



THE UNIVERSITY OF
NOTRE DAME
A U S T R A L I A

POLICY:
TERMINATION FOR NON-PAYMENT

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| Purpose: | Outlines the principles and process for termination of enrolment for non-payment of fees and charges. |
| Responsible Executive: | University Registrar |
| Contact Officer: | Campus Registrar |
| Effective Date: | 20 June 2012 |
| Modification History: | Created: October 2007; 26.02.08 (SL); VC approved: 23 April 2008; 25.09.08 (ID); OSO amendments 9 November 2011; June 2012; review 18.06.2012 (SL) |
| Campus Applicability: | All Campuses |

RATIONALE

This policy outlines the guiding principles and procedures for the termination of a Student (domestic or international) of the University of Notre Dame Australia where payment of the Student's fees, submission of a FEE-HELP or HECS-HELP application form or an agreed payment arrangement made in writing between the Student and the Campus Registrar has not been made. In accordance with University General Regulations, payment of fees, submission of a formal HELP form or an agreed payment arrangement is required before the commencement of each semester or term as specified by the Fees Office.

DEFINITIONS

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| AIP | means the "Administrative Information for Providers: Student Support" Guidelines for Higher Education Providers, read in conjunction with the Higher Education Support Act 2003 (HESA). |
| <i>Termination for Non-Payment of Fees</i> | means the cessation of a Student's enrolment in any course and/or unit at the University of Notre Dame Australia and shall preclude a Student from further enrolment at the University generally, or in a specific course, courses or all courses as specified by the Campus Registrar until full payment of fees or charges has been received. During the termination period the Student shall be denied access to all or specified University premises, facilities, activities, units, lectures, tutorials and any and all other aspects of University life, including enrolment. 'Terminate' in this document has a corresponding meaning. |
| <i>Student/Students</i> | in this document, refers to any domestic or international Student enrolled in a unit(s) and/or course(s) at the University of Notre Dame Australia. |

OTHER RELEVANT REGULATIONS/POLICY/GUIDELINES

This Policy should be read in conjunction with other relevant University Regulations, Policy, and Guidelines, including:

- University General Regulations,
- School, Course and Research Degree Regulations,
- Policy: International Students

PRINCIPLES

1. Methods of Payment

- 1.1 The University classifies Students as one of the following:
 - (a) A full-fee paying student, or
 - (b) A student accessing the FEE-HELP loan scheme, or
 - (c) A Commonwealth Supported Student (also known as a Commonwealth Supported Place or CSP)
- 1.2 At least two weeks before the commencement of each relevant semester or term, a Student is expected to have:
 - (a) paid their tuition fees in full, including any outstanding charges, or
 - (b) have an authorised payment arrangement in place with the Campus Registrar, or

(c) have submitted a completed FEE-HELP or HECS-HELP application form.

- 1.3 A student who intends to utilise FEE-HELP must submit a completed form to the Campus Fees Office by the first Census Date as published on the Student's invoice. Where no FEE-HELP form is received by the Census Date, the Student will be treated as a full-fee paying Student and subject to the requirements as outlined in this policy.
- 1.4 FEE-HELP application forms and any upfront payments towards FEE-HELP or HECS-HELP may be submitted up to the earliest Census Date of a Student's enrolled units for that semester or term.
- 1.5 It is the policy of the University that payment plans are not normally offered for payment of tuition fees and charges. A payment arrangement may however be considered by the Campus Registrar where the Student:
 - (a) makes a written application before the commencement of the relevant semester or term,
 - (b) is able to demonstrate extraordinary circumstances affecting their ability to make payment by the published due date or in a reasonable timeframe, and
 - (c) provides independent documentation to support their grounds.

2. Commonwealth Supported Students (CSS)

- 2.1 In accordance with AIP Guidelines, a Commonwealth Supported Student who has not submitted a completed HECS-HELP form by the first Census Date of their enrolment (and as published on the Student's invoice), will have their Commonwealth Supported Place rescinded and unit enrolment withdrawn for that semester. The Student may then choose to:
 - (a) immediately apply to continue with their unit enrolment in the current semester as a full-fee paying student; or
 - (b) discontinue their unit enrolment in the current semester and reapply for a Commonwealth Supported Place for the next semester.
- 2.2 The Campus Fees Office will notify a Student their Commonwealth Supported Place has been rescinded and their unit enrolment withdrawn.
- 2.3 A Student who chooses to continue with their unit enrolment per 2.1(a), shall be issued an invoice with a payment due date required in full and upfront without delay. Payment not received by the published due date will initiate termination proceedings per the requirements of this policy.
- 2.4 A Student who chooses to discontinue their unit enrolment per 2.1(b), is eligible to resume their Commonwealth Supported Place in the following semester on the condition a HECS-HELP form is received by the Census Date.

