



STUDENT DEBT COLLECTION POLICY

Section	Finance
Contact	Chief Financial Officer
Last Review	December 2019
Next Review	December 2022
Approval	SLT 20/10/158

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

System generated messages are sent to students when they have an outstanding balance. Students must log into their student portal to view any overdue balance and associated debt letter and ensure that any outstanding debt is paid.

The following action may be taken against students with outstanding debt.

- (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students will be unable to enrol in future study periods and where such an enrolment has processed, confirmation may be withdrawn.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.

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

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 Accounts Receivable 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.

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:

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