Student Fees Procedure - Fees Payable

Section 1 - Key Information

Policy Type and Approval Body	Administrative – Vice-Chancellor
Accountable Executive – Policy	Deputy Vice-Chancellor (Academic)
Responsible Manager – Policy	Director, Academic Services
Review Date	8 July 2028

Section 2 - Purpose

(1) This Procedure documents the processes for the management of fees payable in accordance with Commonwealth legislation, including the Higher Education Support Act 2003, the Education Services for Overseas Students Act 2000 and the National Code 2018.

Section 3 - Scope

(2) This Procedure applies to:

a. all University award courses, including subjects from award courses studied as Single, Study Abroad, or cross-institutional subjects where fees are charged and collected by the University;
b. enabling courses and microcredentials;
c. tuition fees, sundry service charges (such as fees for examinations and transcripts), and Student Services and Amenities Fees (SSAF);
d. all current, former and prospective students including those enrolled in La Trobe award courses through a third party provider, unless specifically exempted (see below).

(3) This Policy and associated Procedures do not apply to:

a. short courses that are not microcredentials (see Short Courses Policy);
b. students enrolled in subjects or courses delivered in partnership with other education providers where fees are collected by the partner. The fee policies of the partner institution apply to that enrolment.
c. the setting and administration of Children's Centre, Library and student residence fees.

Section 4 - Key Decisions

Key Decisions	Role
Approve endorsed annual course fees for domestic and international students	University Council

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Key Decisions	Role
Approval of scholarships covering tuition fees in exceptional circumstances	Director, Academic Services
Variation of due date for fee payment in exceptional circumstances	Director, Academic Services

Section 5 - Policy Statement

(4) This Procedure forms part of the Student Fee Policy which governs its application.

Section 6 - Procedures

Part A - Establishment of Tuition Fees and Student Contribution Amounts

(5) The Office of the Director, Market Strategy and Insights is responsible for the annual review of tuition fees, including Single Subject fees, for domestic and international students and providing recommendations to the Senior Executive Group (SEG). Fees endorsed by SEG are submitted to University Council on an annual basis for approval, following validation by the Finance and Resources Committee.

(6) The Course Portfolio and Scholarships Committee may approve a variation to tuition fee amounts for specific cohorts of students covered by agreements with third-party teaching providers.

(7) For higher education places where the Commonwealth Government subsidises the tuition cost (Commonwealth Supported Places), the University charges the maximum amount allowable according to the Student Contribution Band Amounts (SCA) bands applicable to a discipline or area of study (current SCAs are published at https://www.studyassist.gov.au). Once established, SCAs are levied at rates prescribed for the calendar year.

(8) The tuition fee for any subject must not be less than the maximum SCA set by the University for that subject for Commonwealth-Supported students.

Tuition Fees for International Students

(9) The tuition fee for any course for an international student must not be less than the 'minimum indicative fees for overseas students' set by the Australian Government. Commencing international student fees are outlined on the University website.

(10) Tuition fees for international students are reviewed annually and may increase during the period of an international student's admission in a course. Such increases can be expected to conform with the estimated total course fee provided to the student prior to their acceptance of the offer of enrolment.

Study Abroad Students

(11) Fees for incoming Study Abroad students may be paid in one of two ways:

a. directly to La Trobe by the student;
b. by a home institution or third-party provider where an agreement is in place.

(12) The University invoices home institutions or partners following the Census Date.

Fees for Single Subjects

(13) Fees for Single Subjects are subject to the provisions of the Higher Education Support Act 2003 and may not be less than the tuition fee charged for a student enrolled in those subjects within a course of the University.

Fee Information

Publication of Fee Schedules

(14) The University publishes its schedule of SCAs and tuition fees before the earliest enrolment date for the subject. The SCAs can only be varied prior to the published Census Date where:

a. an administrative error has been made, such as a failure to update information at the time of publication;
b. there is no disadvantage to enrolled or prospective students.

Letters of Offer

(15) Students are advised of the fees and charges for which they are liable and the fact that these may change during their course of study in their letters of offer (see Admissions Procedure).

Part B - Eligibility for Commonwealth Supported Places

(16) The following individuals enrolled in courses deemed by the University to be Commonwealth supported are eligible to study as domestic students in Commonwealth Supported Places:

a. Australian citizens;
b. holders of Humanitarian Visas;
c. New Zealand citizens ;
d. holders of Australian Permanent Resident Visas;
e. Pacific Engagement Visa (PEV) holders.

