

1. Purpose

1.1 The Tuition Fees, Charges, Protection, Refund, and Remission Policy and Procedure aims to ensure transparency and fairness in the setting, collection, and management of tuition fees and related charges while safeguarding student payments through tuition protection measures at Central Australian Institute of Technology Higher Education (CAIT Hi-Ed). It establishes clear guidelines for payment terms, late fees, and financial obligations, ensuring compliance with regulatory requirements. The policy also outlines conditions under which students may be eligible for refunds or fee remission due to course non-delivery, withdrawal, or exceptional circumstances, promoting financial accountability and student support.

2. Scope

2.1 This Policy and Procedure applies to all current and prospective students enrolled in CAIT Hi-Ed's higher education programmes. It also applies to staff and stakeholders involved in the administration, collection, and management of tuition fees and related charges. This policy ensures that students, financial officers, and relevant institutional departments adhere to established procedures regarding fee payments, tuition protection, refunds, and fee remission.

3. Policy

3.1 CAIT Hi-Ed is committed to ensuring a fair, transparent, and accountable approach to tuition fees, charges, protection, refunds, and fee remission. This policy establishes clear guidelines for the setting, collection, and management of fees while safeguarding student payments through tuition protection mechanisms. It ensures that students are informed of their financial obligations, available payment options, and circumstances under which refunds or fee remission may be granted. CAIT Hi-Ed will comply with all relevant regulatory requirements and implement measures to support students experiencing financial hardship or unforeseen circumstances, maintaining integrity and financial responsibility in all fee-related processes.

4. Principles

4.1 CAIT Hi-Ed will provide clear and accessible information on tuition fees, charges, and refund policies to all students and stakeholders.

4.2 Fees and charges will be applied consistently, ensuring that students are treated equitably in all financial matters.

4.3 The institution will adhere to all relevant regulatory and legal requirements regarding tuition fees, protection, and refunds.

4.4 Tuition protection mechanisms will be in place to safeguard student payments in case of course non-delivery or provider closure.

4.5 All fees, refunds, and remissions will be managed with integrity and in accordance with sound financial practices.

4.6 Students experiencing financial hardship or exceptional circumstances may be eligible for fee remission or flexible payment options.

4.7 Refund and remission applications will be processed in a timely manner, with clear procedures and communication to students.

5. Fees and Charges

5.1 Tuition Fees

- 5.1.1 Domestic students may be eligible for government loans like **HECS-HELP** (Higher Education Contribution Scheme) or have access to **FEE-HELP** for eligible courses. This means students will pay part of the tuition, and the government will cover the rest until students earn above a certain threshold.
- 5.1.2 International students will be required to pay **full tuition fees**, which will likely be higher than those for domestic students. They will not have access to government loan schemes like HECS-HELP or FEE-HELP.

5.2 Student Services and Amenities Fee (SSAF)

- 5.2.1 This fee contributes to the cost of services and amenities on campus, including:

- Orientation programmes
- Counselling services
- Academic support services

- 5.2.2 SSAF is a mandatory fee for all students, both domestic and international.

- 5.2.3 This fee is **non-refundable** once it has been paid.

5.3 Application Fees

- 5.3.1 **Domestic Students:** A fee for processing the application, which may include reviewing academic records, references, and admissions interviews.
- 5.3.2 **International Students:** A higher application fee may be charged to cover the cost of additional paperwork and the processing of visas and overseas qualifications.
- 5.3.3 Typically, **application fees** will be **non-refundable** unless a mistake is made by the institution in processing the application.

5.4 Enrolment or administrative Fees

- 5.4.1 This covers the administrative costs of registering the student in their chosen courses.
- 5.4.2 These fees will be **non-refundable**, as they cover administrative costs associated with the student's registration. However, under special circumstances such as a programme cancellation or significant changes to the course, partial refunds may be considered.

5.5 Late Fees

- 5.5.1 **Late Payment Fees:** If students fail to pay their tuition fees or other charges by the due date, CAIT Hi-Ed could charge late payment penalties.
- 5.5.2 **Late Enrolment Fees:** If students enrol after the official enrolment period, they may be charged an additional fee.
- 5.5.3 These fees will be **non-refundable**, as they are imposed to encourage timely payment or action.

5.6 Credit Transfer Fees

- 5.6.1 If students are transferring credits from another institution, there may be an administrative fee associated with processing their request for recognition of prior learning.
- 5.6.2 These fees will be **non-refundable**, as they are related to the administrative processing of credit transfers.

