

POLICIES AND ASSOCIATED PROCEDURES

POLICY NUMBER:	POS120306001
PREVIOUS POLICY NUMBER:	POS100219002 (<i>amended 07/03/12 via minor amendment</i>)
POLICY NAME:	Tuition and Incidental Fees
DATE APPROVED:	6 March 2012
POLICY TYPE AND CATEGORY:	General (Student Services)
RESPONSIBLE OFFICER:	Director, Student Connections
FIRST EFFECTIVE FROM:	25 February 2010

Caveat: The business processes associated with this policy are, in some instances, necessarily general in nature. This is because some processes associated with the Callista Student Management System implementation planned for April 2010 have yet to be identified. Generally, it is anticipated that all students will pay their tuition and other fees online. However, there may be some cohorts of students, locations or partners where it is identified and approved that an alternative process is appropriate. This will be negotiated between the Dean of the Faculty concerned and the Director, Student Connections Department.

A training plan for students, teaching and administrative staff at partner institutions forms part of the overall training proposed as part of the Callista implementation.

1.0 PURPOSE

This document provides a consistent and clear policy and procedures for all matters related to tuition and incidental fees. The policy identifies roles and responsibilities for the management of tuition and incidental fees, particularly in regard to:

- Debt Collection
- Fee Extensions
- Fee/Fine Waiver
- Penalties/fines
- Sponsorship

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2.0 BACKGROUND

The policy reflects University Statute 6.2.2 outlining the tuition and incidental fee provisions which apply to both offshore and onshore VU students. It replaces the existing policy and is informed by current practices and procedures and the impending implementation of the Callista Student Management System.

The policy assumes that, following implementation of the Callista SMS, most students cohorts will self-enrol and pay, but recognises that Faculties and/or partners may continue to require some alternative payment arrangements for a period of time to be determined. This will be negotiated between the Dean of the Faculty concerned and the Director, Student Connections Department.

This policy has been developed and reviewed to provide clarity and transparency to students and the University community about enrolment related matters. The policy encourages a culture considerate to students' needs as well as promoting best practice in University administration.

3.0 DEFINITIONS

AES

Admissions and Enrolments Section is the organisational unit within Student Connections Department charged with the responsibility to manage and co-ordinate all student enrolments on behalf of the University.

ALLOCATED ENROLMENT SESSIONS

A schedule of available blocks of time during which formal enrolment sessions are scheduled by negotiation between AES and individual faculties.

BATCHED ENROLMENT

Batched enrolments occur when enrolment forms are collected for centralised processing. Enrolment forms are collected when it is impracticable for the forms to be actioned in the presence of students, for instance where courses are delivered in industry settings or where students are enrolled in courses where they are given an approved future date for the payment of fees.

CALLISTA

Student Management System being implemented at Victoria University, planned for April 20101

CENSUS DATES

The census date in a teaching period is the date by which students' enrolment records are finalised for reporting to government for that teaching period.

Student Type	Census Date
Higher Education, including both domestic and international students	<p>Published Higher Education Semester/Teaching period Census Dates – no earlier than 20% of the way through the period of time during which the unit is undertaken [HESA - s169-25(2)].</p> <p>The period of time during which the unit of study is undertaken includes any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). Where the date for the final examination for a unit is not known, the last day of the examination period must be used as the end of the study period. If a unit does not include a final examination, an examination period must not be included.</p>

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Student Type	Census Date
Research	<p>Published Higher Education Semester/Teaching period Census Dates – no earlier than 20% of the way through the period of time during which the unit is undertaken [HESA - s169-25(2)].</p> <p>The period of time during which the unit of study is undertaken includes any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). Where the date for the final examination for a unit is not known, the last day of the examination period must be used as the end of the study period. If a unit does not include a final examination, an examination period must not be included.</p>
VE/FE Full Fee Local and Government Funded - Skills Deepening (Diploma and above)	<p>no earlier than 20% of the way through the period of time during which the unit is undertaken The period of time during which the unit of study is undertaken includes any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). Where the date for the final examination for a unit is not known, the last day of the examination period must be used as the end of the study period. If a unit does not include a final examination, an examination period must not be included.</p>

COMMERCIAL ACTIVITY

A commercial arrangement, on a fee for service basis, between the University Faculty and an external organisation for delivery of an education program.

COMMONWEALTH ASSISTED STUDENT

An eligible Higher Education or Vocational Education student undertaking studies where the Commonwealth assists the student with a loan towards the full cost of his or her course of studies.

COMMONWEALTH SUPPORTED STUDENT

An eligible Higher Education student undertaking studies where the Commonwealth makes a financial contribution towards the cost of the course of studies through the Commonwealth Grants scheme.

CROSS INSTITUTIONAL - INBOUND

Currently enrolled students from another institute undertaking additional units of study at VU in the current semester/teaching period contributing to their Award at their home institution.

CROSS INSTITUTIONAL - OUTBOUND

Currently enrolled VU students undertaking additional units of study at another Australian institute in the current semester/teaching period contributing to the requirements of their VU Award.

CURRICULUM

The set of courses, and their content, including units and competencies, offered at Victoria University.

DEFERMENT (INTERMISSION)

Deferment is an agreement between the University and an applicant where on receiving an offer to enrol, the applicant is allowed to delay their enrolment for up to one year.

DOMESTIC STUDENT

Australian citizen, New Zealand citizen or holder of a humanitarian or permanent visa studying onshore at Victoria University.

ENCUMBRANCE

A 'Stop' added to a student's enrolment record for non payment of fees. Students with encumbrances cannot enroll until the encumbrance is relieved.

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ENROLMENT

The recording of a student's course(s) and unit(s) of study for a specified enrolment period.

ENROLMENT ADVISORY GROUP (EAG)

A committee of key stakeholders providing advice to AES on matters related to the planning and logistical management of enrolments. The EAG is chaired by the Manager, Admissions and Enrolments or nominee.

ENROLMENT CANCELLATION

Where a student's enrolment has been cancelled for non-payment of fees by the specified payment due date.

ENROLMENT CONFIRMATION NOTICE

An official enrolment record for an offshore student outlining course and unit(s) of study details for an academic year.

ENROLMENT TIMETABLE

The official and final listing of course enrolment session details.

ENROLMENT VARIATION

Amendment of a student's enrolment record.

ENROLMENT VENUE

A designated location at a campus where students complete the enrolment process

EXEMPT STUDENTS

Under the HESA legislation, Exempt students are those who are exempt from the payment of student contribution amounts or tuition fees for specified units of study [HESA - s169-20(1)].

Students are exempt students for units of study:

- consisting wholly of work experience in industry and where the provider is not providing support to a student's learning and performance [HESA - s169-20(2)]; or
- for which the provider has awarded an exemption scholarship [HESA - s169-20(3)]; or
- for which the student is in a Research Training Scheme place; or
- for which the student has been awarded a Merit Based Equity Scholarship.

Note: Students enrolled in enabling courses are not exempt students for the purposes of HESA

EXPRESS ENROLMENT

Express enrolments are booked and approved on WEBS and processed through Student Service Centres on the day specified in the booking. Express enrolments are processed within one business day and, normally, are completed with the student or representative in attendance.

FEE EXTENSION REQUEST

A request from a student to have an extension of time to pay their fees.

FEE FOR SERVICE STUDENT

Where a student and/or their sponsor is required to make tuition fee payment directly to a Faculty within Victoria University. Fees are invoiced directly by the relevant Faculty.

FEES OWING (FOW)

An enrolment classification that advises students that they have not paid all relevant fees by the specified payment due date.

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FULL FEE STUDENT

Neither a Commonwealth Supported nor VE/FE government-funded student, who is required to make tuition fee payments directly to Victoria University.

FULL FEE PAYING STUDENT

A Higher Education, Vocational Education or Further Education student undertaking studies where neither the Commonwealth or the State makes no financial contribution towards the cost of the course of studies.

FEE-HELP

FEE-HELP is a loan given to eligible fee-paying students to help pay part or all of their tuition fees. Students can borrow up to the amount of the tuition fee being charged for their unit(s) of study.

FORMAL ENROLMENTS

Large scale enrolment session undertaken at an enrolment venue.

HECS-HELP

HECS-HELP is a loan available to eligible students enrolled in Commonwealth supported places. A HECS-HELP loan covers all or part of the student contribution amount.

HESA

See *Higher Education Support Act 2003*

HIGHER EDUCATION SUPPORT ACT 2003 (HESA)

The Higher Education Support Act 2003 is the overarching Commonwealth legislation for Higher Education Providers.

INTERNATIONAL STUDENT

A non-local student studying onshore who has a valid Confirmation of Enrolment for study in Australia and is liable for International tuition fees.

MINIMUM TUITION FEE

The minimum amount retained for VE/FE Government funded students and VE/FE Full Fee local students, as defined in the *Student Guide*.

LEAVE OF ABSENCE (INTERMISSION)

Leave of absence is an agreement between the University and a student for the student to take an approved absence from study normally for a period of up to twelve months.

ONSHORE

Locations within Australia, on and off campus where VU courses and programs are delivered.

PAYMENT DUE DATE

The date listed on the University invoice by which students must make full payment of relevant fees.

PROXY

A person authorised by a student to act to undertake enrolment on her or his behalf.

REMISSION

Higher Education and Vocational Education students who withdraw from their studies after the Census Date can apply in prescribed special circumstances to have their HECS-HELP debt remitted [HESA - s36-22], Student Learning Entitlement (SLE) re-credited [HESA - s79-1, FEE-HELP balance re-credited [HESA - s104-25 & 104-30], or tuition fee refunded.

Remission is not permitted where a unit was successfully completed.

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SINGLE UNIT OF STUDY

Individual units of study which are not undertaken as part of an award.

SKILLS DEEPENING STUDENT

A student who is government funded and is undertaking study at Diploma, Advanced Diploma or VET Graduate Certificate or Graduate Diploma level.

SPECIAL CIRCUMSTANCES

Circumstances that were beyond the control of a student and which did not make their full impact until on or after the census date of the unit(s) of study and which make it impracticable for a student to complete their unit(s) of study.

SPONSOR

Companies, Faculties, Schools, Departments or other organisations who pay some or the entire prescribed fees for a student.

SPONSORED STUDENT

A student whose Tuition Fees may be fully or partially paid by an organisational unit of the University, government agency, business or international organisation.

STOP

See 'Encumbrances'.

STUDENT

Any person enrolled or provisionally enrolled in a unit(s) of study taught by Victoria University

Commencing student:

A student enrolling in a new course of study at Victoria University for the first time.

Continuing Student:

A student who has enrolled in a teaching period and maintained a continuous enrolment within the same course of study at Victoria University.

STUDENT CONTRIBUTION AMOUNT

Under the HESA legislation, the University must require every Domestic Higher Education student in a Commonwealth supported unit of study, who is not an Exempt student, to pay the student contribution amount for the unit as a contribution to the cost of their education. The University cannot charge these students tuition fees for the unit but may levy charges that are not considered to be 'fees' [HESA – s169-15(1) & s93-5(1)] or are not otherwise prohibited by HESA.

The Student Contribution Amount is set by the University based on specific price ranges (regulated by the Commonwealth Government.)

Student contribution amounts are determined at the unit of study level. Units in the same Commonwealth Grant Scheme funding cluster may be subject to different maximum student contribution amounts under Commonwealth direction through legislation.

STUDENT LEARNING ENTITLEMENT (SLE)

The Student Learning Entitlement (SLE), measured in equivalent full-time student load (EFTSL), gives a person access to a Commonwealth supported place. [HESA – s73-1]

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STUDENT SERVICE CENTRES (SSC)

Centres within the Student Connections Department that provide administrative and support services directly to students, staff and the community.

