



University of
South Australia

Student fees and loans

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CROSS REFERENCES:

- [A-36: Student Mobility](#)
- [A-46: Confidentiality of students' personal information](#)
- [A-48: Enrolment](#)
- [C-17: Student Complaints Resolution](#)
- [Program Approval Manual](#)
- [Education Services for Overseas Students Act 2000](#)
- [Terms and Conditions of Payment and Refund of Fees for International Students Higher Education](#)
- [Higher Education Administrative Information for Providers](#)
- [Higher Education Support Act \(HESA\) 2003, and associated Administration Guidelines](#)
- [University of South Australia Act 1990](#)
- [University of South Australia Statute 6: Fees](#)
- [Vice Chancellor and President's Authorisations](#)

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Purpose

This policy explains how the University determines and administers student fees, loans and charges. This includes the collection of student fees, the administration of student loans, the refund of student fees and the administration of third party contracts as applied to student fees.

1. Authority to determine fees
 - 1.1 The University will determine student contribution amounts, tuition fees and the student services and amenities fee for each academic program in which students are enrolled.
 - 1.2 University Council is responsible for setting and approving tuition fees for international students and for undergraduate and postgraduate domestic students who are not Commonwealth supported.
 - 1.3 Academic Units and research institutes are responsible for recommending tuition fees for full fee-paying undergraduate and postgraduate students. Tuition fees for full fee-paying undergraduate and postgraduate students are initially approved as part of the program approval process and are applied to the first year of delivery of a program. Any subsequent proposed increases must be submitted for approval by Senior Management Group.
 - 1.4 Tuition fees will not be charged for unsupported work experience in industry (WEI) courses (see Definitions).
 - 1.5 The University will determine and apply the student services and amenities fee in accordance with this policy.
2. University responsibilities
 - 2.1 The University is responsible for ensuring that:
 - a. accurate and accessible information is available regarding all fees and charges, including student contribution amounts, tuition fees, invoice due dates and payment methods.
 - b. information about student contribution amounts for places and tuition fees is made available to the Minister and to students, by the publication of fees on the University's website on or before the earliest enrolment date for the course of study, as determined by the University.
 - c. the published fees include sufficient information to enable a pro-rata calculation of the fee for each course in a program. The pro-rata fee will not be less than the student contribution amount for that course.
 - d. multiple payment options are available for students.

- e. due dates for payment of invoices are communicated through the student portal.
- f. fees and charges that are outside the requirements of HESA or that contravene the *Incidental student fees and charges guidelines* (Appendix 3) are not levied against students.
- g. processes are in place for managing student grievances, disputes and administrative errors in relation to tuition fees, student contributions and loans.

3. Student responsibilities

3.1 Students are responsible for ensuring that:

- a. their enrolment record is correct by the census date for each study period in which they enrol
- b. their personal contact details are accurate
- c. correspondence relating to student fees and due dates for payment are read and acted upon in accordance with the relevant timelines
- d. third parties who have agreed to pay fees on behalf of the student are informed of the due date for payment for each study period in which the student is enrolled
- e. tuition fees are paid by the due date
- f. student contribution amounts are either paid by the due date or the student has completed the documentation required to apply for a HELP loan
- g. all other charges accrued are paid by the due date (eg print and internet quota)
- h. they advise the University of any changes to their eligibility to access HELP loans.

4. Administration of student fees and loans

- 4.1 The Registrar and Director: Student and Academic Services is responsible for administering student fees and loans included in this policy.
- 4.2 UniSA International, in collaboration with Student and Academic Services, Academic Units and offshore partners, is responsible for collecting tuition fees from offshore students.
- 4.3 The University must issue an Enrolment Confirmation Notice (ECN) and liability notice for each study period. The ECN will include the name and catalogue number of the course(s) in which the student is enrolled, enrolment load, the census date, the student liability status, and the total outstanding debt. The ECN will be issued to the following students:
 - a. domestic fee-paying students who do not receive any form of Commonwealth assistance
 - b. research candidates holding RTP places
 - c. international students
incoming exchange and study abroad students.
- 4.4 Student Finance will invoice student fees in accordance with the enrolment and liability status of the student as recorded in the student record system, and according to the tuition fee as published on the the University's website.
- 4.5 Students may view and print invoices via the student portal.
- 4.6 All domestic and international students may pay their fees by UniSA Web-Pay (credit), BPay (credit / debit) or Australia Post Billpay (cash, cheque, or credit / debit card). International students paying by bank draft must send their draft directly to Student Finance. Campus Central will not accept payment of student tuition fees, the student services and amenities fee or student contribution amounts.

- 4.7** Students who seek an extension for payment of tuition fees or the student services and amenities fee beyond the invoice due date must apply in writing to the Registrar and Director: Student and Academic Services. Extensions will be granted only where appropriate documentary evidence is provided, demonstrating special circumstances preventing the payment of fees for the specified study period. The Registrar and Director: Student and Academic Services will not grant an extension longer than 120 days beyond the original due date.
- 4.8** Payments for student tuition fees and the student services and amenities fee received after the census date will be accepted and placed against the outstanding tuition costs.
- 4.9** Payments for the student services and amenities fee made after the census date will not be accepted if the student has chosen to defer payment under the SA-HELP Scheme.

5. Commonwealth supported students

- 5.1** A Commonwealth supported place is a higher education place for which the Commonwealth makes a financial contribution.
- 5.2** The University will determine the eligibility of students for Commonwealth support or assistance in accordance with requirements determined under HESA.
- 5.3** Commonwealth grant funds provided for domestic students will not be used to provide or subsidise places for international students.
- 5.4** Commonwealth supported students enrolled in Commonwealth supported places who have completed a Request for Commonwealth Support and HECS-HELP form and have chosen to make a full or partial student contribution payment must pay the invoice by the due date.
- 5.5** Commonwealth supported students will also be charged a student services and amenities fee per unit of study undertaken at UniSA.
- 5.6** Payments for student contribution amounts and deferred student services amenities fees received after the census date will not be accepted for the current study period. These payments will be placed in excess on the student account and applied to the next study period.
- 5.7** Commonwealth supported students and Commonwealth assisted students must submit a Request for Commonwealth Support and HECS-HELP form for each program they enrol into, before the census date of their first study period.

