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**Government of Western Australia**  
**Department of Training**  
**and Workforce Development**

**TAFE INTERNATIONAL WESTERN AUSTRALIA FEE PAYMENT AND  
REFUND POLICY**

EFFECTIVE: 28 AUGUST 2024

VERSION: 4.0

*All policy and procedural statements contained within this document are lawful orders for the purposes of section 80(a) of the Public Sector Management Act 1994 (WA) and are therefore to be observed by all Department of Training and Workforce Development employees.*

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## 1. POLICY STATEMENT

This policy governs the collection and refund of tuition fees for courses delivered to international students enrolled with TAFE International Western Australia (TIWA). Fees and charges for onshore international students enrolled at a Western Australian (WA) Government School, or at a TAFE college in Western Australia are collected and, if applicable, refunded in accordance with the:

- *Education Services for Overseas Students Act 2000*;
- *School Education Act 1999*;
- *Schools Education Regulations 2000*;
- *Standards for Registered Training Organisations (RTOs) 2015* (or their successor);
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*;
- *Vocational Education and Training Act 1996*; and
- *Vocational Education and Training (Colleges) Regulations 1996*.

## 2. SCOPE

This policy applies to all international students applying for admission to study, and enrolled, in any course offered by TIWA. This policy covers the collection and potential refund of tuition fees for international students accepted to enrol with TIWA.

The setting of international student tuition fees and collection and refund of resource and material fees payable to TAFE colleges sit outside of this policy's scope.

## 3. PRINCIPLES

TAFE International Western Australia (TIWA) will:

- collect prepaid tuition fees in accordance with Section 27 of the *Education Services for Overseas Students Act 2000*;
- provide clear and concise details to students about all fees and charges that apply to their chosen course of study as well as other fees that relate to additional or subsequent services; and
- pay a refund of fees in circumstances where students are unable to proceed with their enrolment as a result of situations outside their control.
- ensure international students confirm their understanding of this policy when they accept an offer of enrolment with TIWA by signing and returning their Letter of Offer.

## 4. BACKGROUND

Fees associated with international students enrolled at a Western Australian Government School or TAFE college include but are not limited to:

### 4.1 Tuition fees

Tuition fees cover the costs of the delivery of education, training and assessment to onshore international students. TIWA collects and disburses tuition fees to WA TAFE colleges and WA Government Schools under arrangements outlined in a Memorandum of Understanding (MOU) with each TAFE college and the Department of Education (DoE).

International student tuition fees are set on a commercial basis and paid as a whole of course fee. The Letter of Offer provided by TIWA to accepted students

discloses indicative tuition fees (and non-tuition fees) payable by each accepted international student.

#### **4.2 Resource and materials fees – TAFE students**

Resource fees cover the costs of consumable materials used by a student in the course of their study, such as art materials, internet use etc. Resource fees should reflect full cost recovery and are set by WA TAFE colleges.

Materials fees cover the costs of any items that will remain the property of the student after the course, such as personal protective equipment, personal tools, textbooks etc. These fees are set by WA TAFE colleges.

Resource fees and material fees apply to VET courses only and are determined and collected by each TAFE college.

#### **4.3 Overseas Student Health Cover (OSHC)**

All student visa holding international students are required to have adequate OSHC while they are in Australia. A student visa holder's OSHC must commence from the date the student arrives in Australia on their student visa and must be in effect until the student leaves Australia (or moves to a non-student visa subclass). A student's OSHC must therefore cover the full length of the course, and must be paid prior to confirming their enrolment.

It is the student's responsibility to maintain valid OSHC while in Australia. International students have the option to purchase OSHC directly from a registered health provider, approved by the Australian Government, or to nominate TIWA to arrange OSHC on the student's behalf through TIWA's preferred OSHC provider.

#### **4.4 Fees for specialist provision or support – TAFE students**

Additional fees will be charged to international students to meet the cost of access to specialist provision and/or support for students with additional learning needs (e.g. a disability). These fees are in addition to fees outlined in sections 4.1, 4.2 and 4.3 and are to be paid to TIWA.