TAFE MINISTERIAL DIRECTIONS

A set of prescribed directions from the Victorian Minister of Education and Training that outlines to TAFE institutions and Universities with TAFE Divisions, fees and charges for VE/FE teaching courses.

TAX INVOICE

An official individual student enrolment record for an academic year that outlines unit(s) of study, fee details and corresponding financial obligations.

TEACHING PERIOD

The Teaching Period is the period of time during which the unit is undertaken including any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). Where the date for the final examination for a unit is not known, the last day of the examination period is to be used as the end of the teaching period. If a unit does not include a final examination, an examination period must not be included.

‘Teaching Period’ includes ‘standard’ semesters (typically Semesters 1 and 2), Summer Semester, Winter Semester, teaching conducted in burst or block mode and any other teaching cycle approved through normal academic approval processes.

TUITION FEES

Consistent with Commonwealth and State legislation, Victoria University charges fees to its enrolled students unless students are in receipt of a scholarship or a fee-waiver. Fees are charged either as prescribed under Commonwealth or State funding arrangements, or as tuition fees covering the full cost of a unit of study. The University must report to DEEWR the tuition fee charged for units of study undertaken as part of the course of study [HESA - s19-95].

Additionally, Commonwealth supported students and domestic fee paying students generally must be able to complete the requirements of their course of study without the imposition of fees that are additional to student contribution amounts or tuition fees.

Certain incidental fees are allowed. The criteria for deciding if a fee is incidental are set out in the legislation.

Students enrolled in Vocational or Further Education may be charged material fees in addition to their unit of study fees.

VE/FE GOVERNMENT FUNDED STUDENT

VE/FE students that undertake a course of study where the Victorian Government makes financial contributions.

VTAC

The Victorian Tertiary Admissions Centre (VTAC) is the central office that administers the application and offer process for places in tertiary courses at university, TAFE and independent tertiary colleges in Victoria (and a few outside Victoria).

VTAC receives and forwards application information and supporting documentation to the course selection authorities at Victoria University.

After selection decisions have been made by the course authorities at Victoria University, VTAC sends offer letters to successful applicants on Victoria University's behalf.

4.0 KEY WORDS

Tuition fees, fines, penalties, debt, sponsor, payment, invoice, charges, census, enrol.

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5.0 POLICY

Victoria University is committed to ensure that tuition and other fees are charged in accordance with Government and Statutory legislation. The Policy treats all students equitably and clearly defines the processes and procedures relating to tuition and other fees.

The principles of the tuition fees policy are based explicitly around the values of the University.

This policy does not discuss how fees and charges are set and managed, charging of the student amenities fees (subject to Commonwealth legislation) and the management of refunds. Policies related to these topics are available separately through the University Policy Register

The Policy will focus on:

- Debt Collection
- Fee Extensions
- Fee/Fine Waiver
- Fee Payments
- Penalties/fines
- Sponsorship

Students who are aggrieved by an outcome arising as a result of a consequence of the implementation of this policy have the opportunity to seek redress through the provisions of the Student Feedback and Complaints Policy.

To achieve the desired outcomes of this policy, the following guiding principles will apply:

Debt Collection

In order to minimise risk to the University, outstanding debt is managed through a transparent debt collection process.

Fee Extensions

Fee extensions are available, to eligible students experiencing financial hardship or other exceptional circumstances, to support students in accessing education.

Fee and Fine Waivers

Fees and fine waivers are issued in accordance with this policy to ensure that they are fair and reasonable and meet legislative and University requirements.

Fee payments

5.1 Enrolment Fees

5.1.1 Commonwealth Supported Students

- (a) Students enrolled in a Commonwealth Supported Place are required to contribute to the cost of their education by payment of a student contribution amount to the University. The student contribution amount will vary depending on the units of study undertaken by a student and the year in which the student commenced studying.
- (b) At the time of enrolment, eligible students must choose one of the following HECS-HELP payment options:

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- (i) Full Up-front Payment
Eligible students must pay 80% of the total of their student contribution amount for all units of study in which they are enrolled, which have the same census date. The up-front payment must be made by the University's Payment Due Date. Students electing the full up-front payment option will receive 20% discount.
- (ii) Partial Up-front Payment
Eligible students must pay a minimum of \$500 of their total student contribution amount for the units they are enrolled by the census date for the teaching period. Partial up-front payments that total \$500 or more, and that are made on or before the census date, will attract a 5% discount on the partial payment amount made as per government legislation.
- (iii) Fully Deferred
Eligible students may choose to obtain a HECS-HELP loan for their entire student contribution amount and therefore are not required to pay the enrolment fee on the time of enrolment and the debt will be referred to the Australian Taxation Office (ATO).

The University does not guarantee eligibility for the HECS-HELP scheme; students must have their eligibility assessed by completing the relevant Commonwealth Assistance Form.

- (c) Students may change their HECS-HELP payment option at any time, however the change will only take effect from the first census date following the lodgement of the appropriate form.
- (d) Students who are not eligible for HECS-HELP must pay their tuition fees upfront by the Payment Due Date.

5.1.2 Full Fee Paying Students

- (a) Students enrolled a full fee paying place are required to pay tuition fees to the University.
- (b) Eligible students may choose to pay their tuition fees up front to the University or apply for a FEE-HELP loan. The University does not guarantee eligibility for the FEE-HELP scheme; students must have their eligibility assessed by completing the relevant Commonwealth Assistance Form.
- (c) Students who are not eligible for FEE-HELP or choose to pay their fees up-front must pay their fees by the Payment Due Date.

5.1.3 Non Award Unit (Single Study)

Enrolment in a single unit of study that does not contribute to an award is on a fee paying basis and students are not eligible for FEE-HELP.

5.1.4 Enrolment Fees Payment Due Date

- (a) The Payment Due Date for Higher Education students is the date set by the University for each Teaching Period
- (b) Payment Due Dates are printed on Tax Invoices issued to students after their enrolment or re-enrolment has been processed. Re-enrolment Payment Due Dates are published on the University's Academic Calendar

- (c) Fees that are not paid by the Payment Due Date will incur a Late fees as outlined in Appendix 4.

5.2 Enrolment Fees for TAFE students

All students undertaking Vocational Education studies below Diploma level must make full payment of fees within two business days of their enrolment. This rule does not apply to students enrolled in Further Education, are fully sponsored, or undertaking VET in schools or studying and training off campus

In order to comply with Ministerial Directions to Councils of TAFE institutes and Universities with TAFE divisions, a minimum tuition charge is payable by eligible Government funded students who are holders of a valid concession card at the time of enrolment or at the time of amendment of an enrolment.

5.2.1 State Government Funded Programs – Tuition Fee

- (a) Students undertaking a government funded TAFE program are required to pay a tuition fee to the University as prescribed by Skills Victoria.
- (b) The fee is based on the number of enrolled hours in the program per semester or per year. Skills Victoria prescribes a maximum fee that a student enrolled in a TAFE program can be charged. These amounts are adjusted each year by the Minister of Education.

5.2.2 Government Funded Programs – Concession

- (a) At the time of enrolment, eligible TAFE students can apply to pay the minimum tuition fee if they present a current Commonwealth Health Care Card, a Pensioner Concession Card (or are listed on those cards as a dependent spouse or dependent child of the card holder) or a Veteran's Gold Card.

A student without proof of concession at time of enrolment must pay full fees. Further Education students can request a fee extension. Further details are available under Appendix 2.

5.2.3 Full Fee Paying Students

- (a) Students enrolled in a full fee paying place are required to pay tuition fees to the University.
- (b) Students enrolling in an eligible TAFE program (Skills Deepening Category) can pay their tuition fees either by paying some or all of their tuition fees up-front or submitting a Request for VET FEE-HELP assistance form.
- (c) A loan fee of 20% applies to VET FEE-HELP loans.
- (d) Students in Skills Deepening Courses who are not eligible for a VET FEE-HELP loan must pay their tuition fees by the due date on the invoice.
- (e) Students enrolling in a program which is not eligible for VET FEE-HELP must pay their tuition fees by the due date on the invoice.
- (f) Students who are eligible for VET FEE-HELP assistance must pay their tuition fees by the due date on the invoice.

5.2.5 Ancillary and Material Fees

- (a) Some programs will require a fee to cover the cost of materials used, excursion fees, field trips and other non-tuition goods and services provided in the support of the learning

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program. Details of these costs must be provided to the student by the TAFE Faculty prior to enrolment.

5.3 Outstanding Fees

5.3.1 Students who have fees outstanding at the Payment Due Date (including any penalties that have been incurred) will have an encumbrance placed on their student record. Students will be blocked from accessing the University's systems, and will not be eligible to receive any final assessment results or to graduate.

5.3.2 Students who have fees outstanding at the Payment Due Date (including any penalties incurred) may be referred to the University's debt collector. Any debt collection costs incurred by the University will be added to the student's account for payment.

5.3.3 Students who have an outstanding debt to the University must pay that outstanding debt prior to being enrolled, whether or not the debt relates to the current enrolment or a previous enrolment.

5.3.4 Under Statute 11.1, Section 9(3) the Vice Chancellor has the authority to cancel or suspend a student's enrolment. Cancellations will be managed through the Student Connections Department who will act on behalf of the Vice Chancellor.

5.3.5 Reinstatement

(a) Students who have previously had their enrolment cancelled, seeking reinstatement to continue their study at the University, must

- (i) Pay all outstanding debts;
- (ii) Apply for re-admission directly to the Awarding Academic Unit.

5.4 Invoicing of Enrolment Fees

(a) Fees are assessed and invoiced for each Teaching Period.

(b) Students must be provided with a Tax Invoice as soon as possible after each enrolment, re-enrolment or amendment to enrolment is processed.

(c) Tax Invoices will clearly state the fee amount payable by a student, due dates, payment methods and any other HESA-required information.

(d) No enrolment, re-enrolment or amendment to enrolment should be processed if a student has an outstanding debt. A letter must be sent to the student stating that the debt must be paid for before the enrolment will be processed.

(f) Students must pay via one of the University approved payment methods as shown on the invoice.

Penalties and Fines

To ensure that students are correctly enrolled by Census date, penalties and fines are issued as a deterrent to students for non compliance with Government legislative requirements. This requirement is particularly important to ensure that the University meets its Government reporting obligations and manages its student load effectively and accurately.

Sponsorship

The University supports flexible and transparent arrangements for student sponsorship.

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6.0 PROCEDURES

All procedures relating to this policy are provided as attachments in the Appendices.

7.0 CONGRUENCE WITH LEGISLATION AND RELATED POLICIES

This policy is aligned to appropriate University Statutes, Regulations, Policies, Legislative requirements and the University's Strategic Plan.

- Education Services for Overseas Students (ESOS) Act (2000)
- Higher Education Support Act (2003)
- Ministerial Directions to Councils of TAFE Institutes and Universities with TAFE Divisions
- Victoria University Regulation 11.1.1
- Schedule of Amenities, Services and Facilities Charges
- Student Feedback and Complaints Policy
- Victoria University Refunds Policy
- Victoria University Setting and Amending of Fees Policy

8.0 ACKNOWLEDGEMENT

Swinburne University of Technology Fees Policy

9.0 CONSULTATION

Student Connections Department
Portfolio Management Committee
Finance Department
Faculty Managers
VU International
University community via global email

10.0 REVIEW

The policy will be reviewed in July 2011

11.0 ACCOUNTABILITIES

11.1 RESPONSIBILITY

The Student Connections Department is responsible for the implementation of this policy. The responsible position is as follows:

- Director, Student Connections Department

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11.2 IMPLEMENTATION PLAN

No.	Key Task	Responsibility	Completion Date
1	Policy formulation	Key stakeholders	June 2009
2	Reformulation of Policy based on feedback	Student Connections Department	September 2009
3	Endorsement of Policy	VCAC (Services)	September 2009

11.3 TRAINING PLAN

Following completion of the consultation of this document, it is proposed that the university community be formally advised of its implementation

11.4 COMPLIANCE

This policy is compliant with University legislation.

