

## MANAGEMENT OF OUTSTANDING DEBT POLICY

*This policy applies to former students of the IELI. Current students should refer to the IELI Non-Payment of Fees Policy on our website.*

### **Legislation**

This policy meets the requirements of the Commonwealth Education Services for Overseas Students Act 2000 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code).

### **Outstanding Debts Include:**

- Tuition fees
- Instalment plan payments
- Administrative fees
- Student service and amenities fees
- Library charges and fines

### **Notification of Outstanding Debt:**

Upon withdrawal from a course, if outstanding fees due have not been paid by the agreed due date as indicated on your Letter of Offer, Amendment to Course, or Amendment to Payment Plan, you will receive an **Outstanding Debt email notification** requiring immediate payment. If you have compelling or compassionate grounds for an extension to the payment due date, you must make an appointment to speak with one of the Admissions team. The maximum extension that will be granted is 14 days.

### **Making payment**

Flywire (International Payments) is a safe and convenient way to make international payments. Flywire allows you to pay securely from banks worldwide offering competitive foreign exchange rates and no hidden fees. Depending on your home country, payment options can include local bank transfer, credit card, e-payments, e-wallets, and more. To make your payment as indicated on your Letter of Offer, go to [ieli-commencing.flywire.com](http://ieli-commencing.flywire.com) If you need help with your payment, go to [www.flywire.com/support](http://www.flywire.com/support)



Alternatively, payments can be made into the following account:

### **Domestic and International and Bank Transfers**

Account Name: IELI

Bank: ANZ (Marion Branch: 297 Diagonal Rd Oaklands Park SA 5046 Australia)

BSB: 015-220

Account No: 4905-76386

Swift Code: ANZBAU3M

IBAN: 015220490576386

Please use your IELI student number or full name as the reference.

Once you have paid, please email a copy of your payment advice to [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au) and include your IELI student number or full name in the correspondence.

**Steps for Recovery of Outstanding Debt:**

All commercially practical means will be taken to recover outstanding debt due to IELI.

Your details may also be referred to IELI's debt collection agency to initiate debt recovery action (including legal action, if appropriate), where you have an outstanding debt and:

- You do not respond to IELI's requests for payment; or
- You do not comply with agreed repayment arrangements

Costs incurred by IELI through the use of its debt collection agency may be added to the value of the outstanding debt being recovered.

**Consequences and Sanctions:**

A student with outstanding debt to IELI will not be:

- allowed to enrol or re-enrol in a course offered by IELI
- provided with a certificate, transcript of academic record or have access to their results on the Student Portal except where mandated by the relevant legislation
- issued with an award conferred by IELI or recommended for further study at a partner institution except where mandated by the relevant legislation
- entitled to borrow any materials or gain access to IELI's electronic resources

The IELI Director may determine in a particular case to grant an exemption from some or all of the sanctions listed above.