

Institution:	Universal English
Policy Name:	Fees and Charges Policy
Version No.	5.0

1 PURPOSE

To provide a clear documented process relating to fees and charges associated to overseas students studying at Universal English.

To ensure each overseas student or prospective student is properly informed and protected through the provision of comprehensive and relevant fee information

2 SCOPE

This policy applies to all Students who are commencing, have commenced or are continuing study with Universal English.

3 GENERAL RULES

- 3.1.1 Universal English charge a variety of fees and charges for courses in relation to market demand.
- 3.1.2 Fees and charges are published and available online via Universal English's website.
- 3.1.3 Students are notified in their Letter of Offer and Acceptance (Written Agreement) of all fees and charges, including that these are subject to change.
- 3.1.4 Payments including fee deposits are not accepted from overseas students until Universal English receives their signed and completed Letter of Offer and Acceptance (Written Agreement).
- 3.1.5 Tuition fees do not include placement fees or material fees. These will be listed in the letter of offer.
- 3.1.6 Fees and charges are reviewed at least annually.
- 3.1.7 Any changes to fees and charges are updated on all electronic and print material including Letter of Offer and Acceptance (Written Agreement) and marketing/recruiting materials.
- 3.1.8 International education agents are notified of any changes to fees and charges and are supplied with updated materials.

- 3.1.9 Universal English will not issue any qualification or award prior to the completion of payment of all fees and charges in full.
- 3.1.10 Student will pay the same amount of fees at the time of enrolment until completion of the course.
- 3.1.11 Rescheduling of any course or unit of competency may incur variations in fees and charges such as an increase to be paid or an amount to be refunded.
- 3.1.12 Enrolling in a new course will incur new fees.
- 3.1.13 Tuition fees will not be transferred to another student or educational institute.
- 3.1.14 Universal English enrolment/application fee is non-refundable.
- 3.1.15 In the event a student abandons the course, all fees due are payable and any concessionary payment plans that may have been entered into are cancelled.
- 3.1.16 UE reserves the right to refer the balance owing to any debt collection agency or credit reporting body in the event of non-payment, for all purposes permitted by law.

3.2 FEES AND CHARGES

- 3.2.1 Fees are payable as agreed with Universal English and documented in the Letter of Offer and Acceptance of Offer.
- 3.2.2 The standard policy is for fees due for a semester are due to be paid by the first day of the semester. The balance of fees is to be paid on the basis of an instalment program that is scheduled and agreed upon in the Letter of Offer and payment plan agreement. UE will not grant a letter of release in these cases until they have been paid
- 3.2.3 Universal English may restrict or withhold services or materials from learners if fees are overdue.
- 3.2.4 Students are required to pay the following fees (as applicable):
 - a) Enrolment fee (non- refundable) , as per letter of offer
 - b) Course tuition fee, as per letter of offer
 - c) Material Fees, as per letter of offer
 - d) Placement fees, as per letter of offer
 - e) Overseas Student Health Cover (OSHC),
 - f) Accommodation,
 - g) Airport Pickup, and

- h) Any other fees outlined in the Letter of Offer and Acceptance (Written Agreement) and attached schedule of fees for students.

3.2.5 Applicants must pay the following fees in order to secure their enrolment at Universal English:

- a) A specified pre-payment tuition fees (this will be no more than 50% of the total course fees for overseas students)
- b) Application/enrolment Fee
- c) OHSC fee (for overseas students)

3.2.6 Payment particulars:

- a) Students must pay the Application/Enrolment Fee, otherwise the application will not be processed.
- b) Enrolment, Accommodation and Airport Pickup Fees are non-refundable.
- c) Students must pay all associated Course Fees as per the Letter of Offer and Acceptance (Written Agreement) and Fee Schedule, otherwise students will not be allowed to continue study.
- d) Course fees can be paid in Full at the start of the course, or in Advance by term or in accordance with the payment plan agreement.
- e) Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.
- f) A Refund of any fee will only be processed in accordance with the Refund Policy.

3.3 FEE INCREASES

3.3.1 Tuition fees may be subject to change over the duration of the course and Universal English will update the fees on its website. If student withdraws from course or enrol in a different course then any offer made will be based on the fees ruling at that time.

3.3.2 Fees during the enrolment period as tabled under 4.3, may be subject to changes and Universal English will update the fees on its website.

3.4 PAYMENT METHODS

3.4.1 All Fee payments must be made in Australian Dollars and can be paid by:

- Cash,
- Direct or SWIFT Deposit,
- Credit Card / EFTPOS cards (surcharges may apply)
- Bank Cheque or Money Order

3.5 PAYMENT EXTENSION

- 3.5.1 Should the student experience financial difficulties or encounter unforeseen circumstances where payment of fees cannot be made, then the student may request an extension of fees by submitting a Fee Extension Request Form and a fee for change of payment plan. The fee could be waived on management discretion for compassionate cases
- 3.5.2 The Fee Extension Request Form must be received prior to the fee due date. If the form is not received by the due date, then the student will be subject to late payment fees, regardless of whether an extension has been granted.
- 3.5.3 Applying for a fee extension does not guarantee that an extension will be granted.
- 3.5.4 If an extension is approved, then a revised payment schedule will be determined.
- 3.5.5 If student is applying for suspension or holidays, all fee payment must be paid up-to-date

3.6 LATE PAYMENT

- 3.6.1 Should a student not pay the required fees by the due date and has not submitted and had approved a Fee Extension Request Form, then the applicable late payment fees would apply as tabled under 4.3:
- 3.6.2 Should a payment plan be entered into, the due date is the date of the agreed instalment due date, should a student fail to pay 2 or more instalments then the overdue fees will apply to each instalment that is late.

3.7 CANCELLATION

- 3.7.1 The failure to pay any owed fee or late payment may result in the cancellation of the student's enrolment.
- 3.7.2 In the event that a final notice to cancel CoE is issued to student, the student shall have 20 days to access the Complaints and Appeals process.

3.8 OVERSEAS STUDENT HEALTH COVER (OHSC)

- 3.8.1 As a condition of student VISA, the Australian Government requires the student to have Overseas Student Health Cover.

3.8.2 Universal English is able to provide OSHC through (UE's partnered insurance provider), and will provide the associated fees and charges on the Letter of Offer, or the student is free to arrange OSHC themselves.

3.8.3 Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.

3.9 TUITION ASSURANCE

In accordance with the ESOS Act, Universal English ensures the security of Student Fees through membership to a Tuition Assurance Scheme approved by its Regulator.

Schedule of Fees

3.10 APPLICATION/ENROLMENT FEE (NON-REFUNDABLE)

A non-refundable application fee of \$250.00 applies.

3.11 CURRENT COURSE COSTS

Listed below are the current course costs (subject to review and change)

Course Title	Duration (weeks)	Tuition Fee
General English	4 - 70	\$400 per week
English for Academic Purposes / IELTS Exam Preparation	4 - 42	\$400 per week
Active Conversation in English (ACE)	4 - 28	\$400 per week

3.12 FEES DURING THE ENROLMENT PERIOD

Material Fees – English	\$300 maximum
Airport Pick-Up	\$150 (one-way)
Accommodation Placement Fee	\$300
Charges for Late Payment / change of plan	\$50 / instalment or change
Charge for Lost ID card	\$10

Charge for Lost Certificate	\$50 + postage
Change of Course Fee	\$250

4 RELATED POLICIES, PROCEDURES AND DOCUMENTS

- Student offer letter
- Student application form
- Deferral Suspension Cancellation Policy
- Complaints & Appeals Policy
- International Student Application Policy
- Administration and Records Management