11.5 EFFECTIVENESS OF THIS POLICY

The effectiveness of the policy will be monitored by the Student Connections Department.

12.0 POLICY ADVISOR

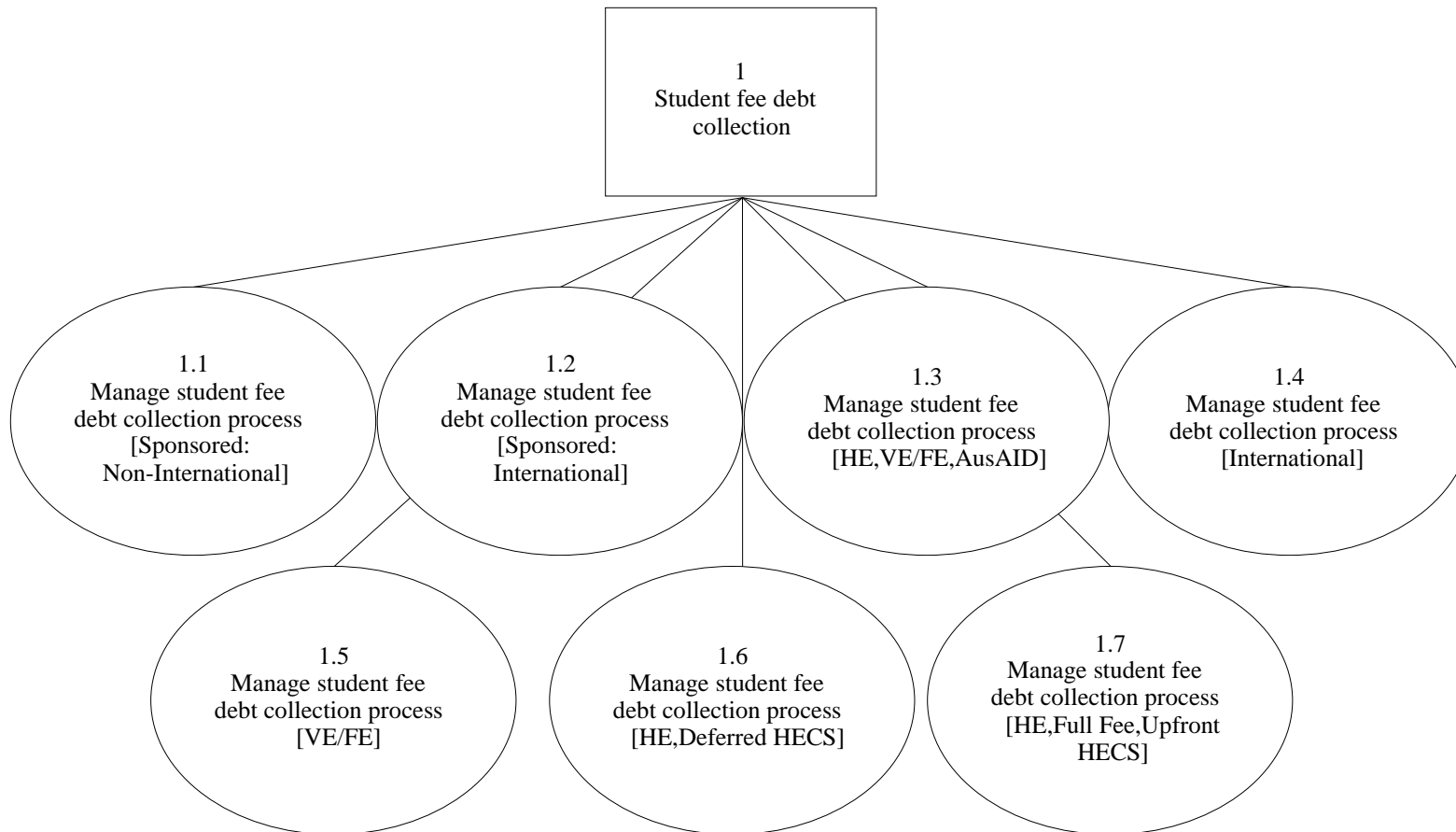
Manager, Admissions and Enrolments, Student Connections

13.0 FORMS

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14.0 APPENDICES

APPENDIX 1 – DEBT COLLECTION



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- **1 Student fee debt collection (Interpretations)**

- **1 Student fee debt collection**

Visit the following hyperlink for more details on the "debt Management Policy"

<http://wcf.vu.edu.au/GovernancePolicy/PDF/POF050913002.PDF>

Artifacts:

- Debt Management Policy
Debt management Policy (<http://wcf.vu.edu.au/GovernancePolicy/PDF/POF050913002.PDF>)

- **1.1 Manage student fee debt collection process [Sponsored: Non-International]**

This process is applicable to both the HE and VE/FE Students who are sponsored by either an internal department within VU or an external (domestic) organisation.

The full fee cost of the course will be charged to either the internal department or external (domestic) organisation, whichever is applicable.

Rules:

- Business Rule - 1
Apply Business Rule 1 when the student belongs to the Non-International Sponsored Student cohort and the sponsors are Non-International, i.e the sponsors are within Australia - either an internal department within VU or an external domestic organisation. The student may belong to either HE or VE/FE sector.

The business process to be used for this category is 1.1 Manage Student fee debt collection process [Sponsored: Non-International]

- **1.2 Manage student fee debt collection process [Sponsored: International]**

This process is applicable to the International organisations that sponsor the International Students. The students may belong to either HE or VE/FE sector.

The full fee cost of the course will be charged to the International Sponsor.

Rules:

- Business Rule - 2
Apply Business Rule 2 when the student belongs to the International Sponsored Student cohort and the sponsors are International, i.e the sponsors are outside Australia. The student may belong to either HE or VE/FE sector.
The business process to be used for this category is 1.2 Manage Student fee debt collection process [Sponsored: International]

- **1.3 Manage student fee debt collection process [HE,VE/FE,AusAID]**

This process is applicable to both the HE and VE/FE Students who are sponsored by AusAID.

The full fee cost of the course will be charged to AusAid.

Rules:

- Business Rule - 3
Apply Business Rule 3 when the students belong to the International student cohort and they are sponsored through AUSAID program. The student is an international student.

The business process to be used for this category is 1.3 Manage Student fee debt collection process [HE,VE/FE,AUSAID]

- **1.4 Manage student fee debt collection process [International]**

This process is applicable to the International Students who could belong to either HE or VE/FE sector. The full fee cost of the course will be charged directly to the International Student.

The process for collecting debt from international students is the same for both HE and VE/FE sectors.

Rules:

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- Business Rule - 4
Apply Business Rule 4 when the student belongs to the International Student cohort and they are not sponsored by any sponsor. The student may belong to either HE or VE/FE sector. The business process to be used for this category is 1.4 Manage Student fee debt collection process [International]

- **1.5 Manage student fee debt collection process [VE/FE]**

This process is applicable to the VE/FE students who intend to pay for their course enrolments through one of the following three fund source options:

- (a) VE Govt. Funded
- (b) VE Fee for Service or
- (c) FE

Rules:

- Business Rule - 5
Apply Business Rule 4 when the student belongs to the VE/FE sector student cohort and they are not sponsored by any sponsor. The student is a non-international student.

The business process to be used for this category is 1.5 Manage Student fee debt collection process [VE/FE]

- **1.6 Manage student fee debt collection process [HE,Deferred HECS]**

This process is applicable to the HE Students who intend to pay through deferred HECS for their course enrolments.

The student is a Non-International student.

Rules:

- Business Rule - 6
Apply Business Rule 6 when the student belongs to the Deferred HECS, HE sector Student cohort and they are not sponsored by any sponsor. The student is a Non-International student. The business process to be used for this category is 1.6 Manage Student fee debt collection process [Deferred HECS, HE]

- **1.7 Manage student fee debt collection process [HE,Full Fee,Upfront HECS]**

This process is applicable to the HE Students who intend to pay through Full fee, local upfront HECS or other upfront HECS for their course enrolments.

The student is a Non-International student.

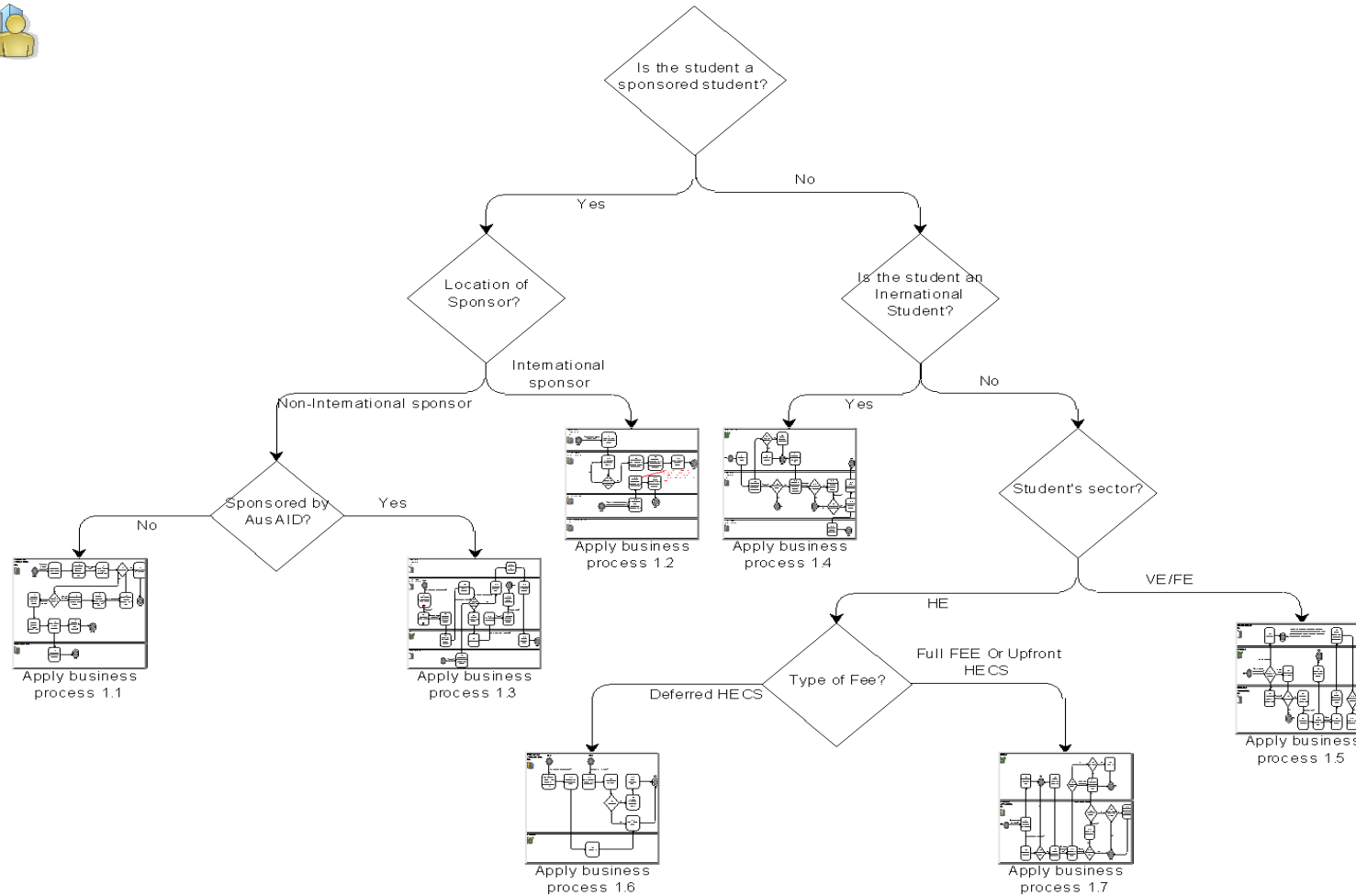
Rules:

- Business Rule - 7
Apply Business Rule 7 when the student belongs to the Full Fee, Upfront HECS, HE sector Student cohort and they are not sponsored by any sponsor. The student is a Non-International student. The business process to be used for this category is 1.7 Manage Student fee debt collection process [Full Fee, Upfront HECS, HE]

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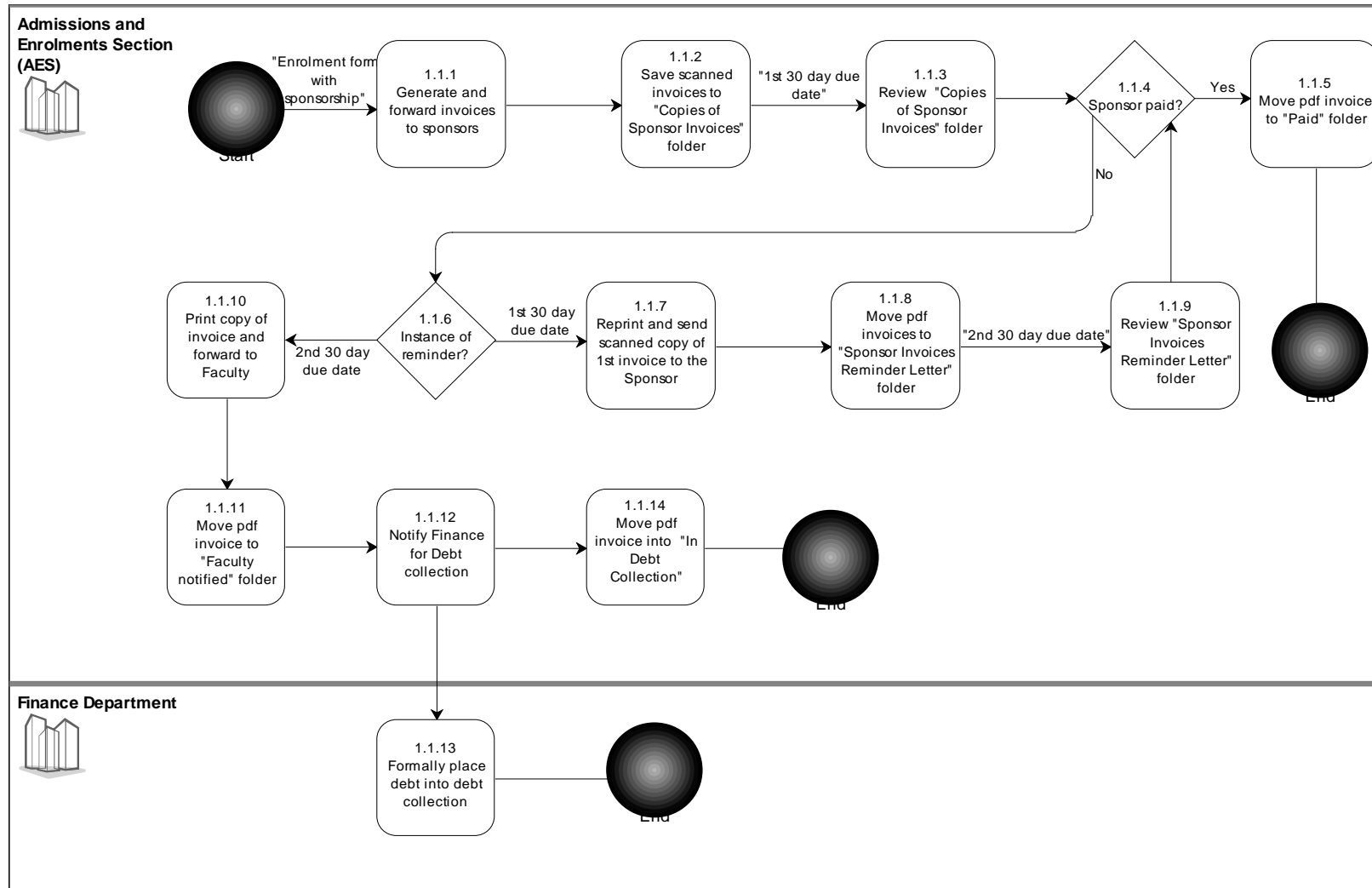
- Decision matrix on student debt collection process

AES / VUI



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- 1.1 Manage student fee debt collection process [Sponsored: Non-International]



- **1.1 Manage student fee debt collection process [Sponsored: Non-International] (Interpretations)**

- **1.1 Manage student fee debt collection process [Sponsored: Non-International]**

This process is applicable to both the HE and VE/FE Students who are sponsored by either an internal department within VU or an external (domestic) organisation.

The full fee cost of the course will be charged to either the internal department or external (domestic) organisation, whichever is applicable.

Rules:

- Business Rule - 1

Apply Business Rule 1 when the student belongs to the Non-International Sponsored Student cohort and the sponsors are Non-International, i.e the sponsors are within Australia - either an internal department within VU or an external domestic organisation. The student may belong to either HE or VE/FE sector.

The business process to be used for this category is 1.1 Manage Student fee debt collection process [Sponsored: Non-International]

- **1.1.1 Generate and forward invoices to sponsors**

AES generates the invoices for all enrolled students who are being sponsored and forwards invoices to their respective sponsors.

The Students also get a copy of the invoice with a message saying "NO PAYMENT REQUIRED"

For the HE students AES runs a bulk invoice run 5 weeks prior to the census date. One invoice is created per student and sent to the sponsor, if required.

In the case of VE/FE students the invoice is created and sent to the sponsor as each enrolment occurs.

It is initiated by event:

Enrolment form with sponsorship from Source: Start

This process is triggered by either the receipt of an individual enrolment form from a sponsored student or bulk enrolments process for students with sponsorship.

Notes:

- Types of Sponsors

There are three types of sponsors in total and they are International, Internal and External. In the case of International sponsors AES generates invoice and hands it over to VUI for further action to collect payment and chase debt with sponsor. AES is only responsible for the collection of debt from the Internal and External domestic sponsors.

- **1.1.2 Save scanned invoices to "Copies of Sponsor Invoices" folder**

It initiates event:

1st 30 day due date for Activity Usage: 1.1.3 Review "Copies of Sponsor Invoices" folder

Notes:

- Scan Invoices

Scanning of invoices is required only for the International and External sponsors. It is not required for the Internal Sponsors.

- **1.1.3 Review "Copies of Sponsor Invoices" folder**

In the week after the 1st 30 day due date, AES checks the VUSIS system to see if the sponsor has made the payment.

It is initiated by event:

1st 30 day due date from Activity Usage: 1.1.2 Save scanned invoices to "Copies of Sponsor Invoices" folder

It is implemented by:

- System: VUSIS

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- **1.1.4 Sponsor paid?**

Has the sponsor paid?

- **1.1.5 Move pdf invoice to "Paid" folder**

Note: AES stamps this invoice with "Final Payment" stamp before moving it to the "Paid" folder.

- **1.1.6 Instance of reminder?**

When was the reminder issued?

- **1.1.7 Reprint and send scanned copy of 1st invoice to the Sponsor**

AES also attaches a letter to the reprinted invoice with a OVER DUE sticker / stamp on the invoice. The reprinted invoice will have a new due date with another 30 days to pay.

- **1.1.8 Move pdf invoices to "Sponsor Invoices Reminder Letter" folder**

It initiates event:

2nd 30 day due date for Activity Usage: 1.1.9 Review "Sponsor Invoices Reminder Letter" folder

- **1.1.9 Review "Sponsor Invoices Reminder Letter" folder**

In the week after the 2nd 30 day due date, AES checks the VUSIS system to see if the sponsor has made the payment.

It is initiated by event:

2nd 30 day due date from Activity Usage: 1.1.8 Move pdf invoices to "Sponsor Invoices Reminder Letter" folder

It is implemented by:

- System: VUSIS

- **1.1.10 Print copy of invoice and forward to Faculty**

AES prints a copy of the invoice and forwards it to the relevant Faculty for further follow-up with the Sponsor for payment.

Note: Only where required (for major sponsors). If the Faculty is the sponsor, then Faculty gets a copies of invoice for the all the students the Faculty is sponsoring.

- **1.1.11 Move pdf invoice to "Faculty notified" folder**

AES moves the invoice to the "Faculty notified" folder and waits until it receives a response from the Faculty.

- **1.1.12 Notify Finance for Debt collection**

AES also notifies the sponsor that their debt is now in Debt Collection

- **1.1.13 Formally place debt into debt collection**

Finance department liaises with the external Debt Collectors to expedite the payments from the Sponsors.

(A) With the consent from VU Finance, the Debt Collector sends a letter on their letterhead, reminding the Sponsors of the outstanding debt

(B) If the payment is NOT received even after the second week, then the Debt Collectors organises to send a second letter through their Solicitor, using the Solicitor's letter head.

(C) If the payment is NOT received even after the second week from the date the second letter is sent, then Debt Collector seeks Finance department's advice on various options to deal with the situation. The options are very complex and are dealt with on a case by case basis. Some of the options include making formal complaints, seeking Court orders etc.