6. Domestic students

6.1 Fee-paying undergraduate students (FPUGS)

- a. Undergraduate domestic tuition fees will be calculated by adding the relevant student contribution amount plus the relevant Commonwealth contribution that would be provided through the Commonwealth Grant Scheme.
- b. The University does not provide fee-paying domestic undergraduate places unless a student has exhausted their Student Learning Entitlement or writes to the University, on or before the census date of the course, explicitly stating that they do not wish to be Commonwealth supported to continue their studies at UniSA. Such students will be required to pay tuition fees and may be eligible for FEE-HELP assistance.
- c. Where no fee is set for international students, the domestic tuition fee is calculated to reflect cost recovery for the program, that is, the student contribution amount plus the Commonwealth contribution provided through the Commonwealth Grant Scheme.

- d. Fee-paying undergraduate student tuition fees are set at the program level for 18 or 36 units each year, and each course within a program is charged at the course unit value (eg 3, 4.5 or 9 units). Where courses in a program also include Commonwealth supported places, the pro-rata tuition fee will be at least equivalent to the student contribution amount that would be charged for that course.
- e. Fee-paying undergraduate student tuition fees may be changed annually as part of the review process (see clause 1.3).
- f. Students will be advised in the letter of offer that fees are subject to annual change.
- g. Fee-paying undergraduate students will also incur a student services and amenities fee for each unit of study undertaken at UniSA.

6.2 Fee-paying postgraduate students (FPPS)

- a. Program tuition fees for domestic postgraduate coursework programs will, as a minimum, be calculated to reflect cost recovery for the program, that is, the student contribution amount plus the Commonwealth contribution provided through the Commonwealth Grant Scheme.
- b. Fee-paying postgraduate student tuition fees are set at the program level for 18 or 36 units each year, and each course within a program is charged at the course unit value (eg 3, 4.5 or 9 units).
- c. Fee-paying postgraduate students tuition fees may be changed annually as part of the review process (see clause 1.3).
- d. Students will be advised in the letter of offer that fees are subject to annual change.
- e. Fee-paying postgraduate students will incur a student services and amenities fee per unit of study undertaken at UniSA.

7. Fee-paying overseas students (FPOS)

- 7.1** Program tuition fees for international students will, as a minimum, be calculated to recover the full operating and capital costs associated with providing all courses to be undertaken by an international student.
- 7.2** International student tuition fees are set at the program level for 18 or 36 units each year, and each course within a program is charged at the course unit value (eg 3, 4.5 or 9 units). International fees are subject to annual fee changes, as explained in clause 1.2. If the student is admitted to another program, they are liable for fee increases associated with admission to the new program.
- 7.3** Commencing international students are required to pay 50 per cent of the first year's tuition fees before enrolling. Payments are made as directed in the letter of offer.
- 7.4** Continuing international students, including those commencing a second or subsequent program, will be charged tuition fees for each study period, based on their enrolment load (total unit value).
- 7.5** International students contribute a student services and amenities fee as a component of their tuition fees.
- 7.6** Late payment of international student fees may incur a charge of AUD\$100.

8. Offshore students

- 8.1** The offshore student tuition fee must be no less than the relevant minimum indicative fee specified in the Commonwealth Grant Scheme Guidelines.
- 8.2** Offshore student tuition fees will be charged to the student by the offshore partner in accordance with the agreement between the offshore partner and the relevant Academic Unit or UniSA International.
- 8.3** Students who are enrolled with an offshore partner are required to pay the full amount of the invoice by the due date. Failure to do so will result in the student being placed in bad financial standing (see clause 19).
- 8.4** Students enrolled in offshore programs normally study the whole of their program offshore.
- 8.5** Offshore students will not be charged a student services and amenities fee.

9. Study abroad and exchange students

- 9.1** Incoming study abroad students will incur a fixed tuition fee for each six-month period, independent of load. Tuition fees are set annually. These students also incur a student services and amenities fee per unit of study.
- 9.2** Incoming study abroad students are required to pay fees for their initial six-month period in full before enrolment, and are not permitted to pay by instalment. Payments are made as directed in the letter of offer.
- 9.3** Incoming study abroad students who continue on in a second six-month period, will be charged the fixed tuition fee upon enrolment. Payments are made as directed by invoice.
- 9.4** Outgoing study abroad students are only liable for the fees charged by the host provider.
- 9.5** Incoming exchange students who enrol in a Commonwealth supported program governed by a formal exchange agreement with their home provider pay for the tuition fees charged by their home provider. They are not required to pay tuition fees for study undertaken at UniSA but are liable for a student services and amenities fee per unit of study.
- 9.6** UniSA must provide a Confirmation of Enrolment to each study abroad and exchange student.
- 9.7** Outgoing exchange students of the University who are enrolled in a Commonwealth supported program governed by a formal exchange agreement with the host provider are eligible for HECS-HELP or FEE-HELP. They will not be charged a student services and amenities fee.

10. Cross-institutional students

- 10.1** The student contribution amount or tuition fees for cross institutional study are set by the host provider.
- 10.2** Students undertaking cross-institutional study at UniSA are required to pay a student services and amenities fee for the units studied.
- 10.3** Domestic students who are enrolled in a fee-paying place at their home provider may request a Commonwealth supported place with the host provider. Students must complete the relevant request for Commonwealth assistance form at both the home and host provider. The application must be approved by both providers and will depend on whether the host provider has Commonwealth supported places available.

11. Non-award students

- 11.1** Domestic and international non-award students will pay a tuition fee according to the unit value of the course and whether the course is undergraduate or postgraduate level. The fee is determined by the Provost and Chief Academic Officer, or delegate.
- 11.2** Where the program includes courses in which Commonwealth supported students are enrolled, the tuition fee per unit must be at least equivalent to the student contribution amount for that course.
- 11.3** The fees are set at the commencement of each academic year, recorded on the student record system, and published on the University website.
- 11.4** Domestic and international non-award students will pay a student services and amenities fee per unit of study. Fees may be deferred in accordance with clause 15.21.

12. Audit students

- 12.1** Audit students are required to pay tuition fees determined by the Academic Unit in which the course(s) are offered.
- 12.2** The fees are set by the Academic Unit at the commencement of each academic year, recorded on the student record system, and published on the University website.
- 12.3** Audit students will pay a student services and amenities fee per unit of study.

13. Short program students

- 13.1** Students undertaking short programs will pay tuition fees determined by the relevant Academic Unit and approved by the Executive Dean, or delegate. They are not liable for a student services and amenities fee.

14. Research students who have exceeded RTP time limits

- 14.1** Research candidates who enrol beyond their RTP allocation will be required to pay a tuition fee calculated on the basis of enrolment load, as approved through the program approval process (see clause 1.3) and published on the web site of the University.