5.7 Graduation Fees

- 5.7.1 **Commencement Ceremony Fees:** This is a charge for participation in graduation ceremonies, including the costs of hiring academic robes and the ceremony itself.

5.7.2 **Graduation Processing Fees:** Fees for processing the completion of a degree, including the verification and issuance of certificates and diplomas.

5.7.3 These fees will be **non-refundable** once the student has been processed for graduation or has participated in the ceremony.

5.8 Library and Resource Fees

5.8.1 Fees may be charged for accessing certain library services or resources, especially for materials that are in high demand, such as textbooks or journals.

5.8.2 **Late Return Fees:** Charges for late return of borrowed library materials.

5.8.3 **Specialised Resources Fees:** Some programmes may require students to access specialized databases, software, or equipment, which could come with additional charges.

5.8.4 **Non-refundable**, as they cover the cost of accessing library resources and materials. However, there could be some flexibility depending on circumstances (e.g., early course withdrawal).

5.9 Lab/Practical Fees

5.9.1 For courses requiring practical work, students may be charged fees to cover the cost of equipment, materials, or laboratory access.

5.9.2 **Field Trip Fees:** Some courses may have field trips, and students may need to pay for transportation, accommodation, or other associated costs.

5.9.3 **Non-refundable**, as they are usually paid upfront to cover the use of technological resources or specialized equipment throughout the course.

5.10 Insurance Fees

5.10.1 Some programmes may require students to pay for **personal accident insurance** or **professional indemnity insurance**, especially in fields like healthcare, education, or social work.

5.10.2 **Non-refundable**, as these fees are usually for the duration of the student's enrolment and are for coverage while they are enrolled.

5.11 Overseas Student Health Cover (OSHC)

5.11.1 **International Students:** OSHC is mandatory for international students in Australia. The fee is typically paid upfront and covers health insurance during the student's stay in Australia.

5.11.2 For international students, **OSHC** is typically **non-refundable**, unless the student withdraws their visa application, or their visa is denied.

5.12 Placement or Internship Fees

5.12.1 Some courses that require industry placements or internships may have associated fees for coordination, supervision, or insurance during the placement.

5.12.2 If the placement is cancelled or the student cannot attend due to reasons that the institution deems acceptable, **partial refunds** may apply. However, if a student withdraws voluntarily, these fees are typically **non-refundable**.

5.13 Reassessment or Resit Fees

5.13.1 If a student fails an exam or assessment and needs to retake it, there may be a fee for resitting exams or assignments.

5.13.2 These are generally **non-refundable** because they cover administrative services.

5.14 Miscellaneous Fees

- 5.14.1 **ID Card Fees:** Fee for issuing student identification cards.
- 5.14.2 **Course Change Fees:** If a student wants to change courses or add/drop subjects, they may incur an administrative fee.
- 5.14.3 **Transcripts and Statement of Results Fees:** Students may be charged for the official processing and issuance of transcripts or other official academic documents.
- 5.14.4 These are generally **non-refundable** because they cover administrative services.

6. Circumstances for Fee Refund

6.1 Provider Default

- 6.1.1 The CAIT Hi-Ed is unable to deliver the course as scheduled due to closure, loss of accreditation, or other significant disruptions, the Student can choose to accept either:
 - a. a refund of the course fees, which will be issued to the Student within 10 to 20 days; or
 - b. arranged to be placed in an alternative course within the CAIT Hi-Ed or another provider. If the Student chooses placement in an alternative course, the Student must sign a new written agreement to indicate the student has accepted the placement.
- 6.1.2 If the student chooses to receive a refund of the course fees after commencing the course, the CAIT Hi-Ed will calculate the unspent portion of the tuition fees paid to date (i.e. tuition fees the student has paid for but has not been delivered by the CAIT Hi-Ed). The refund will be paid within 14 days on which the course ceased to be provided.
- 6.1.3 If the CAIT Hi-Ed is unable to provide a refund or place student in an alternative course, the Tuition Protection Service (TPS) will provide the student with options for suitable alternative courses (if any such courses are available) or if this is not possible, the student will be eligible for a refund as calculated by the TPS Director.

