

Document: Student Fees Policy		
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Overview

This Student Fees Policy outlines the guidelines and procedures regarding the payment and protection of prepaid fees for enrolled students.

Policy

Fee Structure

Tuition Fees

Tuition fees are applicable for each course and are detailed in the official course documentation provided to students during the enrolment process. Fees are determined by several factors, including, but not limited to:

- cost of delivery of the course or subject;
- market forces including demand and trends;
- government and legislative obligations and trends;
- type of student (international, domestic);
- commercial and strategic imperatives;
- operational requirements and demands;
- known and anticipated cost increases.

WIN reserves the right to amend course fees and to set other fees and charges. Course fees are usually adjusted annually and approved in time to meet internal and external publication timeframes.

Other Fees

Additional fees, such as materials fees, administration fees, and any other relevant charges, may apply. These will be clearly communicated to students in advance.

NB The materials fee does not cover the cost of textbooks. ELICOS students are responsible for acquiring the required textbooks separately, as specified when they enrol in an ELICOS course.

Procedures

Payment of Fees

Payment Deadlines:

- Students must pay all fees by the due date specified in their offer Letter and Agreement.
- Students must make all required fees payments directly to WIN or through an authorised third party.
- Eligible students may apply for a payment plan to pay tuition fees where the student makes an application before the fees due date or in accordance with directions from the Registrar or delegate; or has reasonable grounds including compassionate and compelling circumstances. All approved payment plans must be finalised, and all fees paid by the last day of the respective study period unless specified in the payment plan.
- WIN does not grant fee payment plans for payment of non-refundable fees and charges.

Payment Methods

WIN accepts various payment methods, including bank transfers, credit/debit cards, and other approved payment options. Details for payment will be provided upon enrolment.

Sanctions for Non-Payment of Fees

- WIN reserves the right to apply sanctions to students with outstanding debts.
- Penalties for non-payment of fees, charges or other monies owing to WIN for any services provided to a student, may include but are not limited to, the student not being entitled to:
 - enrol/re-enrol;
 - receive any results of assessment;
 - receive application outcomes; or
 - receive any documentation relating to completion or certificate/transcript of academic record. Any amount owed to WIN as course related fees or charges by a person, including those persons whose enrolment is suspended or cancelled, is payable as debt and may be recovered by WIN.
- The CoE of International students studying on a student visa will be cancelled for non-payment following the expiry of the period in which they can appeal following the intention to report notification.

Prepaid Fees Protection

Tuition Protection Service (TPS)

WIN participates in the Australian Government's Tuition Protection Service (TPS) to protect the prepaid fees of our students.

TPS Responsibilities

- If WIN is unable to deliver a course, TPS will assist in placing students in an alternative course or provide a refund.
- TPS will intervene if WIN ceases to operate, ensuring that students receive a suitable alternative or a refund.

Refund Procedures:

- Students are entitled to a refund of prepaid fees if they withdraw from a course before its completion.
- Refund calculations will be conducted in accordance with WIN's refund policy, which is available to all students.

Fee Refunds

- **Refund Eligibility:** Students may be eligible for a refund under certain circumstances, such as course cancellation, withdrawal, or any other circumstances outlined in WIN's refund policy.
- **Refund Application Process:** Students seeking a refund must submit a written request to WIN, providing supporting documentation as required.

Fee Disputes

Dispute Resolution

Any disputes regarding fees should be directed to WIN's administration. WIN is committed to resolving disputes in a fair and timely manner.

Complaints and Grievances

This Policy does not affect a student's right to submit internal and external (to the Overseas Students Ombudsman) complaints and appeals nor does it affect that student's right to act under Australia's consumer protection laws.

Students who have a complaint or grievance about the application of this policy should refer to the Grievances and Appeals Policy and Procedure.

Legal and Policy Framework

[Education Services for Overseas Students \(ESOS\) Act 2000](#)

[Vocational Education and Training \(VET\) Acts and Regulations](#)

[National Vocational Education and Training Regulator \(NVR\) Standards](#)

Refund Policy

[Consumer Protection Laws](#)

[The National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(The National Code\)](#)

[Compassionate and Compelling Circumstances Guidelines](#)