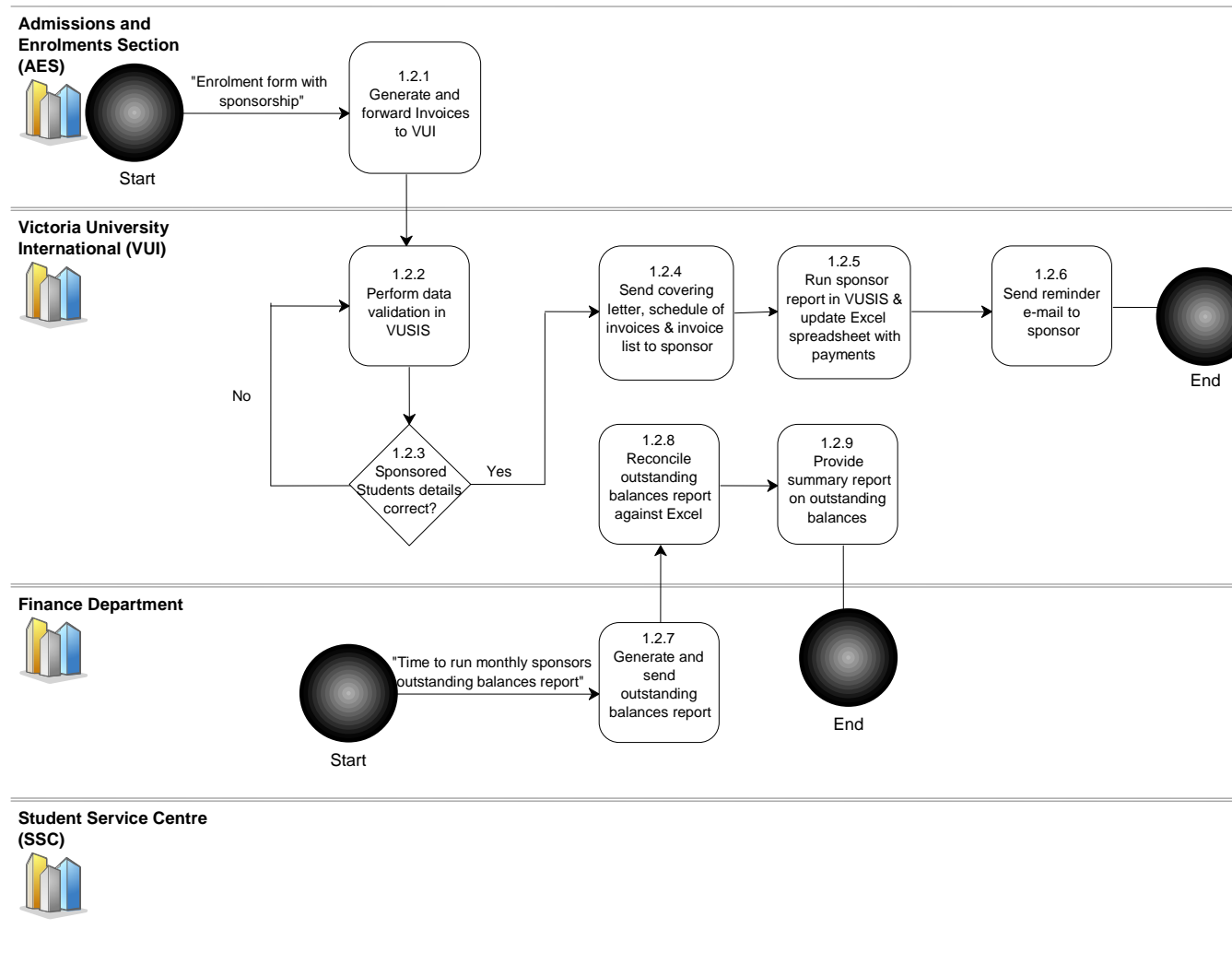
- **1.1.14 Move pdf invoice into "In Debt Collection" folder**

AES places a STOP on the Student's record and informs the Student about the non-payment of Fees by their Sponsor.

Further, if the amount in debt is substantial, AES makes a note of the Sponsors and prevents them from enrolling any more students until their previous debt is cleared.

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- 1.2 Manage student fee debt collection process [Sponsored: International]



- **1.2 Manage student fee debt collection process [Sponsored: International] (Interpretations)**

- **1.2 Manage student fee debt collection process [Sponsored: International]**

This process is applicable to the International organisations that sponsor the International Students. The students may belong to either HE or VE/FE sector.

The full fee cost of the course will be charged to the International Sponsor.

Rules:

- Business Rule - 2
Apply Business Rule 2 when the student belongs to the International Sponsored Student cohort and the sponsors are International, i.e the sponsors are outside Australia. The student may belong to either HE or VE/FE sector. The business process to be used for this category is 1.2 Manage Student fee debt collection process [Sponsored: International]

- **1.2.1 Generate and forward Invoices to VUI**

AES generates the invoices for all enrolled International Students who are being sponsored by International sponsors and forwards them to VU International

It is initiated by event:

Enrolment form with sponsorship from Source: Start

This process is triggered by either the receipt of an individual enrolment form from a sponsored student or bulk enrolments process for students with sponsorship.

Notes:

- Types of Sponsors
There are three types of sponsors in total and they are International, Internal and External. In the case of International sponsors AES generates invoice and hands it over to the VUI for further action to collect payment and chase debt with them. AES is only responsible for the collection of debt from the Internal and External sponsors.

- **1.2.2 Perform data validation in VUSIS**

VUI performs the following data validation upon the receipt of invoice from AES:

- Run Sponsor report in VUSIS
- Prepare Excel spreadsheet for monitoring payment receipts and to reconcile any issues.
- Check Student load and ensure Fees and Loads match.
- Organise with VUI Scholarship to obtain signature on the load forms by Students, Faculty and VUI Compliance and forward it to AES.
- Identify sponsored students without sponsor code in VUSIS. Organise to send financial guarantees to AES and request for sponsor invoices from AES.
- Request AES to generate invoices for sponsored students whose invoices are not received and reconcile the invoices received.

- **1.2.3 Sponsored Students details correct?**

- **1.2.4 Send covering letter, schedule of invoices & invoice list to sponsor**

- **1.2.5 Run sponsor report in VUSIS & update Excel spreadsheet with payments**

- **1.2.6 Send reminder e-mail to sponsor**

- **1.2.7 Generate and send outstanding balances report to VUI**

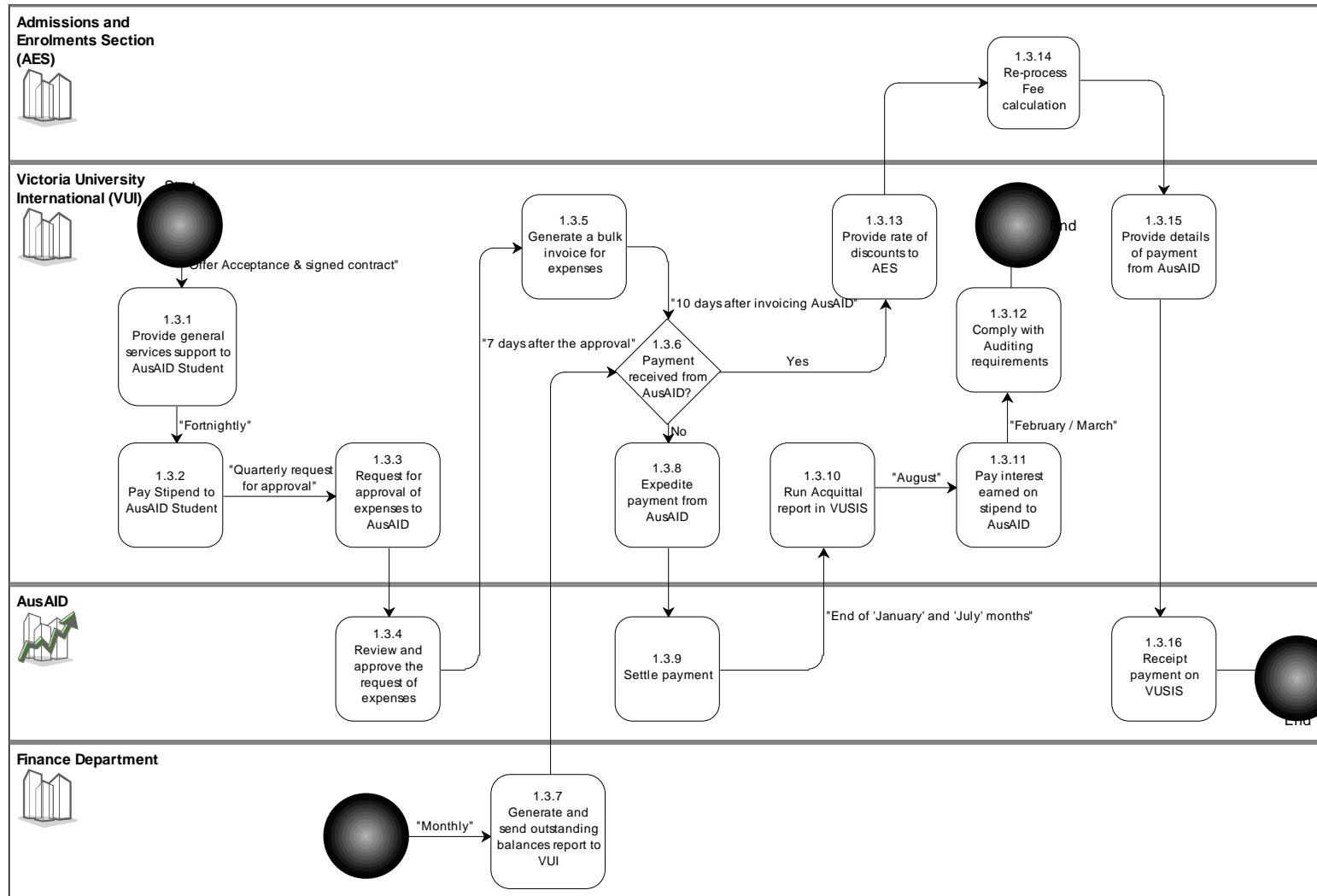
It is initiated by event:

Time to run monthly sponsors outstanding balances report from Source: Start

- **1.2.8 Reconcile outstanding balances report against Excel spreadsheet**
- **1.2.9 Provide summary report on outstanding balances**

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- 1.3 Manage student fee debt collection process [HE,VE/FE,AusAID]



- **1.3 Manage student fee debt collection process [HE,VE/FE,AusAID] (Interpretations)**

- **1.3 Manage student fee debt collection process [HE,VE/FE,AusAID]**

This process is applicable to both the HE and VE/FE Students who are sponsored by AusAID.

The full fee cost of the course will be charged to AusAid.

Rules:

- Business Rule - 3
Apply Business Rule 3 when the students belong to the International student cohort and they are sponsored through AUSAID program. The student is an international student.

The business process to be used for this category is 1.7 Manage Student fee debt collection process [AUSAID]

- **1.3.1 Provide general services support to AusAID Student**

Once the AusAID student has accepted the Placement Offer and sent in the signed contract, VU need to provide some general support to the student in successfully completing the course.

The following is a list of general services in which the AusAID students may require support from VU.

- Support on arrival in Australia
- Initial Accommodation
- Long-term accommodation
- Establishment allowance - contribution toward expenses such as rental bonds, text books, study materials, additional medical insurance, home contents insurance, etc.
- Overseas Student Health Cover and
- Reunion Airfare Entitlement

It is initiated by event:

Offer Acceptance & signed contract from Source: Start

It initiates event:

Fortnightly for Activity Usage: 1.3.2 Pay Stipend to AusAID Student

Rules:

- ADS Conditions
ADS (Australian Development Scholarships) holders must:
 - a. take up the ADS in the academic year for which it is offered;
 - b. complete a full degree program during the course of their scholarship;
 - c. not hold another Australian Government scholarship at the same time as the ADS;
 - d. participate in the Pre-Departure Briefing arranged by the Post, and the Institution's compulsory Introductory Academic Program (IAP) on arrival in Australia;
 - e. reside in Australia for the duration of the ADS (apart from holidays, reunion visits or fieldwork visits to their home country);
 - f. complete their ADS award within the period stipulated in their Student Contract;
 - g. only undertake the approved program for which the ADS is offered and abide by the rules of the Institution;
 - h. maintain an appropriate study load and achieve satisfactory academic progress in the program for which the ADS was offered;
 - i. participate in all activities associated with the approved course of study, including all lectures and tutorials, submit all work required for the course (e.g. assignments or essays) and sit for examinations;
 - j. be aware that any employment undertaken during term times may compromise academic progress;
 - k. liaise with the Student Contact Officer at the Institution regarding any proposed changes to the approved program and acknowledge that approval is required from the Institution, AusAID and Partner Government before any changes are made;
 - l. agree to AusAID collecting information concerning the Student or dependants and passing that information on to other relevant parties, if necessary;
 - m. advise AusAID immediately, via the Student Contact Officer at the Institution, if they marry a person who is an Australian or New Zealand citizen, or who has permanent residence status in Australia or New Zealand;
 - n. return to their country of citizenship for two years at the completion of their study/research program in Australia;

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- o. be aware that a debt to the Commonwealth of Australia will be incurred if a Student fails to return to their home country, or if they apply for Permanent Residence or for a visa to remain in or return to Australia within the two year period; and
- p. agree that the ADS may be terminated at any time for failure to make satisfactory academic progress, failure to comply with the laws of Australia, misconduct, breaches of the contract between the Student and the Commonwealth of Australia including breaches of the conditions of the ADS or of the AusAID Student Visa or if they apply to change their visa status.