3 Warning Notification for Non-Payment

- 3.1 A Student is responsible at all times for the timely payment of all fees and charges, including seeking advice on published due dates; a lack of knowledge of due dates is not grounds for non-payment or alternative payment arrangements.
- 3.2 The Campus Fees Office will issue a warning notification to Students regarding outstanding balances after the published due date has passed. The warning will identify the date by which all outstanding monies are to be paid and the consequences of further non-payment.

4 Termination Proceedings – (first termination)

- 4.1 A Student identified at Census Date as having an outstanding balance shall be notified in writing of the Campus Registrar's intention to terminate their enrolment.
- 4.2 The University will correspond with Student's regarding their termination for non-payment by way of letter and/or e-mail to the student's University email account. Students are required to check this email account regularly.

- 4.3 Where a Student is issued a first intention to terminate notification, the Student will be advised in writing of the termination and the following options:
- (a) appeal the intention to terminate in writing in accordance with the *Policy: Student Appeals*, or
 - (b) pay in full the outstanding balance and seek immediate readmission.

5 Termination Proceedings – (second or subsequent termination)

- 5.1 Where a Student is issued a second or subsequent intention to terminate notification, the Student will be advised in writing of the termination and that:
- (a) there is no internal appeal permitted on their second or subsequent termination, and
 - (b) their only option is to pay in full the outstanding balance, after which they may seek readmission.
- 5.2 A Student who has been identified as termination for non-payment on more than one occasion may have their enrolment immediately terminated by the Campus Registrar and may be subject to permanent termination.

6 Internal Appeal

- 6.1 A Student may appeal the decision of the Campus Registrar in writing in accordance with the *Policy: Student Appeals*.
- 6.2 Student visa holders must read the *Policy: International Students* and may submit either an internal or external appeal in accordance with that policy.
- 6.3 Where an internal appeal is received, the Student shall maintain their enrolment in their course and current units until the internal appeals process has been completed. For the purposes of this policy, to “maintain enrolment” means the Student will still attend prescribed classes, submit assessments and so on.
- 6.4 Where a Student:
- (a) does not submit an internal appeal within the specified timeframe, or
 - (b) does not contact the University with regard to their termination,
- the Student’s unit enrolment will be withdrawn for that semester and the termination enforced.
- 6.5 A student visa holder who does not contact the University or lodge an internal appeal within the published timeframe will be deemed to have ‘inactively’ advised the University they are not accessing the internal appeals process. The Student will be notified by the University they have been deemed to have ‘inactively’ ceased their studies and subsequently reported to DIAC.
- 6.6 Where an appeal is denied by the University Registrar, the student will be confirmed as terminated for non-payment and notified in writing.
- 6.7 The outcome and decision of the internal appeal will be advised to the Student in writing. The decision will also be communicated to the Student Administration and Fees Offices for recording on the student’s file, and to the Dean of the Student’s School.

7 External Appeal

- 7.1 If not satisfied with a decision of the University’s internal appeal process, a Student may lodge an appeal in accordance with the relevant external appeals process and as outlined in the *Policy: Student Appeals*.
- 7.2 Student visa holders must read the University’s *Policy: International Students* with regard to lodging appeals, the implications for their student visa and the University’s reporting obligations to DIAC.
- 7.3 For student visa holders, where the student is reported to DIAC as being terminated for non-payment, the University is not required to maintain the student visa holder’s enrolment whilst lodging an external appeal.

- 7.4 This policy document, and the availability of a complaints and appeals processes, does not remove the right of a domestic student to take action under Australia's consumer protection laws.

8 Readmission and Continued Enrolment

- 8.1 A Student may apply for readmission in writing after termination for non-payment in accordance with University General Regulations.
- 8.2 A Student who is terminated for non-payment must pay all outstanding fees and charges prior to applying for readmission and in order to continue their enrolment with the University.
- 8.3 A Student who remits to the University their outstanding balance in full, and confirmation of payment is received after 10% of the teaching period of a unit(s), the Student will only be permitted enrolment for that semester or term with the written permission of the Dean of the School. Where the Dean does not permit the enrolment, the Student is required to wait until the next semester or term to re-enrol.
- 8.4 A Student will be notified in writing with regard to their request for readmission.