Student Fee Management Policy

1. Purpose and Scope

The purpose of this policy is to outline Gestalt Therapy Brisbane's (GTB) framework for the institutional approach towards student fee management.

This policy applies to all stakeholders at all levels of student fee management with emphasis on the Administration Manager and students.

2. Principles and Key Requirements

GTB is an approved higher education provider offering postgraduate courses in Gestalt Therapy. The institution is required to be financially sustainable and as such charges for course fees, non-course student support, selected aspects of administration, and ancillary services. These fees and charges can be paid for under a fee for service model or via FEE-HELP and SA-HELP loans.

GTB is committed to ethical, transparent and effective management of all fees and charges. As such this policy lays out the framework for achieving this through reference to fee setting, payment methods and timelines, fee protection, and fee refunds. These areas correlate to the Student Fee Management Procedure, which provides detail on administrative processes.

Business fees such as room hireage, workshop fees, and professional development activities are excluded from this document and are discussed within the Use of Business Premises Policy.

2.1. Setting and classifying student fees

There are four fee classifications at GTB:

- Course fees - relating directly to course costs, including required texts.

GTB sets course fee levels through benchmarking, financial analysis, forecasting, and scenario modelling. Collaboratively these enable the establishment of a fee price-point that is applied to

Document Name: Student Fee Management Policy

Business Unit: Operational

Effective Date:

Review Date:

Document ID: CP02-PP02-SP07

Page 1 of 6

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subjects, with the emergent value varying across the course depending on subject-specific EFTSL loading and the distinct amount of resourcing that may be required to deliver content within each subject.

- Student Services and Amenities fee - for student educational support services.

GTB also provides services that are not directly course-related but serve to support students through their educational journey. These are funded through a dedicated amenities fee.

- Administrative fees - for the administration of specific processes.

GTB undertakes a range of administrative processes in response to work demands, with several of these attracting charges due to their extensive and specialised clerical requirements.

- Direct student costs – associated with study weekends, residential and graduation.

GTB delivers a selection of education-associated events that are funded by the student as a direct cost. These are travel and accommodation associated with on-site study weekends, travel to the residential, graduation gown hire, and partner costs for graduation attendance.

Fee payment plans may be negotiated with GTB, with the Administration Manager contacted prior to the required payment date to discuss this.

2.2. Up-Front fee payments

GTB offers fee for service education, where students pay full-fee and thus do not incur government-supported debt.

2.3. FEE-HELP fee payments

GTB is an approved higher education provider providing fee paying places for students. Accordingly, GTB offers FEE-HELP loans, where students borrow to pay course tuition fees.

2.4. SA-HELP fee payments

The student services and amenities fee (SSAF) is used for activities separate to direct course engagement. This fee can be funded through the SA-HELP loan scheme. GTB students' progress through courses part-time and are charged no more than 75% of the annually indexed SSAF.

2.5. Census dates and fee payments

The census date is the legal deadline for making payments to GTB for each subject undertaken. This date is established as ≥20% of the total time between the subject commencement and its completion, and this is clearly communicated to students prior to their entry into each subject. All students are legally obliged to pay fees if they do not withdraw from study prior to this census date – notwithstanding special considerations.

2.6. Tuition Protection Service (TPS)

The Tuition Protection Service (TPS) provides tuition protection assurance through collection of a levy applied to Australian non-university higher education providers (NUHEP's). This levy contributes to the Tuition Protection Fund which is utilised when a provider fails to deliver services and students require refund of payments or transferral to an alternative provider.

2.7. Withdrawing from study and fee refunds

Fee refunds are available, depending on census date and circumstances. Enrolment and administrative fees, if applicable, are charged for both and pre- and post-census withdrawal and are calculated in relation to administration guidelines and the particulars of each case.

2.8. Grievances related to fee matters

Students are fully entitled to appeal any decision related to fee management, and this can be actioned through the Student Grievance Policy.

3. Roles, Responsibilities and Accountabilities

Due to the specialised nature of managing student fees this role sits with the Administration Manager, who is responsible for administering all aspects of student fees at GTB.

Students are responsible for several formalities related to fee payments such as disclosing a tax file number (TFN), registering a Unique Student Identifier (USI) and submitting the electronic Commonwealth Assistance Form (eCAF).

4. Monitoring, Review and Assurance

This policy meets the requirements of section 1.1.2, 6.2.1, 7.2.2. and 7.2.4. of the Higher Education Standards Framework (Threshold Standards) 2021. Ongoing monitoring and review are required to maintain compliance.

5. Recording and Reporting

Fee data is recorded in various administrative areas, which are managed by the Administration Manager. This is required to be regularly reported to relevant government departments. Refer to the Student Fee Management Procedure for greater detail.

6. Related Documents

- Business Administration Policy.
- Business Plan.
- Information Systems Operations and Security Policy.
- Operations Plan.
- Orientation Policy.
- Student Course Progression Policy.
- Student Experience Policy.
- Student Grievance Policy.
- Student Records Management Policy.
- Student Welfare Policy.

Document Name: Student Fee Management Policy   Business Unit: Operational
Effective Date: Review Date:
Document ID: CP02-PP02-SP07   Page 4 of 6
THIS DOCUMENT IS UNCONTROLLED WHEN PRINTED

7. Policy Review

The Corporate Governance Body shall review this policy every three (3) years, or earlier if required.

8. Appendix

- Australian Government (2022a). FEE-HELP information. https://www.studyassist.gov.au/sites/default/files/help_publications_2022_fee-help_booklet_081221.pdf?v=1647561336
- Australian Government (2022b). SA-HELP information. https://www.studyassist.gov.au/sites/default/files/help_publications_2022_sa-help_booklet_02_0.pdf?v=1647561370
- Department of Education (2022a). FEE-HELP. https://www.dese.gov.au/higher-education-publications/higher-education-administrative-information-providers-october-2021/31-fee-help
- Department of Education (2022b). Higher Education Providers Tuition Protection Service. https://www.dese.gov.au/tps/higher-education-providers-tuition-protection-service
- Department of Education (2022c). Student Services and Amenities Fee. https://www.dese.gov.au/higher-education-loan-program/approved-hep-information/student-services-and-amenities-fee

9. Version Control

DOCUMENT INFORMATION		
Document Attributes	Student Fee Management Policy	
ID	CP02-PP02-SP07	
Owner	Administration Manager	
Contributor	Director	
REVISION HISTORY		
Version	**Issue Date**	**Changes**
≤ 2.6	Policy Handbook 2020	Future policies to be extracted, revised and stored singly for simplified continuous improvement and version control.
3.0	18th July 2022	Major revision. Rebuild policy in new template.

		Extract relevant content from Policy No's. 9A, 9B, 10, and 21 in 2020 Handbook. Refine content. Develop a separate Procedure to accompany this policy.

DOCUMENT APPROVALS		
Role	**Name**	**Date**
Governance	Corporate Governance Body	10/10/2022

Document Name: Student Fee Management Policy   Business Unit: Operational
Effective Date: Review Date:
Document ID: CP02-PP02-SP07   Page 6 of 6
THIS DOCUMENT IS UNCONTROLLED WHEN PRINTED