



## STUDENT PAYMENT MONITORING POLICY

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### OVERVIEW

Student Tuition payments are due on a quarterly basis (Every 3<sup>rd</sup> month). The student's payment schedule is located in the student's Letter of Offer and is also published on the College's website.

Students are sent 2 payment reminders before their payments are due and 1 warning notice for any late payments.

Payment monitoring is conducted on a weekly basis with a 1 warning sent to the student before an Intention to Report notice is issued.

Payment reminders and warning notices are sent via email from the RTO TEAMS Student Management System with the student's agent in Carbon Copy (CC).

Students may request for a payment extension, to be made by the student one week before the instalment due date, and up to maximum of 4 weeks extension after the instalment due date.

### COMPLIANCE

The College must comply with:

- Education Services for Overseas Students Act 2000
- National Code 2018

### RESPONSIBILITY

- The Accounts and Student Services Officer is responsible for sending payments warning and reporting students for non-compliance with visa requirements
- The Accounts and Student Services Officer is responsible for updating payments on the Student Management Database
- Operations Manager is responsible for managing the College's banking transactions.

### POLICY

#### PAYMENT REMINDERS

- Payment reminder 1 emails are sent to students 2 weeks before the payment is due.
- Payment reminder 2 emails are sent to students 1 week before the payment is due.

#### PAYMENT WARNINGS

Payment warning email is sent when a student payment has not been received:

- Payment Warning is sent 1 week after the payment is due
- Intention to Report (ITR) notice is sent 1 week after Payment Warning 1

Students who have not paid by the due date will be charged \$144 per week that the fee is late.



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### PAYMENT EXTENSION REQUEST

- Students requiring payment extensions are to provide a completed '*Payment extension request form*' along with any supporting documents.
- Approved students will need to pay the \$30 payment extension fee per part payment.
- If the student is not able to provide supporting documents the student must explain in detail the reasons for the request in the '*Payment extension request form*'
- Approved requests will be sent an email confirmation to confirm the payment plan.
- The College will regularly monitor the payment extension dates.
- If the student failed to pay on the approved payment extension dates, the approved payment plan shall be deemed invalid and will collect the \$144 late fee per each overdue week as indicated in the student's signed letter of offer.

### REPORTING STUDENTS FOR NON-PAYMENT OF TUITION FEES

Students who do not pay their overdue tuition fees, make an appeal against the intention to report notice, or otherwise do not pay according to agreed timeframes, will be notified to the Department of Education via cancellation of the Student's CoE/s on PRISMS.

### ASSOCIATED DOCUMENTS AND FORMS

- *Processing student payments*
- *Payment reminders, warning notices and extension requests*
- *Cancelling and reporting students*
- *Payment extension request form*

### DOCUMENT CHANGES AND MODIFICATIONS

Date	Summary of changes	Approved by
01/07/2024	Procedure separated into policy	Samantha
21/11/2024	Update to monitoring timeframes and formatting of document	Samantha