

Student Payments Policy and Procedures

1. Scope

This policy applies to all Vibe College students and includes courses offered to international students by Vibe College as registered with the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) and outlines the requirements and procedures pertaining to the payment of all course tuition and administrative fees.

2. Policy

All student payments, charged and received will be processed by Vibe College in accordance with the requirements of this policy and pursuant to the obligations as outlined in:

- Education Services for Overseas Students (ESOS Act 2000)
- Department of Home Affairs (DHA) visa regulations
- Standards for Registered Training Organisations 2015, Clause 5.3
- National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 2 & 3.

2.1. Tuition Fee Due Dates

Students are required to pay all tuition fees due for a study period, prior to the commencement of classes and as stated on their signed written agreement (also known as the 'Letter of Offer'). Throughout the duration of the courses listed on the written agreement there will be no changes made to the tuition fee amounts. If a student requests a change to their existing enrolment, they will be issued with a new written agreement and the tuition fees and other administrative charges may change at that time. If a student is required to repeat a subject, they will be required to make an additional tuition fee payment, in accordance with their fee rate per unit/subject as outlined in their current written agreement.

Tuition fee invoices will be issued on the 1st of each month and be due to be paid by the 15th of each month.

2.2. New International Students

Upon acceptance of an offer of admission and prior to a CoE being issued, all international students are required to pay:

- The initial tuition fee deposit
- Any Overseas Student Health Cover (OSHC) premium
- Material fees and enrolment fees as specified in the written agreement

The combinations of these payments are referred to as the initial despot amount. (Note: all payments must be received and cleared).

Initial tuition fee deposits will be credited towards a student's full tuition fees due once they have enrolled and commenced their course with Vibe College. Unless otherwise specified in

a student's written agreement, students will be required to pay any difference between their initial tuition fees and the full tuition fees for the first study period upon enrolment into the course.

2.3. Continuing International Students - Vocational Education and Training (VET)

VET students will be automatically enrolled in all study periods until completion of the course and will be expected to pay the tuition fees due, on time and in accordance with their written agreement. If a VET student is unable to continue the course, this must be notified in writing by completing a withdrawal request form prior to the Commencement of the course. If a student has not informed Vibe of withdrawal within 4 weeks prior to the census date, the charges for that study period will be payable by the student.

2.4. Requests for extension of time to pay fees

Vibe College may approve an extension of time to pay tuition fees only under exceptional or compelling circumstances. The Student Fee Extension Application must be completed and submitted with documentary evidence. Vibe College will consider requests for an extension of time to pay tuition fees on an individual basis. Requests must be submitted in writing (student email is acceptable) on the Student Fee Extension Application and include documentation explaining the exceptional circumstances. Submissions can be made in person at the Vibe College Administration. Vibe College will not consider requests for extensions received after the due date of the fees. Fee extensions can only be granted for a maximum of four (2) weeks from the Fee Due Date – depending on the case.

2.5. Late Payment Administrative Charges

Students who do not pay all outstanding tuition fees within 7 (seven) days after the agreed tuition fee due date may be excluded from classes and a late payment administration charge of \$50 per week will be added to their account, until the invoice is cleared.

2.6. Reporting Students for Non-Payment of Tuition Fees

Students who do not make payment for their issued invoices by the specified due date and any applicable late payment fees are issued a First Warning within 1 week of non-payment. A Second Warning and Third Warning are issued if the previous respective warnings are not heeded - this means that there has been no communication/action/payment made by the student.

Within 10 business days of the Third Warning issuance, Vibe College will attempt to contact the student by phone. After 10 business days of the Third Warning, if there has been no communication/action/payment made by the student, Vibe College will issue the student a Notification of Intent to Report to Department of Home Affairs in 21 working days.

In this Notification, the student will be informed of their outstanding fees to be paid, the due date and the Complaints & Appeals process. Students are provided with 21 working days to

access Vibe College's internal Complaints & Appeals process in order to appeal against the College's decision to cancel and report their enrolment. The internal outcome is final. After 21 working days, if the student has not heeded to the requirements of the Notification, Vibe College will proceed with cancellation of the student's Confirmation of Enrolment (CoE) and the Department of Home Affairs (DHA) will be notified. This may lead to the student's visa being cancelled. **Vibe College refers cases of outstanding debt to an external debt collection agency for retrieval.**

2.7. Appeals Against Non-Payment of Fees Reporting

Appeals against the institutions intent to cancel a student's enrolment for non-payment of fees will be processed within 10 (ten) working days from the date of lodgement and students will be notified of the outcome in writing, including the reasons for the decision. Appeals will only be considered in the following circumstances:

- a. They are received in writing on the Student Complaints and Appeals Form <https://vibecollege.edu.au/downloads/> within 20 (twenty) working days from the date of notification; AND
- b. The student believes that Vibe College has miscalculated their fees and the money owing is being disputed. In this circumstance students may wish to attach proof of payment or evidence of other payments they have made in line with their most recent signed written agreement as supporting evidence OR
- c. Compassionate and/or compelling grounds supported by documentary evidence that explains why the student's finances are affected and why they could not apply for a fee payment extension prior to class commencement, or why they are still unable to meet their payment requirements after the extended due date. The supporting documentation provided in this application must be sufficient for Vibe College staff to be able to accurately assess the validity of the exceptional or unusual circumstances and the ongoing impact this has had on the student's finances.

Successful Internal Appeals

Students who have a successful appeal outcome will either have their accounts corrected if the appeal was due to a miscalculation of fees owing or will be granted an additional 1 (one) week extension to pay the outstanding fees due if in compassionate and/or compelling circumstances. If a student fails to finalise the outstanding payments within the extended period, they will be sent another notification of intent to cancel for non-payment of fees. During the second appeal period the documentation provided in the first appeal cannot be used as grounds for further consideration.

Unsuccessful Internal Appeals

Students who have an unsuccessful appeal outcome will be notified in writing the reason for this decision. This is the only avenue of internal appeal, and the decision is final. Students will be reported for non-payment of fees as soon as practicable after the outcome has been communicated.

The Complaint and Appeal Policy of Vibe College can be accessed in the following college website: <https://vibecollege.edu.au/downloads/>