#### **4.5 Fees for specialist provision or support – School students**

Additional fees will be charged to international students to meet the cost of access to specialist provision or support for students with English as an additional language or for students with additional learning needs (e.g. a disability). These fees are in addition to fees outlined in section 4.1, 4.3 and 4.6 and are to be paid to TIWA.

#### **4.6 Other costs, contributions, charges and fees – School students**

International fee-paying students must pay the following directly to the WA Government School:

- Contributions, charges and fees that are payable by local students enrolled at the school;
- Costs incurred by the school such as the School Curriculum and Standards Authority Fee;
- Costs of other associated items such as school uniforms, transport to and from school, personal items, excursions and swimming programs.

## 5. DEFINITIONS AND ACRONYMS

### 5.1 CoE

Means Confirmation of Enrolment, which is an official document, provided electronically, which is issued by an RTO to an international student after they have accepted the offer of a place in a course. The CoE must be submitted to the Department of Home Affairs as part of an application for a student visa as it confirms the student's eligibility to enrol in the specified course.

### 5.2 ESOS Act 2000

The *Education Services for Overseas Students Act 2000* (ESOS Act) sets out the legal framework governing delivery of education, and related services, to international students studying in Australia on a student visa.

### 5.3 HE

Higher Education

### 5.4 Letter of Offer

When an international student's application is accepted, the RTO issues a Letter of Offer. The Letter of Offer confirms that the student has met the entry requirements for the specific course they have applied for and are being formally offered a place to study.

### 5.5 MOU

Memorandum of Understanding

### 5.6 OSHC

Overseas Student Health Cover

### 5.7 PRISMS

Means the Provider Registration and International Students Management System. PRISMS is the information management system used by Department of Education and the Department of Home Affairs to record international student program enrolment details.

### 5.8 TIWA

TAFE International Western Australia (TIWA) is the unit within the Western Australian (WA) Department of Training and Workforce Development responsible for the recruitment, admission and enrolment of international students studying at WA TAFE colleges and WA Government schools. TIWA is a Registered Training Organisation (RTO) and CRICOS registered provider.

### 5.9 Tuition Protection Service (TPS)

The TPS is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study. The TPS ensures that international students are able to either:

- complete their studies in another course or with another education provider, or;
- receive a refund of their prepaid unspent tuition fees.

### 5.10 VET

Vocational Education and Training

## 6. PROCEDURES

### 6.1 PAYMENT OF FEES

TIWA collects prepaid fees in line with Section 27 of the ESOS Act (2000). TIWA will not receive more than 50% of the student's total tuition fees for a course before the student has begun the course, unless:

- the international student, or another person who is responsible for paying the fees, choose to pay more than 50% of the student's total tuition fees for a course before the student has begun the course; or
- the course has a duration of 25 weeks or less.

The Letter of Offer specifies indicative tuition fees for each enrolment period. An indicative fee is the estimated fee based on the current price list at the time of Offer. The Fees are reviewed annually and endorsed by the Minister.

As students' progress through their course they will be required to pay any increase in unpaid tuition, resource fees and materials fees applicable to the specific semester and year of study in which they are enrolling.

#### 6.1.1 New students

The Letter of Offer details a student's payment requirements including the minimum payment required to confirm their place in a course of study.

#### 6.1.2 Continuing students

Fee reminder notices are sent to continuing students in May for a Semester 2 start date and in October for a Semester 1 start date. The fee reminder notice outlines the:

- total fees due and payable for the upcoming study period, including any outstanding fees;
- payment methods available;
- due date of the fees; and
- procedure for paying by instalment.

#### 6.1.3 Payment methods

Tuition fees and Overseas Student Health Cover (if organised through TIWA) can be paid through one of the following methods:

- Visa or Mastercard at [www.tafeinternational.wa.edu.au/payonline](http://www.tafeinternational.wa.edu.au/payonline)
- in person at TIWA's office;
- Telegraphic Transfer or Direct Deposit
- Paying in person via EFTPOS facilities at TIWA
- overseas bank draft or cheque;
- BPay – directly to TIWA from a student's bank account.
- Western Union – GlobalPay at [www.tafeinternational.wa.edu.au/westernunion](http://www.tafeinternational.wa.edu.au/westernunion)

#### 6.1.4 Non-payment of Fees

A student who fails to pay their fees by the due date, will be issued with an *Intention to Report* notice advising that they have 20 working days to pay the full outstanding balance and/or lodge an internal appeal with TIWA.

