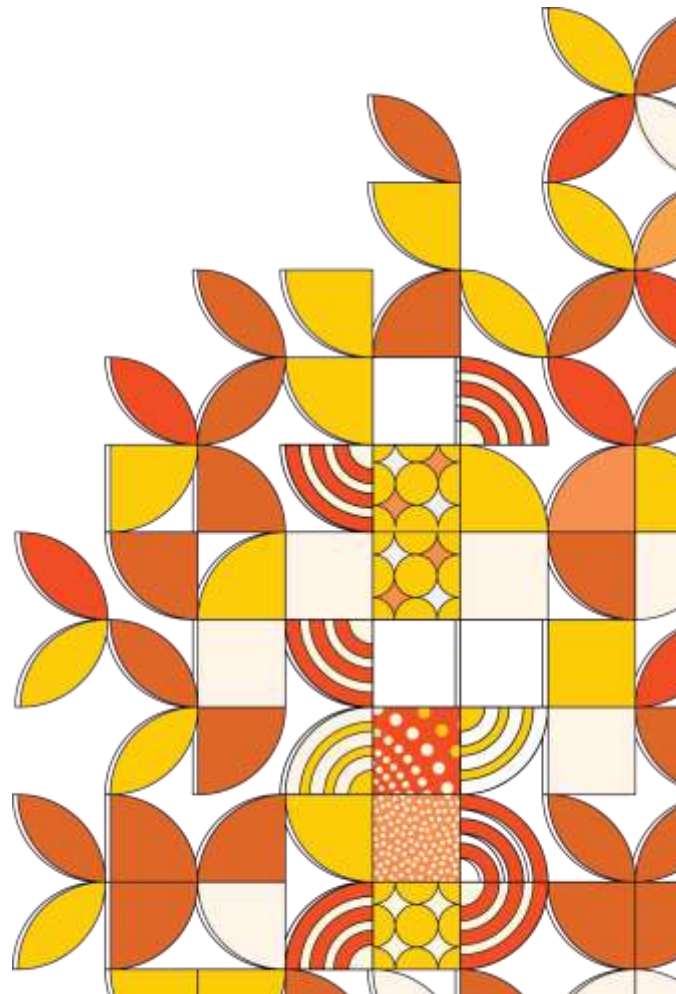


Fees, Charges and Refunds for International Students Policy

IHM-FCRISP1-4.1



SECTION 1

Purpose

1. The purpose of this Policy is to:
 - a) Outline the basis on which the Institute of Health & Management (IHM) collects fees from international students.
 - b) Clarify principles regarding the setting, changing, and refunding of fees for tuition and other services.
 - c) Set out the circumstances by which the student may receive full or partial refund of tuition fees that they may have paid and provides information for refund applications.
 - d) Comply with the relevant legislation and to ensure that IHM delivers a transparent, effective, and efficient student fee refund process.

Scope

2. This policy applies to:
 - a) all current or prospective international students enrolling in a course of study at IHM (including to whom Education Services for International Students Act 2000 applies)
 - b) All relevant IHM staff implementing the Policy and Procedure.

Definitions

3. Refer to IHM's Glossary of Terms.

Suite documents

4. This policy is linked to the following policies and procedures:
 - a) Fees, Charges and Refund for International Students Procedure.
 - b) See also the Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Policy

5. Charging of fees for tuition

- 5.1 IHM as a commercial entity has both the right and the responsibility to charge tuition fees.
- 5.2 IHM establishes a range of fees and charges levied for a full range of services provided to students.
- 5.3 IHM may set tuition fees at different rates for different cohorts of students (e.g., based on year of admission, program, course, etc.) in accordance with the fees schedule published at IHM website.
- 5.4 The tuition fee for any course for an international student must not be less than the "minimum indicative fees for overseas students" set by the Australian Government (refer to the [Higher Education Administrative Information for Providers, Section 28. Overseas student fees and course requirements](#)).
- 5.5 Tuition fees do not include fees for amenities, facilities, goods or services of a non-academic nature.
- 5.6 Should a student decide to change their course, they will receive a new offer letter and will be liable for the new course fee.

- 5.7 The actual tuition fee charged each teaching period may vary depending on the number and weighting of study units in which a student is enrolled in each teaching period.
- 5.8 If IHM withdraws the offer of a place, 100% of the tuition fee will be refunded.
- 5.9 In circumstances where the information or documentation provided by the students is fraudulent or incorrect, IHM reserves the right to retain the full amount of the tuition fees.
- 5.10 If IHM is unable to provide the course offered to the student, the total amount paid by the student will be refunded.
- 5.11 If IHM does not allow the student to continue their course because of poor academic progress or suspension, the tuition fee for the remaining teaching period will be refunded in full.

6. Charging of costs in addition to fees for tuition

- 6.1 In addition to tuition fees, IHM may charge other fees for additional services relating to study, provided that students are informed of those fees prior to enrolment.
- 6.2 IHM will set administrative charges as set out in the IHM Student Fees Schedule information.
- 6.3 IHM may require students to incur incidental fees only in accordance with Commonwealth legislation.
- 6.4 Charges for services other than tuition and support services, e.g., accommodation, are also subject to the terms of this policy.

