

Guidelines for Full Fee Paying International Student Fee Collection

Background

A Fees Collection Committee (International) was established late in 2000 to monitor payment compliance in relation to outstanding tuition fees for fee paying courses.

The Fees Collection Committee (International) consists of the following members:

- Assistant Director Financial Operations, or delegate (Chair)
- Manager Student Centre, or delegate
- Director International Services, or delegate

Quorum will require attendance of all three Committee members and voting will be decided by majority.

Support team:

- Administrative Officer, Enrolment and Fees Team
- International Student Advisers

The support team provide assistance as required to the Committee in the provision of documentation, reports and advice in relation to all outstanding international tuition fee matters. The Committee will meet during semester as detailed in the timelines schedule detailed on page 2. Extra meetings may be convened if necessary.

The Committee may invite representatives from faculties to attend meetings on a regular or occasional basis, or alternatively may invite a Faculty representative to join the Committee.

The Fees Collection Committee (International) is responsible for the implementation and monitoring of guidelines and procedures supporting tuition fee collection and for the monitoring of tuition fee payment. This involves regular meetings to:

- monitor tuition fee collection
- assess requests for payment arrangements in exceptional circumstances
- monitor collection of previous years outstanding tuition fees
- authorise cancellation of enrolment
- advise cancellations of enrolment to the Academic Registrar
- notify International Services for advice of cancellation to DIMIA
- assess application for reinstatement of enrolment
- review and update fee collection guidelines
- recommend write-off of bad debts

Timeline Schedule

Calculation Table - International	Semester	Timing
FFPOS invoices – new run	1, 2	50 days prior to fees due date
FFPOS invoices – late enrolments	1, 2	Each Thursday after initial run
FFPOS payment due date – full or %50 payment	1, 2	Set by Committee
Email FFPOS Reminder 1 (payment due – full or 50%)	1, 2	3 days prior to fees due date
Email FFPOS Reminder 1A (payment due – 50%)	1, 2	3 days prior to second fees due date
Email FFPOS Reminder 2 (due today/cancel prompt)	1, 2	Fees due date
Email FFPOS Reminder 2 (due today/cancel prompt 50%)	1, 2	Second fees due date
Email FFPOS Cancellation	1, 2	5 days after fee due date
International Fees Committee meeting – cancellations	1, 2	7 days after fee due date
Cancellation of FFPOS who have not paid	1, 2	7 days after fee due date
International Fees Committee meeting – reinstatements	1, 2	5 days after cancellation
Email FFPOS reinstatement	1, 2	10 days after cancellation
Final date for reinstatement	1, 2	11 days after cancellation
List to Academic Registrar re DIMIA cancellations	1, 2	12 days after cancellation
Notify IS of final cancellations for DIMIA	1, 2	13 days after cancellation
FFPOS invoices – new run	3, 4, 5	15 days prior to fees due date
FFPOS invoices – late enrolments	3, 4, 5	Each Thursday after initial run
Email FFPOS Reminder 1 (payment due)	3, 4, 5	Friday prior to fee due date
Email FFPOS Reminder 2 (due date)	3, 4, 5	Fees due date
Email FFPOS Cancellation withdrawals	3, 4, 5	Wednesday before census
International Fees Committee email re cancel withdrawals	3, 4, 5	Thursday before census
Withdrawal of FFPOS who have not paid	3, 4, 5	Census date
International outstanding report logged to server		1 st day of each month
Finalise refund payments		20 days after census

Calculation Table – General	Semester	Timing
Census date	3, 4, 5	Friday for non standard
Fees due date	3, 4, 5	Preceding Monday
Sponsor Invoices		Date set by Committee
Sponsor Follow up 1		6 weeks after census
Sponsor Follow up 2		10 weeks after census
RHD invoices – 1 st billing period		Fortnightly to May, weekly in June
RHD invoices – 2 nd billing period		Fortnightly to Nov, weekly in Dec

Payment Options

There are two payment options available for international students enrolled in Semester 1 and/or Semester 2:

Option 1: Full payment of all semester fees by first due date, or

Option 2: 50% payment of semester fees by first due date and final 50% payment of semester fees by second due date

Due dates are normally recommended to be the first Friday of the semester. For payment using option 2 the second due date is the 11th day after census.

Payment Option 2 requires the student to make a 50% payment and any payments of less than 50% will not meet the guidelines and students will be recommended for cancellation.

Late enrolments

Students who enrol late will be required to pay fees immediately on receipt of their fees invoice.

Payment for Spring, Summer and Winter Schools

All tuition fees for Spring, Summer and Winter Schools are due on the Monday prior to the Friday census date for the relevant unit. Students enrolled in Spring, Summer and Winter Schools will be sent an invoice detailing each unit census date and due date.