6.2 Student Default and Withdrawal

- 6.2.1 When student defaults or where written notice of withdrawal is received by the CAIT Hi-Ed **before the agreed start date** of the course, the CAIT Hi-Ed will refund the fees as follows less an administration fee.
 - a. **Enrolment Fee:** The enrolment fee is non-refundable under all circumstances.
 - b. **Withdrawal Due to Student Defaults Other Than Visa Rejection:**
In cases where a student withdraws for reasons other than a visa rejection, the institution will refund the pre-paid tuition fees received from the student, minus a course withdrawal fee.

6.3 Visa Denial (for International Students)

- 6.3.1 **Before Course Start Date:** If a student's visa is rejected before the course commencement, the CAIT Hi-Ed will refund the full amount of fees received from the student, minus either the application fee or 5% of the total tuition fee for all courses the student is enrolled in, whichever amount is lower.
- 6.3.2 **After Course Start Date:** If a student's visa is rejected after the course has begun, the CAIT Hi-Ed will refund the unused portion of the tuition fee. This amount is calculated on a weekly basis and excludes the application fee and any other non-tuition fees paid up to the date of visa rejection.

6.4 Special Circumstances

6.4.1 Where a student withdraws from the course due to unexpected events beyond the student's control that prevent them from completing the course (e.g., severe health conditions, natural disasters), 100% of all the unspent fees paid less any administration fees will be refunded.

7. Procedure for Fees and Charges

7.1 Fee Structure Creation

7.1.1 Before collecting any fee payments, the institution will clearly define its fee structure. The procedure will include:

- The institution will determine fees for undergraduate, postgraduate, and research degrees (if applicable) based on costs, government subsidies, and market rates.
- Other charges, such as application fees, student services fees (SSAF), technology fees, and library fees, will be defined.
- The institution will decide on acceptable payment methods (e.g., credit/debit card, bank transfer, online payment portals, etc.).
- The fee structure will be clearly communicated to all students before enrolment through the website, prospectus, or orientation materials.
- **Tuition Protection:** The institution will implement a tuition protection policy to safeguard students in cases where CAIT Hi-Ed is unable to deliver a course (Tuition Protection Statement is provided separately). This includes:
 - ✓ **For Domestic Students:** The Australian Government's **Tuition Protection Scheme (TPS)** will apply to students using **FEE-HELP** or **HECS-HELP**, ensuring they are assisted in finding an alternative provider or receiving a refund for unused tuition fees.
 - ✓ **For International Students:** Under the **Education Services for Overseas Students (ESOS) Act**, if CAIT Hi-Ed ceases to offer a course, students will be placed in a comparable course at another provider or refunded as per the **Tuition Protection Service (TPS)** requirements.

7.2 Enrolment and Fee Assessment

7.2.1 After students are admitted and begin the enrolment process, they will be assessed for tuition fees and related charges.

7.2.2 **Course Selection and Enrolment:** Students will select their courses or programmes. Fees will be calculated based on:

- The number of credits or courses enrolled
- Whether the student is a domestic or international student
- Any additional course-related fees (e.g., lab, materials)

7.2.3 **Fee Calculation:** The system will automatically calculate the total fee for the semester or academic year, including:

- Tuition fees (based on course load)
- Additional programme-specific fees (e.g., lab fees, research fees, etc.)
- Other compulsory fees (e.g., SSAF, technology, library)

7.2.4 **Invoice Generation:** An invoice or fee statement will be generated that clearly lists:

- Tuition fees

- Additional programme-specific fees
- Optional and compulsory fees
- Payment due dates
- Payment instructions

7.3 Fee Payment Process

7.3.1 Once students receive their invoices, they will proceed with the payment process.

7.3.2 **Payment Deadlines:** The institution will clearly specify when fees are due, whether they must be paid at the start of the semester or in instalments.

7.3.3 **Payment Methods:** The institution will provide multiple payment methods for student convenience, such as:

- Online payment gateways (credit cards, debit cards, electronic transfers)
- Bank transfer details
- Payment via third-party payment systems (if applicable)

7.3.4 **Instalment Options:** If available, payment plans will be set up to allow students to pay in instalments over the semester/year.

7.3.5 **Payment Confirmation:** Once payment is made, the institution will issue payment receipts or confirmations, which can be either physical or digital.

7.3.6 **Late Payment Penalties:** If payment is not made by the deadline, a late payment fee will be implemented. The penalty will be clearly stated in the fee policy.

7.4 Payment Verification and Record-Keeping

7.4.1 The institution will ensure proper verification and documentation for all payments.

7.4.2 **Payment Verification:** Payments will be accurately received and processed through the institution's payment system or bank accounts.