(17) International students, domestic students admitted to full fee paying courses, and students enrolled in non-award courses are not generally eligible for Commonwealth Supported Places (CSP). The University may offer a limited number of CSPs to applicants for postgraduate courses who meet all the required eligibility criteria until any relevant allocation has been fully disbursed. CSP cannot be applied retrospectively.

Part C - Student Services and Amenities Fees

(18) The University charges a mandatory Student Services and Amenities Fee (SSAF) for the establishment and provision of amenities, facilities and support services of a non-academic and non-political nature in accordance with governing legislation.

(19) All students enrolled in a SSAF-liable course are liable for the SSAF. External students and candidates (see Definitions) are not liable for SSAF.

(20) The rate of a student's SSAF liability is calculated on the number of credit points and the type of subjects in which they are enrolled (see SSAF webpage).

(21) The University provides timely advice to each student of their SSAF liability and the applicable due date on the Statement of Account issued to each student after subject enrolment, or on admission to the course for Higher Degree by Research students. It is the student's responsibility to check this information and notify the University of any errors prior to the due date for payment (Census Date).

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(22) The SSAF for domestic students enrolled through a third-party provider is charged by the third-party provider.

(23) SSAF is an inclusive component of tuition fees paid by international students and is not charged as a separate fee.

(24) The current SSAF charges, payment or deferral dates, payment methods, conditions and exemptions are updated annually and are detailed on the La Trobe University website and at Student Services and Amenities Fee - Department of Education, Australian Government. The maximum SSAF charged by the University will be the maximum prescribed in the Higher Education Support Act 2003.

Part D - Sundry Service Charges

(25) Sundry service charges (all charges excluding tuition fees, SCAs and SSAF) are payable by students on a user-pays basis. The imposition of sundry service charges, otherwise known by the Commonwealth Government as Incidental Fees, is regulated by the Department of Education (see 17. Incidental fees - Department of Education, Australian Government).

Administrative Charges

(26) The University sets administrative charges including but not limited to the provision of academic records, transcripts or testamurs, graduation ceremonies, and revival of enrolment for cancellation due to overdue fee payment. These administrative charges are reviewed annually.

Academic Charges

(27) A statement of additional costs associated with courses, including but not limited to uniforms, equipment, field trips, costs of work-based learning activities (such as Police and Working with Children Checks), are submitted with new and revised course proposals, included in published course information, and reviewed annually.

(28) The Associate Dean (Learning and Teaching) and/or Deputy Dean in each school is responsible for the annual review of course-and-subject-related incidental fees to ensure they are applied in accordance with legislative requirements.

Part E - Enrolment and Fee Liability

(29) Domestic coursework students incur tuition and SSAF liability for all subjects or courses in which they are enrolled as at 11:59pm AEDT on the Census Date for the relevant teaching period. Coursework students are responsible for ensuring that their enrolment is finalised by the approved Census Date for the period.

(30) For Higher Degree by Research students, SSAF instalments are incurred where there is greater than 0.00 EFTSL study load in a specified Research Teaching Period.

Exceeding Award Requirements

(31) Commonwealth supported students will be charged full tuition fees for subjects not contributing to the requirements of the course in which they are enrolled, or subjects in excess of the EFTSL allocation applied to the course of admission.

(32) Students wishing to register in such additional subjects will need to enrol on a non-award (full fee paying) basis.

(33) The University monitors students deemed to be enrolled in subjects and credit points in excess of those required to complete their course and will charge fees accordingly (see Enrolment Policy).

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Part F - Assistance With Fees

Government Assistance for Domestic Fee-Paying Students

(34) Domestic fee-paying students enrolled in award courses at La Trobe University may be eligible for the following Commonwealth assistance (see StudyAssist):

a. HECS-HELP – the University allows SCAs for those in a Commonwealth Supported Place to be deferred under HECS-HELP or paid upfront by the due date, depending on eligibility;
b. FEE-HELP - students have the option of deferring part or all of the tuition fee for the duration of their study in the course specified on the original form. A FEE-HELP form must be lodged prior to the approved Census Date for the term for which the loan is being sought.
c. SA-HELP (for deferment of SSAF liability) - applications must be lodged prior to the specified due date for which the loan is being sought;
d. OS-HELP Loans – the University allocates OS-HELP Loans in accordance with the Higher Education Support Act 2003. OS-HELP Loans support students undertaking eligible overseas Exchange and Short-Term Programs with expenses such as airfares, accommodation and settling expenses. The University will grant OS-Loans to students who meet all the required eligibility criteria until the University's annual allocation has been fully disbursed (see OS-Help Policy).
e. STARTUP-HELP: a loan available from the Federal Government for participating in a Startup Year course.

