



INTERNATIONAL STUDENT FEES AND FINANCES POLICY

POLICY NUMBER: NC23-PP015

RESPONSIBILITY: ACCOUNTANT AND CREDIT CONTROLLER

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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 (LoO), unless they have an approved payment plan.
- 1.2 WAIFS' reserves the right to refuse access to the learning management system (LMS), face to face classes and/or work based training to any student whose fees 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 the student is up to date with all payments due with the payment extension/payment plan (these terms are used interchangeably and mean the same thing).
- 1.3 If a student defaults (does not pay) in accordance with their payment plan, WAIFS reserves the right to refuse access to the learning management system (LMS), face to face classes and/or work-based training. This access will definitely cease in the time frame outlined below.
- 1.4 Access is granted to students once all their payments (including any late fees and late submission fees) are up to date. Access will be granted within 5 working days of all payments being up to date and as soon as is reasonably practicable.
- 1.5 WAIFS wants all its students to do well in their studies and lack of access to the LMS, face to face classes and/or work-based training may lead to a course extension or re-enrolment being required at additional cost to the student (unless compelling/compassionate circumstances apply). WAIFS strongly encourages all students to budget properly and pay all fees as and when they fall due.
- 1.6 Students who have fees which are outstanding for four (4) weeks are not permitted to undertake any assessments or attend class. They will need to have either a meeting with WAIFS' credit controller (or accountant) or pay their outstanding fee in full to gain re-entry to their classes and assessments. If payment is not made in full, a student must have an approved payment plan in place and have made the first payment against this payment plan for access to the LMS, face to face classes and/or work-based training.



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1.7 WAIFS will also not issue any paperwork to the student, including - but not limited to:

- Academic Transcripts
- Statements of Attainment
- Certificates
- Letters of support
- Letters confirming course outcomes

until all outstanding fees are paid – this includes but is not limited to course fees, materials fees, uniform fees, enrolment fees, late fees, re-assessment fees and any and all debt collection fees, up to and including any appropriate legal costs incurred in recovery of an outstanding student debt.

1.8 WAIFS' Bank details are listed on the student's Letter of Offer or can be obtained by sending an email request to reception@waifs.wa.edu.au or accounts@waifs.wa.edu.au.

Note: Students are responsible for their fee payments in accordance with their legally binding, signed Letter of Offer or an 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 paying any and all amounts owing to WAIFS remains the responsibility of the student at all times.

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. Late fees apply to all students. Once late fees are incurred they become payable. See section 3 of this policy explains 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 transferred to an external debt collection agency. The student will be responsible for the outstanding debt and the cost of collection by the external debt collection agency. The costs incurred by a student once a debt has been transferred to an external debt collection agency are outside the control of WAIFS and WAIFS is:

- (i) Not able to waive any external debt collection fees
- (ii) Not able to "cap" the fees charged by an external debt collection agency. They are a business external to WAIFS and charge fees in accordance with their business' policies and procedures

Note: Costs charged (and thus incurred by a student whose outstanding debt has been sent to debt collection) can be expensive. They include, but are not limited to costs associated with:

- Phone calls
- Text messages
- Trying to locate a student if WAIFS does not have their up-to-date address (known as a "skip trace")
- Letters sent by mail
- Emails
- Legal fees for court proceedings and other fees associated with any legal action that may be taken.

WAIFS recommends all students pay their fees on time to avoid additional fees and charges.

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.



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3. Payment Extension

- 3.1 WAIFS generally does not approve a payment extension request if the request is made AFTER the fee was due. Students should always ensure that they arrange a meeting with WAIFS' credit controller BEFORE a fee is due.
- 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 based on compassionate and compelling grounds and these could not be foreseen by the student. Note: Not having a job/losing a job is not generally considered a compassionate or compelling reason as all students in their first course are granted a visa having stated they can afford to live and study in Australia without requiring a job to do so.
- 3.3 Students who are in a subsequent course, whose financial position has been affected by circumstances beyond their control, may apply for an extension to the payment due date 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 or from reception (reception@waifs.wa.edu.au) . Students will need to provide:
- The last 3 months' bank statements for all bank accounts – this includes current and savings accounts
 - details of their specific financial hardship, how it has arisen and why it could not be foreseen
 - Supporting documentation, as applicable.

