



Tuition Fees and Refund Policy

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Category	Governance
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1. Purpose

This Policy and Procedure establishes the framework for the transparent determination, publication, collection, and refund of tuition fees at OneGlobe Institute of Higher Education (OneGlobe).

The objectives of this policy are to:

- Ensure students are provided with accurate and timely information about tuition fees and refunds prior to enrolment, in line with **HESF 2021 Standard 1.1.2**.
- Provide clear, fair, and equitable procedures for the management of tuition fees and refund applications.
- Protect the interests of students by ensuring compliance with the **ESOS Act 2000, National Code 2018, Higher Education Support Act 2003**, and Australian consumer law.
- Guarantee that students are protected under the Tuition Protection Service (TPS).

2. Scope

This policy applies to:

- All **domestic students** (Australian citizens, New Zealand citizens, permanent residents, or online).
- All **international students** (onshore, offshore, or online) enrolled in OneGlobe courses.
- All OneGlobe staff involved in admissions, enrolment, fee administration, compliance, and student support.

3. Principles

OneGlobe's approach to tuition fees and refunds is based on the following principles:

- **Transparency:** All fees and charges are clearly published, easily accessible, and updated annually.



- **Equity:** Refund applications are assessed fairly, based on compassionate and compelling circumstances where applicable.
- **Accountability:** Staff and governance bodies are responsible for ensuring compliance with all legislative and regulatory requirements.
- **Student Protection:** Unspent tuition fees are safeguarded through TPS (international students)).
- **Continuous Improvement:** Fees and refund processes are reviewed regularly to ensure efficiency, compliance, and responsiveness to student feedback.

4. Determination of Tuition Fees

- Tuition fees are set annually by the **Board of Directors**, following recommendations from the PEO and Finance and Accounts Office.
- Fee increases are capped at **15% per year** and not more than **25% across any three-year period**.
- All fee changes for the following year must be approved and published by **1 October**.
- The official **Fee Schedule** is published on the OneGlobe website, Student Handbook, and student offer letters.

5. Responsibilities

OneGlobe Responsibilities

- Publishing accurate and timely information on tuition and non-tuition fees.
- Ensuring compliance with the **HESF 2021, ESOS Act 2000, National Code 2018**, and consumer protection laws.
- Providing secure and accessible payment methods.
- Processing refunds in accordance with published procedures and legislative obligations.
- Maintaining all records securely in line with the **Records Management Policy**.

Student Responsibilities

- Providing accurate enrolment and personal details.
- Reviewing invoices and ensuring payment by due dates.
- Notifying OneGlobe promptly of any circumstances impacting their ability to pay fees.
- Understanding and complying with census dates and refund rules.
- Lodging refund applications with appropriate supporting documentation where applicable.

6. Administration of Student Fees



- The **Registrar's Office** manages invoicing and fee collection.
Students receive:
 - **Enrolment Confirmation Letter** (course details, census date, liability status).
 - **Invoice** issued to their student email account.
- Payment must be made by the specified due date.
- In exceptional circumstances, students may apply for a payment extension of up to **60 days**, subject to Registrar approval.

7. Non-Payment of Fees

Students who fail to pay fees by the due date may face sanctions, including suspension of:

- Access to results and transcripts.
- Access to LMS, library, and other facilities.
- Enrolment in subsequent study periods.
- Graduation eligibility.

If fees remain unpaid, **enrolment may be cancelled** in accordance with ESOS and HESF requirements. Students will be notified in writing of pending sanctions and cancellation.

8. Refunds – Domestic Students

- **Withdrawal before census date:** 100% refund of tuition fees for the affected teaching period.
- **Withdrawal after census date:** No refund, unless approved under *special circumstances*.
- Refund applications must be submitted within **12 months** of the relevant study period.

9. Refunds – International Students

Before Commencement

- **Visa refusal (not due to fraud or misconduct):** Full refund of tuition deposit, less up to \$1,000 administration fee.
- **Visa refusal due to fraud or misleading information:** No refund.
- **Offer withdrawn by OneGlobe** or course not delivered: Full refund of tuition fees paid.
- **Student withdrawal before commencement:** Refund of tuition deposit less **\$1,000** administration fee.