TIWA will cancel the student's enrolment, CoE and notify the Department of Home Affairs through PRISMS if:

- the international student fails to pay the full balance due; and
- the student chooses not to access the complaints and appeals process within 20 working days; or
- the student's appeals process is unsuccessful.

## 6.2 FEE REFUNDS

New and continuing students are entitled to receive a full or partial refund of their fees under certain circumstances. Refunds must be requested via the *Refund and Withdrawal Form* available on TIWA's website ([www.tafeinternational.wa.edu.au](http://www.tafeinternational.wa.edu.au)).

**6.2.1** The refund table (Appendix 1) outlines the amount students are entitled to be refunded subject to different conditions and circumstances.

**6.2.2** A notice of withdrawal may be accepted as grounds for a partial refund of fees if the supporting documentary evidence can substantiate a claim due to:

- illness or injury;
- death of a close family member (parent, sibling, spouse, child); or
- political or civil event that prevents a student from commencing or continuing a program.

**6.2.3** All refund requests must:

- be made using TIWA's Refund and Withdrawal form;
- be accompanied by a Request for Release form (where applicable);
- set out the reasons for the request; and
- be forwarded to [admissions.tiwa@dtwd.wa.gov.au](mailto:admissions.tiwa@dtwd.wa.gov.au).

**6.2.4** Students requesting a refund must ensure that they include:

- their payment details;
- their signature or the signature of their parent/guardian if the student is under 18 years of age; and
- all supporting documentation relevant to the claim. Supporting documentation may include, but is not limited to:
  - copy of plane tickets/boarding passes;
  - passport bio data and signature page; and
  - medical certificates.

**6.2.5** Students requesting a refund as the result of an unsuccessful visa application must include a copy of the Refusal Notification and Decision Record from the Department of Home Affairs.

**6.2.6** Refund requests will not be processed where the signature on the *Refund and Withdrawal* form does not match the student's signature (or the signature of their parent/guardian if the student is under 18 years of age) as shown on other documents provided by the student for admission to TIWA.

**6.2.7** The date of the notification for refund is the date the completed form is received by TIWA or the date/time of email advice.

**6.2.8** All amounts due to TIWA must be paid before any refund is made. Any outstanding amounts will be deducted from the refund due.

**6.2.9** All refunds will be paid in Australian dollars (\$AUD). Where this is not possible refunds will be paid in American dollars (\$USD).

**6.2.10** Fees paid online by credit card will be refunded to the same credit card.

## 7. GUIDELINES

N/A

## 8. RELATED POLICIES AND OTHER RELATED DOCUMENTS

- *TAFE International Western Australia Tuition Fees and Related Charges Policy*
- *TAFE International Western Australia Recognition of Prior Learning (RPL) Policy*
- *TAFE International Western Australia Credit Transfer Policy*
- *TAFE International Western Australia Offer Documentation*
- *Refund and Withdrawal Form*

## 9. RELEVANT LEGISLATION

- *DTWD VET Fees & Charges (published annually)*
- *Education Services for Overseas Students (ESOS) Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*
- *School Education Act 1999*
- *Schools Education Regulations 2000*
- *Standards for Registered Training Organisations (RTOs) 2015*
- *Vocational Education and Training Act 1996*
- *Vocational Education and Training (Colleges) Regulations 1996*

## 10. REVIEW DATE

28 August 2026

<b>Development Date</b>	August 2011 (RTO Policy 9 Fees for ETI Students)		
<b>Revision History</b>			
<b>Review Date</b>	<b>Reviewer Name</b>	<b>Reviewer Reason</b>	<b>Outcome</b>
2012	Director Quality Assurance	Continuous improvement	Amendments made
2013	Director Academic Strategy	Continuous improvement	Review and rewrite
2014	Director Academic Strategy	Continuous improvement	Rewritten in new format with updates. New title to reflect these changes – International Students Fee Payment and Refund Policy