Students should note:

- There is an AUD\$50.00 administration fee to assess all payment/fee extension requests
 - Fully completed, signed and dated payment/fee extension requests (with all supporting documentation) **must** be made prior to the payment's original due date in a student's legally binding, signed letter of offer.
- 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 IF APPROVED 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 all 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 due in accordance with the signed, legally binding letter of offer will be payable immediately as well as all late fees which will be added from the original due date based on the original/latest legally binding, signed 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 due date based on the signed, legally binding letter of offer; or
 - Has an existing payment plan/extension from WAIFS and has missed a payment due based on that existing plan UNLESS:
 - a new compassionate/compelling circumstance has arisen which did not exist when the student applied for the payment plan/extension; or
 - compelling or compassionate circumstances have worsened significantly since the original payment plan was agreed (and the student can prove this with the provision of independent 3rd party evidence)
 - Not supplied sufficient proof of financial hardship; or
 - Not completed the form correctly.



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4. Late Submission, Re-Submission Fees or Re-attendance Fees

4.1 Late Submissions or Re-submissions of assessments will incur a fee of AUD\$100.00 which must be paid at the time of booking. Students will not be assessed if the fee has not been paid and access to the learning management system (LMS) will be deactivated when the late fee amount is above \$200.00.

4.2 If a student fails to attend a kitchen class which is:

- Scheduled as part of a unit of their course of study with WAIFS
- Is a requirement of their course and the student cannot receive all training for their course without attending the class

And does not have a genuine reason for their absence (e.g. sickness) or approval IN WRITING from WAIFS' trainer in advance, a re-attendance fee of \$100 per kitchen class that has been missed **must** be paid.

If a student has missed more than 2 such scheduled classes and owes more than \$200 in non-attendance fees, the student will:

- not have their assessment/s marked – and may be charged late fees on overdue assessments
- have their access to the LMS deactivated until all fees are paid
- not be able to attend any further kitchen class and will incur additional fees for missing scheduled kitchen classes.

WAIFS wants all students to progress in their course and recommends all applicable students attend all scheduled classes in WAIFS' kitchen on Murray Street.

Students must note that:

- Missing classes may lead to long course extensions being required as classes are run in a cycle and once missed are not available again for some time
- Kitchen classes are very expensive to operate and students are expected to attend ALL classes that are scheduled to be able to attend their work placement "job ready"
- WAIFS does NOT accept statutory declarations or medical certificates from online medical services (e.g. QOCTOR) for missed kitchen classes as proof of absence. Only 3rd party medical certificates are acceptable and WAIFS will verify that these are genuine.

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 a student is on a payment plan and has not yet paid all of their fees, fees become payable immediately up to the equivalent of the amount WAIFS is allowed to retain under the Refund Policy.

6.3 If a student is in arrears with their fees and has 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.



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

- 7.1 No fees are payable for CT applications.
- 7.2 For Recognition of Prior Learning (RPL), an AUD\$250 non-refundable application fee is payable before WAIFS starts the initial assessment 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.
- 7.3 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.
- 7.4 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 final course qualification.

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 When a student plagiarises a substantial part of an assessment (more than 40% of an assessment's content the student will be charged a re-assessment fee of \$50 for each and every assessment. WAIFS reserves the right to refuse to mark any further assessments which are plagiarised by the same student. If WAIFS does agree to mark a second plagiarised assessment, the fee per assessment will be \$250, irrespective of the length or complexity of the assessment. Students will receive a misbehaviour notice on each occasion that they plagiarise an assessment. If a student plagiarises an assessment on a 3rd occasion, their CoE will be cancelled for misbehaviour. Refer to WAIFS' deferral, suspension and cancellation policy at www.waifs.wa.edu.au

11. Debt Collection and the Overseas Student Ombudsman

- 11.1 When 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 lodged with the Overseas Student Ombudsman (OSO) in relation to these fees. WAIFS must be made aware of the complaint being lodged with the OSO in writing from the student from the email address the student has registered with WAIFS. If the student notifies WAIFS that they have/are about to lodge a complaint with the OSO, WAIFS will wait 20 working days to hear from the OSO from the date the student informs WAIFS they have/are about to lodge a complaint with the OSO about the outstanding fees WAIFS is trying to collect from the student. If WAIFS does not hear from the OSO within the 20 working day period, WAIFS will transfer the debt to an external debt collection agency in accordance with WAIFS' normal policies and procedures. If WAIFS is contacted by the OSO, WAIFS will not transfer any outstanding fees to the OSO until a final decision about the fees is received from the OSO. WAIFS will then follow OSO's guidance and, if able, transfer the fees to debt collection in accordance with WAIFS' standard policies and procedures.
- 11.2 If WAIFS had transferred all or part of the outstanding debt to an external debt collection agency before being contacted by the OSO or being informed by the student that they have/intend to contact the OSO, WAIFS will not withdraw that debt from the debt collection agency and debt collection will continue in accordance with the standard policies and procedures of the external debt collection agency.