(35) Fee-HELP assistance for Single Subjects is currently only available for Single Subject enrolments through Open Universities Australia.

(36) Under Commonwealth government legislation, permanent residents are not eligible to obtain HECS-HELP, FEE-HELP, OS-HELP or SA-HELP loans.

Graduate Research Candidates

(37) Graduate research candidates may be eligible for FEE-HELP and SA-HELP.

(38) Other fees assistance available to graduate research candidates is outlined in the Graduate Research and RTP Scholarships Policy.

Other Assistance

(39) In exceptional circumstances, such as a University administrative, system or technical error, the Director, Academic Services may approve a scholarship which covers a student's liability for part or all of a tuition fee.

Part G - Payment of Fees

(40) Students receive a Statement of Account via their student email and Student Online for each teaching period in which they are enrolled. All student fees are required to be paid by 11.59pm AEDT on the approved Census Date for the relevant teaching period or nominated due date for the relevant teaching (or research) period.

(41) As a condition of their visa and Commonwealth government requirements, international students are required to pay compulsory fees by the due date. The University also requires commencing international students to pay a deposit in order to confirm their acceptance of the offer of a place.

(42) A student must contact and inform the University promptly if their capacity to pay their fees changes.

(43) The University does not normally grant an extension time for payment of compulsory fees. In exceptional

circumstances the Director, Academic Services may vary a due date for fees payable by a student.

(44) Students remain responsible for their fees in cases where the University enters an arrangement with a third party for payment of the student's fees. If the third party does not make full payment, the student is responsible for payment of any outstanding fees.

Students in a Commonwealth Supported Place (CSP)

Initial Enrolment

(45) Students enrolling in a Commonwealth-supported course are responsible for:

a. checking their HELP Balance and Student Learning Entitlements (SLE);
b. providing permission for the submission of relevant information to the Commonwealth Government;
c. ensuring they submit a fully completed Electronic Commonwealth Assistance Form (eCAF) prior to the first Census Date for their first subject(s) enrolment.

(46) Students who have not met Commonwealth support requirements, including finalising the provision of a CAF by 11.59pm AEDT on their first Census Date, will have their enrolment cancelled.

General

(47) A CSP student who has not met their obligations under the Higher Education Support Act 2003 by paying the Student Contribution Amount, or (if eligible) deferring the student contribution amount under HECS-HELP, by 11.59pm AEDT on the approved Census Date for the relevant teaching period cannot continue as a student for that teaching period unless they pay the domestic fee-paying tuition rates.

(48) Students must include their valid Tax File Number (TFN) on the eCAF, or a Post Office receipt stating that they have applied for a TFN, if they are planning to defer their student contribution liability. The actual TFN must be submitted by 11.59pm AEDT on the approved Census Date for the relevant teaching period.

(49) Within 28 days of the approved Census Date, Commonwealth supported students, including those who have opted for HECS-HELP and FEE-HELP, are issued a Commonwealth Assistance Notice (CAN) confirming their enrolment and status.

Part H - Consequences of Non-Payment of Compulsory Fees

(50) An unpaid overdue fee or charge is a debt to the University and will result in the withholding of services and privileges specified in the Fees Statute 2009. The University reserves the right to apply one or more of the following sanctions to students with debts:

a. the restriction or removal of access to University resources, facilities and services;
b. restriction of subject enrolment;
c. withholding finalisation of graduation;
d. charging of a revival of admission fee;
e. cancellation of a student's active course admission.

Domestic Students

(51) A student who does not pay their SSAF by the due date will have a sanction applied to their enrolment. The sanction will prevent enrolment in any further subjects and restrict other measures such as issuance of documents.

(52) Domestic students who have not paid or deferred their tuition fees by the advised due date will receive a

reminder with advice about the consequences of non-payment of fees by the Census Date.

(53) Where a student has not paid their outstanding fees in full by the Census Date their enrolment will be cancelled. In these circumstances a student may re-instate their enrolment within three (3) business days with the payment of a revival fee and all outstanding fees.

(54) Students who do not make the required outstanding payments during the three-day period must re-apply for admission to their course at the next intake.

International Students

(55) International students who have not completed payment of their tuition fees by the advised due date will receive a Notice of Intent to Cancel their enrolment and advice concerning their options after the Census Date (see Reviews section below).

(56) International students who discontinue or withdraw from their studies with a debt owing to the University will be reported to the relevant government department for non-payment of fees and be referred to a debt collection agency.

