

STUDENT DEBT COLLECTION POLICY

Section	Finance
Contact	Chief Financial Officer
Last Review	May 2015
Next Review	May 2018
Approval	SLT 15/05/84

Purpose:

The purpose of this policy is to define the process regarding the payment of student fees and how the University will deal with non-payment.

Policy:

University fees are due prior to commencement of study unless fees will be paid by student loan or the student makes other arrangements with the University.

Students paying by student loan must lodge their student loan application within 20 days of commencing study. Students may be asked to prove that their application has been lodged. The responsibility for ensuring payment of fees is received by the university remains with the student.

Students enrolling in multiple study periods, not paying by student loan, may elect to defer payment for subsequent study periods so long as payment is received prior to commencement of the study period.

Fees for PhD candidates are due on initial enrolment and thereafter on the anniversary of their provisional registration, having regard for any period of suspension of their studies.

Fees for full paying International Students must be paid before enrolment is deemed to be complete.

Monthly statements will be sent to students with outstanding balances. The following action may be taken against students with outstanding debt.

- (i) access to university facilities including the library may be withdrawn
- (ii) access to Stream may be withdrawn
- (iii) grades for papers may be withheld
- (iv) academic records may be withheld
- (v) students will be unable to enrol in future study periods and where such an enrolment has processed, confirmation may be withdrawn.
- (vi) students may be unable to graduate.

This action is not taken with PhD students until the accounts receivable team receive approval from the Graduate Research School.

In the case of hardship, students are required to contact the University to discuss available options.

Instalment payments will only be allowed in cases of hardship and must be applied for within two weeks of

commencing study. Where instalments are allowed, full payment of fees must be made within the study period. Instalment payments are not available to International Students.

Debts outstanding for more than 90 days may be placed with a debt collector (appointed by Finance).

Audience:

All staff and students

Relevant Legislation:

Nil

Related Procedures and Documents:

University fee payment regulations disclosed in the [University Calendar](#).

[Student Refund and Fee Protection Policy](#)

[Student Refund Procedures](#)

Document Management Control:

Prepared by: Chief Financial Officer

Authorised by: Assistant Vice-Chancellor Strategy, Finance, IT and Commercial Operations

Approved by: SLT 15/05/84

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