



International Students – Fees & Refunds

Linked College Management Policy	Overseas Fees Policy
Management Responsibility	Director, Business Services
Operational Responsibility	Parent Liaison/Banking Officer
Review	Two Years
Effective Date	1 July 2014

Purpose

To define the processes used for the invoicing and refund of fees in relation to all full fee paying International Students, prior to arrival at the College, and whilst attending the College. This policy also outlines the procedure for authorising and paying of agent commissions.

Scope

This procedure applies to all full fee paying international students enrolled at the College for future or current years, as well as collection procedures for those students who have left the College and have a remaining debt for fees or other purchases.

All students who are on a 500 student visa for the purposes of study are considered overseas students under this policy

All international students who are on a visa other than a visa issued for the purposes of study who are living in Australia with a parent or relative, will not be considered full fee paying international students. These students will enrol through the registrar's office, the same as a local student, and will be invoiced in accordance with FP0001 Debt Collection Local. In the case of these students, the registrars' office will remain in contact with parents on a regular basis to ensure that the parents are living in Australia. If it is determined that there is no parent or relative living with the student, they will be required to pay the full international fee (in accordance with this policy), which will include a homestay and guardianship service.

Policy

- All full fee paying international students will enrol at the College through the international registrars' office.
- International students on a visa other than a visa issued for the purposes of study are eligible to pay local fees as set in the local table of fees each year. There will be an additional International Student Support fee payable (as listed on the local table of fees) to enable the College to provide sufficient support in relation to pastoral support and English language assistance. These students will enrol in the same way as a local student, but have access to additional support from the international registrar's office and in the form of additional English language lessons or tuition.
- The International Student Support fee may be waived on approval by the Principal, based on an independent English assessment undertaken prior to commencement at the College, or during the student's time at the College, if their English improvement and level of immersion in the College is sufficient to render the additional assistance unnecessary.
- Fees for full fee paying overseas students are payable in advance, and clearly shown as such on the invoice.
- The application fee component is non-refundable and is clearly shown as such on the invoice.
- If the student changes visa status (e.g. becomes a temporary or permanent resident), she will continue to pay full overseas students fees for the duration of that calendar year
- Should the student leave the College before completing her studies, one full semester (2 terms) notice of this intention is to be provided in writing to the International Registrar. Where this notice is not given, two term's fees will be payable in lieu of such notice.
- Refunds will be paid in accordance with the following policy.



- Refunds will be paid to the person specified in writing by the parent/legal guardian, and will be paid in Australian dollar.
- All fees are to be paid in Australian dollars.
- Refunds of fees will follow notification in writing by the student, agent or parent of their variation in enrolment.
- Agents commission are only paid once the relevant student has commenced at the College and paid all fees in full.
- No refund of tuition or non-tuition fees will be made where a student's enrolment is cancelled for any of the following reasons:
 - I. Failure to maintain satisfactory course progress (visa condition 8202)
 - II. Failure to maintain satisfactory attendance (visa condition 8202)
 - III. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
 - IV. Failure to pay tuition or non-tuition fees
- In the event of a Provider default;
 - I. In the unlikely event of a provider default, the student will be offered a refund within 14 days of the default occurring. If the provider fails to provide the refund, TPS (Tuition Protection Service) will actively engage with the enrolled student. For more information on how TPS works for international students, please visit <https://tps.com.au>



