



## Student Fee Policy

<b>Document ID</b>	<b>Student Fee Policy</b>
<b>Category</b>	Academic Governance
<b>Document Owner</b>	PEO
<b>Approved by</b>	Academic Board
<b>Authorised by</b>	Board of Directors

### 1. Purpose

This policy outlines OneGlobe Institute of Higher Education (OneGlobe)'s approach to the setting, communication, collection, and management of student fees. It ensures transparency, fairness, and compliance with relevant legislative and regulatory frameworks, including full disclosure of the **total cost of study** (tuition and non-tuition) as required by TEQSA and ESOS.

### 2. Scope

This policy applies to all students enrolled in higher education courses at OneGlobe, including onshore and offshore delivery modes.

### 3. Policy Statement

OneGlobe is committed to:

- Ensuring fees are set and reviewed in a transparent, consistent, and fair manner.
- Communicating fee schedules clearly and in advance of enrolment.
- Providing flexible and secure methods for payment.
- Supporting students experiencing financial hardship.
- Meeting all obligations under the Higher Education Support Act, the ESOS Act, and the National Code 2018.
- Ensuring compliance with Australian Consumer Law and sector best practice in disclosure and marketing.

### 4. Definitions

Tuition Fees	Fees charged for course delivery, including lectures, tutorials, assessments, and related academic support.
Non-Tuition Fees	Additional charges not related to academic tuition (e.g., late



	payment fees, replacement ID cards).
Census Date	The final date a student can withdraw from a unit of study without incurring a financial or academic penalty.
Upfront Payment	Payment of fees in advance by students not accessing FEE-HELP.
FEE-HELP	A loan scheme provided by the Australian Government to eligible domestic students to pay tuition fees.
COE (Confirmation of Enrolment)	Document issued to international students required for a student visa application.
Total Cost of Study	The aggregate of tuition fees, non-tuition fees, and any compulsory materials or administrative charges payable for the completion of the course.*

## 5. Principles – Fees Setting and Review

- Tuition fees are determined by the Executive Management and approved by the Board of Directors.
- Annual reviews of all tuition and non-tuition fees are conducted to consider market conditions, CPI adjustments, and institutional costs.
- Fee changes for continuing students will not apply mid-course unless explicitly stated during enrolment.
- A clear disclosure of the total cost of study is published and monitored by the Board for compliance and student protection.

## 6. Payment Term and Procedure

### 6.1 Domestic Students

- May pay tuition fees:
  - Upfront in full
  - By payment plan (if approved)
  - Via FEE-HELP if eligible and approved
- Fees are payable by the due date listed on the invoice or enrolment confirmation.

### 6.2 International Students



- Must pay tuition fees for their initial study period before issuance of a Confirmation of Enrolment (CoE).
- Ongoing fees are due as per invoiced schedule prior to the commencement of each study period.
- Payment methods include electronic bank transfer, credit card, or authorised payment platforms.

## 7. Communication of Fees

- A published Fee Schedule will be made available on the OneGlobe website and provided during the admission process.
- Fee schedules will include:
  - Tuition fees per unit and course
  - Non-tuition fees
  - Refund terms and conditions.
  - Payment due dates
  - Information on FEE-HELP (for eligible students)
  - Disclosure of the total estimated cost of study for each course (domestic and international).

## 8. Refund and Withdrawals

- Refunds are governed by OneGlobe's Refund Policy.
- Students must formally notify withdrawal before the census date to avoid incurring full tuition charges.
- Post-census withdrawals may incur full fees unless special circumstances apply.
- Refunds for international students follow the ESOS Act and are subject to visa conditions.

## 9. Financial Hardship and Fee Extensions

- Students experiencing temporary financial difficulty may apply for a payment extension or instalment plan.



- Applications must be submitted with evidence (e.g., loss of income, medical emergencies).
- Approval is at the discretion of the CFO or delegate.
- A formal Financial Hardship Procedure applies, including: eligibility criteria, assessment standards, appeal rights, and compassionate review by Student Services.

## 10. Non-payment of fees

- Students who do not meet their financial obligations may be subject to the following:
  - Late payment fees
  - Withholding of academic transcripts, results, and awards
  - Cancellation of enrolment (after due process)
  - Debt recovery approaches that prioritise hardship assessment and compassionate arrangements, aligned with Australian Financial Complaints Authority (AFCA) guidelines
- Students will receive notice and opportunities to rectify outstanding fees before any penalties are imposed.

## 11. Responsibilities

Role	Responsibility
Finance Manager	Policy oversight, fee setting, hardship applications, monitoring total cost disclosure and hardship reporting KPIs
Registrar	Enrolment holds, issuing CoEs
Finance Office	Invoicing, processing payments and refunds
Student Services	Communicating fee schedules and support options
Academic Board	Reviewing any fee-linked academic decisions (e.g. course withdrawal effects)
Board of Directors	Receives quarterly fee compliance dashboard, including hardship cases, complaints, and compliance with ACL/ESOS requirements

## 7. Version control

Version	Summary of changes	Approval Date	Review Date
1	Document Established	Board of Directors: Jul25	Jul 28



### Related Documents

- Refund Policy and Procedure
- Enrolment Policy
- Student Grievance and Appeals Policy
- Tuition Assurance Statement
- Business Plan

### Related Legislation

- ESOS Act 2000 and National Code 2018
- Higher Education Standards Framework (Threshold Standards) 2021
- Australian Consumer Law (ACL)