15. HECS-HELP, FEE-HELP, OS-HELP and SA-HELP

- 15.2** To be eligible for HECS-HELP, a student must be determined by the University to be a genuine student in accordance with HESA requirements (see Appendix 4) and:
 - a. be an Australian citizen who will undertake part of their program of study in Australia, or
 - b. hold a permanent humanitarian visa, an eligible former permanent humanitarian visa, or a Pacific engagement visa, and reside in Australia for the duration of their program, or
 - c. be a New Zealand citizen, hold a Special Category Visa and:
 - i) have first entered Australia at least ten years previously as a dependent minor aged less than 18 years old, and
 - ii) have been physically present in Australia for at least eight out of the past ten years and 18 months out of the last two years, at the time of applying for the loan, and
 - iii) be otherwise eligible for the loan.
- 15.3** Student contribution amounts for a student who has requested a HECS-HELP loan will be calculated for each study period.

- 15.4** All commonwealth supported students must submit a Request for Commonwealth Support and HECS-HELP form (CAF) on or before the census date of the first study period in their program. If the student seeks to defer payment of their student contribution amount they must provide their tax file number on the form. The request remains valid for all subsequent courses undertaken as part of that program but the form must be re-submitted when a change of program is approved.
- 15.5** Where a student has requested a HECS-HELP loan and nominates the partial payment option, partial payment amounts will not be shown on the student invoice. The partial payment must be made before the census date. If the student defaults by the census date, the total contribution amount for the study period will be reported to the Australian government as a HECS-HELP debt.
- 15.6** Commonwealth supported students who do not complete a Request for Commonwealth Support and HECS-HELP form (CAF) and who do not make full payment of their student contribution amount and provide UniSA with their Tax File Number (TFN) before the census date for their first study period, will have their enrolment cancelled.
- 15.7** **FEE-HELP** is an interest-free Commonwealth loan scheme that assists eligible fee-paying students pay all or part of their tuition fees.
- 15.8** To be eligible for FEE-HELP, a student must be determined by the University to be a genuine student in accordance with HESA requirements (see Appendix 4) and:
- a. be a fee-paying undergraduate or fee-paying postgraduate student who is an Australian citizen and who will undertake part of their program of study in Australia, or
 - b. hold a permanent humanitarian visa, an eligible former permanent humanitarian visa, or a Pacific engagement visa, and reside in Australia for the duration of their program, or
 - c. hold a permanent visa and be undertaking bridging studies in Australia for overseas trained professionals and reside in Australia for the duration of their program,
 - d. be a New Zealand citizen, hold a Special Category Visa and
 - i) have first entered Australia at least ten years previously as a dependent minor aged less than 18 years old, and
 - ii) have been physically present in Australia for at least eight out of the past ten years and 18 months out of the last two years, at the time of applying for the loan, and
 - iii) be otherwise eligible for the loan.
- 15.9** Domestic fee-paying undergraduate students, postgraduate coursework students and students who study through Open Universities Australia must apply for a FEE-HELP loan prior to the census date for the study period.
- 15.10** Students who have applied for FEE-HELP will have their fees automatically deferred and will not receive an invoice for their tuition fees for that study period.
- 15.11** A loan fee for FEE-HELP, determined by the Commonwealth Government, applies to fee-paying undergraduate students. The loan fee does not apply to postgraduate study (including higher degrees by research), enabling courses, units of study undertaken through Open Universities Australia, or bridging study for overseas-trained professionals. The loan fee will not count towards the FEE-HELP limit.
- 15.12** **OS-HELP** is a Commonwealth loan scheme that provides students with assistance to undertake part of their program of study overseas. It is not available to students undertaking their whole program outside Australia. The eligibility criteria and specific conditions that apply to OS-HELP are contained in Appendix 2 of this policy and are published on the UniSA website.
- 15.13** Student Finance is responsible for the administration of OS-HELP, including the assessment of student applications.

- 15.14** Student Finance will inform the student in writing of the outcome of the application process, the amount of OS-HELP assistance and the conditions of the loan.
- 15.15** Where OS-HELP has been approved, but not paid to a student, and UniSA subsequently determines that the student does not meet the eligibility criteria (see Appendix 2) it will withdraw the offer of assistance in writing, within 10 working days.
- 15.16** If Student Finance considers that a student in receipt of OS-HELP assistance has provided false or misleading information in the application it will immediately notify the Australian government.
- 15.17** The offer of OS-HELP assistance will remain current from the date of approval of the application until the end of the six month loan approval period, unless the offer is withdrawn.
- 15.18** The amount of OS-HELP assistance paid to a student will:
- be equal to, or more than, the minimum amount determined by UniSA in a given year
 - not exceed the indexed maximum amount for a single OS-HELP loan set by the Australian government in a given year
 - not exceed the amount specified on the application, which is the same as the specified amount on the signed OS-HELP Debt Confirmation form lodged by the student.
- 15.19** An OS-HELP loan may not be remitted under any circumstances.
- 15.20** UniSA will issue a Commonwealth Assistance Notice (CAN) to each student who enrolls in a Commonwealth supported place or applies for HECS-HELP, FEE-HELP, SA-HELP or OS-HELP within 28 days of the study period census date. The notice must contain the following information:
- the name and UniSA ID of the student
 - the student's Commonwealth Higher Education Support Number (CHESSN)
 - the program(s) in which the student is enrolled
 - the course enrolment(s) for the given study period
 - the total enrolment load for the given study period
 - details of any up-front payment received by UniSA
 - details of any HECS-HELP discount for that study period and for each course
 - the amount of HECS-HELP debt for that study period and for each course
 - the amount of FEE-HELP assistance for that study period and for each course
 - the amount of FEE-HELP debt for that study period and for each course
 - details of OS-HELP and debt confirmation which must be issued no later than 28 days after the date of the electronic funds transfer to the student's nominated bank account
 - the amount of SA-HELP assistance for that study period.
- 15.21** SA-HELP is a loan scheme that assists eligible students to pay for all or part of their student services and amenities fee. Eligible students can choose to defer all or part of their fee for the relevant year. (See Appendix 1 for definition of the student services and amenities fee).
- 15.22** For students who use SA-HELP, the amount will be added to their accumulated HELP debt. An SA-HELP loan can be incurred without incurring another HELP loan.

