

# QAF230 HELI Student Fees Policy

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## 1. Purpose

The purpose of this Policy is to:

- ensure the setting of course and subject fee is compliant with government requirements while supporting strategic and financial goals;
- ensure that additional charges are compliant with Commonwealth legislation; and
- detail the requirements for administration, invoicing, collection and refund of fees.

## 2. Scope

This policy supports the College’s compliance with the Education Services for Overseas Students Act 2000 and related amendments, including integrity and transparency measures for agent commissions, fee disclosure and student data reporting.

This policy applies to **all fee-paying students** of the College, including both domestic and international students.

The policy governs the setting, publication, collection and refund of tuition and non-tuition fees for every course of study delivered by the College.

**Overseas-specific provisions** apply to any student who:

is enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS); or

holds, or is intending to hold, a student visa under the Education Services for Overseas Students (ESOS) Act 2000.

Where requirements differ between domestic and international students, the overseas-specific provisions take precedence to ensure compliance with the ESOS Act, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and related legislative instruments.

This policy operates in conjunction with the College’s Refund Policy, Student Written Agreement, and related procedures.

## 3. Definitions

Item	Definition
<b>Agent commission fees</b>	payment or benefit given for recruitment or transfer of an overseas student (per ESOS Bill 2025).
<b>Appeal</b>	The review of a decision made by HELI under the Grievances and Appeals Policy and Procedure
<b>Applicant</b>	The student making an application to HELI under this policy.
<b>Census Date</b>	The final day for withdrawal from a course or unit of study without incurring academic penalty.

Item	Definition
<b>CoE</b>	Confirmation of Enrolment
<b>Course</b>	A program of study leading to a formal HELI qualification.
<b>Course fees</b>	The sum of the tuition and non-tuition fees.
<b>Credit</b>	The positive balance of a student account, being a balance greater than zero, as a result of an over-payment of fees to HELI.
<b>Defer/deferment</b>	To temporarily delay or postpone of commencement of studies.
<b>Compassionate and compelling circumstances</b>	Circumstances generally beyond the control of the student which have an impact on the student's ability to commence, continue, or complete a course of study within the expected duration. Refer to the Compassionate and Compelling Circumstances Guidelines.
<b>Evidence</b>	Will vary with regard to the specific circumstances, but could include relevant DIBP visa documents; relevant travel documents; relevant media reports relating to a natural disaster impacting on  a student's area of residence; a relevant medical, death or birth certificate; a police incident report; a social worker's report; and/or a psychologist's report.  Certificates not written in English must be translated into English by approved NAATI translators.
<b>LoO</b>	Letter of Offer and Written Agreement from HELI to a prospective student offering them an enrolment in a course and specifying the conditions of admission.
<b>Non-Tuition Fees</b>	<ul style="list-style-type: none"> <li>any fee for goods/services not directly related to tuition. All non-tuition fees and charges (e.g., enrolment, late payment, re-mark, replacement ID, postage) are published on the College website and in each student's Written Agreement.</li> </ul>
<b>OSHC</b>	Overseas Student Health Cover
<b>Package Program</b>	A program that includes multiple courses, which may or may not be wholly provided by HELI.
<b>Principal course</b>	The final course providing the highest qualification in a student's sequenced package of courses
<b>Principal course provider</b>	The registered provider delivering the final or principal course in a student's sequenced package of courses.
<b>Prospective student</b>	A student who intends to enrol in a course offered by HELI.
<b>Refund</b>	Reimbursement of course fees, OSHC, overpayments, and charges.
<b>Student</b>	Any person who is enrolled in any course or program offer at, or in conjunction with HELI.

Item	Definition
<b>Tuition Fees</b>	<p>As defined by Section 19-105 of the Higher Education Support Act or Section 7 of the Educational Services for Overseas Students Act 2000:</p> <p>Means fees payable in respect of studies that are or to be undertaken for the purpose of obtaining a higher education award and for Overseas students means fees received, directly or indirectly, from:</p> <ul style="list-style-type: none"> <li>• an overseas student or intending overseas student; or</li> <li>• another person who pays the fees on behalf of an overseas student or intending overseas student;</li> <li>• that are directly related to the provision of a course that the provider is providing, or offering to provide, to the student</li> <li>• for international students, College will not require more than 50 % of total tuition fees before course commencement. Students may choose to pay more</li> <li>• Tuition fees may be reviewed annually and increased every calendar year</li> </ul>

## 4. General

- 4.1 The College establishes and levies a range of fees and charges for the full range of tuition and services provided to students.
- 4.2 The College publishes comprehensive and accessible information on fees and charges for students and ensures that the administration of these fees and charges is consistent with the published information, and in accordance with external and College policies and procedures.
- 4.3 In setting course fees, the College takes into account a range of factors including, but not limited to:
  - 4.3.1 cost of delivery of the course or subject;
  - 4.3.2 market forces including demand and trends;
  - 4.3.3 government and legislative obligations and trends;
  - 4.3.4 type of student (international, domestic, undergraduate, postgraduate, research);
  - 4.3.5 commercial and strategic imperatives;
  - 4.3.6 operational requirements and demands;
  - 4.3.7 known and anticipated cost increases; and
  - 4.3.8 other criteria in accordance with the Higher Education Support Act.
- 4.4 The College reserves the right to amend course fees and to set other fees and charges. Course fees are usually adjusted annually and approved in time to meet internal and external publication timeframes.
- 4.5 All refunds of course related fees are made in accordance with the College's Refund Policy and Refund Procedure.
- 4.6 Non-tuition fees are non-refundable.

