



INTERNATIONAL STUDENT FEES AND FINANCE POLICY

POLICY NUMBER: NC23-PP015

RESPONSIBILITY: ACCOUNTANT

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1. Fees

- 1.1 All course and other related fees are payable in accordance with a student's legally binding signed Letter of Offer, unless they have an approved payment plan.
- 1.2 WAIFS' reserves the right to refuse access to the learning management system and classes/work-based training where the student has fees which are unpaid in accordance with their legally binding, signed Letter of Offer. This is not applicable to a student who has an approved payment extension as long as they are making payments in accordance with their payment plan. If a student defaults on an approved payment plan, WAIFS reserves the right to refuse access as above. Access is granted to all students once fees are up to date. Students should note the importance of staying up to date with their fee payments. WAIFS wants their students to do well in their studies. Lack of access to classes. LMS and/or work-based training will lead to a course extension and additional fees being incurred by the student (unless compelling and/or compassionate circumstances apply).
- 1.3 Students who have fees which are outstanding for more than four weeks may not be permitted to undertake any assessments or attend class at the discretion of the credit controller/accountant and dependant on whether compassionate or compelling reasons apply. Students should note that compelling/compassionate reasons must be supported by 3rd party independent evidence which can be verified by WAIFS.
- 1.4 The student will need to have a meeting with WAIFS' credit controller (or accountant) or pay their outstanding fee in full to gain re-entry to class. If payment is not made in full, a student must have an approved payment plan in place and have made the first payment, subject to confirmed compelling and/or compassionate circumstances existing as described above.
- 1.5 Academic Transcripts, Statements of Attainment, Certificates for full qualifications and commencement or completion letters will not be issued until all outstanding fees are paid.
- 1.6 WAIFS' Bank details are listed on the student's Letter of Offer or can be obtained by sending an email request to admissions@waifs.wa.edu.au or accounts@waifs.wa.edu.au. The details are also included in every email from the credit controller/accountant in relation to outstanding fees.

Note: Students are responsible for their fee payments in accordance with their legally binding, signed Letter of Offer or the approved payment plan. Where possible, WAIFS will email students to remind them of their upcoming and overdue fees, however this is a courtesy email only and the responsibility of meeting the payment schedule remains with the student.

2. Late Fees

- 2.1 WAIFS reserves the right to charge a late payment fee of AUD\$100 per week for each and every payment which is not made on the due dates in accordance with a student's legally binding signed Letter of Offer or approved payment plan. Late fees apply to all students. Once late fees are incurred they become payable as part of your fees with WAIFS for the respective course of study. See section 3 of this policy for reference to how late fees are calculated, if an approved payment extension is in place.
- 2.2 If fees remain outstanding for more than six weeks, the full outstanding debt including full late fees will be passed on to an external debt collection agency. The student will be responsible for the outstanding debt and the cost of collection by an external debt collection agency. The costs associated with debt collection are outside of the control of WAIFS and are those of the debt collection agency. Once a debt has been transferred to an external debt collection agency any costs charged by the debt collection agency will not be waived by them. Costs of an external debt collection agency can be expensive and include, but are not limited to the costs of phone calls, text messages, letters, searching for a student (known as a skip trace) to confirm their address, legal fees for court proceedings etc. *WAIFS recommends all students pay their fees on time to avoid these additional fees.*

Note: WAIFS reserves the right to suspend or cancel the enrolment of any student whose outstanding fees are not paid. Refer to 'Deferral, Suspension, Cancellation and Withdrawal Policy' at www.waifs.wa.edu.au.

3. Payment Extension

- 3.1 Any fee extension request that exceeds four weeks after the original due date is subject to a direct debt being set up after a meeting with WAIFS Credit Controller. This agreement is subject to WAIFS Direct Debit Service Agreement. A copy of this document is available on WAIFS' website or at reception on campus.
- 3.2 Students in their first course enrolment at WAIFS are not eligible to apply for an extension of fees unless it is approved by WAIFS on the basis of compassionate and compelling reasons.
- 3.3 All students who are in a subsequent course, and whose financial position has been affected by circumstances beyond their control, may apply for an extension to their payment due dates stated within their legally binding signed Letter of Offer, by completing a Payment Extension Request Form.
- 3.4 The form is available on WAIFS' website or at reception on campus. Students will need to provide their most recent three months' worth of bank statements from all accounts in their name along with details of financial hardship and any other supporting documentation. There is an AUD\$50.00 administration fee to assess the fee extension request. This application with all supporting documentation must be made prior to the payment's due date.
- 3.5 If a student has an agent, the agent will be informed of the payment extension request and/or new payment extension dates, if approved.
- 3.6 Once all documentation is received by WAIFS, payment extension requests will take up to five working days to be assessed.
- 3.7 Payment extensions are approved under the following conditions:
 - If payments are not made by the agreed due dates stated in the payment extension, WAIFS will withdraw the extension. Fee payments will become payable in accordance with the original or latest legally binding signed Letter of Offer.
 - If a payment extension instalment is overdue, late fees of AUD\$100.00 per week from the original due date on the student's legally binding signed Letter of Offer, will be incurred. Late fees will be calculated and accumulated on each and every instalment.
 - If payment is still not made by the due date as per WAIFS policies and procedures, the full outstanding debt, including the incurred full late fees, will be passed on to an external debt collection agency.
 - Payment extension agreements are confidential and are not to be disclosed to other students. If other students are informed about payment extension agreements, the full balance outstanding will be payable immediately and late fees will be added from the original due date on the student's Letter of Offer.