- 15.23** To be eligible for SA-HELP, a student must be determined by the University to be a genuine student in accordance with HESA requirements (see Appendix 4) and:
- a. be an Australian citizen who will undertake part of their program of study in Australia, or
 - b. hold a permanent humanitarian visa, an eligible former permanent humanitarian visa, or a Pacific engagement visa, and reside in Australia for the duration of their program, or
 - c. be a New Zealand citizen, hold a Special Category Visa and:
 - i) have first entered Australia at least ten years previously as a dependent minor aged less than 18 years old, and
 - ii) have been physically present in Australia for at least eight out of the past ten years and 18 months out of the last two years, at the time of applying for the loan, and
 - iii) be otherwise eligible for the loan
 - d. be enrolled in a program of study with UniSA; and
 - e. meet the Tax File Number (TFN) requirements by providing the University with either their TFN or a *Certificate of application for a TFN* from the Australian Taxation Office (ATO).

This eligibility criteria does not include permanent residents who are required to pay the student services and amenities fee in full by the due date.

15.24 Students in non-award courses are not eligible for SA-HELP unless they are enrolled in an enabling program at the University.

15.25 Students undertaking cross-institutional study at UniSA are not eligible for SA-HELP for the student services and amenities fee incurred at the University. SA-HELP can only be claimed for the student services and amenities fee incurred at the home provider.

15.26 Eligible students must lodge the *Request for SA-HELP assistance* form with the University on or before the census date for the study period.

15.27 Eligible students are only required to apply for SA-HELP assistance once for each program of study they are enrolled in. Where students change programs or providers, they must re-apply for SA-HELP by submitting a new *Request for SA-HELP assistance* form. If students are enrolled at two different providers, they must submit a form with each provider.

16. Third party contracts

16.1 In third party contracts, an external sponsoring agent agrees to pay all or part of a student's tuition fee, student contribution amounts, student service and amenities fee and/or overseas health cover charges. The arrangement is formalised through a written agreement between the third party and UniSA.

16.2 A third party may request Student Finance to establish a formal sponsorship arrangement for two or more students of the University. When the arrangement is approved, Student Finance will establish a corporate account to manage the student fees.

16.3 At the commencement of a new corporate account, the University will provide the third party sponsor with an explanation of the terms of the corporate account contract and will inform the sponsor and the student(s) of the consequences if the invoice is not paid by the due date.

16.4 Where a third party has entered into an agreement with the University to sponsor student fees, payment can be made using the available payment methods indicated on the corporate invoice.

16.5 If the third party defaults on payment, the student is responsible for payment of the tuition fees.

17. Internal payment of student fees

- 17.1** A UniSA research institute, or Academic Unit may nominate to pay all or part of an enrolled student's fees, consistent with provisions for exemption scholarships and fee scholarships in the Higher Education Support Act and Administrative Guidelines.
- 17.2** Exemption scholarships may apply in the following circumstances:
- courses consisting solely of unsupported Work Experience in Industry
 - where the University grants a student a scholarship for their entire program
 - where a higher degree by research student is in receipt of Research Training Program funds.
- 17.3** Fee scholarships may apply in the following circumstances:
- personal, family, or financial hardship prevents the student from continuing in their course of study
 - compassionate or humanitarian circumstances
 - loss of fees sponsor for reasons unrelated to the student
 - professional development, for staff members only
 - employer or external body funded scholarship, or
 - any other exceptional circumstance.
- 17.4** Arrangements for internal payments must be made through Student Finance using the appropriate form, and is subject to the approval authorities specified on the form.
- 17.5** Student Finance and Accounts Receivable are to ensure that fee waivers/scholarships are appropriately approved.
- 17.5** The payment request will occur as an automated journal transfer from the cost centre specified on the form, subject to the approval authorities listed on the form.
- 17.6** Internal payment requests will be processed only for the current calendar year.
- 17.7** Charges exceeding the amount specified on the form will be invoiced to the student.

18. Other fees and charges

- 18.1** Fees charged to Commonwealth supported students, other than student contribution amounts and student services and amenities fees approved under HESA may be charged by a research institute or Academic Unit. The Executive Dean of an Academic Unit must obtain approval from the Chief Academic Services Officer or delegate to authorise the fee. The fee or charge must be published by the Academic Unit with the relevant information (see Appendix 3: *Incidental Student Fees and Charges Guidelines*).

19. Bad financial standing

- 19.1** The payment of student contribution amounts, tuition fees and student services and amenities fees by the due date is a condition of enrolment.
- 19.2** A student will incur bad financial standing on their student record following non-payment of a tuition fee, student services and amenities fee or other charge (such as print and internet quotas or graduation charges) in full within 15 calendar days after the due date that appears on the invoice or by the relevant census date, whichever occurs later.

- 19.3** Domestic students enrolled in fee-paying programs or courses (including non-award, cross institutional and audit students) will be placed in bad financial standing if they apply for FEE-HELP and do not provide their valid tax file number before the census date for their study period enrolment.
- 19.4** A bad financial standing indicator on a student record will result in the consequences listed below, until all outstanding fees and charges owed to the University have been paid and the bad financial standing is cleared:
- a. the student's results will be withheld
 - b. the student will not be permitted to re-enrol
 - c. the student may not obtain an academic transcript
 - d. the student will not graduate with an award from UniSA, and
 - e. the student's enrolment in future study periods will be cancelled.
- 19.5** For international students on a student visa, in addition to the consequences outlined above, Confirmation of Enrolment will not be issued for future study periods.
- 19.6** Where a third party or sponsoring agent has nominated to pay for a student's fees, late payment of the fees may result in the student's account being placed in bad financial standing. The student is responsible for negotiating with the third party/sponsor to ensure that the student's account does not fall into bad financial standing.
- 19.7** The University will advise students who are in bad financial standing of its intention to cancel their future enrolment.

20. Refund of student fees

- 20.1** The Registrar and Director: Student and Academic Services, or delegate, is responsible for the administration of student fee refunds.
- 20.2** The following general conditions apply to domestic students, offshore students, and to continuing international students. Refunds relating to the first tuition payment for commencing international students are covered under sub-clause 20.5 below:
- a. Refund of student contribution amounts, tuition fees or student services or amenities fees will be granted on the basis of amendment to enrolment and/or adjustment to the study load before the study period census date.
 - b. If a student has overpaid an invoice, the student will receive a refund for the overpaid amount after the census date. The student may request a refund for the over-payment prior to the census date via email to Student Finance.
 - c. Refunds will not be made for student contributions, tuition fees or student services and amenities fees paid by students who withdrew after the study period census date. Students are liable for the full amount of the tuition fee, student contribution amount, or student services and amenities fee.
 - d. In special circumstances eligible students who withdraw after the census date may apply to have their HELP debts remitted, or up-front student contributions or tuition fees refunded (see clause 23).
 - e. Refunds are not payable for student services and amenities fees paid after the census date.
 - f. A refund of tuition fees and student services and amenities fees automatically applies when:
 - i) the offer of a place has been withdrawn

- ii) the University is unable to provide the program in which the student enrolled
- iii) the student has been precluded from their program, and paid their fees in advance of being notified of their preclusion

20.3 All refunds will be made following the census date for each study period.

20.4 Refunds for offshore students will be made according to the terms of the agreement between the University and the offshore partner. Where possible the refund will be made in the same currency that the payment was made.

