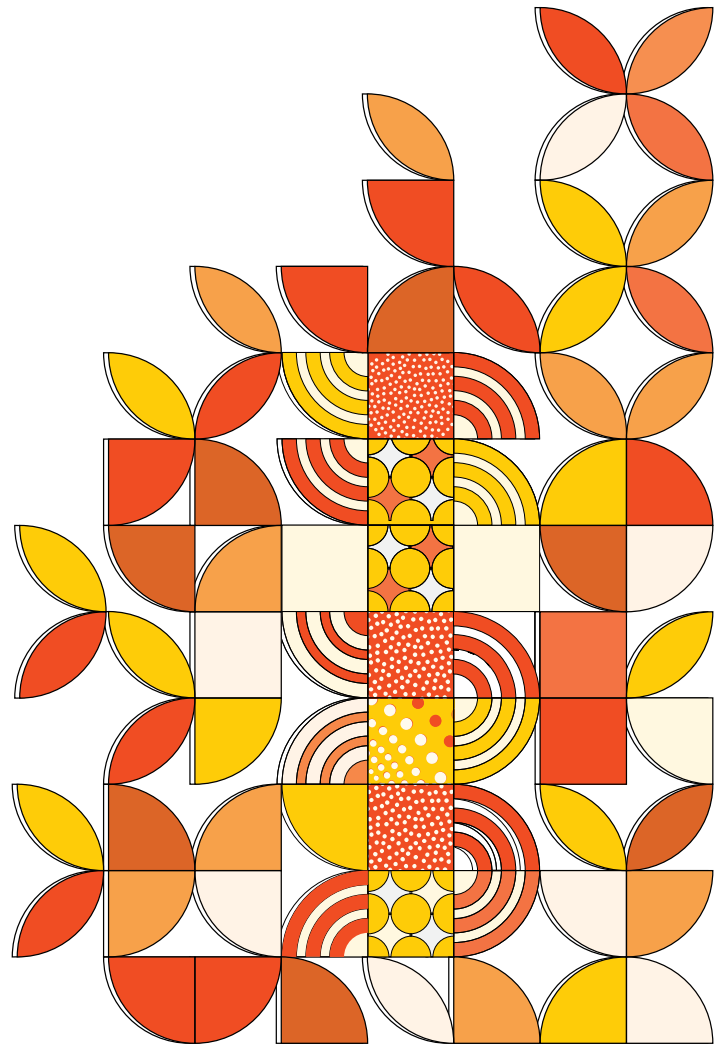


# Fees, Charges and Refunds for Domestic Students Policy



## 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 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 a full or partial refund of tuition fees that they may have paid and provide information for refund applications.
  - d) Comply with 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 domestic students who are enrolled at IHM in both award and non-award courses.
  - b) All online students who are enrolled in a course of study that is delivered fully online or through any form of distance education that does not involve students' presence at a designated physical location.
3. This policy does not apply to:
  - a) International students (relevant policy is the Fee, Charges and Refunds Policy and Procedure for International Students)

### Definitions

4. Refer to IHM's Glossary of Terms.

### Suite Documents

5. This Policy is linked to the following procedures:
  - a) Fees, Charges and Refunds for Domestic Students Procedure
  - b) See Associated information listed in the "Related Internal Documents" in Section 3 below.

## SECTION 2

### Policy

#### 6. Fees and Charges

- 6.1. IHM as a commercial entity has both the right and the responsibility to charge fees for tuition.
- 6.2. IHM establishes a range of fees and charges which are levied for a full range of services provided to students.
- 6.3. IHM may set tuition fees at different rates for different cohorts of students (for example: based on year of admission, duration, program, course etc.) in accordance with the fees schedule published at IHM website: <https://ihm.edu.au/fees-and-charges/>.
- 6.4. Tuition fees must not include fees for amenities, facilities, goods, or services of a non-academic nature.
- 6.5. Costs that are part of Tuition fees at IHM are:

- a) course materials, such as subject outlines, reading lists, tutorial or seminar topics and problems, assignment and essay questions, and requirements and guidelines for the presentation of work;
- b) access to library books, periodicals, and guides;
- c) clinic, laboratory, or workshop materials such as chemicals used in practical sessions or research;
- d) access to online resources;
- e) admissions services, including application costs, except for special admissions tests;
- f) examinations or assessments, including practical assessments;
- g) reassessment of results where a student has failed an assessment and thereby failed a subject or unit.

6.6. Charging of costs in addition to fees for tuition.

- a) In addition to tuition fees, IHM may charge other fees for additional services relating to the study, if students are informed of those fees before enrolment.
- b) IHM may require students to incur incidental fees only by Commonwealth legislation.
- c) Though tuition is IHM's primary business, we may provide other services to students and other clients and charge for those services.
- d) A Student Services and Amenities Fee (SSAF) may be charged to students at all Australian delivery locations for non-academic services and student amenities, by the Higher Education Support Act 2003. The SSAF must be paid on the date prescribed in the Fees Statement.

6.7. Late payment of fees will incur an administration fee of \$200.

## **7. Payment of Fees**

- 7.1. IHM will not accept liability for any fees paid directly to an educational agent, either in Australia or in another country, for an application to study at IHM.
- 7.2. Students are required to make fee payments for each teaching period of study as indicated in the Schedule of Fees.
- 7.3. Students are liable to pay the repeat fee for repeating units of study.
- 7.4. Eligible domestic students studying at IHM have access to financial assistance via FEE-EHLP and SA-HELP (refer to the procedure for further information).
- 7.5. In exceptional circumstances and upon application, special payment arrangements may be made for students experiencing difficulties making payments. The requests will be considered by the Chief Financial Officer and Chief Operation Officer.