3.8 Applications for Fee Payment Extensions will NOT BE GRANTED if the student has:

- Submitted the form more than 4 weeks after the original payment due date; or
- Has an existing payment plan/extension from WAIFS unless new compelling/compassionate circumstances apply which did not exist at the time of the first payment extension request or have worsened significantly since the first payment plan (3rd party evidence is always required for payment extension requests); or
- Previously defaulted on financial agreements unless new compelling/compassionate circumstances apply which did not exist at the time of the first payment extension request or have worsened significantly since the first payment plan (3rd party evidence is always required for payment extension requests); or
- Not supplied sufficient proof of financial hardship; or
- Not completed the form correctly.

4. Late Submission or Re-Submission Fees

4.1 Late Submissions or Re-submissions of assessments will incur a fee of AUD\$100.00 which must be paid before assessments will be marked. WAIFS does not like charging student for late submissions of work but WAIFS' trainers must be able to plan their work and are very busy. Please submit your work on time all of the time.

5. Deferral, Suspension, Change Courses or Cancellation

5.1 Students who wish to defer/suspend/change their enrolment will have their upcoming fees transferred to the deferred/suspended course. If the student has outstanding fees then the student will need to pay all outstanding fees including late fees (if applicable) before a deferred Letter of Offer will be issued. If changing to a different course, the admissions team will calculate the new instalments once the Enrolment Variation request has been approved. Changes cannot be made to an enrolment while fees are outstanding.

5.2 If a student defers their course and subsequently withdraws/cancels their enrolment, cancellation fees apply from the original course start date (not the deferred course start date).

5.3 Students should refer to the Refund Policy at www.waifs.wa.edu.au for further information.

Note: Fee payments according to the original/latest signed Letter of Offer or the payment extension plan will still apply until the deferral/suspension/enrolment variation is finalised by WAIFS. If fees are not paid, late fees will apply in accordance with the current Letter of Offer or payment extension plan.

6. Cancellation/Withdrawal

6.1 When a student withdraws/cancels their course, cancellation fees may apply. Cancellation fees are calculated as equivalent to the amount of fees WAIFS would be able to retain under the Refund Policy. Students should refer to the Refund Policy at www.waifs.wa.edu.au for further information.

6.2 If you are on a payment plan and have not yet paid all of your fees, fees become payable immediately up to the equivalent of the amount WAIFS is allowed to retain under the Refund Policy.

6.3 If you are in arrears with your fees and have incurred late fees, all fees become payable immediately up to the equivalence of the amount WAIFS is allowed to retain under the Refund Policy. The full late fee will also be payable.

7. Recognition of Prior Learning (RPL) and Credit Transfer (CT)

7.1 For Recognition of Prior Learning (RPL), an AUD\$250 application fee is applicable to start the process. The application fee must be provided with the completed application form and requested evidence. There is no refund of the application fee should the student be deemed as unsuccessful in RPL. For the Credit Transfer (CT) application, an application fee is not applicable.

7.2 Where an applicant seeks RPL prior to enrolment or up to week 4 of their course, the fee for that unit will generally be 50% of the normal unit fee unless more gap training will be required - then fee calculations will be included in the Letter of Offer. If the RPL application is submitted after week 4 of the course commencement date, RPL may be granted, however it does not qualify for a refund or fee adjustment.

7.3 Where an applicant seeks CT prior to enrolment or up to week 4 of their course, 100% of the unit fee for the approved credit transfer unit will be adjusted in the last payment instalment or refunded if all fees have been paid. If the CT application is submitted after week 4 of the course commencement date, CT may be granted, however it does not qualify for a refund or fee adjustment.

8. Re-issue of Statement of Attainments and Final Course Qualifications

8.1 WAIFS charges a fee of AUD\$50.00 for each reprint of a Statement of Attainment or a completed course qualification (Certificate).

9. Re-issue of Student ID Card

9.1 WAIFS charges a fee of AUD\$10.00 to re-issue a student ID card. Where an ID card has expired or been issued incorrectly there will not be a charge.

10. Plagiarism

10.1 Where a student is found to have plagiarised a substantial part of their assessment (>40%) a fee of \$50 is charged for re-marking the assessment. Where a student is found to have plagiarised a substantial part of their assessment on a second occasion (>40%) a fee of \$100 is charged for re-marking the assessment. Misbehaviour notice are issued on each occasion – If a 3rd instance of plagiarism occurs WAIFS will cancel the student's CoE for misbehaviour - refer to the appropriate WAIFS' policy on deferral, suspension and cancellation at www.waifs.wa.edu.au

11. Fee for non-attendance in kitchen class

11.1 Where a student does not attend a scheduled class in WAIFS' training kitchen on Murray Street, it means that WAIFS has spent a lot of money on food that will then be wasted. If a student cannot supply a medical certificate for their absence – pharmacy and online medical certificates are not accepted for this purpose – a fee of \$100 per missed WAIFS' kitchen class is charged. A student will not be allowed back into the kitchen class until all fees are paid. A student should be aware that a course extension may be required if classes are missed and encourages all students to attend all classes all the time.

12. Debt Collection and Overseas Student Ombudsman

12.1 Where a student has fees owing to WAIFS, WAIFS will not transfer these fees to an external debt collection agency while the student has a complaint with the OSO in relation to these fees and WAIFS is aware of the complaint and until the complaint has been resolved by the OSO. If WAIFS has already transferred the outstanding fees to the external debt collection agency, these fees will not be withdrawn from the external debt collection agency. No further fees will be transferred to the external debt collection agency (if applicable) until the complaint has been resolved by the OSO.