

Governance Institute of Australia

Student Fees Policy

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Summary	This policy outlines the requirements for students to pay student tuition fees, and the associated administration of those fees by Governance Institute.
Authoring Department	Education
Contact	General Manager, Education
Applies to	Higher Education
Distribution	External
Related documents	Governance Institute of Australia Advanced Standing Policy Governance Institute of Australia Enrolment Policy Governance Institute of Australia Graduation and Awards Policy Governance Institute of Australia Student Grievance Policy Governance Institute of Australia Tuition Assurance Policy (Statement of Tuition Assurance)
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Issued under the authority of Governance Institute of Australia Board of Directors

Governance Institute of Australia

Student Fees Policy

Policy Statement

Governance Institute of Australia (hereafter referred to as Governance Institute) sets student tuition fees for subjects offered as part of an Award Course, or for the purpose of Non-Award and Non-Assessed study.

Aim

1. All fees advertised by Governance Institute are for students eligible to study with Governance Institute. Governance Institute is not on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). To be eligible to study with Governance Institute in Australia a student must be an Australian citizen, a New Zealand citizen, a permanent resident of Australia, or hold a permanent Australian humanitarian visa; or an overseas student studying online.

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. Governance Institute to administer these fees;
 - b. Students to pay these fees; and
 - c. Governance Institute to issue refunds.
4. Student fees are calculated on the basis of students' enrolment in subject/s. Refer to the Enrolment Policy for the conditions of students' enrolment.
5. Governance Institute 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 Governance Institute to finalise their enrolment and fees for each teaching session. It is a pivotal date that must be met in order to avoid academic and/or financial penalties in relation to aspects including enrolment, deferral, withdrawal, leave of absence, and payment of fees. The approved census date for subjects is published on Governance Institute's website.
 - b. **Postgraduate student:** means a student enrolled in a subject at Graduate Certificate or Graduate Diploma level.

Procedures

7. Students will be advised of their tuition fees upon enquiry. Acknowledgement of the terms of this Student Fee Policy is a condition of enrolment.
8. Governance Institute reserves the right to vary arrangements at any time without notice and at its discretion. Varied arrangements will aim to keep disruption to students to a minimum. Students should contact Governance Institute or view its website for up-to-date information.
9. Student tuition fees are payable on enrolment, no later than the approved census date, unless a contract has been entered into for payment in instalments (see Clause 15).
10. Unless otherwise stated, fees include access to the online learning centre and all resources contained within, and, where appropriate, to face-to-face teaching.
11. Governance Institute reviews student tuition fees on an annual basis and may vary subject fees over the period of a student's study. Any fee variation will be effective from 1 October of each calendar year and will apply to all fee-paying students. Governance Institute's Executive Management Team will determine fees for approval by Governance Institute's Board of Directors.

Approved Census Dates

12. Each subject has an approved census date that is published on Governance Institute's website.

Payment of Invoices and Confirmation of Enrolment

13. It is the responsibility of the student to ensure that tuition fees are paid as part of the enrolment process, no later than the census date, regardless of whether the student pays directly or through a third party (for example, their employer). Enrolment is confirmed by email on receipt of payment.
14. Students can apply to pay their tuition fees in three equal instalments. The first instalment is due on the date of enrolment, the second by the end of teaching week 6, and the final payment by the end of teaching week 12.

Unpaid fees

15. Governance Institute will not grant extensions to students for the payment of fees (except in extenuating circumstances – see Clause 28-30). 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 16). 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

16. Governance Institute reserves the right to apply sanctions to students with debts to Governance Institute 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 subject/s may be cancelled; (see Enrolment Policy)
 - d. graduation will not be finalised; (see Graduation and Awards Policy)
 - e. access to Governance Institute facilities and services will be withheld.

Withdrawal and Refunds

Withdrawal from a subject

17. Notification of a student's intention to withdraw either before or after the commencement of a subject must be made in writing to the General Manager, Education.
18. Students are entitled to a full refund, less an administration fee of \$350 for one subject and a further \$100 for each additional subject, for withdrawals on or before the census date. Refunds will be paid within 30 days of the census date to which the withdrawal applies. All refund payments will be made in Australian Dollars to the credit card used for the payment where applicable or a nominated bank account. No refund will be given for withdrawals from a subject beyond the census date unless there are extenuating circumstances (see Clause 28-30).
19. A student's failure to inform Governance Institute in writing of their intention to withdraw from a subject on or before the census date will lead to the student being liable for the respective subject fee.
20. Where a student is dissatisfied with any decision made by Governance Institute in relation to an application for a fee refund, the student may seek a review of the decision in accordance with the Student Grievance Policy.