7.4.3 **Student Account Update:** The student's account or billing system will be updated to reflect the successful payment, marking the fees as "paid" or "outstanding" as necessary.

7.4.4 **Receipts and Acknowledgement:** Receipts or acknowledgement letters for all payments received will be issued, confirming the amounts and payment date.

7.4.5 **Financial Aid/Loans:** For students using FEE-HELP, HECS-HELP, or any other financial aid, the institution will verify the amount being covered by the loan and ensure it is processed correctly in collaboration with relevant authorities.

7.5 Late Fees and Penalties

7.5.1 If students do not pay by the specified deadline, the institution will have a clear procedure for imposing late fees.

7.5.2 **Notification of Late Payment:** Reminders (via email, SMS, or online portal) will be sent before and after the payment deadline.

7.5.3 **Late Payment Fee:** If payment is not received by the due date, a late fee will automatically apply. This will be clearly outlined in the fee policy (e.g., \$50 per week after the due date).

7.5.4 **Suspension of Services:** If a payment remains significantly overdue, the institution may suspend the student's access to:

- Course registration

- Library resources
- Exam participation

7.5.5 Collections: If fees remain unpaid for an extended period, the matter will be escalated to collections or legal action will be initiated, in accordance with the institution's policy.

7.6 Finalising Payment and Financial Aid

7.6.1 Clearance for Final Exams: The institution will ensure students have settled all outstanding fees before they can sit for exams or receive academic results.

7.6.2 Diploma and Transcript: The issuance of official transcripts or degrees will be withheld if fees remain unpaid, and this will be clearly communicated to students.

7.6.3 Financial Aid Processing: If students are receiving financial aid, any remaining balance will be covered by the aid package, and relevant notifications will be sent.

7.7 Reporting and Auditing

7.7.1 Once all fees have been paid or processed, the institution will carry out the following procedures for financial tracking and accountability.

7.7.2 Accounting and Reporting: Accurate records of all payments will be maintained, including:

- Tuition fees
- Special charges and fees
- Refunds issued
- Outstanding balances

7.7.3 Audit Compliance: Regular audits will be performed to ensure that all fees are collected properly, refunds are processed accurately, and there are no discrepancies in student accounts.

7.7.4 Financial Reporting: Financial reports will be prepared to show fee income, outstanding balances, and refund statistics. These reports will be used for internal analysis and external audits.

7.8 Communication and Support

7.8.1 The institution will ensure there is a clear communication channel for students with questions regarding fees.

7.8.2 Student Help Desk: A dedicated team or department will assist students with billing inquiries, fee payment issues, or refund questions.

7.8.3 Online Portals: An online portal will be provided where students can view their fee invoices, pay bills, track payment status, and submit requests for refunds or adjustments.

8. Procedure for Refund

8.1 Submission of Refund Request

8.1.1 To initiate the process, students must complete and submit a **Refund Request Form** provided by the CAIT Hi-Ed. This form will typically require the student to specify the reason for the request (e.g., visa rejection, course cancellation, health issues, or personal circumstances) and provide detailed information about the course they were enrolled in, including course name, enrolment date, and payment details. It is important that the form is filled out accurately to ensure that the request is processed efficiently and without delays.

8.1.2 Along with the **Refund Request Form**, students must also submit supporting documentation that validates their claim. The type of documents required will depend on the reason for the

refund. For instance, international students requesting a refund due to visa rejection will need to provide an official **visa rejection letter** issued by the relevant government authority. Students withdrawing due to health reasons will need to submit a **medical certificate** or any relevant medical documentation. In the case of withdrawal due to a family emergency, the student might need to provide documents such as a **death certificate** or proof of hospitalization. The documentation helps the institution verify the legitimacy of the request and ensures that all refunds are issued in accordance with the institution's policy and legal obligations.

- 8.1.3 The request should be submitted within a specified timeframe from the event triggering the refund (e.g., within 14 days of withdrawal or provider default notification and 28 days after the visa refusal).
- 8.1.4 If a course is discontinued by CAIT Hi-Ed, tuition protection measures will ensure students receive an appropriate refund or placement in an alternative course.