Notes:

- Establishment Allowance
The establishment allowance of \$5000 per student must be in their account by the date of their arrival in Australia.

• 1.3.2 Pay Stipend to AusAID Student

Stipend / Contribution to Living Expenses (CLE) is paid to the AusAID students to assist them in meeting everyday living costs such as accommodation, transport, food, entertainment, stationery etc.

It is initiated by event:

Fortnightly from Activity Usage: 1.3.1 Provide general services support to AusAID Student

It initiates event:

Quarterly request for approval for Activity Usage: 1.3.3 Request for approval of expenses to AusAID

It is implemented by:

- System: FinanceOne

Rules:

- CLE (Contribution to living expenses)
The CLE is reviewed annually by AusAID.

CLE is paid fortnightly to Students by VU in arrears. The first payment should be paid into a bank account nominated by the student, on the first pay day after the student's arrival.

Following the initial payment, CLE should be made in accordance with the VU's fortnightly payment periods.

Entitlement to the CLE commences on the Student's date of arrival in Australia, which must be no more than 14 days prior to the Student commencing their IAP (Introductory Academic Program), and ceases five days after the Student completes their ADS program. For coursework Students this is five days after examination results are released. For research Students this is five days after the submission of their thesis.

CLE payments continue:

- a. during public holidays and semester breaks;
- b. during periods of fieldwork under the ADS;
- c. during reunion visits to the Student's home country;
- d. for up to six weeks if a student is hospitalised or detained.

CLE payments will not be made:

- a. during periods of ADS suspension;
- b. when a student is convicted of a criminal offence;
- c. where a student is hospitalised or detained: the CLE will cease to be paid after six weeks.

The CLE is currently income tax exempt and not subject to an income test on Student or spouse income.

VU must advise all AusAID Students of the need to obtain a tax file number for banking purposes and for cases where Students seek employment.

• 1.3.3 Request for approval of expenses to AusAID

VUI submits a request to AusAID through SIMON (Web based data management system managed by AusAID) requesting reimbursement for all the expenses and payments made to AusAID students.

VUI does this for every single AusAID student enrolled at VU with detailed explanation on costs incurred and payments made

It is initiated by event:

Quarterly request for approval from Activity Usage: 1.3.2 Pay Stipend to AusAID Student

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It is implemented by:

- System: SIMON

- **1.3.4 Review and approve the request of expenses**

It initiates event:

7 days after the approval for Activity Usage: 1.3.5 Generate a bulk invoice for expenses

- **1.3.5 Generate a bulk invoice for expenses**

VUI generates a bulk invoice in FinanceOne system for all the expenses and payments made to AusAID students and forwards the same to AusAID with a covering letter properly explaining the details of the invoice.

It is initiated by event:

7 days after the approval from Activity Usage: 1.3.4 Review and approve the request of expenses

It initiates event:

10 days after invoicing AusAID for Decision Point: 1.3.6 Payment received from AusAID?

It is implemented by:

- System: FinanceOne

- **1.3.6 Payment received from AusAID?**

It is initiated by event:

10 days after invoicing AusAID from Activity Usage: 1.3.5 Generate a bulk invoice for expenses

- **1.3.7 Generate and send outstanding balances report to VUI**

It is initiated by event:

Monthly from Source:

- **1.3.8 Expedite payment from AusAID**

- **1.3.9 Settle payment**

It initiates event:

End of 'January' and 'July' months for Activity Usage: 1.3.10 Run Acquittal report in VUSIS

- **1.3.10 Run Acquittal report in VUSIS**

At the end of every January and July months, VUI runs acquittal reports in VUSIS to see if there are any discrepancies in the payments received from AusAID to actual expenditure and settles them accordingly.

It is initiated by event:

End of 'January' and 'July' months from Activity Usage: 1.3.9 Settle payment

It initiates event:

August for Activity Usage: 1.3.11 Pay interest earned on stipend to AusAID

It is implemented by:

- System: VUSIS

- **1.3.11 Pay interest earned on stipend to AusAID**

At the end of every August month, VUI verifies in FinanceOne, if any interest has been earned on the stipend amount advanced from AusAID and arranges with Finance Department to pay it back to AusAID.

It is initiated by event:

August from Activity Usage: 1.3.10 Run Acquittal report in VUSIS

It initiates event:

February / March for Activity Usage: 1.3.12 Comply with Auditing requirements

It is implemented by:

- System: FinanceOne

- **1.3.12 Comply with Auditing requirements**

Every year either in February or March, VUI conducts auditing of their financial transactions through an external auditing company and comply with any recommendations put forward by the Auditors.

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It is initiated by event:

February / March from Activity Usage: 1.3.11 Pay interest earned on stipend to AusAID

- **1.3.13 Provide rate of discounts to AES**

VUI provides the rate of discounts applicable to each AusAID student for their course fee.

- **1.3.14 Re-process Fee calculation**

AES re-processes the fee after applying the discount percentage from VUI

It is implemented by:

- System: VUSIS

- **1.3.15 Provide details of payment from AusAID**

VUI updates the spreadsheet containing the details of payments received from AusAID for each Student and forwards it to the Finance department.

It is implemented by:

- System: Spreadsheet

- **1.3.16 Receipt payment on VUSIS**

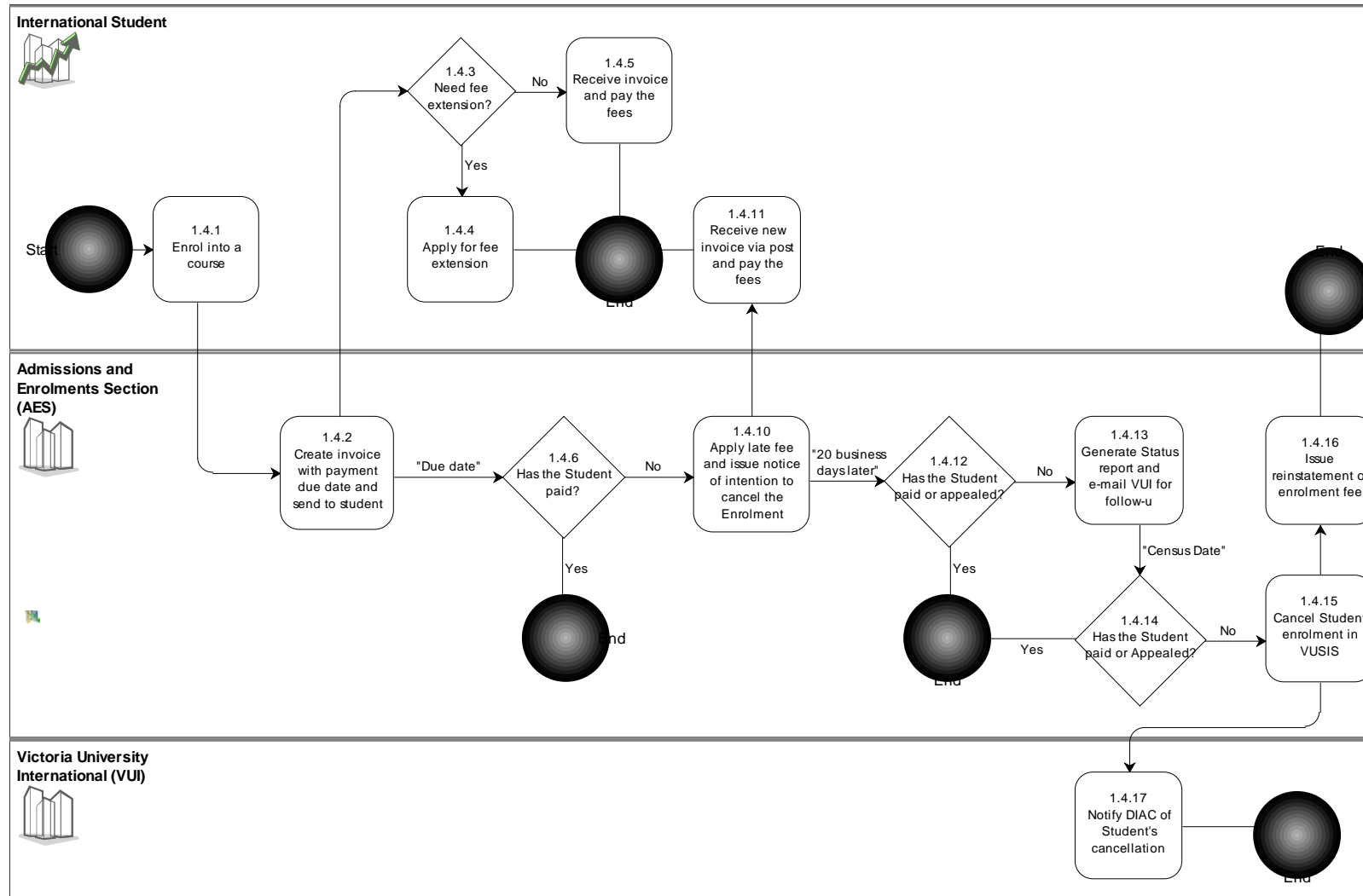
Finance department receipts payments from AusAID into VUSIS

It is implemented by:

- System: VUSIS

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• 1.4 Manage student fee debt collection process [International]



- **1.4 Manage student fee debt collection process [International] (Interpretations)**

- **1.4 Manage student fee debt collection process [International]**

This process is applicable to the International Students who could belong to either HE or VE/FE sector. The full fee cost of the course will be charged directly to the International Student.

The process for collecting debt from international students is the same for both HE and VE/FE sectors.

Rules:

- Business Rule - 4
Apply Business Rule 4 when the student belongs to the International Student cohort and they are not sponsored by any sponsor. The student may belong to either HE or VE/FE sector. The business process to be used for this category is 1.3 Manage Student fee debt collection process [International]

- **1.4.1 Enrol into a course**

- **1.4.2 Create invoice with payment due date and send to student**

The payment due date is 6 weeks prior to the HE census date. So, in the case of first semester it's the middle of February and for second semester it's the middle of July.

Note:

(A) VE/FE students are given the same due date as the HE students.

(B) If the student enrolled into the course after the 6 weeks prior to the Census date, then the payment is due within 10 calendar days from the date of enrolment.

It initiates event:

Due date for Decision Point: 1.4.6 Has the Student paid?

- **1.4.3 Need fee extension?**

Students may visit the Student Support Centre to request a fee extension. Generally the first fee extension is possible until the 10th of March for 1st semester and until the 10th of July for the 2nd semester. Under some circumstances, such as financial hardship, fee extension for the second time may also be possible. However, the student must pay at least 50% of the total teaching period fee and the balance must be paid by COB on the corresponding Census date.

- **1.4.4 Apply for fee extension**

- **1.4.5 Receive invoice and pay the fees**

- **1.4.6 Has the Student paid?**

AES checks VUSIS to see if the Student has paid the fees

It is initiated by event:

Due date from Activity Usage: 1.4.2 Create invoice with payment due date and send to student

- **1.4.10 Apply late fee and issue notice of intention to cancel the Enrolment**

AES generates a new invoice with additional fee for late enrolment and sends it to the Student to pay within the 20 business days of the new invoice date.

AES will also advise the student in writing of the intention to cancel their enrolment if the fee becomes overdue even after the new due date.

It initiates event:

20 business days later for Decision Point: 1.4.12 Has the Student paid or appealed?