Leave of absence from a course

21. 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 General Manager, Education.
22. Students who take leave of absence from a course after the census date will be liable for the fees charged at a pro-rata rate of the fee for the subject from the commencement date to the date of receipt of notice plus a 20% non-refundable administration fee for that subject, unless there are extenuating circumstances supporting a withdrawal without academic penalty, in which case the student will receive a full refund.

Advanced standing

23. Students who have been granted recognition of prior learning leading to advanced standing for one or more subjects will not be charged for those subjects. If a student wishes to receive

the study materials for a subject/s awarded as advanced standing, a fee of 75% of the subject/s fee will apply (see Clause 25, fees for Non-Assessed study).

24. Governance Institute provides the right of appeal against decisions on the approval of advanced standing. A fee \$50 for the lodgement of an appeal will apply. This fee will be refunded in the case of a successful appeal. (Refer to Advanced Standing Policy – Clause 44)

Fees for Non-Award and Non-Assessed study

25. Governance Institute makes available subjects in which a student can enrol for Non-Award study or Non-Assessed purposes. Non-Award study does not involve enrolment in the relevant course, but successful completion of the subject/s results in the attainment of Higher Education Credit. Non-Assessed study does not result in Higher Education Credit but students are eligible for structured professional development hours, providing all subject requirements have been met (excluding assessments) and tuition fees have been paid.
26. The fees charged by Governance Institute for:
 - a. Non-Award subjects are the same as those for subjects undertaken within an Award Course;
 - b. Non-Assessed study is discounted by 25% compared to the fees chargeable for the same subjects undertaken for the attainment of Higher Education Academic Credit.
27. Students enrolled in Non-Award subjects can have their enrolment transferred to the same subjects in an Award Course providing they meet the entry requirements for that course. Successfully completed Non-Award subjects will be granted advanced standing for those subjects in the Award Course in these circumstances, up to the maximum permissible stated in the Advanced Standing Policy.
28. Enrolment variations where the subject enrolment changes from Award or Non-Award study to Non-Assessed study will result in a refund of the difference in tuition fees between the respective enrolments, providing the application for an enrolment variation is received on or before the census date. Enrolment variations will not be accepted beyond the census date, except in extenuating circumstances. Students wishing to gain academic credit for a subject completed via a Non-Assessed enrolment will be required to enrol in the subject as Award or Non-Award study and pay the full fee.

Extenuating Circumstances

29. Governance Institute may, at its absolute discretion, vary the manner in which it applies these student fee liabilities and refunds in individual cases where a student claims that extenuating circumstances apply. Approval is by the General Manager, Education.
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 subject/s requirements; and they were unable to:
 - 1. undertake the necessary private study required, or attend sufficient tutorials; or
 - 2. complete the required assessable work; or
 - 3. complete other subject 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. Governance Institute will not approach doctors, hospitals, police, etc. to obtain documentation on behalf of the student. Governance Institute may seek verification from these agencies that the certificate was issued to the student.

Tuition Assurance

32. In the event that Governance Institute ceases for any reason to provide a course in which a student is enrolled (or an alternative course), 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 with an alternative Higher Education Provider, without any requirement to pay the alternative provider tuition fees for any replacement subjects; OR
- b. a refund of fees already paid to Governance Institute for any subject commenced but not completed because Governance Institute has ceased to provide the course.

Roles and Responsibilities

33. It is the responsibility of the student to inform Governance Institute in writing of a change in personal and contact details within seven days of such change. If this written advice is not received, Governance Institute will not accept responsibility for correspondence that does not reach the recipient.

Publication

34. These policies are published on Governance Institute's website to ensure students have up-to-date and accurate information publicly available to them.

Related Documents

- Governance Institute of Australia Advanced Standing Policy
- Governance Institute of Australia Enrolment Policy
- Governance Institute of Australia Graduation and Awards Policy
- Governance Institute of Australia Student Grievance Policy
- Governance Institute of Australia Tuition Assurance Policy (Statement of Tuition Assurance)

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