

International Students Administration – International Fees Procedure

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1. Purpose

This procedure describes Canberra Institute of Technology (CIT) processes to ensure:

- international students are enrolled correctly in accordance with the applicant's visa conditions
- criteria for admissions are consistently applied for international students
- the correct status and tuition fees for international students are applied in CIT's student management system (Banner).

This procedure is to be read in conjunction with ***International Students Administration and Fees Policy***.

2. Scope

Where this procedure refers to:

- CIT, it includes CIT Solutions
- students, it applies to international students only.

This procedure applies to:

- all prospective and current CIT international students seeking to be admitted to and enrol in CIT courses, including transfer of enrolment between courses
- all staff involved in admission, enrolment and fee-paying processes for international students.

The scope of the policy and procedure is impacted by legislative, regulatory and internal business process considerations and these determine who and how CIT assesses and admits international students.

An international student is:

- a person studying in Australia on a student visa and can only study Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered courses
- a person on a diplomatic visa (ESOS Exempt international student)
- a person whose visa is included in the non-eligible visas list as maintained by Skills Canberra at [Eligible Visa Holders - Skills \(act.gov.au\)](#) (ESOS Exempt international student).

This policy does not apply to enrolment in the following courses:

- Statement of Attainment – Responsible Service of Alcohol SA-TA97
- Statement of Attainment - Bar Service - SA-TS100
- Statement of Attainment - General Construction Induction (White Card Training) CPCWHS1001 SA-TS89
- Statement of Attainment - Course in Asbestos Awareness 11084NAT SA-TS90
- Statement of Attainment - Course in Crystalline Silica Exposure Prevention 10830NAT SA-BD52
- Statement of Attainment - Course in Working Safely with Asbestos Containing Materials 10852NAT SA-BD46 – International students on student visas are not eligible to study this course
- Non-Accredited Training - Coffee Basics XA-TS01 - International students on student visas are not eligible to study this course

This procedure does not apply to enrolment in the following CIT Solutions' courses:

- short courses and professional workshops
- Nationally Recognised Qualifications
- online courses and workbooks.

Although international students (non-student visa holders) may be eligible to study the above course/s, the administration and fee process is managed by each service unit in CIT Solutions.

VET/CRICOS course exemptions

Where a VET course only consists of one or more of the following units of competency, it is exempt from the definition of *course*. Providers are now able to offer the courses listed below to overseas students without registering them on CRICOS. CIT may or may not offer all these courses. When studied, international fees apply.

Reference <https://www.education.gov.au/esos-framework/announcements/education-services-overseas-students-exempt-courses-instrument-2021-review>

HLTAID009 Provide cardiopulmonary resuscitation
 HLTAID010 Provide basic emergency life support
 HLTAID011 Provide First Aid
 HLTAID012 Provide First Aid in an education and care setting
 HLTAID013 Provide First Aid in remote or isolated site
 HLTAID014 Provide Advanced First Aid
 HLTAID015 Provide advanced resuscitation and oxygen therapy
 HLTAID016 Manage first aid services and resources
 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
 22578VIC Course in First Aid Management of Anaphylaxis
 HLTINFCOV001 Comply with infection prevention and control policies and procedures
 HLTINF001 Comply with infection prevention and control policies and procedures
 BSBWHS332X Apply infection prevention and control procedures to own work activities
 SITHFAB002 Provide responsible service of alcohol
 SITHGAM001 Provide responsible gambling services
 SITXFSA001 Use hygienic practices for food safety
 SITXFSA002 Participate in safe food handling practices
 CPCCWHS1001 Prepare to work safely in the construction industry
 SITHFAB005 Prepare and serve espresso coffee
 HLTWHS005 Conduct manual tasks safely
 TLILIC0003 Licence to operate a forklift
 AHCCHM307 Prepare and apply chemicals to control pest, weeds and diseases
 AHCCHM304 Transport and store chemicals

3. Procedure

3.1 International Fees

International students are not eligible for government funding and pay the international full fee rate for studies at CIT.

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All CRICOS registered course fees are costed at the international full fee rate. This occurs during the CRICOS registration process. These fees must be approved by ASQA via the CRICOS registration process before the fees can be advertised.

International students who are not studying on student visas are eligible to enrol in most CIT courses. When the International Services Unit (ISU) receive a request for fees for any non-CRICOS registered courses, a request for a course costing at the international full fee rate is made.