20.5 The following general conditions apply to commencing international students:

- a. A full refund of the first tuition payment applies when:
 - i) they are refused a student visa and provide documentary evidence of such refusal.
 - ii) the offer of a place is withdrawn by the university, unless it is withdrawn due to incomplete or incorrect information supplied by or on behalf of the student in which case any refund will be entirely at the university's discretion.
 - iii) in the unlikely event that the university is unable to provide the program or start the program on the agreed starting day.
 - iv) an international student is studying an online program overseas, who withdraws from their courses before census date.
- b. With the exception of the circumstances detailed in a. above, all other refund conditions for commencing international students are detailed in the Terms and Conditions of Payment and Refund of Fees for International Students, provided with the letter of offer.

21. Change of residency status

21.1 International students who are granted permanent residency in Australia are eligible to apply for a Commonwealth supported or a domestic tuition fee-paying place as appropriate and subject to availability. However, they are not eligible for Commonwealth assistance in the form of a HELP loan or a Commonwealth Learning Scholarship. The following administrative rules apply to changed residency status:

- a. The effective date of permanent residency is the date on which residency is granted and not the date of application.
- b. If the international student tuition fee has been paid and there is a difference between this fee and the full up-front tuition fee, then a refund will be processed.
- c. If permanent residency is granted before a study period census date, the student's status will be changed in the student system, and the student will be charged the appropriate student contribution or tuition fee.
- d. If permanent residency is granted after a study period census date, then the student will continue to pay the international fee for the courses in which they have enrolled for that study period.

21.2 Research candidates who obtain permanent residency during their enrolment at UniSA will be dealt with individually by Student and Academic Services because of RTP and scholarship implications.

22. Post-census correction of enrolment

22.1 The post-census correction process ensures that the University has an accurate record of student enrolment at each study period census date.

- 22.2** Students may lodge an application for post-census correction of enrolment errors if they believe the University has made an error and their enrolment was not correct at the relevant census date.
- 22.3** The following will be treated as errors:
- a. enrolment in classes against the wrong program
 - b. an administrative error in processing a payment option, application for change of load and/or mode, application for leave of absence or application to withdraw from a program
 - c. provision of documented academic advice that has had a negative impact on the student's workload and their ability to complete their study
 - d. a credit application that was approved and processed after the student enrolled.
- 22.4** Commonwealth supported and/or assisted students may apply for a correction of enrolment errors within 14 days of the issuance of their *Commonwealth Assistance Notice (CAN)*.
- 22.5** Tuition fee-paying students may apply for a correction of enrolment errors within 14 days of the issuance of their *Enrolment Confirmation Notice (ECN)*.
- 22.6** Applications must be lodged with Campus Central on the appropriate form. The application must meet the criteria outlined in clause 22.3 above.
- 22.7** Student and Academic Services will process the application for post-census correction of enrolment errors.
- 22.8** Students are responsible for checking and managing their enrolment through myEnrolment. Requests for corrections to enrolment that are the result of a student's failure to withdraw from a course before the study period census date will not be accepted except under approved special circumstances as outlined below.

23. Post-census amendment to enrolment and fees in special circumstances

- 23.1** Students who withdraw from a course after the census date or who have not been able to complete the requirements for a course may apply for an amendment to enrolment and fees in special circumstances if they can demonstrate that special circumstances have impacted upon their ability to study. The special circumstances must be supported by documentary evidence.
- 23.2** Special circumstances are defined in the *HESA Administration Guidelines Chapter 3*, and include, but are not limited to, medical, family, personal, employment or course related circumstances that were:
- a. beyond the student's control, and
 - b. did not make their full impact on the student until on or after the census date and
 - c. the circumstances made it impracticable for the student to complete the requirements of the course during the study period in which the student enrolled in the course.
- 23.3** Requests for an amendment to enrolment and fees under special circumstances should be made on the appropriate form to Student Finance within 12 months of the student undertaking or withdrawing from the course/s for which they seek amendment or remission. This requirement may be waived in circumstances where the student can demonstrate that lodgment of the application within the timeline was not possible. However late acceptance of the application does not guarantee that the amendment will be granted.
- 23.4** Student Finance will notify the applicant whether an amendment has been granted within 20 working days of receiving the request.

- 23.5** If the request for post-census amendment to enrolment is granted, the University will:
- remit any HECS-HELP or FEE-HELP debt
 - arrange repayment to the Australian government of any HECS-HELP or FEE-HELP loan amounts received by the University
 - refund of any up-front student contribution or tuition fee payments made.
- 23.6** If the request for post-census amendment to enrolment is granted, the following information must be reported to the Australian government:
- the adjusted FEE-HELP balance on the student account
 - the amount of the HELP debt remission on the student account
 - the amount of any refund of up-front fees paid by the student.
- 23.7** If the request for post census amendment to enrolment and fees in special circumstances is denied, Student Finance will notify the student of the decision, the reason for the decision and the student's right of review (see clause 24 of this policy).

24. Review of decisions made under this policy

- 24.1** Where a student is dissatisfied with a decision made in relation to a refund or post-census amendment to enrolment and fees under special circumstances, they may lodge a request for the Review Officer to review the decision.
- 24.2** Any requests made directly to the Student Ombud will be referred to the Review Officer for consideration.
- 24.3** The Review Officer is the Registrar and Director: Student and Academic Services. If there are circumstances in which the Review Officer is not able to perform this function, the Vice Chancellor will nominate an alternative Review Officer.
- 24.4** The request for review must be lodged within 28 days of the date specified in the letter notifying the student of the decision against which the student is appealing. The request must be accompanied by documentary evidence substantiating the request.
- 24.5** The Review Officer may reconsider any decision regarding refunds or post-census amendment to enrolment and fees under special circumstances if satisfied that there is sufficient reason to do so. This may include those decisions for which a student has concurrently requested a review by an external agency (see clause 24.11).
- 24.6** In considering an appeal, the Review Officer may:
- confirm the original decision
 - vary the original decision, or
 - set the original decision aside and substitute a new decision.
- 24.7** The Review Officer will notify the student in writing of the outcome of the review within 45 days of receiving a request to review a decision made in relation to a refund. The notification will include details of the reasons for the outcome and will inform the student of their right to appeal (clause 24.11).
- 24.8** The Review Officer's decision to confirm, vary, or set aside the decision will take effect on the date specified in the letter notifying the student of the decision.
- 24.9** Student Finance will remove the courses that are the subject of review from the student record.

