

Fees Policy - International

Policy Code: INT-005**Version:** 13.0**Effective Date:** 12 September 2019

Purpose

This Policy applies to all international students enrolled within a course or subject at the College and provides a broad framework and set of principles regarding the payment of fees and any circumstances relating to this. This includes, but is not exclusive to:

- Enrolment Fees
- Ongoing Payment of Fees
- Fee Payment Deadline
- Restrictions.

Definition of “College” – *In the higher education sector, the Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

Definition of “International students” – *The College defines an International Student as someone **who is not** an Australian citizen or permanent resident or a New Zealand citizen or a permanent visa holder. This definition includes students studying onshore on a range of temporary visas (working holiday visa, tourist visa, student visa etc.) or offshore as an online student. Information that applies only to students studying on specific visa classes (e.g.: Student Visa) is specified when relevant. It should be noted that all international students pay fees specified for international students, regardless of visa subclass.*

Scope

- All international students
- All campuses, including online learning
- International agents
- Student Services

Policy Statement

Part A of this Policy sets out the College’s policy around international student fees and their responsibilities for paying fees and applies to all international students. Part B of this Policy sets out additional requirements that must be adhered to regarding fees paid by international students studying on a student visa.

All international students studying at the College and enrolled within a subject or course are expected to pay the international tuition fees for the current study period in full **prior** to the start of the relevant study period. Tuition fees cover the cost of tuition only. Tuition fees do not cover registration fees, books, uniforms, equipment or Overseas Student Health Cover (OSHC); these will be set out separately in the International Student’s Written Agreement.

Fees for courses of study and information about all other compulsory fees associated with a course of study are provided in all College marketing materials and on the website (<https://www.endeavour.edu.au/future-students/international/courses>). Subject and course fees are not transferrable to other students.

The College reserves the right to charge different fees to international students and domestic students due to additional on-costs required.

PART A

Note: This section applies to ALL international students, regardless of visa arrangements or course of study.

Setting and Publishing Fees

Fees for the subsequent calendar year per subject and course are set and approved by ACNM Board through the annual financial budgeting process. After approval of fees for the following calendar year:

- international student fees are published on the College's website immediately (by 1 September each year)
- the international student fee schedule must be provided to the National Education Systems Manager by 1 September each year for input into the student management system by 30 September each year.

Changes to Published Fees

Course fees are subject to change throughout the life of the course any changes will be published with appropriate notice and will be made available on the College website and relevant student documents.

During the application

- If a course fee changes by more than 10% after an applicant is issued a *Offer Letter - International* or enrolled, the applicant will be notified of the fee increase in writing (*Fee Change Notification – International*) before the fee payment deadline.

During the Course

- Course fees must only change during a study period in extraordinary circumstances. If course fees change during a study period the new fee will apply from the beginning of the following study period.

Responsibility to Pay Fees

It is the student's responsibility to ensure they are able to pay their fees as outlined below. Students will never be invoiced for more than one semester of study in advance.

However if a student chooses, the College will accept more than 50% of the full course tuition fees upfront only if paid by the student or the person responsible for paying the student's fees (e.g. international government scholarship). These fees will be kept in a separate account as a credit towards the student's future enrolments.

Definition of 'agreed starting day' - is the day when the course was scheduled and advertised to start.

Definition of 'census date' - is the 4th Friday after the agreed starting day.

Definition of 'fee payment deadline' - is 2 weeks prior to the agreed starting day of each study period for fees to be paid in full.

Applicants

During the admissions process international applicants must pay all enrolment fees by the fee payment deadline.

The College accepts the following payment method for payment of fees for applicants:

- Bank transfer only

Enrolment fees include the tuition fees for the first study period, with any OSHC costs if arranged by the College.

The initial enrolment fee includes a \$3000 tuition fee deposit with balance of the first study period fees due by the fee payment deadline.

In addition, enrolment fees also include a non-refundable international enrolment fee of \$250.

A Confirmation of Enrolment (CoE) for a student visa will only be issued when the admissions process has been successfully completed and payment of the \$3000 tuition fee deposit is confirmed via the Finance department.