3.1.1 Approval of international fees for CRICOS registered courses

Step	Action	Responsibility
1	The international full fee approval process is initiated when the International Services Unit (ISU) receives a request for CRICOS registration of a course. The Assistant Manager, ISU, or Senior Manager, ISU, will contact the Business Manager for the College that offers the course to ask for fees to be calculated.	Assistant Manager, ISU/Senior Manager, ISU
2	The College Business Manager will calculate the international full fee rate and refer the rate to the Manager, Revenue and Costing, and Chief Finance Officer for review and approval. When approved the international full fee rate is forwarded to the Assistant Manager and/or Senior Manager, ISU.	College Business Manager
3	The Senior Manager, ISU, will send a briefing paper with the proposed International full fee rate and approvals to the Executive Director, Strategic Finance and Transformation, for review and approval.	Senior Manager, ISU
4	The Executive Director, Strategic Finance and Transformation reviews the fees for approval. When approved the signed briefing paper is returned to the Senior Manager, ISU.	Executive Director, Strategic Finance and Transformation
5	Change of Fees is approved for CRICOS registration. The sign off is as follows and must be completed before the changes are lodged on ASQANet: <u>Assistant Manager ISU:</u> - check course is registered under CIT scope on training.gov.au - check course is currently CRICOS registered. <u>Senior Manager ISU:</u> - verify proposed changes to tuition fees will not impact students' visas or pathways to further studies. <u>College Director:</u> - verify changes to tuition fees are correct. <u>Principal Executive Officer:</u> - approve submission via ASQANet.	Assistant Manager, ISU
6	Submit the change of tuition fees on ASQANet.	Assistant Manager, ISU
7	Once a year, international full rate fees as reviewed in line with inflation and the CPI. Any change to the fees must be processed as per points 3, 4, 5 and 6 above.	Senior Manager, ISU

Step	Action	Responsibility
8	When the ASQANet request is approved, the international fees must be updated on the International Website and all marketing materials. The changes are made and referred to the General Manager or Deputy General Manager, CIT Solutions, for approval. When approved, the website updates are referred to the CIT Solutions ICT team for action. The marketing material is referred to the CIT Solutions Marketing team to be finalised.	Manager, Global Recruitment and Partnerships

3.1.2 Approval of international fees for non CRICOS registered courses

Step	Action	Responsibility
1	The international full fee approval process is initiated when the International Services Unit (ISU) receive an enquiry for studies in a course. The Assistant Manager, ISU, or Senior Manager, ISU, will contact the Business Manager for the College that offers the course to ask for fees to be calculated.	Assistant Manager, ISU/Senior Manager, ISU
2	The College Business Manager will calculate the international full fee rate and refer to the Manager, Revenue and Costing, and Chief Finance Officer for review and approval.	College Business Manager
3	The Senior Manager, ISU, will send a briefing paper with the proposed International full fee rate and approvals from the Manager, Revenue and Costing and Chief Finance Officer to the Executive Director, Strategic Finance and Transformation, for approval.	Senior Manager, ISU
4	The Executive Director, Strategic Finance and Transformation, reviews the fees for approval. When approved the signed briefing paper is returned to the Senior Manager, ISU.	Executive Director, Strategic Finance and Transformation

These course details are not included in Marketing material and/or the international website, with the exception of the Certificate IV in Project Management Practices and Diploma of Project Management.

3.2 Refund of international tuition and applicable non-tuition fees

The Institute will refund tuition fees and applicable non-tuition fees paid in advance in the following circumstances.

3.2.1 Refund due to CIT cancelling or failing to deliver a course

The student is eligible for a refund of prepaid tuition and non-tuition fees should CIT cancel or fail to deliver a course. The following fees will be refunded if the request meets the refund requirements:

- prepaid tuition fees
- overseas student health cover, if arranged by CIT.

An administration fee will not apply.

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3.2.2 Refund request received prior to the commencement of studies

The student is eligible for a refund of prepaid tuition and non-tuition fees if they:

- provide a visa refusal notice provided by the Department of Home Affairs if the student has not been able to obtain a student visa, or
- provide a notice from the Department of Home Affairs stating their visa application is 'invalid', or
- advise at least 14 days prior to the commencement of studies that they are withdrawing from studies.

The following fees will be refunded if the request meets the refund requirements:

- prepaid tuition fees
- overseas student health cover, if arranged by CIT.

An administration fee will be applied based on the following circumstances:

- when the student visa is refused or 'invalid' an administration fee of 5% of tuition fees paid or AUD\$250 (whichever is the lesser amount), or
- when the student visa is refused or 'invalid' based on providing either verbal or written fraudulent or misleading information an administration fee of 5% of tuition fees paid or AUD\$500 (whichever is the lesser amount).

3.2.3 Refund request received after the commencement of studies

The Institute will consider a refund of tuitions fees if the student:

- 1) Has a visa application refused after commencing the course. The student will receive a pro-rata refund if they:
 - a) provide the Department of Home Affairs' visa refusal notice if the student has not been able to obtain a student visa, or
 - b) provide a notice from the Department of Home Affairs stating their visa application is 'invalid'.

Note - The refund will be calculated based on the number of weeks not yet studied in the study period.

- 2) Withdraws from studies at least 14 days prior to the commencement of the second or consecutive course/s of study as stated on the Letter of Offer. In the case of a refund agreed to by CIT for a student returning home, the refund will be sent after the ISU team is satisfied that the student has left Australia. Evidence of travel will be required.
- 3) Is granted approval to transfer to another Australian Education provider. The refund of any tuition fees paid in advance will only be paid to the student (not a third party) in this circumstance.

Note - The refund will be less any applicable Education Agent's fees, and an administration fee will be applied based on the following:

- when the student visa is refused or 'invalid' an administration fee of 5% of tuition fees paid or AUD\$250 (whichever is the lesser amount), or
- when the student visa is refused or 'invalid' based on providing either verbal or written fraudulent or misleading information an administration fee of 5% of tuition fees paid or AUD \$500 (whichever is the lesser amount).

Any OSHC fees paid must be recovered directly from the OSHC provider.

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A refund of fees will not be granted if the student:

- fails to give at least 14 days' notice of the cancellation of enrolment or if the course commencement date as stated on the Letter of Offer has passed
- has received a Letter of Offer with discounted English fees when either the student commences their course after the agreed course start date or for part time studies to complete the course
- is requesting a refund for days designated as Australian/ACT public holidays
- has been granted a deferral of studies in the course and fails to take up the place in the subsequent semester, except when the student's visa has been refused (deferral due to visa processing delay).

3.2.4 Refund process

CIT will only pay the refund to the Student, or a person (other than the student) specified in the written agreement to receive any refund due to a student default.

Step	Action	Responsibility
1	The Education Agent or international student requests a refund of tuition fees to: • ISAdmissions@cit.edu.au or via Studylink for new international students, or • ISAdvisors@cit.edu.au for continuing international students. If the student has not been able to obtain a student visa the request must include: • the written visa refusal provided by the Department of Home Affairs, or • the written notice provided by the Department of Home Affairs of the visa application being 'invalid'.	International Student or Education Agent
2	An ISU team member will email a Study Variation Form to the international student to complete and return to the Admissions team.	Admissions Team – ISU (prior to commencement of studies) or International Student Advisor Team – ISU (after commencement of studies)
3	The student completes the Study Variation Form and returns it by email to the ISU team member.	International Student
4	The ISU team member will complete the following forms: • the Refund process Checklist, and	Admissions Team – ISU Or

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Step	Action	Responsibility
	the Refund application form. These forms include the tuition fees and non-tuition fees to be refunded to the student and the administration fee to be applied. The ISU team member emails these forms with the Study Variation Form and supporting documentation to the Senior Manager for recommendation.	International Student Advisors Team - ISU
5	The Senior Manager reviews the request and supporting documentation and refers the request to the Chief Finance Officer for approval via email, copying in the ISU Finance Officer.	Senior Manager, ISU
6	The Chief Finance Officer assesses the request and emails the decision to the Senior Manager, ISU, and the ISU Finance Officer.	Chief Finance Officer
7	The ISU Finance Officer processes the refund and emails the refund payment advice to the student and the Senior Manager.	Finance Officer, ISU
8	The refund payment advice is saved on the student record in I drive and Studylink.	Finance Officer ISU/ Senior Manager ISU

The refund process will be completed within 28 days from receipt of the required documents i.e. completed Study Variation Form and written visa refusal notification from the Department of Home Affairs.

3.2.5 Non-Academic decisions appeal - Refund of tuition fees

Step	Action	Responsibility
1	The student advises in writing that the original decision should be reviewed within the 20 working day timeline. This request must be emailed to ISAdvisors@cit.edu.au.	International Student
2	International Student Advisors forwards the request for appeal to the Senior Manager, ISU.	International Student Advisors – ISU
3	Senior Manager, ISU, prepares the briefing paper and emails this to the Student Experience and Academic Registrar Lead within 5 working days of receiving the request for appeal. The following documents are to be reviewed: - original request and outcome including reasons for the decision - the National Code of Practice standard/s that impacts on the decision - the student's request for a review of the decision.	Senior Manager, ISU
4	The Student Experience Lead/Academic Registrar assesses the appeal information and emails the outcome to the Senior Manager, ISU, copying the International Student Advisors, within five working days of receiving the appeal documentation.	Student Experience Lead/Academic Registrar
5	When the decision has been received, a letter outlining the final decision is emailed to the student within 48 hours.	Senior Manager, ISU

3.3 Payment Plans

Students are eligible for a payment plan if they have a good payment record for previously study periods. Payment plans will be either term-based, or semester-based. This is determined by the due dates on the student's letter of offer. A set-up fee applies for continuing students.

Step	Action	Responsibility
1	The student is issued an invoice for tuition fees owing before each study period (for a semester or term fee, based on their letter of offer). Tuition fees are due 14 days before the commencement of the study period.	ISU Finance Officer
2	The student discusses the payment plan with an International Student Advisor, Admissions team member or the ISU Finance Officer. The payment plan is set-up based on the payment periods on the student's letter of offer.	International Student Advisors, Admissions team, ISU/ISU Finance Officer
4	When the student agrees to the payment plan, the initial payment and set-up fee (if applicable) is paid.	International Student
5	An invoice with the due dates for the payment plan is emailed to the student with advice that a late fee may be issued for all late payments made.	ISU Finance
6	A review of outstanding accounts is completed fortnightly. If students' account is overdue by 30 days or more, the Overdue fees process is implemented.	ISU Finance Officer/International Student Advisors, ISU/Senior Manager, ISU

3.4 Overdue tuition fees

The student is issued an invoice for tuition fees owing before each study period (semester or term fees, based on the letter of offer). Tuition fees are due 14 days before the commencement of the study period. If tuition fees are not paid by the due date, a late fee of \$250 and an AR hold is applied to the student's account. If the student has a payment plan, a late fee can be applied to each due date of the payment that is not met. This is outlined in the Payment Plan agreement.

Step	Action	Responsibility
1	A review of outstanding accounts is completed fortnightly. Team members are allocated student cases to follow up outstanding tuition fees.	ISU Finance Officer/International Student Advisors, ISU/Senior Manager, ISU
2	A warning letter is issued for any student who has tuition fees 30 days overdue.	International Student Advisors, ISU

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Step	Action	Responsibility
3	After 60 days, the following steps are implemented: Student visa holders - Please see the Course suspension, deferral and cancellation procedure, 3.2.3 Non-payment of tuition fees. All Students - The account is referred to debt collection. A bad debt and an additional recovery fee are added to the student's account. The student is advised they will not be able to enrol in future study periods until all overdue fees have been paid.	International Student Advisors, ISU

4. Documentation

4.1 Related Legislation/Regulation

- *CIT Act 1987*
- *Education Services for Overseas Students (ESOS) Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students (the National Code) 2018*
- *Revised Standards for Registered Training Organisations 2025*
- *Human Rights Act 2004*
- *Australian Standard Classification of Education (ASCED) 2001*

4.2 Related Policy and Procedures

- *International Students Administration and Fees Policy*
- *International Students Administration and Fees – Administration procedure*
- *International Students Administration and Fees – Quality Assurance procedure*
- *International students on student visas Policy*
- *International students on student visas – Transfers between registered providers procedure*
- *International students on student visas – Course progression procedure*
- *International students on student visas – Course deferral, suspension or cancellation procedure*
- *CIT Admissions and Enrolment Policy and Procedure*
- *Fees and Refunds Policy*
- *Student and Community Members Complaint Policy*
- *Managing Third party Arrangements Policy and Procedure*

4.3 Related Documents

- *International student request form*
- *Visa requirements forms (Academic and/or Attendance)*
- *Student Support Guides on SIS (internal access only)*
- *International Student Guide Teacher (internal access only)*

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- *International Student Guide ELC and Year 12 Pastoral Care Officer (internal access only)*
- *International Students Guide ELC and Year 12 Teacher (internal access only)*
- *International Students Guide Pastoral Care Officer Mainstream Courses (internal access only)*
- *International Students Guide Head of Department (internal access only)*
- *International Students Guide College Director (internal access only)*

5. Definitions

All terminology used in this procedure is consistent with definitions in the CIT Definition of Terms. The following definitions are provided in the context of this policy.

CRICOS registered course	A course registered on the Commonwealth Register of Institutions and Courses for Overseas Students.
Course Reference Number (CRN)	A CRN is the Banner identifier for a particular class for a subject.
Education Agent Partner	CIT's Education Agent Partners are contracted by CIT Solutions to provide information to potential students about Studies in Australia, Canberra and CIT as well as CIT course information. CIT's Education Agent Partners assist international students with their application process to study at CIT.
International Student	An international student is: • a person studying in Australia on a student visa • a person on a diplomatic visa • a person whose visa is included in the non-eligible visas list as maintained by Skills Canberra at https://www.act.gov.au/skills/students/australian-apprenticeships/eligible-visa-holders.
Confirmation of enrolment (COE)	The Confirmation of enrolment is the document produced by CIT International (International Services Unit) via PRISMS and is used by the applicant to apply for a student visa.

6. Policy Contact Officer

For more information about this procedure contact Senior Manager, International Services Unit.
Contact CIT Student Services on (02) 6207 3188 or email infoline@cit.edu.au.

7. Version Control

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1	Original Document	1.0	
2	Updated February 2025	2.0	4 Feb 2025

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8. Appendices

Nil