## **8. Non-Payment of Fees**

- 8.1. IHM reserves the right to cancel a student's enrolment where the required fees have not been paid by the relevant census date.

## **9. Financial assistance – Commonwealth Assistance (FEE-HELP and SA-HELP)**

- 9.1. IHM will advise students of the availability of government assistance and loans (if available) that will help them to pay their tuition fees and supply them with copies of or hyperlinks to the necessary forms.
- 9.2. IHM staff will assist students in applying for government assistance and will take steps to familiarise themselves with relevant regulations and legislation.

- 9.3. Domestic fee-paying students enrolled in award programs may be eligible for Commonwealth assistance (FEE-HELP and SA-HELP) provided they satisfy eligibility criteria set out on the Australian Government's study assist website – refer here for [FEE HELP](#) and [SA HELP criteria](#).
- 9.4. Where applicable, and when permitted to do so, IHM will offer FEE-HELP to eligible domestic undergraduate and postgraduate students.

## **10. Refunds**

- 10.1. A refund can only occur if a student has a credit balance on their student finance account after all other financial obligations have been discharged.
- 10.2. Refunds will be processed in the circumstances described below provided that the student has completed and submitted the refund application form:
- The IHM is unable to provide in full the academic program offered at any time on or after the advertised starting date.
  - Student withdraws from a course before the Census Date if:
    - The student has already made a payment to the IHM; and
    - The student requests the money be refunded to them.
  - Student withdraws from a course after the Census Date but withdraws due to special/extenuating circumstances (refer to the Fees, Charges and Refunds for Domestic Students Procedure).

## **11. Remission of FEE-HELP and SA-HELP debts following withdrawal after the relevant census date**

- 11.1. Commonwealth-assisted students who withdraw from their program or unit/s of study after the relevant census date can only be refunded for upfront FEE HELP payments if they have withdrawn due to extenuating circumstances. Refer to the procedure for further information.
- 11.2. Commonwealth-assisted students who have deferred their tuition fees to a FEE HELP loan and subsequently withdraw after the relevant census date due to extenuating circumstances may apply for a remission of their FEE HELP loan liability. Refer to the procedure for further information.
- 11.3. A SSAF liability will not be refunded under any circumstances if the student withdraws after the relevant census date for the term. An SA-HELP debt can be remitted, but only in limited circumstances. Refer to the procedure for further information.

## **12. Appeals**

- 12.1. Students who are not satisfied with the outcome of their application for a refund may lodge a complaint in accordance with the IHM's Student Complaints and Appeals Policy and Procedure.

## **13. Compliance**

- 13.1. This Policy complies with relevant Legislations, Standards and Codes (as per Section 3).

## **14. Record Keeping**

- 14.1. All records created during the application of this policy and associated rules and procedures must be retained in accordance with the Records Management Policy.

## SECTION 3

### Associated Information

<b>Related Internal Documents</b>	<ul style="list-style-type: none"> <li>• Fee, Charges and Refunds Procedure for Domestic Students</li> <li>• Refund Application</li> <li>• Attendance Policy and Procedure</li> <li>• Records Management Policy and Procedure</li> <li>• Student Academic Progression Policy and Procedure</li> <li>• Student Complaints and Appeals Policy and Procedure</li> <li>• Student Selection and Admission Policy and Procedure</li> <li>• Student Support Student Support Services Policy and Procedure</li> </ul>
<b>Related Legislation, Standards and Codes</b>	<ul style="list-style-type: none"> <li>• <a href="#">Competition and Consumer Act 2010</a></li> <li>• <a href="#">Higher Education Administrative Information for Providers</a></li> <li>• <a href="#">Higher Education Funding Act 1988</a></li> <li>• <a href="#">Higher Education Legislation Amendments (Student Services and Amenities) Act 2011</a></li> <li>• <a href="#">Higher Education Provider Guidelines 2023</a></li> <li>• <a href="#">Higher Education Support Act 2003 and Guidelines</a></li> <li>• <a href="#">Tertiary Education Quality and Standards Agency Act 2011</a></li> </ul>
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<b>Document Custodian</b>	Finance Committee
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### Change History

Version Control		
Change Summary	Date	Short description of the change, incl version number, changes, who considered, approved etc
Version 1.1	06/10/2022	<ul style="list-style-type: none"> <li>• New Policy and Procedure developed for domestic students considering the feedback from the Department of Education, Skills, and Education.</li> <li>• The document is created in alignment with Higher Education Standard Act</li> </ul>
Version 1.2	30/11/2022	<ul style="list-style-type: none"> <li>• Updated some definitions to align with regulatory requirements.</li> <li>• Policy updated to clarify timing of student eligibility to submit a request for Commonwealth Assistance</li> </ul>
Version 1.3	23/08/2023	<ul style="list-style-type: none"> <li>• Changes to align policy and procedures with Higher Education Support Act (2003) and Higher Education Provider Guidelines (2023) based on the feedback from Department of Education</li> <li>• Minor Editorial Changes</li> </ul>
Version 1.4	27/04/2024	<ul style="list-style-type: none"> <li>• Order change of content and transfer of some content into the procedure.</li> <li>• New template</li> </ul>