \$23,962.50$ .
    - Example 2:* a Bachelor of Nursing (Accelerated) student has an annual course fee of \$33,950. The standard full-time load for this course is 12 x units, but the student will enrol in an overload of 13 x units in their first year.  $\$33,950 / 12 \text{ units} \times 13 \text{ units} = \$36,779.15$
    - iii. Adjustments will be made for annual course fees with units of different weightings.
  - b) For higher degree by research students, the tuition fee is based on the number of days of candidature in each half-year period (1 January to 30 June and 1 July to 31 December).
  - c) For students enrolled in an inbound Study Abroad Program, a flat rate tuition fee will be published annually in the fee schedule for each semester of enrolment.
  - d) For students enrolled cross-institutionally:
    - i. International students enrolled at the University of Tasmania and undertaking approved studies offered by another institution will be required to pay the tuition fees that apply to that institution.
    - ii. International students enrolled at an institution other than University of Tasmania and undertaking approved studies offered by University of Tasmania, will be required to pay the tuition fees for cross institutional study.

### 4. Payment of fees

- 4.1. Commencing students are required to pay a deposit at the time they accept their course offer. The amount payable consists of the tuition fee amount for the first study period and overseas health cover for the length of their student visa. OSHC is payable only if students choose to have their OSHC policy arranged by the University. Students may choose to arrange their own policy through a different health care provider.
- 4.2. All other tuition fee payments for subsequent study periods are due by the payment due date published on the University's [Key Dates](#) webpage (normally 14 days before census date). These dates are proposed by Student Services, approved by the Deputy Vice-Chancellor Education (DVC-E) and published by Web Services.
- 4.3. The following options are available for the payment of fees:
  - a) Student makes payment

- b) Sponsor (third party provider) makes payment on behalf of the student
- c) Fees are covered by the University in the form of a tuition fee scholarship, or a
- d) Combination of the above.

#### **Student makes payment**

- 4.4. Students are responsible for payment of tuition in full by the due date of the relevant study period as a condition of their enrolment. Students can access their invoice for the relevant study period through [eStudent](#).
- 4.5. The Fees Team will send email reminders to all students with outstanding fees between the start of the study period and the due date.
- 4.6. If the fees remain outstanding and the student has not requested an extension (see 4.13 and 4.14), the student will be sent a final reminder known as a Notice of Intention to Report (NOIR) and SMS reminder. Students will have 20 working days from the date they were sent their notice to either pay their fees in full or to appeal the notice (See *Appeal Against Notice of Intention to Report a Student to the Department of Home Affairs Procedure*).

#### **Sponsor (third party) makes payment on behalf of the student**

- 4.7. Students may have their fees paid by a third-party (for example student's scholarship provider).
- 4.8. Sponsor arrangements must be set up by a College or the Division of Student Services and Operations using a formal agreement with advice from Legal Services or a financial guarantee. for paying the fees outlined by the due date on their invoice (normally 28 days).
- 4.9. Sponsor invoices are generated by the Fees Team after the census date for each study period and sponsors are responsible.

#### **Fees paid for by the University**

- 4.10. An international student may also be awarded a full or partial tuition fee scholarship . These generally range from 10%- 50% and can be awarded based on:
  - a) academic merit (e.g. Dean's Merit Scholarship 50%, or Tasmanian International Scholarship 25%)
  - b) targeted eligibility criteria including citizenship (e.g. Tasmanian Access Scholarship 15%), or
  - c) access (e.g. Tasmanian Asylum Seeker Scholarship 100%), or
  - d) alumni arrangements (e.g. Postgraduate Alumni Scholarship 10%).

Further information regarding tuition fee scholarships for international students can be found [here](#) or in the *Student Tuition Fee Scholarships Procedure*.

- 4.11. Tuition fee scholarships are assessed by the Admissions Team during the admission process and applied to the student's record by the Fees Team.

#### **Payment Extensions**

- 4.12. International students who are unable to pay by the due date may request an extension. Payment extensions will be considered on a case-by-case basis.
- 4.13. Extensions are requested via [Student Forms](#). The Fees Team may grant an extension if there are compassionate or compelling circumstances (e.g. illness, injury or death of the student or an immediate family member, severe or unexpected financial hardship). Extensions will be granted for no longer than 4-weeks.

#### **Withdrawal from units on or before census date**

- 4.14. Students who withdraw from a unit of study on or before the census date will not be charged fees for that unit. The debt will be reversed/recredited on their student account.

- 4.15. In exceptional circumstances (i.e university error, student disadvantage), students who are not eligible for remission of student debt (see *Remission of Student Debt Procedure*) may be withdrawn from a unit after the census date at the request of the college. In this case, the student must apply in writing and a Post Census Amendment to Enrolment (PCAE) form must be completed by the college, approved by the relevant Manager Academic Success and sent to Student Services for processing.