Part I - Reviews

(57) Students may seek a review of decisions made under this Procedure where they are of the view that this Procedure has not been correctly applied.

Cancellation of Enrolment

Domestic Students

(58) See relevant provisions in Part I. No review of a cancellation of enrolment is possible where students fail to meet requirements during the three (3) day revival period as advised.

International Students

(59) International students who have not paid outstanding fees and wish to seek a review of a Notice of Intent to Cancel enrolment must apply for a review with appropriate documentation within 20 business days of receiving the notification.

(60) Where an international student does not seek a review within the prescribed 20 business days, their status is reported to the Commonwealth and their CoE is cancelled. This may lead to the cancellation of their student visa.

Any Other Decision – All Students

(61) A request to review any other decision made under this Procedure must be lodged in writing, by way of reply to the original notification or statement, addressed to the Director, Academic Services. Review requests must be lodged within ten business days of the relevant process or decision.

(62) The Director, Academic Services will arrange for a review of the decision by a senior staff member who was not involved in the original decision.

(63) A written outcome will be provided within 10 business days of the date the request was received by the University.

(64) A request to review the decision may be dismissed where the applicant cannot substantiate their request in line with the allowable grounds.

Further Review

(65) Where a student is not satisfied with the outcome of any review they may apply to the University Ombudsman for a further review of the matter, in accordance with the University's Statutes and Regulations.

(66) If a student is not satisfied with the outcome of the review of the University Ombudsman, they may lodge a complaint with the National Student Ombudsman. This action, and the availability of other complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

Section 7 - Definitions

(67) For the purpose of this Policy and Procedure:

a. Census Date: the day on which a student becomes liable for fees for a subject, corresponding to the date no earlier than 20 per cent and no later than one third through the period during which the subject is undertaken, which is the time between the unit commencement and completion dates;
b. charge: all fees for facilities, goods or services, excluding tuition fees and SSAF;
c. commencing student: a student intending to enrol at La Trobe University as indicated in the Letter of Offer and written agreement with the University;
d. Commonwealth supported place: a higher education place where domestic students course fees are partially subsidised by the Australian Government and students are only required to pay a 'student contribution amount' rather than tuition fees;
e. course: a program of study leading to the award of a degree, diploma, or other award;
f. EFTSL: Equivalent Full-Time Study Load;
g. enrolment: the process by which a person becomes a student of a subject from or subjects within a course at La Trobe University;
h. exchange: semester-long or year-long study as part of an exchange agreement at approved institutions;
i. external student/candidate: a student who is enrolled in all or part of their course through external study arrangements and who, as a result, may have limited access to on-campus facilities and resources. This does not include students enrolled in online subjects where their overall enrolment is not as an external student/candidate.
j. FEE-HELP: the Commonwealth government scheme that provides eligible fee-paying students with a loan to pay their student fees;
k. HECS-HELP: the Commonwealth government scheme that provides students who have a Commonwealth Supported Place (CSP) with a loan to pay the student contribution amount of their tuition fees;
l. international student: a student who is not a domestic student at the time of the relevant study and who holds a visa with rights to study in Australia;
m. SA-HELP: the Commonwealth government scheme that provides eligible students with a loan to cover the SSAF;
n. Student Services and Amenities Fee (SSAF): a mandatory contribution fee payable to a higher education provider for the establishment and provision of amenities, facilities, and support services of a non-academic and non-political nature;
o. Statement of Account: an invoice sent by the University to students advising them of the amount they owe to the University and details of how and when to pay;
p. Student Contribution Amount (SCA): based on the band of units a student is enrolled in, the remaining cost of a course after the government subsidy for Commonwealth supported places (CSPs) is applied;
q. Study Abroad: a program in which students (incoming or outgoing) enrol in one or more subjects with a higher education institution or third party provider overseas, normally for one semester and for credit towards their course at their home institution. Tuition fees are payable at the host institution, unless the enrolment occurs

under an exchange agreement in which case students are only liable for fees payable at their home institution.

r. tuition fee: course or subject fees payable by students who are not enrolled in a Commonwealth Supported Place, including for Single Subjects.

Section 8 - Authority and Associated Information

(68) This Procedure is made under the La Trobe University Act 2009.

(69) Associated information includes:

a. Higher Education Support Act 2003;
b. Education Services for Overseas Students Act 2000;
c. Higher Education Legislation Amendment (Student Services and Amenities) Act 2011 (Cth).

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Status and Details

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Effective Date	8th July 2025
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Responsible Manager - Policy	Lisa Constantine Director, Academic Services
Enquiries Contact	Student Administration

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