24.10 Decisions of the Review Officer are final and there are no further avenues of appeal within the University for refunds or post-census amendment to enrolment and fees under special circumstances.

24.11 Domestic students not satisfied with the decision are entitled to appeal to the Administrative Appeals Tribunal. This avenue of appeal is limited to Commonwealth supported or Commonwealth assisted students. International students or domestic tuition fee-paying students who do not access Commonwealth assistance have the right to lodge a complaint about decisions made by the University with a relevant external agency. Contact details for relevant external agencies can be found on the [University's website](#).

APPENDIX 1: Definitions

Commonwealth assisted student

Students who receive a Commonwealth HELP loan, or a Commonwealth Learning Scholarship (CLS). Eligible students include Australian citizens, New Zealand citizens, or permanent visa holders (including humanitarian visa holders and Pacific engagement visa holders).

Commonwealth supported place (CSP)

A higher education place for which the Commonwealth makes a financial contribution under the Act. Domestic undergraduate places at the University are generally Commonwealth supported. Postgraduate coursework places can be offered on a full fee-paying basis or as Commonwealth supported places.

An Australian citizen will not be eligible for a CSP or the HELP schemes where the University reasonably expects that the student will not undertake any courses forming part of their program of study in Australia.

Commonwealth supported student

A student who is eligible for and enrolled in a Commonwealth supported place. Commonwealth supported students do not pay tuition fees, and instead pay a student contribution amount towards the cost of their program, and a student services and amenities fee.

To be eligible for a Commonwealth supported place, a student must be a domestic student as defined in this policy, undertaking part of their program of study in Australia. Australian permanent visa holders and New Zealand citizens must reside in Australia for the duration of their studies.

Domestic students

Australian citizens, New Zealand citizens or holders of an Australian permanent visa, or a Pacific engagement visa.

Holders of an Australian permanent visa, or a Pacific engagement visa, and New Zealand citizens must reside in Australia for the duration of their studies in order to be eligible for enrolment as a Commonwealth supported student. These visas are defined in the regulations made under the *Migration Act 1958*.

Equivalent full-time student load (EFTSL)

The Commonwealth department responsible for higher education programs and funding uses this measure to determine a student's enrolled load. In accordance with Commonwealth requirements, the University sets a unit value for each of its courses. One 'EFTSL' is the amount of student load determined by the University to be equal to full-time load for one student for one year, and is expressed at the University as 36 units.

Exempt student

Exempt students are not required to pay student contribution amounts or tuition fees for specified courses. Courses for which students are exempt are those:

- a. consisting wholly of unsupported work experience in industry (WEI)
- b. that form part of the requirements of a program for which the student has been awarded an exemption scholarship
- c. for which the student has been awarded a Merit Based Equity Scholarship (a form of scholarship issued prior to 2000)
- d. for which a higher degree by research student is in a Research Training Program place
- e. for which a higher degree by research student is receiving a fee-relief scholarship.
- f. for which a student has received a fee scholarship.

Full-time load

The standard annual full-time load is 36 units or 1.0 EFTSL (equivalent full-time student load). A student undertaking at least 75% of a full-time load for the academic year will be full-time for that year. If a student is undertaking at least 75% of a full-time load for either the first half or second half of the year, they will be full-time for that half year.

Full-time student

A full-time student is undertaking at least 75% of a full-time load in an academic program. The normal annual full-time load is 36 units.

Higher Education Loan Program (HELP)

The Higher Education Loans Program enables students who undertake any part of their program of study in Australia, to defer some or all of the costs of their program. Loans available through this program include HECS-HELP, FEE-HELP, OS-HELP and SA-HELP.

Key dates

Each course taught at UniSA has three dates attached to it, as described below. Key dates that fall on a public holiday or weekend will remain in effect and will not be altered to a different date. Online transactions completed on those days (withdrawals and/or payments) will take effect from the actual date on which they were made. All key dates are published by the University on its website.

Census date is the date within each study period by which a student's enrolment must be finalised for a course, and applicable fees and charges are incurred. It is the last day on which a student can withdraw from a course and have it deleted from their academic record.

- a. Domestic students who withdraw on or before the census date do not incur tuition fees or student contribution amounts for that course.
- b. International and offshore students may incur fees for withdrawals as stated in their letter of offer.
- c. Commonwealth supported and/or assisted students must submit the required documentation for such support or assistance on or prior to the census date for any course they undertake.

Withdrawal date (which is after the census date) is the last day on which a student can withdraw from a course and have it recorded as "withdrawn" on their academic record. The full cost of tuition fees or student contribution amounts is charged for all withdrawals made after the census date, including up to and after the withdrawal date. A 'W' notation does not contribute towards the calculation of a student's grade point average (GPA).

Withdrawal-fail date (occurs after the withdrawal date) is the last day on which a student can withdraw from a course and have it recorded as "withdrawn-fail" on their academic record. Withdrawals made after the nominated withdrawal-fail date are recorded as fail grades on the academic record and give no indication that the student withdrew rather than failed their assessment. The full cost of tuition fees or student contribution amounts is charged for all withdrawals made after the census date, including up to and after the withdrawal-fail date.

A 'WF' notation contributes a grade point of 1.5 towards the calculation of a student's grade point average (GPA).

Fees (other than tuition fees and student contributions)

Apart from student contribution amounts for Commonwealth supported students and tuition fees for non-supported students, the University may impose fees for:

- a. the provision of student services and student amenities,
- b. residential accommodation,
- c. food, transport and accommodation for field trips, which the student can purchase from alternative providers,
- d. special admissions test (for judging suitability of a person seeking admission into a specialist course,
- e. non-award courses, or audit-only attendance at courses,
- f. non-essential goods or services,
- g. alternative forms of access to essential goods and services that are provided in other forms free of charge,
- h. items that become the property of the student, that are not consumed during the course of study, and that may be purchased from alternative providers, and

- i. fines or penalties, such as overdue debts or library fees provided the fees are imposed primarily as a disincentive, and are not levied to raise revenue or cover administrative costs.

