

Standards:

This Policy and Procedure is an internal policy and procedure relating to the process of non-payments of student tuition.

Policy Statement:

St George & Sutherland Community College is committed ensuring that International students maintain the tuition commitments in relation to the signed letter of offer and visa conditions.

Procedure:

1. Each student enters into an Agreement of Fees payable to SGSCC as stipulated in the student's individual Letter Of Offer and Agreement.
2. Student tuition fees are due on the 15th of every month as set out in Students Letter or by prior arrangement made with International Finance administrator.

Student in arrears by one month

3. When a student is in arrears by 1 month, the student will be contacted by the International Finance Administrator.
 - a. This contact will be made via Facebook Message, Email or phone call.
 - b. The purpose of this call is to remind the student of their financial obligations to SGSCC International as set out in the signed Letter of Offer and student agreement.
 - c. To arrange a time frame in which student can make a tuition payment.

Warning Letter 1

4. When a student has not made an attempt to make regular payments to tuition fees in arrears, is two months in arrears or has not attempted to meet or discuss financial situation with International Finance Administrator. The student will be issued with "**International Student Late Tuition Payment Warning Letter no 1**" This letter will stipulate the arrears amount and that the student has 10 days to arrange a meeting with International Manager to arrange payment of amount in arrears.
 - a. Once student has met with International Manager, adequate support will be given to the student in regards to financial obligations to support the student in making regular tuition payments including a referral to the International Student Support Officer.

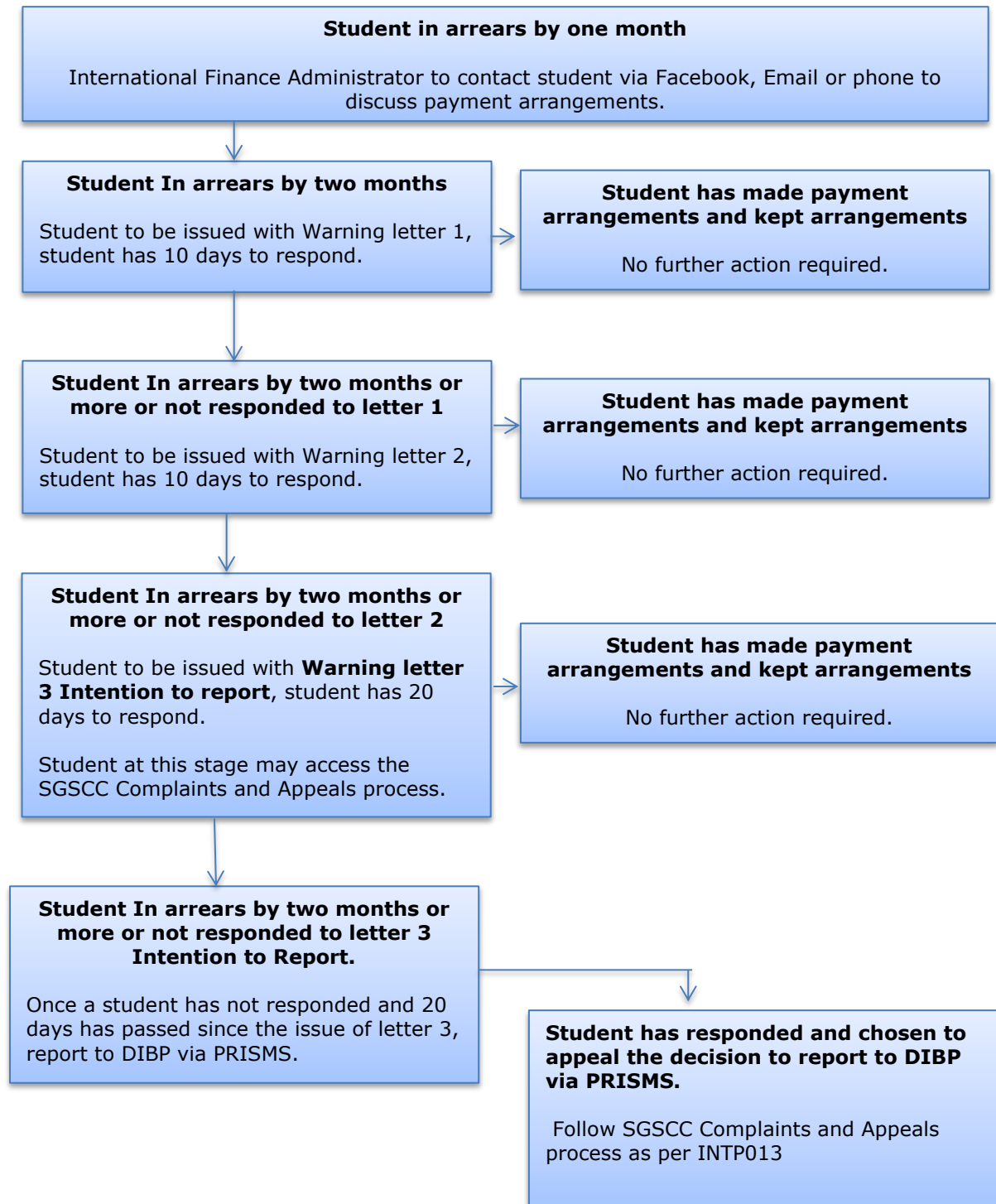
Warning Letter 2

5. When a student has not made an attempt to make regular payments to tuition fees in arrears, is still in arrears or has not attempted to meet or discuss financial situation with International Finance Administrator and or International Manager within 10 days of the first letter, student will be issued with "**International Student Late Tuition Payment Warning Letter no 2**" This letter will stipulate arrears amount and that the student has 10 days to arrange a second meeting with International Manager to arrange payment of amount in arrears.
 - a. Once student has met with International Manager adequate support will be given to student in regards to financial obligations to support the student in making regular tuition payments including a referral to the International Student Support Officer.

Warning Letter 3 – Intention to Report

6. When a student has not made an attempt to make regular payments to tuition fees in arrears, is still in arrears or has not attempted to meet or discuss financial situation with International Finance Administrator and or International Manager within 10 days of second letter, student will be issued with "**International Student Late Tuition Payment Warning Letter no 3 Intention to Report** (to DIBP via PRISMS)" This letter will stipulate arrears amount and that the student has 20 days to arrange a meeting with International Manager to arrange payment of amount in arrears, and the SGSCC Complaints and appeals process in which the student is able to appeal the decision.

International Student Default on Tuition Fees Flow Chart



INTP 023

**International Student Default on Tuition
Fees**



Person Responsible:

SGSCC International Manager
SGSCC International Finance Administrator

Related Documents: