Policy

Higher Education Tuition Fees, Payments, HELP, Refund and Review Policy

Approved by: Executive Director, Course Development and Quality

Approval date: 27 May 2026

Effective date: 1 June 2026

Next review due: 26 March 2029

Acknowledgement of Country

In the spirit of reconciliation, TAFE NSW acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Custodians of Country throughout Australia and their connections to land, sea, and community. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Section 1. Purpose

1.1 This policy governs the processes in relation to charging TAFE NSW Higher Education tuition fees, access to Commonwealth student loans schemes, Commonwealth supported places, and refund and review procedures in accordance with the provisions of relevant Commonwealth legislation, specifically the Higher Education Support Act (HESA) 2003.

1.2 TAFE NSW Higher Education students are charged a per subject tuition fee for the subjects they enrol in each semester. Tuition fees for domestic and international students are published annually on the TAFE NSW internet.

Section 2. Scope and Audience

2.1 This policy applies to all TAFE NSW Higher Education students enrolled in any TAFE NSW Higher Education course or subjects. Only eligible domestic students can access a Commonwealth supported place.

Section 3. Policy requirements

3.1 TAFE NSW Higher Education's tuition fees are governed by the following principles.

a. Students must pay the tuition fee set by TAFE NSW that applies to their enrolment.
b. Tuition fees are charged only for the subjects a student is enrolled in each semester.
c. Fee liability is incurred after the census date for each semester.
d. Eligible domestic students may use a Commonwealth student loan to pay their tuition fees.
e. Students who use a Commonwealth student loan may incur a loan fee.

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f. Students may also be required to pay incidental fees, such as for learning materials, in accordance with the HESA Act.
g. Eligible domestic students may enrol in a Commonwealth Supported Place, where the Commonwealth Government pays part of their tuition fees under the HESA Act. The remaining portion, not covered by the government, is known as the student contribution amount.
h. Domestic students enrolled in a Commonwealth Supported Place can pay their student contribution amount by either applying for a HECS-HELP loan or paying the fee upfront directly to TAFE NSW.
i. Domestic students who withdraw from a course or subject may be eligible for a refund or a remission of their loan, in line with the HESA Act provisions.

3.2 This policy will be reviewed every three years to ensure it remains fit for purpose and satisfies legislative and compliance obligations.

3.3 This policy does not replace or modify any other responsibilities which may arise under other higher education provider policies or under statute or any other law.

Section 4. Responsibilities

Position	Responsibility
Executive Director, Course Development and Quality	Responsible for approving the policy and ensuring it is compliant, current, and aligned with organisational objectives, with overall accountability for its integrity and effectiveness.
Senior Manager Higher Education	Responsible for ensuring the policy is effectively implemented, applied consistently, and aligned with supporting procedures and operational practices.
Director Student Services Operations	Responsible for operationalising and implementing the policy and related procedures, ensuring they are applied consistently in day-to-day activities.

Section 5. Governance information

Governance	Details
Legislation, regulations, and standards	This policy is governed by the: • Higher Education Support Act (HESA) 2003 • Higher Education Standards Framework 2021 (Threshold Standards).
Related procedures	This policy governs the following procedure: • Higher Education Tuition Fees, Payments, HELP, Refund and Review Procedure • Applying for a Commonwealth Supported Place Procedure

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Governance	Details
Related policies	This policy is to be read together with: • Assessment Policy • Customer Complaints and Feedback Policy • Higher Education Qualifications Pathway and Credit Policy • Higher Education Student Selection and Admissions Policy
Accountable Officer	Executive Director, Course Development and Quality
Responsible Officer	Senior Manager Higher Education
Content Manager number	PROJ26/36
Next review date	26 March 2029

Section 6. Document history

No.	Effective	Approved by	Amendment
1	28 September 2010	TAFE NSW Higher Education Governing Council	Initial approval of policy statement.
2	21 June 2012	TAFE NSW Higher Education Academic Board	Revised policy statement approved.
3	5 November 2020	Head of Higher Education Standards	Policy statement updated into new Written Directions format. Minor content changes to reflect current version of related procedure.
4	7 December 2023	Chief Product & Quality Officer	Reviewed and updated policy.
5	16 March 2026	Executive Director, Course Development and Quality	Converted policy to new format.
6	1 June 2026	Executive Director, Course Development and Quality	Updated policy statement to include Commonwealth supported places

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