## 5. Management of overdue fees

- 5.1. If a student does not pay their fees in full by the due date, the University may impose a sanction. A sanction is a formal notation on the student's record and will prevent students from:
- viewing their results
  - requesting a copy of their academic transcript, or
  - graduating.
- 5.2. The fee sanction will be removed if a student pays their fees in full.
- 5.3. If a student has still not paid their fees in full by the due date or date outlined in the NOIR, the University may cancel a student's enrolment. Cancellation of enrolment can only be reversed in the following circumstances:
- the student makes full payment within 7 calendar days from the date they receive their cancellation notice. The student must email [U.Connect@utas.edu.au](mailto:U.Connect@utas.edu.au) with a copy of their receipt once payment has been made; or
  - where the University has made a procedural or administrative error.
- 5.4. In all other circumstances, the Fees Team will notify students in writing of their cancellation and will provide them with available options including referral to a Student Adviser.
- 5.5. The Fees team will reverse the fee in Student Management and record a cancellation comment on the student's record which will prevent the student from re-enrolling until the debt is paid in full.
- 5.6. The Fees Team will report all final cancellations of enrolment for non-payment of tuition fees to the Executive Director Student Services, Finance, and International Compliance.
- 5.7. After cancellation of enrolment, students wanting to continue studying with the University will need to apply for a new course offer for the next available intake.
- 5.8. If a student who has outstanding fees withdraws from their course or does not re-apply, the Fees Team will apply a sanction which prevents the student from re-enrolling until the debt is paid in full.
- 5.9. The Fees Team will monitor overdue student debt owed to the University and will routinely follow up with students and sponsors until payment is made and keep a record in the University's Customer Relationship Management (CRM) system. The Fees Team will report quarterly to Financial Services on outstanding debt.

### **Long term debt management**

- 5.10. Where all efforts have been made to recover monies payable to the University, the matter may be referred to a debt collection agency.
- 5.11. After all avenues of debt collection have been taken or it is not economically viable to pursue a debt, the Manager Student Administration will submit a business case to the Executive Director Student Services to request the Chief Financial Officer's approval to write off the debt.
- 5.12. A debt write off does not constitute settlement of the debt. The University reserves the right to

reinstate the debt at a future time. Any sanctions or penalties that existed prior to writing off the debt will remain and can only be removed if the student pays the debt in full.

## 6. Management of Credits

- 6.1. When a student pays their tuition up front, it creates a credit on their student account. Credits will be routinely monitored by the Fees Team and if a student ceases to study, eligible credits will be refunded.

### Related procedures

*Appeal Against Notice of Intention to Report a Student to the Department of Home Affairs Procedure*

*International Student Refund Procedure*

*Domestic Student Fee Procedure*

*Student Tuition Fee Scholarships Procedure*

### Versions

<u>Version</u>	Action	Approved by	Business Owner/s	Approval Date
1	Approved	Vice-President, Strategy, Marketing and Finance	Director Student Systems and Administration Manager Student Administration	30 May 2022
2	Approved	Head of Student Services and Operations	Executive Director Student Services Manager Student Administration	29 May 2023
3	Approved	Head of Student Services and Operations	Executive Director Student Services Manager Student Administration	3 August 2023
4	Minor amendments approved (position title changes)	Director Governance and Compliance	Executive Director Student Services Manager Student Administration	27 September 2023
5	Approved	Deputy Vice-Chancellor (Student Services and Operations)	Executive Director Student Services Manager Student Administration	4 August 2024

## Schedule A – Table of Approvals

Type	Price adjustment (if any)	Approval Pathway
New course	New price set*	CMO
New course code only (old course given a new code)	None - same price as old course fee	Academic approval only (MRWG not required)
	0 - 5% change to overall course fee**	DVC SSO, CMO or CFO
	<0% or >5% change to overall course fee***	DVC SSO (via MRWG)
Significant amendments	None - same price as old course fee	Academic approval only (MRWG not required)
	0 - 5% change to overall course fee**	DVC SSO, CMO or CFO
	<0% or >5% change to overall course fee***	DVC SSO (via MRWG)
Change of study mode	None - same price as old course fee	Academic approval only (MRWG not required)
	0 - 5% change to overall course fee**	DVC SSO, CMO or CFO
	<0% or >5% change to overall course fee***	DVC SSO (via MRWG)

\*New courses which require a new price to be set can be approved by the CMO (as delegate of MRWG)

\*\*0 to 5% changes for FPPOS and FPAU can be approved by the DVC SSO, CMO or CFO (as delegates of MRWG). In circumstances where a fee is not agreed between the teaching college and the delegates above, this should be tabled for discussion at MRWG.

\*\*\*Fee adjustments <0% or >5% to be approved by DVC SSO via submission to MRWG, in accordance with this procedure.

**Key**

CFO (Chief Financial Officer)

CMO (Chief Marketing Officer)

DVC SSO (Deputy Vice-Chancellor Student Services and Operations)

MRWG (Markets and Revenue Working Group)

## Version 5 – Approved 4 August 2024

Definitions and acronyms can be found at: <https://www.utas.edu.au/policy/policy-definitions>

Related policy and procedures can be found at: <https://www.utas.edu.au/policy>