The new due date could be either before or after the census date

- **1.4.11 Receive new invoice via post and pay the fees**

The new invoice will have a new invoice number and new due date, which is different to the original invoice number and due date.

- **1.4.12 Has the Student paid or appealed?**

AES checks VUSIS to see if the Student has paid their fees or written to AES of their intention to appeal against the decision.

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It is initiated by event:

20 business days later from Activity Usage: 1.4.10 Apply late fee and issue notice of intention to cancel the Enrolment
The new due date could be either before or after the census date

- **1.4.13 Generate Status report and e-mail VUI for follow-u**

AES generates the status report from VUSIS and emails it to VUI for further follow-up with the Student.

It initiates event:

Census Date for Decision Point: 1.4.14 Has the Student paid or Appealed?

It is implemented by:

- System: VUSIS

- **1.4.14 Has the Student paid or Appealed?**

AES checks VUSIS to see if the Student has paid their fees or written to AES of their intention to appeal against the decision.

It is initiated by event:

Census Date from Activity Usage: 1.4.13 Generate Status report and e-mail VUI for follow-u

- **1.4.15 Cancel Student enrolment in VUSIS**

AES cancels the Student's enrolment in VUSIS and informs both Faculty and VUI for their further action.

It is implemented by:

- System: VUSIS

- **1.4.16 Issue reinstatement of enrolment fee**

It is implemented by:

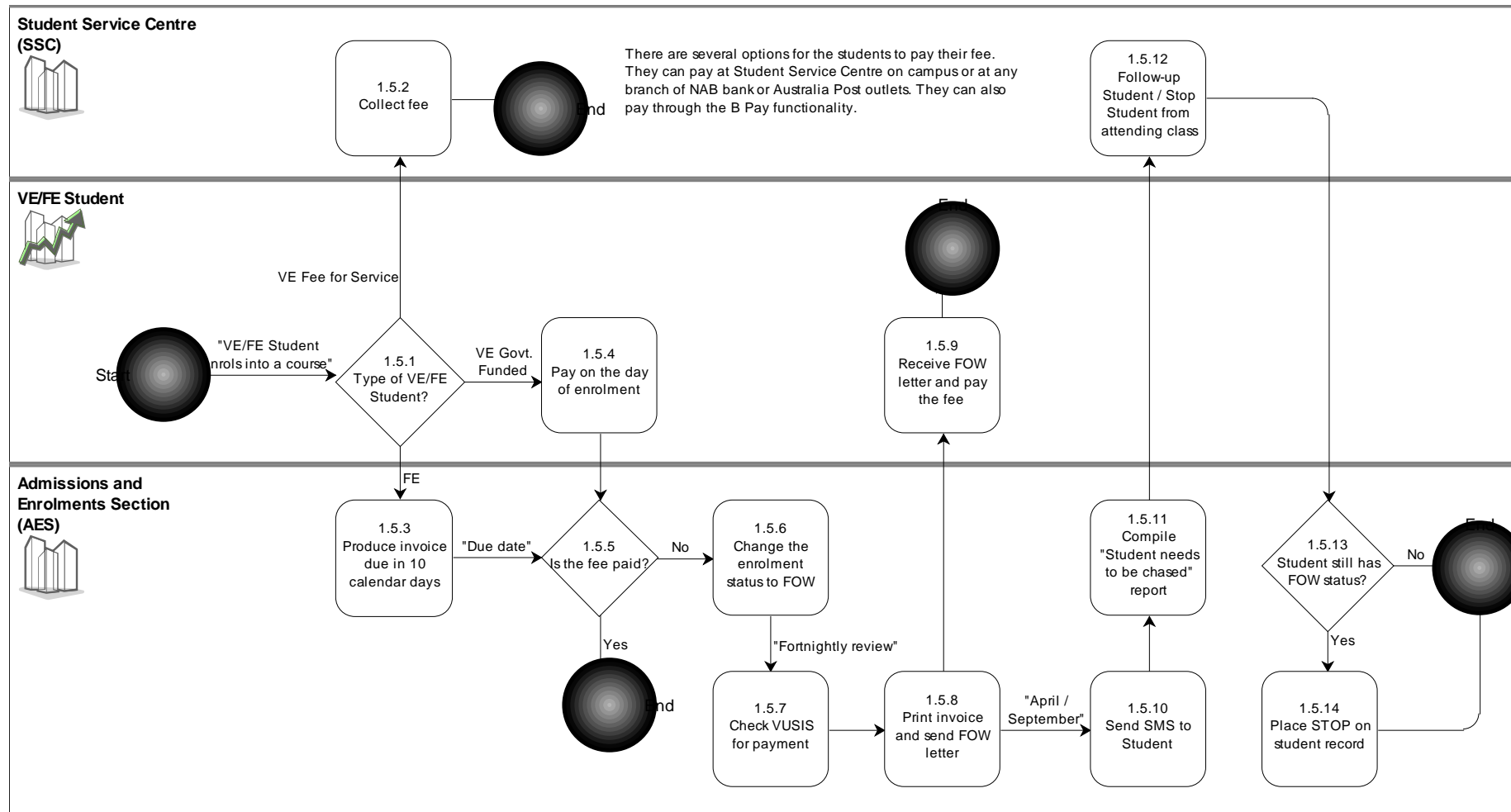
- System: VUSIS

- **1.4.17 Notify DIAC of Student's cancellation**

VUI contacts the Department of Immigration to notify the that the Student is no longer enrolled at VU

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- 1.5 Manage student fee debt collection process [VE/FE]



- **1.5 Manage student fee debt collection process [VE/FE] (Interpretations)**

- **1.5 Manage student fee debt collection process [VE/FE]**

This process is applicable to the VE/FE students who intend to pay for their course enrolments through one of the following three fund source options:

- (a) VE Govt. Funded
- (b) VE Fee for Service or
- (c) FE

Rules:

- Business Rule - 5
Apply Business Rule 4 when the student belongs to the VE/FE sector student cohort and they are not sponsored by any sponsor. The student is a non-international student.

The business process to be used for this category is 1.4 Manage Student fee debt collection process [VE/FE]

- **1.5.1 Type of VE/FE Student?**

It is initiated by event:

VE/FE Student enrolls into a course from Source: Start

- **1.5.2 Collect fee**

Notes:

- Payment Options
There are several options for the students to pay their fee. They can pay at any National Australia Bank (NAB) bank or Australia Post outlets. They can also pay through BPay or Post BillPay functionality over the web, or by telephone through Post BillPay. Following Callista implementation, students will also be able to pay using Student Connect.

- **1.5.3 Produce invoice due in 10 calendar days**

AES produces an invoice with a due date of 10 calendar days from the date of enrolment and sends/hands over the details of payment terms to the Student

It initiates event:

Due date for Decision Point: 1.5.5 Is the fee paid?

- **1.5.4 Pay on the day of enrolment**

The Government funded VE students must pay on the day of enrolment. The Student can use any of the following options to pay the fee:

- (A) BPay (Internet banking)
- (C) Post Office or NAB bank

Notes:

- Deferred Payment
Payment may be invoiced with 10 days to pay, if there are any problems on VU's side. e.g. if there is an issue with the EFTPOS machine or any other technical issues. In some cases AES will run a batch job to perform bulk enrolments and these students will also be invoiced with 10 days to pa

- **1.5.5 Is the fee paid?**

It is initiated by event:

Due date from Activity Usage: 1.5.3 Produce invoice due in 10 calendar days

- **1.5.6 Change the enrolment status to FOW**

Once the due date is expired, enrolment status for the Student is automatically changed to FOW in VUSIS.

Note:

(A) No fine is charged to the Student even if the payment is made after several days beyond the due date.

(B) FE Students can apply for a fee extension

It initiates event:

Fortnightly review for Activity Usage: 1.5.7 Check VUSIS for payment

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It is implemented by:

- System: VUSIS
- **1.5.7 Check VUSIS for payment**

AES checks VUSIS every fortnight to determine if the payment is received from all the students with FOW status.

It is initiated by event:

Fortnightly review from Activity Usage: 1.5.6 Change the enrolment status to FOW

It is implemented by:

- System: VUSIS
- **1.5.8 Print invoice and send FOW letter**

AES prints invoice and sends the FOW letter to the Student with another 10 days for payment

It initiates event:

April / September for Activity Usage: 1.5.10 Send SMS to Student

Notes:

- FOW Letter
 - AES can generate FOW letter more than once. In few cases FOW letter comes back in the returned mail when there is a problem with the mailing address. AES contacts the Student via phone.
- **1.5.9 Receive FOW letter and pay the fee**
- **1.5.10 Send SMS to Student**

It is initiated by event:

April / September from Activity Usage: 1.5.8 Print invoice and send FOW letter

It is implemented by:

- System: QMANI
- **1.5.11 Compile "Student needs to be chased" report**
- **1.5.12 Follow-up Student / Stop Student from attending class**
- **1.5.13 Student still has FOW status?**

- **1.5.14 Place STOP on student record**

This stops the Student from

(A) Applying for and attending Graduations

(B) Obtaining Academic Transcripts

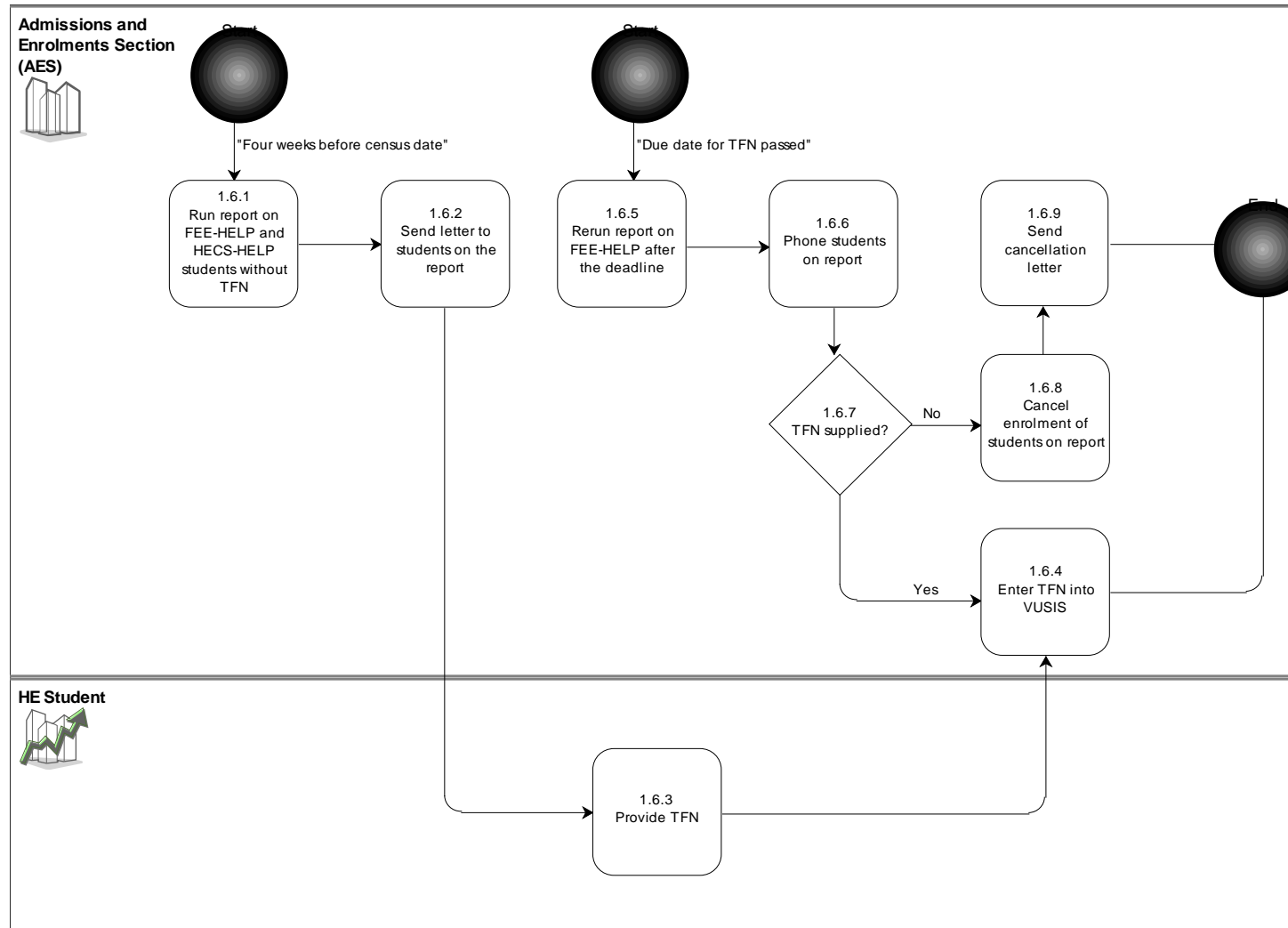
(C) Enrolling into different courses at VU

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(D) Accessing the results

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- 1.6 Manage student fee debt collection process [HE,Deferred HECS]



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- **1.6 Manage student fee debt collection process [HE,Deferred HECS] (Interpretations)**

- **1.6 Manage student fee debt collection process [HE,Deferred HECS]**

This process is applicable to the HE Students who intend to pay through deferred HECS for their course enrolments.