Failure to pay full first study period fees by the fee payment deadline may result in the cancellation of the CoE.

Students

During the course, students must pay all ongoing fees by the fee payment deadline.

The College accepts the following payment methods for payment of fees for students:

- Bank transfer
- Cheque or money order
- Credit card (excluding Amex or Diners Club)
- EFTPOS

Students who anticipate a problem in paying their fees in full **before** the fee payment deadline must contact the College to discuss their circumstances and options.

Where applicable, exceptions may be granted for extenuating circumstances, please refer to the [Remission of Financial Liability due to Special Circumstances Policy](#).

Late Payment Notice

A series of Late Payment Notices will be issued to students who have not contacted the College to discuss anticipated problems in paying their fees. The Late Payment Notice will formally request the student to contact the College to discuss their options and outline any restrictions to their account.

If the account cannot be settled via the Late Payment Notices, the Student will be reviewed for suspension or cancellation in line with the [Deferring Suspending or Cancelling Enrolment Policy - International](#).

Student visa holders who do not re-enrol or contact the College to respond to a Late Payment Notice

Under the *Education Services for Overseas Students (ESOS) Act 2000, National Code 2018* a student visa holder who does not re-enrol has inactively advised the College they are not continuing their studies. The College has the right to inform the Department of Home Affairs (DHA) / Department of Education and Training via PRISMS of cessation of studies and the student's CoE will automatically be cancelled, without notification or appeals period.

Restrictions

The following restrictions may be applied to a student's account until the fees are paid in full:

- Student will be unable to enrol in subjects
- Withholding of Grades, Academic Transcripts, Statements of Attainment, Letters of Completion, Testamurs and Eligibility for graduation.

Refunds

The [Refund Policy - International](#) is publicly available on the College's website, provided to students prior to enrolment, and contains the Cancellation Fees Schedule for cancellation of a current, deferred or suspended course pre- or post-census.

Students who wish to dispute a decision related to Fees and charges can do so as per the [Complaints and Appeals Policy - International](#).

Changes to Visa Status

Applicants

Applicants whose visa status changes during the application process must notify the National Admissions Centre immediately and provide a copy of the new visa, to be verified by the Enrolment Adviser.

If an applicant gains a permanent visa status before enrolment, the applicant will no longer be classified as an international student and will be liable to pay the domestic tuition fee.

Students

Students whose visa status changes while studying at the College must notify Student Services immediately and provide a copy of the new visa to be verified.

The deadline for students to convert from international to domestic due to a visa status change is the census date of each study period. Students who convert after census date will still be classified as an international student for the remainder of that study period and will be considered a domestic student for subsequent study periods and will be liable to pay the domestic tuition fee.

Students who convert from a Student visa to a Temporary visa remain liable for the International Fees, and will be subject to the relevant restrictions of their new visa.

Miscellaneous Fees and Charges

Other charges that may be applicable to students while enrolled at the College include the following:

- Bank fees for conversion of international currencies to Australian dollars.
- Textbooks are required for some subjects and are paid for separately. The [Endeavour National Textbook List](#) is available on the website.
- \$AUD25 + GST to be charged for the Re-issue of Qualification or Transcript / Record of Results.
- Postage and handling for any documentation relating to the above items.
- Educational Pathways – Challenge Assessments and RPL assessments may incur a fee, please refer to the [Educational Pathways Policy - Higher Education](#).
- Working with Children Check – all students enrolled in a course involving a clinic or teaching practicum component are required to obtain a valid Working with Children Check (or its equivalent), unless an exemption applies, in accordance with the [Working with Children Checks Policy](#) and its stipulated timeframes. Some States charge a fee for students / volunteers and fees vary from State to State.
- First Aid Certificate - all students enrolled in a course involving a clinic or teaching practicum component are required to either obtain, or be enrolled to obtain, a valid First Aid Certificate prior to their second teaching period. The fees for these are dependent upon the service provider and can range from \$150 to over \$400. Students are required to source their own First Aid course.
- Uniform Fees – any student enrolled in a clinic subject will be required to purchase the clinic uniform of white Endeavour-logo coat or black Endeavour-logo polo shirt, depending on the course of enrolment. This will be outlined by academic staff prior to the first clinic class (up to \$40 total).