8.2 Acknowledgement of Request

- 8.2.1 After the student submits their Refund Request Form along with any required supporting documentation, the CAIT Hi-Ed will formally acknowledge receipt of the request, typically within a set timeframe (within 5 working days). This acknowledgement is important for both the student and the CAIT Hi-Ed, as it confirms that the request is in the system and will be reviewed according to the established procedures.
- 8.2.2 The acknowledgement notice will be sent to the student via email or through the CAIT Hi-Ed's student portal, depending on the preferred communication method outlined by the CAIT Hi-Ed. The notice will include several key pieces of information:
 - **Confirmation of Receipt:** A clear statement that the refund request has been received, along with details of the submitted documentation and the request form.
 - **Processing Timeline:** An estimated timeline for when the student can expect to hear back regarding the outcome of their request. For example, the notice might state that the review will take 10-20 business days, depending on the complexity of the refund request.
 - **Next Steps:** Information on the next steps in the process. If any additional documentation or clarification is needed, the student will be informed about what is required and by when it should be submitted.
 - **Contact Information:** Details of how the student can follow up on their request or reach out for assistance. This could include contact information for the finance office, student services, or a specific department responsible for handling refunds.

8.3 Review of Refund Request

8.3.1 Verification of Eligibility

- 8.3.1.1 The CAIT Hi-Ed will first verify that the student's request aligns with the conditions specified in the refund policy. This will include confirming that the reason for the refund (e.g., visa rejection, course cancellation, medical reasons, etc.) is eligible under the CAIT Hi-Ed's terms.
- 8.3.1.2 The review will also ensure that the request has been submitted within the required timeframe, which will vary depending on the reason for the refund.
- 8.3.1.3 The CAIT Hi-Ed will identify any non-refundable fees (such as enrolment fees or administrative charges) during this stage, ensuring these are accounted for in the refund decision.

8.3.2 Examination of Supporting Documentation

- 8.3.2.1 The CAIT Hi-Ed will thoroughly assess all the supporting documentation provided by the student. This could include documents such as a visa rejection letter, medical certificates, or proof of extenuating circumstances like a death certificate or hospitalization records.
- 8.3.2.2 If any documentation is incomplete or unclear, the CAIT Hi-Ed will contact the student to request further clarification or additional paperwork, ensuring that all necessary information is available to make an informed decision.

8.3.3 Assessment of Refund Amount

- 8.3.3.1 Once eligibility and documentation have been confirmed, the CAIT Hi-Ed will calculate the refund amount. This calculation will be based on the CAIT Hi-Ed's refund policy, considering factors like the proportion of the course completed, the timing of the request, and which fees are refundable.
- 8.3.3.2 The CAIT Hi-Ed will also apply any deductions, such as non-refundable fees or course withdrawal charges, in accordance with the policy

8.4 Decision Notification

8.4.1 Clear Communication of the Outcome

- 8.4.1.1 The decision notification will begin with a clear statement of whether the student's refund request has been **approved** or **denied**. This decision will be based on the eligibility criteria outlined in the CAIT Hi-Ed's refund policy.
- 8.4.1.2 If the request is approved, the notification will specify the refund amount the student is entitled to receive. This amount may be partial or full, depending on the circumstances of the request (e.g., the portion of the course completed, any non-refundable fees, etc.).
- 8.4.1.3 If the request is denied, the notification will explicitly state the reasons for the denial. Common reasons for denial may include missed deadlines, failure to provide adequate documentation, or ineligibility based on the CAIT Hi-Ed's refund policy.

8.4.2 Breakdown of Refund Amount

- 8.4.2.1 In the case of an **approved refund**, the notification will include a **detailed breakdown** of how the refund amount was calculated. This will outline any deductions, such as:
 - **Non-refundable fees** (e.g., enrolment fees, application fees, or course withdrawal fees).
 - **Pro-rata tuition fees** based on the portion of the course attended.
 - **Other deductions** as per the refund policy (e.g., administrative charges).
- 8.4.2.2 This breakdown helps the student understand how the refund amount was determined and ensures transparency in the process.

8.5 Processing of Refund

8.5.1 Issuance of refund

- 8.5.1.1 If the refund request is approved and the refund amount is confirmed, the CAIT Hi-Ed will begin the process of issuing the refund. This typically involves issuing the refund through the student's preferred payment method, which could include:
 - **Bank transfer:** This is the most common method for refunds, especially for international students. The student will need to provide their bank details if not already on file.

- **Cheque:** In some cases, refunds may be issued by cheque, especially for domestic students or where the student has requested this method.
- **Credit to student account:** If the student has a balance on their student account or an outstanding fee, the refund may be credited to this account, offsetting any amounts owed to the CAIT Hi-Ed.