Research enrolment

Research enrolment refers to student enrolment in a higher degree by research (HDR) program, including Doctorate, Masters by Research and Professional Doctorate programs containing more than 66% research.

Research Training Program (RTP)

The Research Training Program provides Commonwealth-funding for research candidates to cover the cost of their tuition fees for the duration of their program, up to a maximum period of four years' full-time equivalent study for a Doctorate by research and two years' full-time equivalent study for a Masters by research. Research candidates who exceed the funded time may be liable to pay tuition fees to the University.

Student services and amenities fee (SSAF)

The student services and amenities fee is a fee that universities and other approved higher education providers can charge students for student services and amenities of a non-academic nature, such as sporting and recreational activities, employment and career advice, child care, financial advice and food services in accordance with HESA 2003, s 19-38(4).

The maximum fee for a student within a calendar year is determined in accordance with HESA. This fee is indexed each year using the Higher Education Grants Index. To confirm the appropriate charge for the current year, please refer to the student services and amenities fee 'Payment Information' available on the University website.

The student services and amenities fee will be adjusted for part-time students and for students studying externally or online. A student is considered to be enrolled part-time if they have a study load of less than 75% of the normal full-time study load.

The student services and amenities fee is calculated and charged per unit studied and on the basis of mode of study.

The fee is payable by all students enrolled in a UniSA course as specified in this policy, regardless of whether the student intends to use any of the services and amenities provided. The student services and amenities fee is applicable to the students enrolled in the following courses and/or programs:

- Commonwealth supported (including Open Universities Australia)
- Full fee paying domestic undergraduate and postgraduate
- Enabling (Foundation studies)
- Non award
- Audit
- Incoming Cross institutional
- Incoming Exchange
- Incoming Study abroad

Fee paying overseas (international) undergraduate and postgraduate students pay an equivalent fee that is a component of the tuition fee.

Students enrolled in the following UniSA courses and/or programs will not pay the student services and amenities fee:

- Research
- Offshore
- Outgoing Exchange
- Open Universities Australia – Open Access Units only
- Short programs

The fee is payable on or before the invoiced due date. Failure to pay the student services and amenities fee can result in the student being in bad financial standing (see clause 19).

The student services and amenities fee will only be refunded where there has been an administrative error. Refunds granted after the date payable for the SA-HELP loan will result in a debt being recorded with the Australian Taxation Office. The University cannot remit a SA-HELP debt.

Students who meet the eligibility criteria can access Government assistance and defer the fee through SA-HELP.

The Act

The Higher Education Support Act (HESA) 2003, and ministerial guidelines issued under its authority.

The Minister

The Commonwealth Minister with responsibility for Higher Education, charged with making determinations and issuing guidelines under the Act.

Tuition fee

The fee charged for a course or program of study offered by UniSA. Tuition fee includes non-award fees, international student fees, offshore student fees, cross-institutional fees for students who are not Commonwealth supported, fees for domestic research candidates who exceed their funded time, fees for domestic students in fee-paying places, but does not include the student contribution amount or other fees related to incidental costs.

Work experience in industry (WEI)

In accordance with the Act, student load does not include unsupported WEI courses. The following considerations apply in determining whether a course is a work experience in industry course:

- a. Courses that involve industry components, in which the University directs learning and performance, are not work experience in industry courses. Students will pay tuition fees or student contributions for these units. These courses are included in calculating student load for Commonwealth Grant Scheme purposes.
- b. Courses that involve industry components, in which learning and performance are supported, but not directed by the University, are supported work experience in industry courses. Enrolments in these courses will not be included in calculating student load for Commonwealth Grant Scheme purposes. Students will pay tuition fees or student contributions.
- c. Courses that involve industry components where learning and performance are neither supported nor directed by the University, are unsupported work experience in industry courses. Enrolments in these courses will not be included in calculating student load for Commonwealth Grant Scheme purposes. Students in such courses will not be charged tuition fees or student contributions.

APPENDIX 2: OS HELP eligibility requirements

To be eligible for OS-HELP, a student must be determined by the University to be a genuine student in accordance with HESA requirements (see Appendix 4) and:

- a. be an Australian citizen who will undertake part of their program of study in Australia, or
- b. hold a permanent humanitarian visa, an eligible former permanent humanitarian visa, or a Pacific engagement visa, and reside in Australia for the duration of their program, or
- c. be a New Zealand citizen, hold a Special Category Visa and:
 - i) have first entered Australia at least ten years previously as a dependent minor aged less than 18 years old, and
 - ii) have been physically present in Australia for at least eight out of the past ten years and 18 months out of the last two years, at the time of applying for the loan, and
 - iii) be otherwise eligible for the loan
- d. not have received OS-HELP in relation to more than one other period of six months
- e. be enrolled in a UniSA program
- f. have successfully completed at least 1.0 EFTSL of their award in Australia as a Commonwealth supported student
- g. be enrolled in full-time study overseas and be outside of Australia while undertaking the study
- h. have the overseas study count as credit towards the award that they are enrolled in with the home provider
- i. still have at least 0.125 EFTSL of study yet to complete their award when they return from overseas
- j. provide their Tax File Number (TFN)
- k. have completed and signed a request for Commonwealth assistance in relation to their award and have completed, signed and lodged an OS-HELP debt confirmation form
- l. be selected by their home provider to receive an OS-HELP loan
- m. not been granted an OS-HELP loan from another provider for the same or overlapping period.

(Higher Education Support Act 2003 - s118-1, 118-5 and 118-10)