7. Payment of fees

- 7.1 Fees must be paid in advance. Payment of all tuition fees and charges is a condition of enrolment and must be paid in full by the agreed due date. Failure to pay will result in cancellation of the student's enrolment.
- 7.2 New students are required to pay fees for their first semester of enrolment by the date specified in the letter of offer (i.e., course commencement date). The remaining semester payments are due prior to the relevant semester census date.
- 7.3 IHM may use external debt recovery agencies for outstanding fees. The students are liable to cover the cost of fees charged in relation to debt recovery.

8. Exceptional circumstances for fee extensions

- 8.1 IHM acknowledges that a student may experience exceptional circumstances causing substantial and unforeseen financial hardship during their study.
- 8.2 To assist, students who can demonstrate genuine financial hardship may be permitted to pay tuition fee over a period in the form of payment plans.
- 8.3 IHM offers payment plans for eligible approved students (applying through the IHM Payment Extension Request form).

9. Refunding of fees and charges

- 9.1 A student who withdraws by the census date will be entitled to a full refund, excluding administrative charges.
- 9.2 A student who is excluded or suspended under IHM rule, policy or procedure after the census date for a teaching period is not entitled to a refund of fees for that teaching period.

- 9.3 Fees paid may be fully/partially refundable where the student has been required to withdraw under exceptional circumstances, depending on the proportion of course completed.
- 9.4 Applications for refunds must be made in writing with any supporting documentation to the Registrar.
- 9.5 Student refund applications must be submitted as soon as possible.
- 9.6 The above IHM refund arrangements do not remove the right of students to take further action under Australia's consumer protection laws.
- 9.7 All refunds will be processed within 30 days of submission of a formal request.

10. Scholarships and bursaries

- 10.1 IHM Scholarships and bursaries will be subject to approval by the IHM Finance Committee, the Executive Management Committee, Academic Board and Board of Directors.
- 10.2 Scholarship or bursary terms will be proposed by the Finance Division and tabled at meetings of each committee for approval/endorsement.

11. Avoidance of Cash Handling

- 11.1 Accepting fees in cash as payment for tuition fees would pose a significant security risk.
- 11.2 IHM encourages payment of fees via electronic means.

12. Privacy and Freedom of Information

- 12.1 Information about the fees and charges owing on a student's account is considered private and confidential.
- 12.2 No financial information about a student will be given to anyone without permission from the student.
- 12.3 A student's financial information, e.g., billing address and payment history, will be kept confidential.

13. Indexing of fees and charges

- 13.1 Fees and charges will not automatically increase with indexation.
- 13.2 However, measures of inflation, currency exchange rates and market factors, both locally and in target markets, will be taken into account during each regular review of fees and charges.
- 13.3 An extraordinary review will be conducted if major changes to the rate of inflation or other factors occur.
- 13.4 Students will be given due notice should there be fee increases.

14. Tuition protection

- 14.1 IHM undertakes to pay the Overseas Student Tuition Fund levy and the Tuition Protection Service (TPS) levy in accordance with Section 52 of the Education Services for Overseas Students Act 2000 and with the Education Services for Overseas Students (TPS Levies) Act 2012.

15. Appeals

- 15.1 A student may request a review of decision in relation to a student fee refund where a student considers that IHM has not assessed or processed the refund request in accordance with this Policy/Procedure, or not all relevant information was considered when the refund was assessed.

SECTION 3

Associated Information

<p>Related Documents</p>	<p>Fees, Charges and Refunds for International Students Procedure Fees, Charges and Refunds for Domestic Students Policy Fees, Charges and Refunds for International Students Procedure Fee and Charges document available at IHM website Refund Application Attendance Policy Attendance Procedure Student Academic Progression Policy Student Academic Progression Procedure Student Complaints and Appeals Policy Student Complaints and Appeals Procedure Admission and Enrolment Policy Admission and Enrolment Procedure Student Support Services Policy Student Support Services Procedure</p>
<p>Related Legislation, Standards and Codes</p>	<p>ESOS (2020). ESOS legislative framework National Code of Practice (2018). National Code of Practice for Providers of Education and Training to Overseas Students 2018 National Code of Practice (2018): Standard 6: Student Support Services National Code of Practice (2018): Standard 8: Overseas student visa requirements National Code of Practice (2018): Standard 9: Deferring, suspending, or cancelling the overseas student's enrolment. TEQSA (2020). Online learning good practice TEQSA (2018). Occasional Forum Series: Quality Assurance of Online Learning HESF (2021). Higher Education Standard Framework Domain 1: Student participation and attainment Higher Education Administrative Information for Providers, Section 28. Overseas student fees and course requirements</p>
<p>Date Approved</p>	<p>22/11/2023</p>
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<p>Responsibility for Implementation</p>	<p>Chief Finance Officer</p>
<p>Document Custodian</p>	<p>Finance Manager</p>
<p>PinPoint DocID</p>	<p>IHM-FCRISP1-4.1</p>

Change History

Version Control		Version 4.1
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
	02/08/21	<ul style="list-style-type: none"> • Policy and Procedure are separated in two separate documents • Feedback from Wells Advisory was accepted • Definitions have been added • Minor editorial changes have been made • Version 4 approved by Academic Board in September 2021
	22/11/2023 Version 4.1	<ul style="list-style-type: none"> • Transfer into new template. • Title change to focus on International students. Domestic students will have separate policy and procedure. • Definitions removed and replaced with reference to IHM glossary. • Minor administrative edits