Procedures

1. The international registrars' office will liaise with the Finance Office – Parent Liaison and Banking Officer, in relation to the invoicing of international students.
2. For all international students, fees will be invoiced and are to be paid for the first 12 months of a course at the time of enrolment, and prior to issue of a Confirmation of Enrolment.
3. All fees payable for a course will be clearly shown as "tuition" or other at the time of registration for that course, and indicate the tuition period the fees relate to. All fees will be accounted for in the Financial Statements of the College as Fees in Advance.
4. When the student attends the college, the student debtor account is invoiced (in MYOB) for the school fees for a semester (half year). The credit from fees in advance paid will be applied to the student debtor account. At the same time, credits will be applied to the student debtor account for uniforms and books in accordance with the payment received, and purchases will be offset against the credit balance.
5. Each subsequent semester's fees is billed and credited accordingly.
6. For courses longer than one year, the second (and subsequent) year's fees will be invoiced in advance in August (for the following year) and payable by the date nominated on the invoice. Payments received by the beginning of November will be eligible for an early payment discount, as determined annually by the Director of Business Services, in consultation with the Principal.
7. Late payment of fees will be followed up by the Parent Liaison/Banking Officer in liaison with the international registrar's office, to assist with communication with the parents in their home country.
8. If fees are not paid by day 1 of term 1, parents will be notified that they have breached their visa requirements and that their visa may be cancelled. Parents/guardians will be given a further 7 days to pay in full. The Education Agent will also be advised of the outstanding fees as default in payment by the student's family eliminates the Agent's commission.
9. If fees are not paid within this further extension period, the decision to cancel the student's visa is to be made by the Principal under prior approval from the Board and ratification by the Chair of the Board.
10. Refunds will be paid in Australian dollars to the payee and bank as advised by the student, agent or parent in their notice of variation of enrolment, with the amount of refund depending on the circumstances as outlined in the attached Appendix A, Refund Policy schedule.
11. Agency commissions will be paid upon provision of a requisition by the registrar's office together with the agent's invoice to the Finance Office. The Parent Liaison/Banking Officer signs the requisition to confirm the student has paid the full year's fees and has commenced their study at the College prior to payment being made to the agent.



APPENDIX A – REFUND POLICY SCHEDULE

CIRCUMSTANCES		REFUND POLICY
1.	A student applies for enrolment, but fails to be accepted for enrolment	Prepaid fees are refunded, less the non-refundable Application fee of \$550
2.	A student who has enrolled and there are no impediments to starting, fails to commence a course.	Pre-paid fees are refunded, less the non-refundable Application Fee of \$550, and an Administration charge of \$1,100.00.
3.	A student withdraws after commencement in the course, within first 3 weeks of classes.	<ul style="list-style-type: none"> • A pro-rata refund of 75% of course fees paid will be given. • Uniform and books account balance will be refunded • The Administration charge of \$1,100.00 applies. • The enrolment fee, guardianship, and accommodation placement fee charges are non-refundable in this situation.
4.	Withdrawal from course after the first three weeks, in the first 6 months of enrolment.	<p>No refund will be paid. Competencies completed while in the course will be recognised with a Statement of Attainment, and these may be used in later applications for RPL (Recognition of Prior Learning) if the student returns for further study.</p> <p>An administration charge of \$1,100.00 will apply.</p>
5.	Withdrawal from course after 6 months attendance with two full terms (one semester) notice provided in writing to the Registrar. Failure to provide the required notice will result in two full term's fees being charged.	<p>No refund will be paid for the notice period. The remaining amount after deducting the two term's fees will be refunded in full.</p> <p>Competencies completed while in the course will be recognised with a Statement of Attainment, and these may be used in later applications for RPL (Recognition of Prior Learning) if the student returns for further study.</p> <p>An administration charge of \$1,100.00 will apply.</p> <p>Payment of the balance of the account is expected prior to departure, unless a suitable arrangement has been made with the Director of Business Services.</p>
6.	A student withdraws after commencement due to illness or misadventure deemed by Stella Maris College to be beyond the control of the student.	<ul style="list-style-type: none"> • A pro-rata refund will be given. • Uniform and books account balance will be refunded • The Administration charge of \$1,100.00 applies. • The enrolment fee, guardianship and accommodation placement fee charges are non-refundable in this situation.
7.	Cancellation of enrolment by Stella Maris College due to student's failure to comply with course requirements.	<p>No refund of pre-paid fees will be made.</p> <p>An administration charge of \$1,100.00 will apply.</p>
8.	A course does not start on the agreed starting date or the course ceases to be provided at any time after it starts but before it is completed.	All pre-paid fees will be refunded.