

Institution:	Universal English
Policy Name:	Fees and Charges Policy

1. Scope

This policy applies to all students who are commencing, have commenced or are continuing study with Universal English (UE).

2. Purpose

This Policy is in place to ensure that UE provides prospective and current students with clear and transparent information about fees and charges. This Policy also outlines the structured processes that direct relevant UE staff members on matters related to fees and charges.

3. Regulatory Alignment

This Policy is created and implemented to comply with the regulatory requirements informed in the:

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018): Standard 3 Formalization of Enrolment and Written Agreement; Standard 8 Overseas Student Visa Requirements; Standard 10 Complaints and Appeals
- ELICOS National Standards 2018: Standard C1 Mandatory Requirement for Course Application.

4. Policy

General Principles

- 4.1 UE charges tuition and non-tuition fees based on benchmarking and ensures they do not exceed the CRICOS registered fees.
- 4.2 The Managing Director sets the fees and charges as part of the business planning and budget management processes.
- 4.3 Fees and charges are primarily published on UE's website and may also be provided in the marketing materials for prospective students.
- 4.4 Students are also notified of all fees and charges in their Letter of Offer and Agreement, including a clause that these are subject to change.
- 4.5 Payments including the full fee deposits are not accepted from overseas students until UE receives their signed Letter of Offer and Agreement.
- 4.6 International education agents are notified of any changes to fees and charges and are supplied with updated materials.

- 4.7 UE will not issue any qualification or award prior to the completion of payment of all fees and charges in full.
- 4.8 Tuition fees cannot be transferred to another student or educational institute.
- 4.9 In the event a student withdraws from the course, all fees due are payable and any concessionary payment plans that may have been entered into are cancelled.
- 4.10 UE may restrict or withhold services or materials from students if fees are overdue.
- 4.11 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.

Fees and Charges

- 4.12 The tuition fees are listed in the table below:

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

- 4.13 Students may be required to pay the non-tuition fee based on the specific services applicable on a case-by-case basis:

Non-Tuition Fee	Charge
Enrolment Fee	\$250
Material Fees – English	\$10 per week (\$70 – minimum per course) (\$300 – maximum per course)
Airport Pick-Up (non-refundable)	\$150 (one-way)
Accommodation Placement Fee (non-refundable)	\$310
Charges for Late Payment / change of plan	\$50 / instalment or change
Charge for Lost ID card	\$10
Charge for Lost Certificate	\$50 + postage (all digital certificates now)
Change of Course Fee	\$250
Course Deferment Fee	\$250

4.14 Applicants must pay the following fees to secure their enrolment at UE:

- a. A specified pre-payment of tuition fees (this will be no more than 50% of the total course fees for overseas students unless the course duration is less than 26 weeks, or the student request to pay more)
- b. Application/enrolment Fee
- c. OHSC fee (for overseas students)

4.15 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.

4.16 Course Fees will not be transferred to another provider, should a Transfer of Provider request be approved.

4.17 Refund of any fee will only be processed in accordance with the Refund Policy.

4.18 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

Fee Extension

4.19 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.

4.20 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.

4.21 Applying for a fee extension does not guarantee that an extension will be granted.

4.22 If an extension is approved, then a revised payment schedule will be determined.

4.23 If a student is applying for suspension or holidays, all fee payments must be paid up to date.

4.24 If the fee extension request is declined, the student will receive a written notification from UE, including the reasons for the rejection.

Late Payment

- 4.25 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 Section 4.14.
- 4.26 Should a payment plan be entered, 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.

Cancellation of enrolment

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

Overseas Student health Cover (OHSC)

- 4.29 As a condition of student VISA, the Australian Government requires the student to have Overseas Student Health Cover. Students will not be able to obtain a valid Student VISA, if they do not have proof of OSHC.
- 4.30 UE is able to provide OSHC through its 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.

Tuition Protection Services

- 4.31 In accordance with the ESOS Act, UE ensures the security of student fees through membership of the Tuition Protection Services (refer to the Provider Default and Tuition Protection Policy).

Version History

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Responsible Officer	Admissions Manager
Implementation Officers	Admissions Officers
Review Date	19 July 2027
Approved by	
Managing Director	
Associated Documents	

Administration and Records Management Complaints & Appeals Policy Deferral Suspension Cancellation Policy Fee Extension Request Form International Student Admission Policy Student Letter of Offer and Agreement Student Application Form

Version	Brief Description of the changes	Date Approved	Effective Date
5.0	<ul style="list-style-type: none"> Formatted the document by updating the section headings Updated the policy principles Updated the pay schedule Added the reference to the Provider Default and Tuition Protection Policy Added the Version History 	19 July 2024	19 July 2024