

<b>Institution</b>	Universal Higher Education (UHE)
<b>Policy name</b>	Fee Setting Policy and Procedure

## 1. Scope

This Policy and Procedure applies to current and prospective students across all programs, as well as staff involved in finance, administration, student services, and academic communication. It also applies to education agents responsible for accurately conveying fee information.

This policy applies to all tuition fees for academic programs (awarded and non-awarded) as well as non-tuition fees such as program application, graduation, and replacement of lost certificates.

## 2. Purpose

This Policy is in place to outline the principles that underpin the setting of tuition and non-tuition fees for UHE's programs and subjects, and the processes for determining, reviewing, and communicating these fees to ensure transparency, fairness, and compliance with relevant regulatory and legislative requirements.

## 3. Regulatory Alignment

This Policy is built and implemented to comply with the regulatory requirements informed in the Higher Education Standards Framework (HESF) 2021:

- 6.2 Corporate Monitoring and Accountability
- 7.1 Representation

## 4. Policy Principles

- 4.1 UHE ensures a transparent and well-documented fee-setting process, providing clear justification for any changes and openly communicating fee structures to stakeholders.
- 4.2 UHE sets the tuition fees annually, or from time to time if required, for its programs and subjects, to ensure the fees:
  - a. Align with UHE's strategic and operational objectives, including marketing and recruitment initiatives, competitor analysis, and market sensitivity;
  - b. Adequately cover the cost of delivering programs and subjects while maintaining institutional quality standards, and complying with relevant regulations, laws, and other government requirements;
  - c. Are competitive while considering the financial capacity of target student demographics to enhance accessibility and inclusivity;
  - d. Are set in conjunction with student and revenue forecasts, covering a suitable timeframe that aligns with the Business Plan and annual budgeting. This will be reviewed annually to accommodate changes in the operating environment.

- 4.3 The Consumer Price Index (CPI) will also be considered for inflationary changes during the annual fee review and ensure alignment with economic conditions while maintaining affordability and competitiveness.
- 4.4 The Managing Director sets the fees as part of the annual budget, which is subsequently reported to the Board during the budgeting approval process.
- 4.5 Any fee adjustments made after the approval of the annual budget will be regularly reported to the Board of Directors as part of the routine financial reporting process.
- 4.6 Tuition fees may be determined according to the specific academic discipline rather than being standardized across all programs.
- 4.7 All indicative program fees at UHE are calculated based on a standard full-time study load of 1.0 Equivalent Full-Time Study Load (EFTSL), equivalent to 80 credit points per calendar year. Students taking more or fewer than 80 credit points in a year will have their tuition fees adjusted proportionally as outlined in the Admissions Policy and Procedure.
- 4.8 The tuition fee for any program for international students must not exceed the amount published on the CRICOS website.

## **5. Procedure**

- 5.1 The annual review of fees is generally conducted between January and July when budgeting is prepared, and coordinated by Marketing, Admissions, and Finance departments.
- 5.2 The Marketing and Admissions departments will conduct a market analysis to compare tuition fees with those of peer institutions.
- 5.3 The finance department will advise on the financial context including salary costs, marginal costs, and projected increases.
- 5.4 The Finance Manager will compile feedback and develop fee recommendations that align with the annual budget and institutional priorities. The finalised tuition fee recommendations will then be submitted to the Managing Director for approval.
- 5.5 Upon approval, the Marketing Department will disseminate the fees to education agents and include them in promotional materials. The Admissions Department will update the system with the approved fees to enable the issuance of Letters of Offer. Any changes impacting continuing students will be communicated via email.
- 5.6 Students have the right to lodge complaints or appeals regarding the fee-setting process in accordance with the Complaints and Appeals Policy. All complaints and appeals must be submitted in writing,

outlining the grounds for the concern, and will be addressed promptly, fairly, and transparently, adhering to principles of procedural fairness.

- 5.7 Students will not face any disadvantage or penalty for raising complaints or appeals related to fees. Outcomes, including subsequent actions, will be communicated in writing, and if dissatisfied with the internal resolution, students may seek external review as outlined in the Complaints and Appeals Policy.

### Version History

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

<b>Responsible Officer</b>	Managing Director		
<b>Implementation Officers</b>	Registrar, Finance Manager		
<b>Review Date</b>	13 December 2027		
<b>Approved by</b>			
Board of Directors			
<b>Associated Documents</b>			
Academic Credit Policy and Procedure			
Admissions Policy and Procedure			
Complaints and Appeals Policy and Procedure			
Delegation Policy			
Fees and Charges Policy and Procedure			
<b>Version</b>	<b>Brief Description of the changes</b>	<b>Date Approved</b>	<b>Effective Date</b>
1.0	New policy	13 December 2024	13 December 2024