2014	Director Academic Strategy	Continuous improvement	Minor amendments made to OSHC section
2015	Director Academic Strategy	Continuous improvement	Amendments to refund table
2015	Director Academic Strategy	Continuous improvement	Amendments to reflect introduction of the Standards for RTO's 2015
2015	Director Academic Strategy	Continuous improvement	Updated to DTWD template
2016	Director Academic Strategy	Annual Review	Updated to reflect change from STPs to TAFE Colleges and ETI to TIWA; changes to ESOS Act and TIWA business processes
2018	Director Academic Strategy	Continuous improvement	Amendments made to reflect changes to business practices; changes to National Code 2018
2019	Manager Education Programs	Annual Review	
2021	Manager Customer Services	Continuous improvement	Policy review (V3)
2024	Manager Customer Services	Policy review	Updated template and amendments to Policy Statement, Scope, Principles, Background, Definitions and Acronyms, Procedures, Related Policies and Other Related Documents and Relevant Legislation sections as well as Appendices.

## 11. CONTACT INFORMATION

TAFE International Western Australia  
Service Delivery Directorate

## APPENDICES

Appendix 1: Refund Table

## Appendix 1: Refund Table

<b>TIMELINE/REASON</b>	<b>AMOUNT REFUNDED: TAFE</b>	<b>AMOUNT REFUNDED: SCHOOL</b>
<b>Visa refusal prior to commencement</b>	All the fees paid excluding \$280	All the fees paid excluding \$280
<b>If TIWA is unable to provide the course at any of its institutions</b>	100% of fees paid	100% of fees paid
<b>If incorrect or incomplete information is supplied by the applicant and the offer is withdrawn by TIWA</b>	All fees paid excluding \$600	All fees paid excluding \$600
<b>Student withdraws 10 weeks or more before the course commences</b>	TIWA will retain 10% of the full semester tuition fee	TIWA will retain 10% of the full semester tuition fee
<b>Student withdraws 4-10 weeks before the course commences</b>	TIWA will retain 30% of the full semester tuition fee	TIWA will retain 30% of the full semester tuition fee
<b>Student withdraws 0-4 weeks before the course commences</b>	TIWA will retain 50% of the full semester tuition fee	TIWA will retain 50% of the full semester tuition fee
<b>Student withdraws 0-4 weeks after the course commences</b>	TIWA will retain 60% of the full semester tuition fee	TIWA will retain 60% of the full semester tuition fee
<b>Student withdraws 4 weeks or more after the course commences</b>	No refund	No refund
<b>English package student withdraws prior to withdrawal cut-off date (prior to enrolling with TIWA)</b>	All fees paid excluding \$500	N/A
<b>English package student withdraws at any time after withdrawal cut-off date</b>	Please refer to student withdrawal refund options (refund will vary depending on timing of withdrawal)	N/A
<b>Breach of visa conditions or rules of the provider and the student is terminated</b>	No refund	No refund
<b>Change of visa sub-class to permanent resident</b>	Pro-rata based on number of weeks studied	Pro-rata based on number of weeks studied
<b>Change of visa sub class to temporary resident</b>	No refund – new fee rate will apply from the next semester	No refund – new fee rate will apply from the next semester
<b>If the student obtains a deferral and then does not enrol in the course, the refund policy relevant at the date of deferral will be applied to any pre-paid fees</b>	Policy applied based on deferral date	Policy applied based on deferral date
<b>Visa unsuccessful after commencement</b>	Pro-rata based on number of weeks studied	Pro-rata based on number of weeks studied

OFFICIAL

<b>Withdrawal prior to acceptance of TIWA offer</b>	100% of fees paid	100% of fees paid
<b>If the student does not meet mainstream entry from an English package enrolment</b>	All the fees paid excluding \$500	N/A
<b>If the student is granted RPL</b>	Pro rata based on 70% of the remainder of the fee	N/A

All figures are in \$AUD