After Commencement but Before Census Date

- Refund of tuition fees paid, less up to **\$1,000 administration fee**.



After Census Date

- No refund, unless approved under *special circumstances*.
- Unspent tuition fees may be held as credit for up to 12 months, with Registrar approval.

10. Special Circumstances Refunds

Students may be eligible for refunds after the census date where:

- Circumstances were beyond their control.
- Circumstances were unusual, uncommon, or abnormal.
- Circumstances made it impractical to complete the course or unit.

Examples include:

- **Medical:** Serious illness or injury (certified by a registered medical practitioner).
- **Family/personal:** Death or illness of an immediate family member, or major disruption to domestic arrangements.
- **Employment:** Changes beyond the student's control (domestic only).
- **Course-related:** Changes or cancellation imposed by OneGlobe.
- **Other extenuating obligations:** Military service, legal obligations, natural disasters.

Excluded circumstances:

- Lack of awareness of policy or legislative requirements.
- Failure to comply with enrolment or fee processes.
- Inability to repay a FEE-HELP debt.

11. Refund and Fee Management Procedures

11.1 Publication of Fees

- Finance and Finance and Accounts Office prepares Fee Schedule annually.
- Board of Directors approves by 1 October.
- Published on website, Student Handbook, offer letters, and PRISMS.

11.2 Invoicing and Collection

- Registrar's Office issues notices and invoices to students.
- Payment due by specified date.
- Extensions up to 60 days granted only with Registrar's approval.

11.3 Application for Refunds

1. Student downloads and completes **Refund Request Form**.



2. Application includes personal details, reason, and supporting documentation.
3. Submitted to **Finance and Accounts Office** via email or portal.
4. Logged in **Refund Register** within 2 business days.

11.4 Assessment

- **Finance and Accounts Officer** reviews application against policy rules and timelines.
- Registrar checks compliance with ESOS, HESF, and AQF standards.
- Complex cases escalated to **PEO** for decision.

11.5 Decision & Notification

- Written outcome issued within **14 days**.
- Outcome includes decision, refund calculation, payment timeline, and appeal options.

11.6 Payment of Refunds

- Processed within **28 days** of valid request.
- Paid in AUD to student's nominated bank account only.
- Confirmation Letter issued to student.
- Recorded in **SMS** and Finance and Accounts System.

11.7 Complaints and Appeals

- Students have access to the complaints and appeals process under the Student Appeals Policy and Procedure.
- Student may appeal within **20 working days**.
- Reviewed by **PEO** and /or delegate.
- Outcome communicated in writing.
- External escalation routes (for example TEQSA, TPS, consumer law, National Student Ombudsman) remain available.

11.8 Recordkeeping

- All refund applications, evidence, decisions, and appeal outcomes are:
 - Logged in Refund Register
 - Linked to SMS record
 - Retained for **7 years** under Records Management Policy.

12. Tuition Protection



- If OneGlobe cannot deliver a course, students will be refunded unspent tuition fees within 14 days or offered an alternative course. Students are further protected under the Tuition Protection Service (TPS).

13. Records

All records associated with this policy will be maintained in line with the **Records Management Policy** and **HESF Standard 7.3**.

14. Related Documents

- Admissions Policy
- Student Appeals Policy and Procedure
- Records Management Policy
- Privacy Policy
- Student Handbook

15. Related Legislation

- ESOS Act 2000
- National Code 2018 (Standards 2, 3, 4, 6, 7)
- TEQSA Act 2011
- HESF (Threshold Standards) 2021
- Higher Education Support Act 2003
- Australian Consumer Law

16. Review

This policy is reviewed at least every three years, or earlier if regulatory or legislative changes occur. The Board of Directors approves revisions, with oversight by the Academic Board.

17. Version Control

Version	Summary of Changes	Approval Authority	Approval Date	Review Date
1.0	Initial Establishment	Board of Directors	18 Dec 23	Jan 2027