

Fee Policy – Domestic Students

Policy Number	NP004
Approving Authority	Board of Directors
Date Implemented	22 May 2020
Date of Review	January 2022
Contact Officer	Director, Student Engagement Learning and QA
Related Policies, Procedures and Documents	NIDA Student Charter (incorporating the NIDA Code of Conduct) NIDA Student Handbook Grievance, Complaint, and Appeal Procedure – Non-Academic Grievance, Complaint and Appeal Form – Non-Academic Refund Application Form

1. DEFINITIONS

Term	Definition
Accredited Course	A course that is recognised under the Australian Quality Framework (AQF) and is registered with one of the two main regulatory agencies, being TEQSA (Tertiary Education Quality Standards Authority) for Higher Education and ASQA (Australian Skills Quality Authority) for Vocational programs
Appeal	A request by an individual for review of a decision about a complaint.
Census Date	The final date for a student to apply for, or withdraw from government funded FEE-HELP or VET Student Loan assistance and the date at which a student incurs a FEE-HELP or VET Student Loan debt for the subjects or units in which they are enrolled. The census date is set by the education provider and for both Higher Education and VET it is no earlier than 20% of the subject/unit duration.
Course Commencement	The published effective start date of a course and is inclusive of the orientation/induction period.
Domestic student	A student who is a citizen or permanent resident of Australia, a citizen of New Zealand or the holder of an Australian humanitarian visa
Financial Hardship	A student was able to afford the fees when they commenced studying but a change in circumstances during the course resulted in difficulty being able to make the semester payments by the due date.
Grievance (Non Academic)	Those matters that pertain to conduct, behaviours and issues and breaches of policy that are not academic in nature and or may be criminal in nature.

Exceptional Circumstances	<p>Exceptional Circumstances are those that are outside of your control. NIDA recognises three types of exceptional circumstances; short term, essential commitments and long-term circumstances.</p> <p>Short Term Circumstances Short-term illness, injury or misadventure that has significantly impacted your performance in an assessment or exam. For example: serious illness or injury requiring treatment from a medical practitioner, death of a family member for close friend, or an accident or natural disaster.</p> <p>Long Term Circumstances This includes ongoing or recurring illnesses or medical conditions that might impact your studies.</p> <p>Binding Circumstances These are circumstances where you can apply for special consideration because a circumstance, which you cannot change, impacts your ability to undertake or participate in an assessment. Such Indispensable circumstances include, but are not limited to:</p> <ul style="list-style-type: none"> ▪ Legal commitments - Jury duty, summons to appear in court ▪ Religious or cultural commitments ▪ Military service
HELP	Higher Education Loan Program (HELP)
HELP Balance	Total tuition loan fees accumulated under any of the HELP schemes including FEE-HELP and Vet Student Loans
International student	A student who is neither a citizen or permanent resident of Australia, is not a citizen of New Zealand or the holder of an Australian Humanitarian visa
Investigator	A person with the delegated authority to investigate grievances. This may be a nominated NIDA staff member or an externally engaged investigator.
Potential student	An applicant for an accredited course.
Staff	All people employed by NIDA whether on continuing, permanent, fixed term, casual or traineeship basis.
Student	Any person enrolled in an accredited course at NIDA, who was enrolled in an accredited course at the time the grievance relates to.
Study Abroad Student	A student, usually, though not always, an international student who is enrolled in 1 or 2 semesters of a NIDA degree program as a part of a Study Abroad program at their offshore home institution.
Study Period	A published period of time scheduled for the delivery of a subject or Unit of Study. For Higher Education at NIDA it is a semester and for Vocational programs it is known as a term.
Unit/Unit of Study	A qualification is broken down into a number of Units of Study, which each have a Census Date. Each Unit of Study comprises a proportion of the learning and assessment that contributes to completion of the whole course.

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2. SCOPE OF POLICY

This policy and its related procedure applies to:

- All NIDA domestic students enrolled in accredited higher education courses
- All students with prior enrolment, withdrawn or deferred, where the relevant fee liability was incurred while they were enrolled or is directly related to their enrolment

This policy has rights and responsibilities as follows:

Director, Student Engagement and Quality Assurance is responsible for:

- Ensuring the accessibility of this policy by staff and students
- Implementation of this policy.

3. PURPOSE

This Policy outlines the principles for setting, calculating, charging and refunding NIDA student fees or re-crediting HELP for accredited courses.

4. PRINCIPLES

When setting tuition fees NIDA considers the cost of delivery of the course and strategic and commercial considerations. Tuition fees vary based on residency status and course type.

