



15. OS-HELP .....	11
Section 5: Changes to student enrolment and residency status.....	12
16. Repeated courses.....	12
17. Course withdrawal.....	12
18. Program discontinuation .....	12
19. Change to residency or citizenship status.....	13
Section 6: Refunds and fee remission .....	13
20. Refunds .....	13
21. Fee remission due to special circumstances .....	14
Section 7: Non-payment of fees .....	14
Section 8: Appeals.....	14
Appendix .....	16

## Student Fee Types

UNSW levies fees for services provided to students as part of their enrolment. Student fee types include:

- Student contribution amounts and tuition fees
- Fees for student services and amenities
- Incidental fees for goods and services.

### 1. Student contribution amounts and tuition fees

Under the *Higher Education Support Act 2003 (HESA)*, UNSW is required to charge and subsequently report student contribution amounts and tuition fees for each unit of study (course) a student enrolls in.

Student contribution amounts are payable by Commonwealth supported students. Tuition fees are payable by non-Commonwealth supported students (domestic and international fee-paying students).

Domestic higher degree research candidates receive a fee offset under the Commonwealth GD



Commonwealth supported and domestic fee-paying students to cover the cost of their student contribution amount or tuition fees and SSAF.

A fee-paying student, who experiences financial hardship or other difficulties with payment of fees can apply to pay their tuition fees in instalments under a payment plan, provided they meet the eligibility conditions ([student.unsw.edu.au/fees-payment-plan](http://student.unsw.edu.au/fees-payment-plan)).

A range of UNSW Scholarships are also available. Details are at: [www.scholarships.unsw.edu.au](http://www.scholarships.unsw.edu.au).

**5.**



# Student Fee Procedure

## Section 1: Setting and publishing fees

UNSW levies fees for services provided to students as part of their enrolment and tuition.

Student fee types include:

- Student contribution amounts and tuition fees (see sub-section 1)
- Fees for student services and amenities (see sub-section 2)
- Incidental fees for goods and services (see sub-section 3).

The fee setting process for all tuition and amenities fees is managed by the office of the Deputy Vice-Chancellor Education and Student Experience.

Fees are reviewed by senior management and faculty delegates annually and approved by the President and Vice-Chancellor, on the recommendation of the Deputy Vice-Chancellor Education and Student Experience and Vice-President, Operations.

Once a fee is set, approved and published, a business case must be made and approved if the published rate is to change. As required by Commonwealth legislation, students cannot be disadvantaged by the change.

UNSW reserves the right to vary student fees at any time during enrolment and will comply with all relevant legislation when setting and publishing fees.

### 1. Student contribution amounts and tuition fees

**e vw      t      s                      vs                      w      suw**

A Commonwealth supported place (CSP) is a higher education place for which the Commonwealth Government contributes towards the cost of a students' education, thereby subsidising their tuition cost. The student pays the subsidised amount only, which is referred to as a student contribution amount, which varies depending on courses undertaken.

The student contribution amount may be deferred under HECS-HELP or paid upfront at the start of each term/semester, depending on eligibility.

The maximum student contribution amount which may be charged is set by the Government annually. Student contribution amounts vary depending on the area or discipline of study. These areas or disciplines of study are categorised by the Department of Education into student contribution bands.





SSAF is levied on students by UNSW as a contribution towards services and amenities for the whole student population. There is no provision to exempt students on the grounds of study or attendance mode (e.g., online or distance delivery; teaching hospital attendance), or that they might not personally use the services and amenities provided.

SSAF is charged and payable each term, dependent on a student's primary campus of study, career and Equivalent Full Time Study Load (EFTSL). UNSW Canberra students are levied twice per year for each semester. Higher degree research candidates are levied four times per year, once for each



## 9. Deposits – International students

International students accepting offers of admission to a program must pay a deposit fee to secure their place.

Deposits are used to confirm a student's intention to study and are held as a credit on their account until a tuition charge is raised against their enrolment. The deposit will then be allocated to the tuition fee charge.

Fee statements specify the payment due date for the teaching period for which the tuition fee is due.

The required deposit is outlined in each student's letter of offer and varies according to a range of factors including the student's mode of study, visa risk rating, sponsorship and scholarship status.

Refer to sub-section 18 for information on program discontinuation.

## 10. Voluntary upfront tuition payments

Prior to the commencement of their program, a student can choose to pay more than the required deposit as a voluntary upfront payment.

Under the Tuition Protection Service of the *Education Services for Overseas Students Act 2000* (Cth), *international* students who choose to pay more than 50% of the fees for their program upfront must formally notify UNSW by email at [fees@unsw.edu.au](mailto:fees@unsw.edu.au) to indicate that this is a voluntary upfront payment to be held in their student account.

Any voluntary upfront



for the current term or semester, via myUNSW.

All students who submit a request to defer the SSAF via SA-HELP will receive a Commonwealth Assistance Notice (CAN) in line with legislative requirements within 28 days of the relevant incurral date.

Eligible students who have elected to defer their SSAF are still eligible to pay part or all of the liability to UNSW up to the incurral date. After the incurral date has passed students who have elected to

## Section 5: Changes to student enrolment and residency status

### 16. Repeated courses

Students re-enrolling in courses will receive no discount on tuition due to having attempted the course previously. Students will be charged based on the tuition rates associated with the year in which the course is to be repeated.

For example: failing a course in 2023 and subsequently enrolling in the same course with a census date of 23 June 2024 will result in the student being charged the appropriate 2024 tuition fee rate. This may result in the student paying a different fee for subsequent attempts of the same course.