Eg, Census date = Friday 13th January and Due Date = Monday 9th January

Census dates for Spring, Summer and Winter Schools are set each year and are available on the web and included in information emailed to students.

Students who do not make full unit payment by the relevant unit due date will have the unit withdrawn cancelled by the unit census date.

Payment arrangements in exceptional circumstances

Students wishing to apply for payment arrangements in exceptional circumstances must meet the following criteria:

- the circumstances occurred prior to the first due date or second due date, and
- the circumstances were outside the control of the student, and
- they are able to supply supporting documentation, eg medical certificate, and
- are currently enrolled

The student must apply in writing to the Fees Collection Committee (International), C/- Student Centre, stating the reasons for special consideration and attach supporting documentation. Special payment arrangements will not be considered unless supporting documentation has been submitted.

Requests for payment arrangements in exceptional circumstances will be assessed by the Fees Collection Committee (International) on a case-by-case basis. Requests will normally be assessed within 10 working days of submission of the application.

Applications must be received prior to the first or second due date respectively.

Students will be advised of the outcome of their request for special payment arrangements by email within 3 working days of the date of the request.

Note: There are no payment arrangements in special circumstances available for Spring, Summer and Winter Schools.

Non-payment of tuition fees

It is a student's responsibility to pay all tuition fees owing by the relevant due date. Tuition fees invoices are issued to students prior to the commencement of each semester, or the first Thursday immediately after enrolment if this occurs after the semester has commenced.

Non-payment of outstanding tuition fees will result in enrolment cancellation. If enrolment cancellation occurs the student will not be eligible to attend classes, sit examinations or to graduate and DIMIA will be notified.

Cancellation Procedure

Semester 1 and Semester 2

The Fees Collection Committee (International) will undertake initial cancellations of enrolment in the following circumstances:

- i. the student has not made full payment by the first due date, or
- ii. the student has made less than the 50% payment by the first due date, or
- iii. the student has made 50% payment by the first due date and not made the final 50% payment by the second due date, and
- iv. the student has not applied for any special payment arrangements, and
- v. the student has not met the conditions of any special payment arrangements

Students will be notified immediately of their cancellation of enrolment with advice as to what are the guidelines for possible reinstatement of enrolment. The reinstatement option will be open for a seven day period after which reinstatement will no longer be possible.

The Fees Collection Committee (International) will report all final cancellations (after reinstatement period) of enrolment for non-payment of tuition fees to the Academic Registrar and will also forward advice to the International Services Officer for cancellation notification to DIMIA.

A cancellation comment will be recorded on the student's record and this will remain in place as a permanent record.

Spring, Summer and Winter Schools

The Fees Collection Committee (International) will approve cancellation withdrawals for units when the student has not made the full unit payment by the relevant due date

Reinstatement

A fee of \$200 may apply to any student who wishes to pay their fees after cancellation and apply for a reinstatement. This fee is to be paid to the University Cashier at the time of making the outstanding tuition fee payment.

A student who has had a cancellation of enrolment may apply for reinstatement in the following circumstances:

- i. the full payment is made within seven calendar days of the cancellation notice, and
- ii. the \$200 reinstatement fee has been paid and a receipt provided, and
- iii. the student has not had a previous cancellation and reinstatement recorded, and
- iv. the student has made a written application for reinstatement and submitted all required documentation to the Student Centre, and
- v. DIMIA has not been notified of the cancellation of enrolment

Students will be advised via email of the status of request for reinstatement of enrolment.

A reinstatement comment will be recorded on the student's record and this will remain in place as a permanent record.

Note: For Spring, Summer and Winter Schools there is no reinstatement of enrolment.

Review Process

In the event of a dispute a student may apply in writing to the Academic Registrar for a review of the decision by the Fees Collection Committee (International). Application for a review should be submitted within 5 days of the date of the decision and sent to the Student Centre.

Receipt of the application for review will be acknowledged immediately. This receipt may be presented to DIMIA to advise of the current review.

Students will be advised in writing of the outcome of their review within 10 working days.

Research Higher Degree students

Research Higher Degree student fees will be calculated in two billing periods over the full year. Invoices and invoice variations will be generated on a quarterly basis at the beginning and middle of each billing period.

The Fees Collection Committee (International) will undertake cancellations of enrolment for Research Higher Degree students where full payment of fees due for the relevant billing period have not been made by the due date.

The cancellation procedures for Research Higher Degree students will be the same as for all other international students.

Scholarships

A scholarship is defined as a partial or full reduction of an individual student's fees. A scholarship is normally an internal university arrangement and money is transferred via the use of relevant account codes. Note: there are one or two exceptions to this rule where the money is paid using central University accounts.

New scholarships are entered on the International Admissions Database when the offer of course is completed. The scholarship code is transferred on first enrolment and remains held against the student record.

If a scholarship is awarded after first enrolment then International Services should provide written advice of the scholarship code to the Fees and Enrolment Unit.

