

## NON-PAYMENT OF FEES POLICY

### 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).

### Notification of non-payment of fees

If fees 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 a **First Warning for Non-Payment of Fees** email notification. 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.

If you do not seek an extension or if your extension is not granted and your fees remain unpaid, you will receive a **Final Warning for Non-Payment of Fees** email notification 7 days after receiving the First Warning for Non-Payment of Fees.

If fees are not paid within 72 hours of receiving the Final Warning for Unpaid Tuition Fees, you will receive a **Letter of Intent to Report for Non-Payment of Fees** via email. You will then have 20 days to lodge an appeal. If your appeal is unsuccessful or you choose not to appeal, IELI will notify the Department of Home Affairs that your course has been terminated due to non-payment fees. If this happens, you will be unable to attend classes and your Student Visa may be at risk.

### Payment plan

Fees must be paid according to the payment plan on your signed Letter of Offer. Payment due dates and instalment amounts are found on this document. If your payment plan changes after your course has commenced, then a revised payment plan may be found on your Amendment to Course or Amendment to Payment Plan document. Please contact IELI Admissions at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au) if you require details of your payment plan.

### Making payment

Any due payments should 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.

### **Appeals**

When you receive an Intent to Report notification, you will have 20 days to make an internal appeal to the IELI Director. You should submit your appeal in writing to [ben.rowley@flinders.edu.au](mailto:ben.rowley@flinders.edu.au).

If you are not satisfied with the outcome of an internal appeal, then you have the right to make an external appeal within 20 days. You can make external appeals to:

**Address:** Overseas Students Ombudsman, GPO Box 442, Canberra ACT 2601.

**Phone:** 1300 362 072.

**Website:** <http://www.ombudsman.gov.au/making-a-complaint>

During any appeals process, you should continue attending classes.