
National Academy of Professional Studies (NAPS)

Fees and Charges Policy

Related Documents	SS001 Student Grievance and Academic Appeals Policy 005 NAPS Business Plan A005 Examinations Policy and Procedures SS016 Recognition of Prior Learning (RPL) Policy NAPS SS005 International Student Fee Refund Policy and NAPS SS004 Domestic Student Refund Policy
HE Standards Framework 2015	1.1 Student Participation and Attainment - Admission 2.4 Learning Environment - Student Grievances and Complaints 7.2 Representation, Information and Information Management - Information Management

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1. Policy Rationale

The National Academy of Professional Studies (NAPS) Fees and Charges Policy observes the principles outlined in the Higher Education Support Act 2003 (HESA) and the Higher Education Standards Framework (Threshold Standards) 2015.

This policy aims to provide students with a clear understanding of fees and charges and other financial obligations applied by the Academy.

All relevant fees and refund information will be made available to students prior to enrolment via the NAPS website, course enrolment terms and conditions and in SS000 NAPS Student Handbook.

It is the responsibility of NAPS to ensure fee schedules are available and the responsibility of all students to pay all their student tuition and other fees or fines as they fall due.

NAPS reserves the right to change its fees in the future. In exceptional circumstances and subject to regulatory requirements, the NAPS President and CEO may choose to grant an extension or waive liability for payment of a particular fee or charge. Any unpaid fees and charges due to NAPS may be recovered by legal process.

Students who have a problem with NAPS fees and charges, or decisions related to this area, can follow the dispute resolution procedures as outlined in NAPS SS001 Student Grievance and Academic Appeals Policy.

2. Overview and Application

This policy applies to both commencing and re-enrolling international and domestic students who have enrolled or wish to enrol in a course at NAPS. This policy will also apply to students paying their fees through FEE-HELP after NAPS becomes an eligible provider.

It outlines on what circumstances NAPS will levy charges and issue refunds. It also outlines which services will be provided at no charge.

This policy also establishes the potential penalties for non-payment and dispute resolution procedures.

3. Fees to Students

Students will be given reasonable notice of changes to NAPS fees and any other associated costs and any consequences that may affect their choice of, or ability to participate in, an intended course(s) of study.

The Academy reserves the flexibility to have regular small incremental increases in fees each year and larger increases when determined by the NAPS Board of Directors and Council. See 005 NAPS Business Plan for more information.

Enrolment Fees

At the time of enrolment, students are required to pay the following fees:

- Application fee (non-refundable); and
- their first trimester of tuition fees.

All students at NAPS must pay their fees two weeks before their next trimester. Students will receive written notices of their next fee due date at least four weeks before the completion of the existing trimester. If the tuition fee is not paid on time, then a late payment fee will apply.

If fees from an international student are more than 14 days overdue, NAPS will email the student informing them of NAPS' intention to report them for non-payment of fees to the Department of Home Affairs.

Students can see the details of payments made and any amounts owing for their course on the student portal.

Recognition of Prior Learning

Where a student applies for RPL as part of their admission they will be informed of the results of their RPL application in the Offer Letter and advised of any adjustment of fees accordingly. In cases where the RPL comes later in a course, the student will be informed prior to enrolment in the trimester. For more details, see the NAPS SS016 Recognition of Prior Learning (RPL) Policy, available on the website, Present Students/Student Policies. (<http://naps.sameertwan.com.np/pages/student-policies>)

Schedule of Non-Tuition (Administration) Fees

NAPS will charge administration fees on the following items.

- Application Fee (also known as Enrolment Fee)
- Overdue tuition fee – 7 days
- Overdue tuition fee – 14 days (double 7 day fee)
- Change of CoE details
- Re-enrolment fee
- Credit transfer fee per unit
- Refund processing fee
- Cancellation and Course variation fee
- Transfers processing fee
- Assessment/exam re-sit or re-assessment*
- Replacement qualification testamur**
- Re-issue of record results

*Students receiving the benefit of the Supplementary Examination will incur a fee to cover administrative costs and processing. Plagiarism on assessments will result in a fee for reassessment per assessment task.

** NAPS will keep copies of students results for 30 years, however there will be a charge for a replacement qualification testamur and re-issue of record results.

For more information see NAPS A005 Examinations Policy and Procedures, available on the website Student Policies (<http://naps.sameertwan.com.np/pages/student-policies>).

Students are advised to keep a copy of any written agreements they have about fees.

The fee amounts are available on the NAPS website at Future Students/Fees and Charges. (<http://naps.sameertwan.com.np/pages/fees-and-charges>).

4. Free Resources

Many study, careers and general resources to support NAPS students are provided at no extra cost.

These include:

- English and Academic support from the English Language Support Unit;
- lecture room facilities and tutorial rooms (with appropriate electronic equipment) for small group work;
- internet facilities onsite, including access to Moodle as the learning management system;
- support service facilities including advisor and career counselling services from Student Service and the Office of the Dean's unit;
- assistance preparing an e-portfolio;
- NAPS Skills Hub providing online tutorials and other useful information by which students can acquire the 'soft skills' required for professional practice;
- careers advice; and
- high-quality library resources.

Library Resources

The Academy has purchased access to international leading academic library databases to provide the best learning resources for students. As an Associate Member of Independent Higher Education Australia (IHEA), NAPS also has access to IHEA's exclusive Library Network. This access is available to students at no extra charge.

NAPS is also a member of the Libraries Australia Network, which enables access to the catalogues of other network libraries and the ability to arrange inter-library loans from those libraries. Free document delivery and inter-library loans within defined parameters will be provided to students by the Library as agreed to by the unit convenor.

NAPS will also reimburse students for any fees associated with approved community access to one of Sydney's university libraries. In addition, students will be able to access the City of Sydney and NSW State Research Library facilities which are located near-by.

5. Information Management on Fees and Charges

The Office of the President and CEO is responsible for NAPS Information Management and Internal Communications activities. The Office will ensure that that students are given at least one trimester notice of changes to operations including information about increases in fees and associated costs and any consequences that may affect student's choice of, or ability to participate in, an intended course(s) of study.

Agents

NAPS Marketing and Communications Director (MCD) will ensure that NAPS' authorised Agents are promptly notified of any changes to course fees and any significant NAPS charges.

NAPS Agents will ensure that relevant fees and charges and supporting documentation accompany each application and acceptance of offer documents.

6. Refunds

During the first week of enrolment only, students may change courses by completing the Change of Course Form, otherwise administration fees apply.

NAPS' refund policies apply to both new and re-enrolling students. For more details, see the NAPS website: Future Students/Refund Policy (<http://naps.sameertwan.com.np/pages/refund-policy>) or see [NAPS SS005 International Student Fee Refund Policy](#) and [NAPS SS004 Domestic Student Refund Policy](#).

Refunds apply only to tuition fees and will only be paid to the applicant through an Australian Dollar draft or through a nominated bank account, minus the non-refundable initial application fee.

You can appeal a decision not to provide a refund by completing [SS001F Complaint Form](#) and sending it to: studentservices@naps.edu.au.

As per the policies, the circumstances will determine the amount of the refund.

Students who wish to withdraw from a unit or course of study (degree) must do so by writing to the Student Services Manager.

Any student who withdraws after the Census date and a determination has been made not to provide a refund, may appeal this decision using the process outlined in NAPS SS001 Student Grievance and Academic Appeals Policy.

Full Refunds

Full refunds will apply when:

- the cancellation request is made more than 10 weeks before the start of the trimester in which the student has enrolled;
- an offer of a place is withdrawn by NAPS (the exception is when the offer was made based on intentional incorrect information provided by the student);
- the applicant is unable to obtain a visa from an Australian Consular Office; or
- the course or subject is no longer offered by NAPS (provider default).

Applications for a total refund on the above grounds must be lodged at least two weeks before the start of the trimester for which the offer was made.

Partial Refunds

Partial refunds, minus administrative fees and applicable deductions, apply in the following circumstances:

- request is less than 10 weeks but more than 6 weeks before the start of the trimester;

- request is less than 6 weeks but more than 2 weeks before the trimester starts;
- request is less than 2 weeks before the start of the trimester;
- if a student withdraws from the course on or after the census date; or
- withdrawal from a course on illness and compassionate grounds
- If a student holds a valid student visa at the time of enrolment with NAPS, but after starting their course, their current visa expires and a subsequent visa application is applied for and rejected.

If NAPS has paid an amount to a representative or agent in relation to recruitment, the refund will be further reduced by that amount.

No Refunds

Students will not be eligible for a refund in the following circumstances:

- false or misleading information was given in the application forms or during study;
- a student is terminated due to serious breach of NAPS Student Code of Conduct or rules or non-attendance or unsatisfactory progress;
- the cancellation application is made after the NAPS Census date; in this case the student will also be liable to pay any costs incurred in recovering the tuition fees; and
- Cancellation of CoE; Reporting for breach of student visa conditions, breach of conditions of enrolment and/or National Standards re:Attendance/Progress/Fee non-payment etc.

If a student defers enrolment and commencement date, the tuition fees will be held by NAPS until the course commencement date. If the student does not commence the course after the deferment, they will not be eligible for a refund.

All requests for a refund must be submitted on the [NAPS SS015F Refund Request Form](#), available on the NAPS website (<http://naps.sameertwan.com.np/pages/refund-policy>) or from Student Services. NAPS will require official documentary evidence of the grounds for the refund request.

Eligible refunds will be refunded within 28 days of receipt of the claim. A Refund Processing Fee will be charged for processing refunds.

All refunds will include a statement explaining how the refund amount was calculated.

Refunds will only be given to the person who paid the tuition fees. For example, if an agent or parents paid the tuition fee, the money will only be refunded to either the agent or the parents.

7. Penalties for Unpaid Fees and Charges

Where an administrative charge is payable for a service requested and the person requesting the service fails to make payment by the due date, NAPS staff will not provide the requested service.

In response to unpaid debts, the NAPS President and CEO (or nominee) may authorise the following:

- legal steps to initiate debt recovery action; or
- exclude the student from any examination; or
- exclude the student from any class; or

- exclude the student from the Library or any other facility of the University; or
- withhold from the student the results of any examination or other assessment; or
- withhold from the student the student's official academic records; or
- withhold eligibility for the conferral of an academic award including deferral or withdrawal of permission to attend a graduation ceremony; or
- cancel the student's enrolment in a course; or
- refuse to admit an applicant to any course; or
- refuse access to any NAPS facility; or
- do any combination of those things until the debt has been discharged or the repayments or payments made or alternative arrangements have been made to the satisfaction of the President and CEO (or nominee).

8. Dispute Resolution

Students who have a problem with NAPS fees and charges, or decisions related to this area, should follow the dispute resolution procedures as outlined in NAPS SS001 Student Grievance and Academic Appeals Policy.

Whatever the issues, there is no cost to the complainant during the internal stages of the NAPS complaints procedure. In addition, there are also options to take the complaint externally without incurring extra costs.

An international student may lodge an external appeal or complaint about a NAPS decision to the Overseas Student Ombudsman who offers free and independent advice to international students.

If domestic students have a dispute with NAPS and wish to take it externally, they can do so by contacting The Resolution Institute, which is an independent national association of dispute resolution. NAPS will cover the associated fees.

A student who is enrolled in or entitled to FEE-HELP and is not satisfied with a NAPS' decision may apply to the Administrative Appeals Tribunal (AAT) for a review of that decision.

9. Policy Review

NAPS is committed to good Governance so will be reviewing this policy at least every three years to ensure it is still relevant and promoting best practice in this area. There may also be changes to this policy and related procedures at other times to improve the effectiveness of its operation. In this regard, any staff member who wishes to make any comments about this policy may forward their suggestions to their supervisor or to the NAPS Registrar.

10. Further Assistance

Any staff member who requires assistance in understanding this policy should first consult their nominated supervisor who is responsible for the implementation and operation of these arrangements in their work area. Should further advice be required staff should contact the NAPS Registrar. [NAPS](#)