NIDA will endeavor to support of students whose study has been impacted by exceptional circumstances outside their control.

Tuition fees are approved by the Board of Directors and are reviewed annually.

NIDA will manage grievances, complaints and appeals in a timely manner in alignment with the principles of natural justice, and regulatory requirements. This does not affect the rights of the student to take action under the *Australian Consumer Law* if the *Australian Consumer Law* applies.

5. POLICY

Tuition fees apply to all accredited courses.

5.1 Payment of Tuition fees – Domestic Students

- a) Fees are payable upfront on a per study period basis and must be paid within 28 days of invoicing; or
Eligible students may borrow all or part of their tuition fees through FEE HELP
- b) Domestic students paying upfront who are experiencing financial hardship may apply to the Director Student Engagement Learning and Quality Assurance (SELQA).
- c) All students who fail and are required to repeat a subject are obliged to pay for both the first and second attempts at that subject.

5.2 Refunds of Tuition Fees

5.2.1 A domestic student, who lodges a written request for withdrawal from a Unit of Study on or before

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the published census date, will be withdrawn without financial penalty from the Unit of Study in which he or she is enrolled.

- 5.2.2 A domestic student who lodges a written request for withdrawal from a Unit of Study after the census date will not receive a refund of any tuition fees paid upfront and/or will incur a FEE-HELP/VET Student Loan debt for the Unit of Study.
- 5.2.3 A student can apply for a refund of upfront tuition fees or to have their FEE-HELP or VET Student Loan balance removed or re-credited for an incomplete Unit of Study if the student withdraws or ceases their studies in that Unit of Study after the census date because of exceptional circumstances, and as a consequence of these exceptional circumstances does not complete the requirements of that Unit of Study.
- 5.2.4 All applications must be made via the Tuition Refund form as soon as practicable after withdrawal/cessation of the incomplete Unit/s of Study but no later than 6 months after the withdrawal/cessation date
- 5.2.5 A student must provide independent supporting documentary evidence and demonstrate that there are exceptional circumstances as per the definition outlined in this policy and that these circumstances:
 - Were beyond the student's control
 - Did not make their full impact on the student until on, or after, the census date; and
 - Made it impracticable for the student to complete the requirements for the Unit of Study during the period in which the student undertook, or was to undertake the Unit of Study
- 5.2.6 NIDA may waive the requirement for an application to be made before the end of the application period, on the ground that it would not be, or was not possible for the application to be made before the end of that period
- 5.2.7 A student has the right to apply to the CEO for a review of a decision not to refund upfront tuition fees or re-credit the student's FEE-HELP balance

5.3 Non-Payment of Fees

Students who are paying up-front fees, have outstanding tuition fees and do not have a payment plan in place will not be allowed to attend classes or take part in productions. Tuition fees that are outstanding beyond 90 days of invoicing may result in a student's enrolment being cancelled.

5.4 Debt and Indebtedness

Students with outstanding tuition fees or owing monies to the library for lost or non-returned books will not receive a statement of results, academic transcript and will not be able to graduate until all fees are paid.

5.5 Communication

All communication regarding fee related matters, including invoicing, receipting and refunds are managed by email.

5.6 Record Keeping

All payments and receipts for tuition fees are managed through the student management system software (SMS). All records of variations to fees are saved electronically to the student's SMS account.

6. CHANGE HISTORY

Date	Change Description	Reason for Change	Author	Version
May 2020	Combined two policies into a single policy for domestic students & New Name	Review of all P&P	Director SELQA	NP 004
September 2014	NIDA POLICY ON RE-CREDITING FEE-HELP BALANCE AND REMOVAL OF FEE-HELP OR VET FEE-HELP DEBT		Director of Education	14/02998 14/06491
September 2014	TUITION FEE REFUND POLICY		Director of Education	14/06496

7. BENCHMARKING and ACKNOWLEDGEMENTS

This policy has been benchmarked against policies and practice from a number of higher education providers and other sources

Relevant policy documents from the following are gratefully acknowledged:

- AFTRS
- Sydney University
- UNSW
- National Art School

Legislation and Regulatory Frameworks	<p>Higher Education Support Act 2003 (HESA)</p> <p>TEQSA Act 2011</p> <p>National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students ESOS Act</p> <p>FEE-HELP Guidelines</p> <p>VET Student Loans Act 2016 (VSL Act)</p> <p>VET Student Loans Rules 2016 (VSL Rules)</p> <p>Standards for Registered Training Organisations (RTOs) 2015</p> <p>ASQA General Directions</p>
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