8.5.1.2 The refund will be processed in a secure and timely manner, following the CAIT Hi-Ed's financial procedures to avoid errors and delays.

8.5.2 Timeline for Refund Processing

- 8.5.2.1 The CAIT Hi-Ed will have a set **timeline** for processing refunds, which is typically communicated to the student during the decision notification. The exact timeframe can vary depending on factors such as the payment method and the complexity of the refund request.
- 8.5.2.2 Refunds will usually be processed within a specific period from the date of approval, for example, within 10 to 20 business days. This period allows time for the necessary administrative steps, including fund transfers, cheque issuance, and any internal approvals required.
- 8.5.2.3 Students will be informed of any delays in processing and the reasons for these delays, ensuring transparency throughout the process.

8.6 Appeals Process (if applicable)

- 8.6.1 Students will be informed of their right to appeal when their refund request is either denied or when they disagree with the refund amount offered. The appeal process will typically be outlined in the decision notification sent to the student.
- 8.6.2 The CAIT Hi-Ed will provide clear criteria for eligibility to appeal. Generally, students will be eligible to appeal if they believe that the decision was made based on incomplete or inaccurate information, or if new information becomes available that could impact the refund outcome.
- 8.6.3 Specific timeframes will be communicated, such as the period within which the appeal must be submitted in accordance to CAIT Hi-Ed Grievance and Appeals Policy and Procedure.

9. Roles and Responsibilities

7.1. CAIT Hi-Ed

- 9.1.1 The CAIT Hi-Ed will ensure that the fees/charges, tuition protection, fee refund, and remission policy complies with all relevant laws, regulations, and accreditation standards. This includes updating the policy as necessary to meet any new legal requirements.
- 9.1.2 The CAIT Hi-Ed will provide clear and accessible information about the fees/charges, tuition protection, fee refund, and remission policies to students at the time of enrolment and whenever there are policy updates.
- 9.1.3 The CAIT Hi-Ed will review all fee refund, remission and fee-related requests fairly and in a timely manner, ensuring that all decisions align with the policy. The process will be transparent and communicated clearly to the students.
- 9.1.4 The CAIT Hi-Ed will be responsible for ensuring that eligible students receive refunds promptly, according to the policy, and in the correct amount.
- 9.1.5 The CAIT Hi-Ed will maintain accurate records of all fee-related requests and outcomes for auditing and compliance purposes.

9.1.6 Ensure that all fees and charges (e.g., enrolment, administration, course withdrawal) are clearly communicated to students at enrolment and as required thereafter. This includes making students aware of any non-refundable charges.

9.2 Students

9.2.1 Submit refund, remission, and fee-related requests in a timely manner, ensuring all necessary documentation is provided (e.g., visa rejection letters, medical certificates).

9.2.2 Provide accurate and truthful information when making a refund request and submitting any necessary documentation. Comply with requests for further clarification or additional documentation.

9.2.3 Adhere to all deadlines for submitting requests, including refund, remission, and fee-related requests.

9.2.4 Initiate the appeals process if dissatisfied with a decision regarding a refund or fee charge within the specified timeframe.

9.2.5 Be responsible for paying all fees and charges due as per their enrolment, and ensure fees are paid within the established timelines.

9.3 Finance or Accounts Department

9.3.1 Responsible for processing refunds once a decision has been made. Ensure the correct refund amount is issued according to CAIT Hi-Ed's decision and within the prescribed timeframe.

9.3.2 Maintain accurate records of all refunds issued, including amounts, payment methods, and dates, for future reference and compliance.

9.3.3 Communicate with students about the status of their refund, confirming the refund amount and method of payment, and addressing any queries related to the refund process.

9.3.4 Oversee the collection of all fees, ensuring that charges are billed correctly and on time. Manage any overdue fees and communicate with students on payment statuses.

9.4 Admissions or Enrolment Team

9.4.1 Ensure students are informed of CAIT Hi-Ed's tuition protection, fee refund, remission policies, and all associated fees during the enrolment process. Verify students' eligibility for refunds based on enrolment status.

9.4.2 Ensure that students submit all necessary documentation required for a refund or remission request, such as proof of withdrawal or visa rejection.

9.4.3 Provide students with clear information on all fees and charges they will incur during enrolment, ensuring transparency regarding tuition, enrolment, administration, and other charges.