### 17. Course withdrawal

A student who withdraws from a course prior to the census date will be eligible to receive a full refund of any payment towards that course, less any money owed to UNSW.

A student who withdraws after the census date will retain the full tuition fee liability for the course.

If a student considers that the need to withdraw from a course after the census date has passed is due to circumstances beyond the student's control, the student may apply for fee remission.

Refer to the [Enrolment and Withdrawal Procedure](#) for the rules, process and implications (academic and financial) for withdrawal from a course.

### 18. Program discontinuation

International fee-paying students who discontinue from their program before the census date in their commencing semester will be charged 50% of their deposit fee.

This fee will serve as a disincentive or deterrent to discontinuing in the commencing semester after committing to a place at UNSW. The fee will apply to all Uo d/F6 12 501 rgAU a place at UNSW. The fee G(T)- gC

- UNSW is unable to provide the program for which the student has accepted an offer;
- The student did not meet the conditions of their conditional offer; or
- UNSW withdrew the Confirmation of Enrolment (CoE) due to the inability of the student to meet the University's Genuine Temporary Entrant (GTE) requirements.

However, no refund will be paid unless a request to withdraw has been made. Students will then be assessed on the Withdrawal/Discontinuation criteria stated as to whether a fee will be applied.

Students seeking to have the charge waived must submit a Refund Request Form with supporting documentation to Student Financials at [fees@unsw.edu.au](mailto:fees@unsw.edu.au). Applications will be assessed and a response provided within five working days.

## 19. Change to residency or citizenship status

Students who change their residency status at any time during their studies, from the point they receive an offer to UNSW, must advise UNSW of the change to their circumstances, within seven days of receiving formal confirmation from the Australian Government, by completing the Change of Residency Status form available at [student.unsw.edu.au/residency](http://student.unsw.edu.au/residency) and providing certified proof of the change.

UNSW will apply changes to residency to any term or semester in which the census date has not passed, based on the date the evidence is received from the student.

International students who become domestic students and who wish to be considered for a Commonwealth supported place must reapply for admission and compete for a place based on merit.

Changes to residency cannot be applied retrospectively.

### **b u w uw w v**

Where an international student obtains and provides evidence to UNSW of Australian permanent residency or New Zealand citizenship prior to enrolling in their program and before the census date of the term or semester of the first enrolment in that program, the offer of a place as an international fee-pay



Students remain free to pursue other legal remedies with respect to complaints or grievances about the application of this procedure, including under Australia's consumer protection laws.

**wu** **wL**08 November 2021 **dw** **t wL**Deputy Vice-Chancellor Education and Student Experience  
**wsvL**Head of Student Lifecycle, Student Services and Systems

## Appendix

**d w s v w t w**

**S uw w s v u**

The following UNSW officers are authorised to maintain and change the procedure sections of this policy in accordance with the [Policy Framework Policy](#):

1. The Deputy Vice-Chancellor Education and Student Experience has authority to approve a standard or procedure section of this policy.
2. The Registrar and Director of Student Services has authority to change the [Student Fee Procedure](#).
3. The Head of Student Lifecycle, Student Services and Systems has authority to change the Student Fee Procedure.

**dw t w**

4. The Registrar and Director of Student Services may approve student fee processes to support this policy.
5. The Head of Student Lifecycle, Student Services and Systems may approve student fee processes to support this policy.

**e y v u w s**

**wy s wu s uw**

1. This policy is intended to ensure that UNSW complies with the:
  - Educational Services for Overseas Students Act 2000 (Cth)
  - *Higher Education Support Act 2003* (Cth)
  - Higher Education Legislation Amendment (Student Services and Amenities) Act 2011 (Cth)
  - Administration Information for Higher Education Providers (AIP)

**dws wv u w**

- Academic Progression and Enrolment Policy
- Academic Progression Procedure
- Admissions Policy
- Admission to Coursework Programs Procedure
- Admission to Higher Degree Research Programs Procedure
- Enrolment and Withdrawal Procedure
- Higher Degree Research Scholarships Policy
- Higher Degree Research Scholarships Procedure
- Complaint Management and Investigations Policy & Procedure



## Definitions and Acronyms

**ATO**

Australian Taxation Office.

<b>Definitions and Acronyms</b>	
<b>OSR</b>	Office of State administers State taxation and revenue for, and on behalf of, the people of NSW.
<b>Payment due date</b>	An administrative date by which fees are due for each term/semester teaching period. This date is not a census date.
<b>Research Training Program</b>	A block grant provided to higher education providers (HEPs) to support both domestic and overseas students undertaking research doctorate and research masters degrees, known as higher degrees by research (HDRs).
<b>SA-HELP</b>	An Australian Government scheme to assist eligible students enrolled in Commonwealth supported places with paying their Student Services and Amenities Fee.
<b>SSAF</b>	Student Services and Amenities Fee
<b>Student contribution charges</b>	The amount that students enrolled in Commonwealth supported places pay for their units of study (courses).
<b>Student contribution</b>	Contributions that Commonwealth supported students make towards the cost of their education.
<b>TFN</b>	Tax File Number issued by the Australian Taxation Office
<b>Term</b>	Term is the collective noun for all types of academic calendar periods of study at UNSW, (e.g. term, semester, hexamester) in which Teaching Periods are defined, students enrol and for which students are charged fees or student contributions. These time periods differ based on campus and level of study.
<b>Teaching period</b>	A teaching period indicates when courses and their related classes are taught and timetabled within terms and semesters.
<b>Tuition fees</b>	Fees payable by domestic and international fee paying students for enrolment in a unit of study (course).