PART B

Note: This section only applies to student visa holders.

Tuition Protection

Course fees for international students studying on an Australian student visa are protected by the *Tuition Protection Service* under the *Education Services for Overseas Students (ESOS) Act 2000*. Detailed information about the way tuition protection is managed within the College is available in the [Refund Policy - International](#).

In accordance with the legislated requirements of the *Education Services for Overseas Students (ESOS) Act 2000*, the College is unable to accept tuition fees for more than one study period in advance.

As part of the requirements of the *Tuition Protection Service*, the College maintains an account exclusively for tuition fees received from international students studying on a student visa. The College pays any tuition fees received prior to course commencement from student visa holders, into this account within five (5) working days of receiving these fees. The College ensures that there is a sufficient balance in the account at all times to repay tuition fees to all non-

commenced students that have applied to study on a student visa. The money held in this account is unable to be used to cover any other debts.

Compulsory Recording of Tuition Fees Paid

The Office of Student Records records all tuition fees paid by international students in the *Provider Registration and International Student Management System (PRISMS)* by COB Friday every week.

Definitions

HE: Higher Education

PRISMS: The Provider Registration and International Student Management System (PRISMS) is a secure electronic database used by certain Australian Government agencies to monitor compliance for international students in Australia on a student visa. PRISMS holds information relating to the student's visa and course of study, as well as payment information. It is also the primary method of contact between the provider and the government on any matters relating to a student's visa and is used to issue Confirmation of Enrolment (enabling the Department of Home Affairs to issue a student visa).

Study Period: A "study period" is defined in the *National Code 2018 (Cth)* as "a discrete period of study" in a course, namely, semester, short course or as otherwise defined by the College as long as that period does not exceed 24 weeks". This will normally reflect the period during which the student can normally be expected to complete a group of subjects. A study period may also refer to the delivery period of an online subject.

Related Procedures

Deferring Suspending or Cancelling Enrolment Procedure - International

Further Information

Related Policies

Complaints and Appeals Policy – International

Deferring Suspending or Cancelling Enrolment Policy - International

Educational Pathways Policy - HE

Refund Policy - International

Remission of Financial Liability due to Special Circumstances Policy – Higher Education

Working with Children Checks Policy

Related Documents

Application for Remission of Financial Liability – HE

Endeavour National Textbook List

International Student Written Agreement

Offer Letter - International

Guidelines

Not Applicable

Benchmarking

Not Applicable

Supporting Research and Analysis

Provider Registration and International Student Management System (n.d.). *Welcome to the provider registration and international student management system (PRISMS)* [Portal]. Retrieved from <https://prisms.education.gov.au/Logon/Logon.aspx>

Tuition Protection Service (n.d.). *Tuition protection service provider login* [Portal]. Retrieved from <https://tps.gov.au/Home/Login>

Related Legislation

Education Services for Overseas Students Act 2000 (Cth).

Education Services for Overseas Students (Registration Charges) Act 1997 (Cth).

Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Act 2012 (Cth).

Higher Education Support Act 2003 (Cth).

National Code 2018 (Cth).

Review and Approval

Policy Author

Quality and Compliance Coordinator

Policy Owner

National Quality, Governance and Compliance Manager

Contact

National Quality, Governance and Compliance Manager

compliance@endeavour.edu.au

Recommending Body

Academic Board

Meeting date: TBA

Approval Body

College Council

Meeting date: 5 December 2012

Policy Status

Revised

Responsibilities for Implementation

- Director, Student Services & Retention
- National Quality, Governance and Compliance Manager
- Office of Student Records
- Student Advisers, Student Services
- Student Enrolment Advisers, Student Recruitment

Key Stakeholders

- Director, Student Services & Retention
- Finance team
- National Quality, Governance and Compliance Manager
- Office of Student Records
- Student Recruitment team
- Student Services team