9.5 Student Services Department

9.5.1 Serve as the first point of contact for students seeking assistance with refund, remission, or fee-related queries. Guide students through the refund and remission processes and assist with appeals.

9.5.2 Assist students in preparing documentation and understanding the appeals process in the event of a denied refund or dissatisfaction with fee charges.

9.5.3 Assess any extenuating circumstances (medical, personal, etc.) that might impact a student's eligibility for refunds or remission and refer these cases to the appropriate department for review.

9.5.4 Help students with any fee-related inquiries or disputes, ensuring they understand their responsibilities regarding the payment of tuition and associated fees.

9.6 Refund and Remission Review Committee

- 9.6.1 Responsible for assessing complex refund or remission requests, including cases with special circumstances (e.g., severe illness, family emergency). Ensure all relevant factors are considered in these decisions.
- 9.6.2 Make final decisions regarding refund or remission requests, ensuring these decisions are aligned with CAIT Hi-Ed policy and are made fairly and transparently.
- 9.6.3 Review appeals from students who are dissatisfied with the initial decision regarding refunds or remission. Reassess cases based on new information or clarification.
- 9.6.4 Assess and make decisions on fee-related disputes and charge errors, ensuring that any overcharges are rectified and the correct fees are applied.

10. Authority and Compliance

File Number	HEP109
Status	Current
Approval Authority	Governance Board.
Legislative Compliance	<ul style="list-style-type: none"> • Higher Education Support Act 2003 (HESA). • Education Services for Overseas Students Act 2000 (ESOS Act); • National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2018) • Tuition Protection Service (TPS) Framework • Australian Consumer Law (ACL) • Tertiary Education Quality and Standards Agency Act 2011 • Privacy Act 1988 • Fair Work Act 2009
Supporting Documents	<ul style="list-style-type: none"> • CAIT Hi-Ed Course Discontinuation and Refund Request Form • CAIT Hi-Ed Fees and Charges Schedule • CAIT Hi-Ed Tuition Protection Statement • CAIT Hi-Ed Student Fee Payment Agreement Form • CAIT Hi-Ed Fee Refund and Remission Assessment Template • CAIT Hi-Ed Fee Refund and Remission Decision Notification Template • CAIT Hi-Ed Refund Register • CAIT Hi-Ed Fee Remission Request Form • CAIT Hi-Ed Payment Plan Request Form • CAIT Hi-Ed Payment Plan Agreement Template • CAIT Hi-Ed Late Payment Notification Template • CAIT Hi-Ed Tuition Protection Activation Report Template • CAIT Hi-Ed Refund and Remission Review Committee Outcome Template
Related Documents	<ul style="list-style-type: none"> • CAIT Hi-Ed Admissions and Enrolment Policy and Procedure • CAIT Hi-Ed Grievance and Appeals Policy and Procedure • CAIT Hi-Ed Privacy Policy and Procedure