APPENDIX 3: Incidental student fees and charges guidelines

1. The *Higher Education Provider Guidelines* specify that higher education providers may charge 'incidental' fees other than tuition fees or student contributions, provided that it is:
 - a. a charge for a good or service that is not essential to the program of study (such as a private copy of a reader).
 - b. a charge for an alternative form, or alternative forms, of access to a good or service that is an essential component of a program of study but is otherwise made readily available at no additional fee by the University, for example, an anthology of required readings, (provided that the readings are also made readily available free of charge usually through UniSA Library).
 - c. a charge for an essential good or service that the student has the choice of acquiring from a supplier other than UniSA, and is for:
 - i) equipment or items that become the physical property of the student and are not consumed during the program of study, or the fee is for
 - ii) food, transport and accommodation costs associated with the provision of field trips that form part of the program of study.
 - d. a fine or penalty imposed primarily as a disincentive and not in order to raise revenue or cover administrative costs.
2. Examples of how these guidelines may be applied to UniSA programs include:
 - a. **Course materials and resources**
 - i) **Basic course materials**, such as course outlines, which include lecture outlines, statements of learning objectives, reading lists, tutorial/seminar topics, assignment requirements, and guidelines on style, the format of essays and reports produced for an Academic Unit, should all be provided to students free of charge. Off-campus students should be provided with basic course information, a package of course information, a study guide, readers and auxiliary material that are packaged and posted free of charge to the student.
 - ii) **Lecture notes and readings** that are essential for a particular course must be made available to students free of charge. This may be achieved by placing copies in the library. The number of copies available should be equal to 10% of the number of students in the course with a maximum of 20 copies. Provided copies are made available to students in this way, the Executive Dean, or delegate, may determine a fee for the provision of personal copies of these lecture notes or readings (excluding external course materials) to individual students. If a fee is charged for these materials it should not exceed the total production cost.
 - iii) **Online resources** that are essential materials for any course must be accessible free of charge, noting that the student may be expected to pay fees for off-campus online access.
 - iv) **Clinic/laboratory/workshop manuals and workbooks** that are necessary to complete the requirements of the course must be provided to the student free of charge.
 - v) **Items that are consumed during the course of study** must, in general, be made available free of charge, unless the student will use the consumables to produce items that will become their personal property. In these circumstances, the University may charge a fee for the consumables provided or the student has a choice of acquiring them from a supplier other than the University.
 - b. **Services and amenities**
 - i) Fees may be charged in return for services and amenities offered by the University, provided they are not of an academic nature.
 - ii) Fees may be charged for any non-essential goods or services.
 - iii) Fees may be charged for the provision of residential accommodation.
 - iv) Fees may be charged for membership of, or services and amenities provided by, any student organisation.

- v) Fees may be charged for special admissions tests.

3. Field trips, work experience and clinical placements

- a. Costs for food, transport and accommodation within the Adelaide metropolitan area (or within the city of Whyalla for Whyalla campus students or Mt Gambier for Mt Gambier campus students) associated with a field trip may be recouped by the University from the student, provided that a student has a choice either to pay the fees, or instead to provide their own food, transport and accommodation while attending the field trip.
- b. For field trips outside the metropolitan area (or the city of Whyalla for Whyalla campus students, or Mt Gambier for Mt Gambier campus students), the University may decide to meet the cost of food, transport and accommodation. If the University does not meet such costs, it may offer alternative teaching and learning and/or assessment arrangements.
- c. Tuition and materials related to field trips must not attract additional charges.
- d. Costs of items required by external agencies for participation in field trips, work experience or clinical placement (such as student registration, first aid certification, police clearance certificates, or uniforms) will be met by students, regardless of whether or not these are essential to meet course requirements. The University may also collect fees on behalf of relevant external agencies.

4. Equipment

- a. Students may be required to purchase personal professional equipment, or other non-consumable items that become the physical property of the student. Students must be free to purchase these items from sources other than the University.
- b. **Training equipment** must be provided free of charge by the University, and it will manage the use of training equipment in order to ensure equitable student access.
- c. **Occupational health and safety equipment and attire** that would normally be considered a fixture in a clinic/ laboratory/ workshop, or could not, under normal circumstances, be considered personal professional equipment or attire, must be provided by the University (and will remain the property of UniSA). Students will normally be required to purchase OH&S equipment and attire that working professionals in the field would normally be expected to own. Students must be free to purchase from sources other than the University.
- d. **Uniforms**, other than OH&S attire, will not be required by the University. In cases where uniforms are required by external agencies engaging students for field or clinical work as a condition of participation in that work, students will be responsible for the cost of the uniform.

5. Fines and penalties

- a. Fines may be charged as a disincentive, for example for late enrolment. Fines must not be levied in order to cover administrative costs, or to raise revenue. Where a fine is charged, it should be done on a consistent, university-wide basis.

APPENDIX 4: DETERMINING WHETHER STUDENTS ARE GENUINE STUDENTS

Extract from Higher Education Provider Guidelines, Chapter 9

9.1 Purpose

9.1.1 The purpose of this chapter is to specify matters to be taken into account in determining whether students undertaking units of study provided by higher education providers approved under section 16-25 of the [HESA] Act are genuine students.

9.2 Genuine student

9.2.1 For the purposes of subsection 104-1(1A) of the Act, in determining whether a student is a genuine student in relation to a unit of study being undertaken as part of a course of study, regard may be had to the following matters:

- (a) whether the student is reasonably engaged in the course;
- (b) whether the student has been provided with information about the requirements for the course, and the cost and duration of the course;
- (c) whether the student has satisfied course requirements for the course or participated in assessment activities for the course;
- (d) if the course is an online course—the number of occasions on which the student has logged in to the course is not insignificant;
- (e) whether the student has provided up-to-date contact details that enable the *Department* to contact the student to verify the student's enrolment in the course;
- (f) if the student is enrolled in another course—the number of the enrolments and associated course loads would not make successful completion of a course by the student impossible or highly improbable.

AMENDMENTS:

- Academic Board Resolution 2004/8/151
- Director: Student and Academic Services – June 2005
- Director: Student and Academic Services – March 2006
- Director: Student and Academic Services – July 2006
- Director: Student and Academic Services – November 2008
- Director: Student and Academic Services – December 2009
- Director: Student and Academic Services – March 2010
- Director: Student and Academic Services – January 2011
- Director: Student and Academic Services – July 2012
- Director: Student and Academic Services – September 2012
- Director: Student and Academic Services – February 2013
- Director: Student and Academic Services – August 2013
- Director: Student and Academic Services – 18 October 2013
- Director: Student and Academic Services – 22 April 2015
- Director: Student and Academic Services – 3 December 2015
- Director: Student and Academic Services – 1 January 2017
- Director: Student and Academic Services – July 2017
- Director: Student and Academic Services – December 2017
- Director: Student and Academic Services – June 2018
- Director: Student and Academic Services – July 2018
- Director: Student and Academic Services – November 2018
- Academic Board – June 2019
- Director: Student and Academic Services – November 2019
- Vice-Chancellor – December 2019
- Director: Student and Academic Services – December 2020
- Director: Student and Academic Services – April 2021
- Director: Student and Academic Services – October 2021
- Registrar and Director: Student and Academic Services – July 2022
- Registrar and Director: Student and Academic Services – August 2022
- Registrar and Director: Student and Academic Services – December 2022
- Registrar and Director: Student and Academic Services – January 2023
- Academic Board – March 2023
- Registrar and Director: Student and Academic Services – February 2024