Monitoring of scholarships

Existing scholarships will be monitored on an annual basis in December of each year after finalisation of the current year's results.

The Fees Unit in the Enrolment and Fees Team (EFT) will provide to International Services a full list of international students with a current scholarship. International Services will complete the annual review and forward to the Fees Unit by mid December full details of any student who is no longer eligible to receive a scholarship.

Sponsorships

A sponsor is defined as payment by a third party. It may be an internal or external body undertaking full payment of a student's fees. All sponsors are invoiced using the sponsor invoices and payment is made for the relevant student(s).

Sponsor invoices are generated on a semester basis after the relevant census date. For Spring, Summer and Winter Schools invoices are generated on an ad hoc basis.

New sponsorships are entered on the International Admissions Database when the offer of course is completed. The sponsorship code is transferred on first enrolment and remains held against the student record.

If a sponsorship is allocated after first enrolment then International Services should provide written advice of the sponsorship code to the Fees Unit, EFT.

Monitoring of sponsorships

Sponsor codes will be monitored on an annual basis in December of each year.

The Enrolment and Fees Unit will provide a full list of all international students with sponsor arrangements to the following areas:

- International Services (IS)
- Graduate Research Unit (GRU)
- Public Relations & Unit Ext (PRUE)
- Faculties

The relevant area will complete the annual review and forward to the Fees Unit, EFT by mid December full details of any student who is not eligible to receive a sponsorship. All students must be signed off as either continuing on sponsorship arrangements or removed from sponsorship arrangements.

Refunds

New Students:

Students who have paid tuition fees and are unable to commence study should request a refund of tuition fees.

The university will refund all or part of a student's fees on the following basis -

- If the student does not meet the conditions of your Offer of Enrolment 100%
- The student's visa is declined by the Department of Immigration and Multi Cultural Affairs (DIMIA) 100%
- The student cancels their place 4 weeks or more before the start of the course 90%
- The student cancels their place less than 4 weeks before the start of the course 50%
- If the student withdraws before census date 50%
- If the student withdraws **after** census date no refund is paid

To obtain a refund the student needs to complete the [Request for Fees Refund](http://www.studentcentre.utas.edu.au/fees) form on the university website. <http://www.studentcentre.utas.edu.au/fees>

Refunds are processed within 4 weeks of receipt of request.

Please Note:

This refund agreement does not remove the right for the student to take further action under Australia's consumer protection law. In the event a student wishes to dispute the decision on a refund of tuition fee, the student has the right to the University's dispute resolution processes which do not circumscribe the student's right to pursue other legal remedies.

Continuing Students:

A student who has attended for one or more semesters of enrolment is considered to be a continuing student.

Students who have made payments in excess of the cost of their tuition fees or have varied their enrolment before the applicable census date which results in a positive amount are entitled to have the overpayment refunded and will receive a credit notice after census date.

Students will have 2 options –

1. Apply for a refund (by completing the details on the credit notice/refund form), or
2. Elect to have the credit amount transferred to the next semesters fees (this will happen automatically if students do not complete the credit notice/refund form).

Students who withdraw after the applicable census date are not entitled to a refund of their fees. Students who demonstrate special circumstances for withdrawal after the census date may apply for consideration of a refund through the Remissions Committee.

University default –

Under the rules of the ESOS Act 2000 and the ESOS Regulations 2001, the University will refund all of fees if –

- The course does not start on the agreed starting day
- The course ceases to be provided at any time after it commences but before its completion
- The course is not provided in full because a condition has been imposed on the registration of the University on CRICOS, or the registration has been suspended or cancelled, and the student has not withdrawn before the happening of any one of the events as stated above.

Refunds will be paid within 2 weeks after receipt of a completed Request for Refund Form.

Debarral

A debarral is a flag that is set against an individual student record when the student has outstanding tuition or other fees. The debarral will block access to all final results across the full enrolment record, block production of an Academic Transcript and prevent a student from graduating.

A debarral may be recorded for a student record in the following circumstances:

- i. the student is on an approved special arrangement payment plan
- ii. the student is on a sponsor arrangement and the sponsor payment has not been finalised
- iii. the student has any other outstanding University fees
- iv. the tuition fee amount outstanding is greater than \$10.00

Debarrals will be lifted on completion of payment of the full outstanding amount.

Remissions

The University can, in special circumstances, remit an international student fee. Applications for remission are assessed on a monthly basis by the Fees Remission Committee.

International students wishing to apply for remission of a semester debt need to apply through the Withdrawal after Census Date (Special Circumstances) process coordinated by the Enrolments Office, EFT.

The Remissions Committee undertakes the assessment, approval and advice to students on applications for remission.

For full details on remission refer to the 'Remission Guidelines' at http://www.studentcentre.utas.edu.au/fees/international/int_remission.html