## 5. Payment of Fees

- 5.1 Students must pay all fees by the due date specified in Schedule 1, or in accordance with the deferral of fees through Fee-Help or as set out in their written agreement if different to Schedule 1.
- 5.2 Students must make all required fees payments directly to the College or through an authorised third party.
- 5.3 Eligible students may apply for a payment plan to pay tuition fees where the student:
  - 5.3.1 makes an application before the fees due date or in accordance with directions from the Registrar or delegate;
  - 5.3.2 is a fee-paying student not paying through Fee-Help; and,
  - 5.3.3 has reasonable grounds including compassionate and compelling circumstances.
  - 5.3.4 All approved payment or instalment plans must be finalised, and all fees paid by the last day of the respective study period unless specified in the payment plan.
  - 5.3.5 The College does not grant fee payment plans for payment of non-refundable fees and charges such as library fines

## 6. Sanctions for Non-Payment of Fees

- 6.1 The College reserves the right to apply sanctions to students with outstanding debts.
- 6.2 Penalties for non-payment of fees, charges or other monies owing to the College for any services provided to a student, may include but are not limited to, the student not being entitled to:
- 6.2.1 enrol/re-enrol;
  - 6.2.2 receive any results of assessment;
  - 6.2.3 receive application outcomes; or
  - 6.2.4 receive any documentation relating to graduation, completion or certificate/transcript of academic record.

Students may request a payment plan or appeal a fee decision through the Student Complaints and Appeals Policy before enrolment suspension.

- 6.3 Any amount owed to the College as course related fees or charges by a person, including those persons whose enrolment is suspended or cancelled, is payable as debt and may be recovered by the College.
- 6.4 The COE of International students studying on a student visa will be cancelled for non-payment following the expiry of the period in which they can appeal following the intention to report notification.

## 7. Roles and Responsibilities

- 7.1 Roles and Responsibilities in relation to this policy are detailed in Schedule 2.

## 8. Complaints and Grievances

- 8.1 This Policy does not affect a student's right to submit internal and external (to the Overseas Students Ombudsman) complaints and appeals, nor does it affect the student's right to take action under Australia's consumer protection laws.
- 8.2 Students who have a complaint or grievance about the application of this policy should refer to the Grievances and Appeals Policy and Procedure available via [College Policies and Procedures](#)

## 9. Related Documents

- None in previous policy

## 10. Relevant Legislation

- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)
- Higher Education Standards Framework (Threshold Standards) 2015
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2001
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Higher Education Support Act 2003 (Cth). Migration Act 1958 and the Migration Regulations

## 11. Version Control

<b>Document ID</b>	<b>Student Fees Policy</b>
<b>Category</b>	Academic
<b>Document Owner</b>	Registrar
<b>Approved by</b>	Board of Directors

Version	Summary of Changes	Approval date	Review Date
1.0	Harmonised Policy Across IHEs – New Policy for HELI	Board of Directors 12 December 2025	12 December 2027

### Schedule 1: Due dates for fees

**New students:**

Are required to pay before enrolling:

- any non-refundable fees, such as an enrolment fee
- 50% of their tuition fees for their first trimester based on a full-time study load for the trimester. For international students, HELI will not require more than 50 % of total tuition fees before course commencement. Students may choose to pay more.

**Continuing students:**

For each of the three normal duration trimesters a set of four instalments are offered and payable as follows:

- 1<sup>st</sup> instalment is due by Friday of week 1 of the relevant study period.
- 2<sup>nd</sup> instalment is due by Friday of week 4 of the relevant study period.
- 3<sup>rd</sup> instalment is due by Friday of week 7 of the relevant study period.
- 4<sup>th</sup> instalment is due by Friday of week 10 of the relevant study period.

For intensive study periods, fees are due by the census date of the study period.

### Schedule 2: Roles and Responsibilities

<b><i>Role/Decision/Action</i></b>	<b><i>Responsibility</i></b>	<b><i>Conditions and limitations</i></b>
<i>Approve tuition fees</i>	Board of Directors	
<i>Approve non-tuition fees</i>	Chief Executive Officer	
<i>Publish fee rates</i>	Registrar (or delegate)	In line with regulatory publication requirements
<i>Administer, charging and collection of course related fees</i>	Registrar (or delegate)	
<i>Manage College scholarships</i>	Registrar (or delegate)	
<i>Appeals and non-payment</i>	Registrar (or delegate)	
<i>Approve variations to College payment schedules and payment plans</i>	Registrar or Chief Executive Officer	Where these variation or schedule for payments fall outside established procedure, the Chief Executive Officer must approve.