

Non-Payment of Tuition Policy and Procedure

Purpose

This procedure addresses the non-payment of Tuition for an international student.

Policy

Fees may be paid in advance or in accordance with the student payment instalment agreement option. Students will not be allowed to start their studies until all applicable fees are paid or a payment instalment agreement is signed. This includes tuition fees, enrolment fees, resource fees, and administration charges associated with this offer.

To Pay Off Your Course Fees You Must

1. **Initial Deposit:** The initial deposit, which consists of the holding payment for each course and the enrolment and resource fee (if applicable), is due on the date of enrolment.
2. **Commencement Payment:** The commencement payment is due on the day of class unless otherwise negotiated.
3. **Instalment Payments:** All instalments must be paid on or before the due date. Monthly payments are due on the 1st of every month, as per your student payment instalment agreement. Failure to do so may incur a late payment fee.
4. **Invoices and Statements:** EIM International Training issues tax invoices/statements as a reminder of your payments due.
5. **Arrears:** If your instalment plan is in arrears, you must contact the college as this may affect your ability to continue studying.
6. **Fee Changes:** Fees may change without notice. Please confirm fees upon enrolment.

Overdue fees may result in formal warning letters being issued. If outstanding fees are more than 2 months overdue and 2 payment warning letters have been issued, you will then be issued with a final warning letter advising that you have 20 business days to pay or appeal. If full payment is not received for all outstanding monies or no completed appeal form is received within the 20 business days, your enrolment for current and future courses will be cancelled.

Consequences of Non-Payment

If you fail to pay any part of the course fee by the due date, EIM International Training reserves the right to:

1. Withhold provision of the course materials.
2. Withhold trainer and assessor support.
3. Withhold grading of assessments.
4. Withhold the certification or testamur.
5. Notify relevant credit agencies of your default.

Procedure

First Month Late Payment:

- A late payment fee is added to the student's account.
- A phone call is made to the student to ask them to pay their fees, and offer support if under financial hardship.

Second Month Late Payment:

- If FULL payment is not received on the due date of the second invoice, the first warning letter is sent to the student and the student's agent.
- A late payment fee is added to the student's account.

Payment Update:

- If the full amount of outstanding fees is paid and the student has brought their account up to date, the warning process is stopped.

Third Month Late Payment:

- If the student does not pay their outstanding fees in FULL or continues to not pay another month's fees, the student and agent will be issued with warning letter two.

Payment Update:

- If the full amount of outstanding fees is paid and the student has brought their account up to date, the warning process is stopped.

Fourth Month Late Payment:

- If the student does not pay their outstanding fees in FULL or continues to not pay another month's fees, the student and agent will be issued with warning letter three. This is the final warning letter in the process.

Final Non-Payment:

- If the student does not pay the fees in FULL within 20 business days, EIM International will cancel the student from the course they are enrolled in and any future dated courses. This will be completed in PRISIMS and in student Axcellerate account.

Right to Appeal:

- The student has the right to appeal this decision and is provided with those details in their final warning letter.

Related Documentation

- Non-payment of tuition warning 1
- Non-payment of tuition warning 2
- Non-payment of tuition warning 3 FINAL
- Student payment plan
- EIM International Administration Fees
- PRISIMS
- Axcellerate.