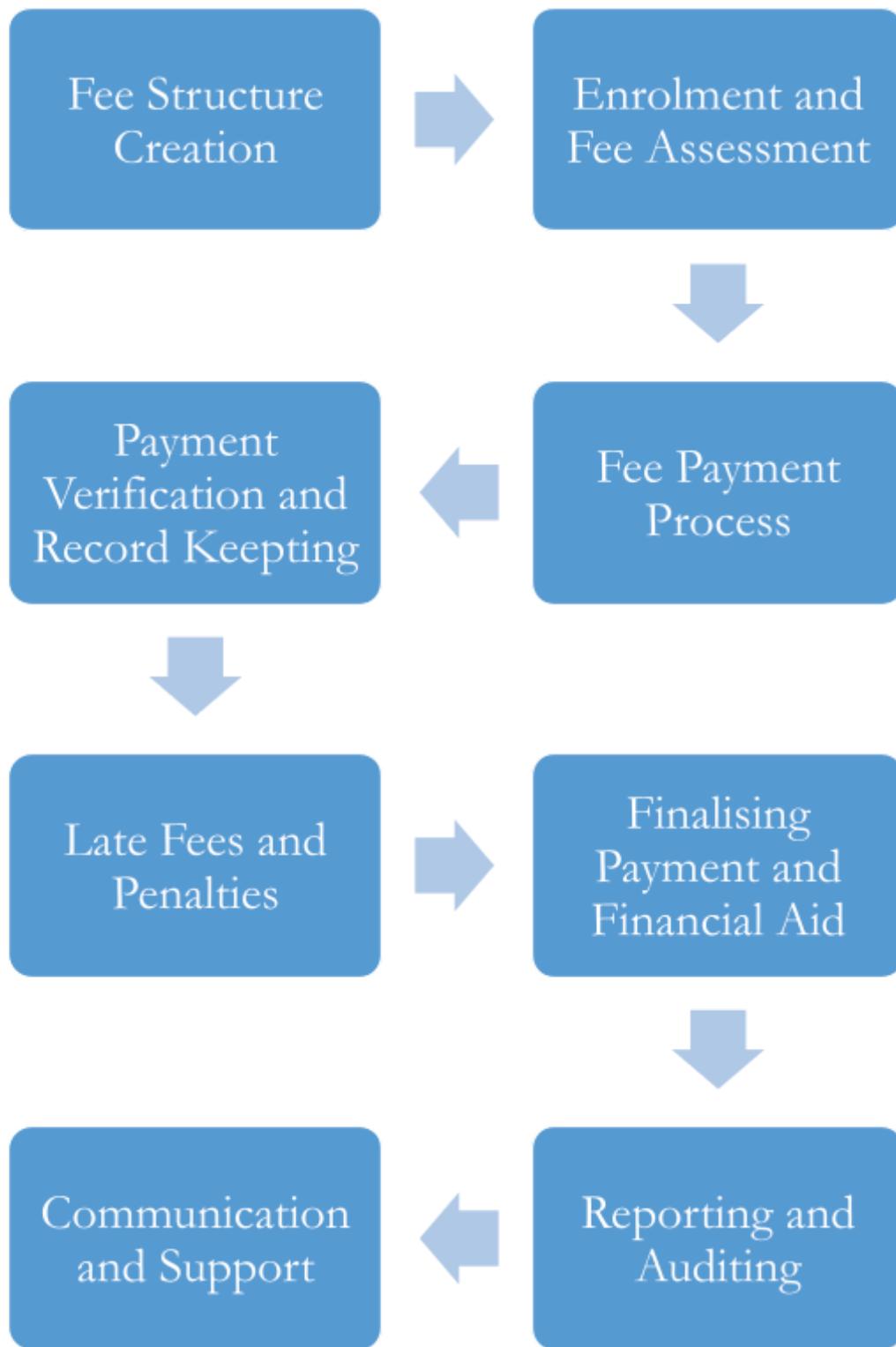
	<ul style="list-style-type: none"> • CAIT Hi-Ed Credit Transfer and Articulation Policy and Procedure • CAIT Hi-Ed Academic Quality, Standards and Integrity Policy and Procedure • CAIT Hi-Ed Course Rules, Progression and Completion Policy and Procedure • CAIT Hi-Ed Student Support and Services Policy and Procedure • CAIT Hi-Ed Data and Records Integrity Policy and Procedure
Higher Education Standards Framework (Threshold Standards) 2021	<ul style="list-style-type: none"> • Standard 1.1; ss 2 • Standard 1.3; ss 1 & 5 • Standard 2.1; ss 2 • Standard 3.3; ss 1 • Standard 4.1; ss 1 & 3 • Standard 4.2; ss 1 • Standard 5.3; ss 1 • Standard 6.2; ss 1 & 3 • Standard 6.3; ss 3 • Standard 7.2; ss 1 & 2 • Standard 7.3; ss 1
Education Services for Overseas Students (ESOS Act) and National Code of Practice for Providers of Education and Training to Overseas Students 2018	<ul style="list-style-type: none"> • Standard 2; ss 1 - 2 • Standard 3; ss 1 & 4 • Standard 4; ss 1 • Standard 5; ss 3 • Standard 6; ss 3 • Standard 7; ss 3 • Standard 8; ss 6 • Standard 9; ss 1 & 3 • Standard 10; ss 1 • Standard 11; ss 2
Responsible Officer	Registrar/Operations Manager
Responsible Executive	CEO.
Enquiries Contact	Registrar/Operations Manager
Effective Date	
Expiry Date	Not applicable
Next Review	3 Years from the effective date

11. Review Schedule

This policy will be reviewed by the Governance Board every three years.

Version History			
Version No	Approved by	Approval Date	Revision Notes
1.0	Governance Board	26/3/2025	

Appendix 1: Fees and Charges Flow Chart



Appendix 2: Refund Flow Chart