The student is a Non-International student.

Rules:

- Business Rule - 6

Apply Business Rule 6 when the student belongs to the Deferred HECS, HE sector Student cohort and they are not sponsored by any sponsor. The student is a Non-International student. The business process to be used for this category is 1.5 Manage Student fee debt collection process [Deferred HECS, HE]

- **1.6.1 Run report on FEE-HELP and HECS-HELP students without TFN**

AES runs FEE-HELP and HECS-HELP report in VUSIS to identify the students without TFN.

Note: The students have the option to defer their payment until the Census date.

It is initiated by event:

Four weeks before census date from Source: Start

It is implemented by:

- System: VUSIS

- **1.6.2 Send letter to students on the report**

- **1.6.3 Provide TFN**

Notes:

- Send TFN to DEEWR and ATO

SSR encrypts and forwards the details of the students TFN numbers to DEEWR, who then relay this information on to ATO.

- **1.6.4 Enter TFN into VUSIS**

It is implemented by:

- System: VUSIS

Notes:

- Send TFN to DEEWR and ATO

SSR encrypts and forwards the details of the students TFN numbers to DEEWR, who then relay this information on to ATO.

- **1.6.5 Rerun report on FEE-HELP after the deadline**

AES reruns the report on FEE-HELP to identify the students who haven't provided their TFN

It is initiated by event:

Due date for TFN passed from Source: Start

- **1.6.6 Phone students on report**

AES enters the details of conversation and advice given to the students into VUSIS. Depending on the time availability AES sometimes sends a letter to the student.

Note: Students may also pay the fee, if they don't have a TFN Number.

It is implemented by:

- System: VUSIS

- **1.6.7 TFN supplied?**

Note: TFN must only be received in writing on the applicable form; never over phone. VU can also request TFN, directly from the Australian Tax Office.

- **1.6.8 Cancel enrolment of students on report**

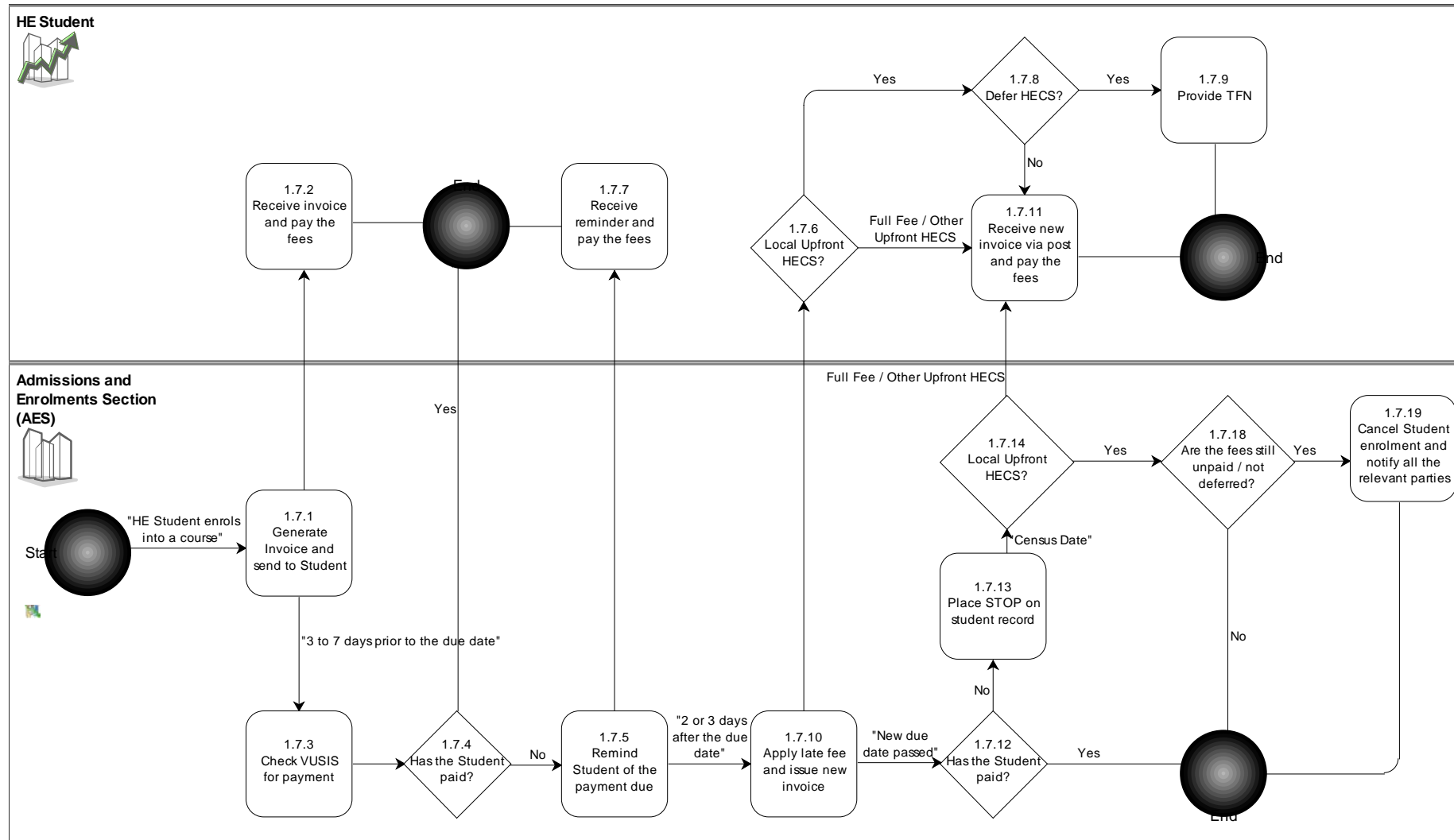
Note: Once the Census date is passed students are not allowed to be reinstated. Deferred students who provide TFN number before Census date are reported to Government while the students who fail to provide their TFN number before census date are cancelled.

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- **1.6.9 Send cancellation letter**

Enrolment for the Students failed to supply their TFN numbers before the Census date will be cancelled and are not allowed to reinstate. AES sends a cancellation letter to all the affected students about the cancellation of their enrolment.

• 1.7 Manage student fee debt collection process [HE,Full Fee,Upfront HECS]



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- **1.7 Manage student fee debt collection process [HE,Full Fee,Upfront HECS] (Interpretations)**

- **1.7 Manage student fee debt collection process [HE,Full Fee,Upfront HECS]**

This process is applicable to the HE Students who intend to pay through Full fee, local upfront HECS or other upfront HECS for their course enrolments.

The student is a Non-International student.

Rules:

- Business Rule - 7
Apply Business Rule 7 when the student belongs to the Full Fee, Upfront HECS, HE sector Student cohort and they are not sponsored by any sponsor. The student is a Non-International student. The business process to be used for this category is 1.6 Manage Student fee debt collection process [Full Fee, Upfront HECS, HE]

- **1.7.1 Generate Invoice and send to Student**

AES generates the invoice with a due date of about 6 weeks prior to the census date.

Note: Most of the times students receives their invoices at the time of enrolment and if they don't receive it, AES posts the invoices to their mailing addresses.

It is initiated by event:

HE Student enrolls into a course from Source: Start

It initiates event:

3 to 7 days prior to the due date for Activity Usage: 1.7.3 Check VUSIS for payment

- **1.7.2 Receive invoice and pay the fees**

- **1.7.3 Check VUSIS for payment**

AES checks VUSIS every fortnight to determine if the payment is received from all the students with FOW status.

It is initiated by event:

3 to 7 days prior to the due date from Activity Usage: 1.7.1 Generate Invoice and send to Student

It is implemented by:

- System: VUSIS

- **1.7.4 Has the Student paid?**

AES checks VUSIS to see if Student has paid the fees

- **1.7.5 Remind Student of the payment due**

The preferred method of contacting the Student is via SMS using QMANI system, however the students are also advised to pay their fees through info screens and Student Notice board (http://www.vu.edu.au/Current_Students/PVC_Students/Noticeboard/index.aspx).

Further, AES also sends this information via student's VU e-mail id through the PVC Students department

It initiates event:

2 or 3 days after the due date for Activity Usage: 1.7.10 Apply late fee and issue new invoice

It is implemented by:

- System: Business Objects
- System: QMANI

- **1.7.6 Local Upfront HECS?**

- **1.7.7 Receive reminder and pay the fees**

Receive reminder via post or SMS and pay the fees

- **1.7.8 Defer HECS?**

Local upfront HECS students may chose to defer the payment, without incurring any fine.

- **1.7.9 Provide TFN**

Notes:

- Send TFN to DEEWR and ATO
SSR encrypts and forwards the details of the students TFN numbers to DEEWR, who then relay this information on to ATO.

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- **1.7.10 Apply late fee and issue new invoice**

AES applies a late payment penalty fee and issues a new invoice with a new due date 10 calendar days from the new invoice date.

Note: In the case of International students it is 20 calendar days from the new due date.

It is initiated by event:

2 or 3 days after the due date from Activity Usage: 1.7.5 Remind Student of the payment due

It initiates event:

New due date passed for Decision Point: 1.7.12 Has the Student paid?

- **1.7.11 Receive new invoice via post and pay the fees**

The new invoice will have a new invoice number and new due date, which is different to the original invoice number and due date.

- **1.7.12 Has the Student paid?**

AES checks VUSIS to see if Student has paid the fees

It is initiated by event:

New due date passed from Activity Usage: 1.7.10 Apply late fee and issue new invoice

- **1.7.13 Place STOP on student record**

This stops the Student from

(A) Applying for and attending Graduations

(B) Obtaining Academic Transcripts

(C) Enrolling into different courses at VU

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(D) Accessing the results

It initiates event:

Census Date for Decision Point: 1.7.14 Local Upfront HECS?

- **1.7.14 Local Upfront HECS?**

It is initiated by event:

Census Date from Activity Usage: 1.7.13 Place STOP on student record

- **1.7.18 Are the fees still unpaid / not deferred?**

- **1.7.19 Cancel Student enrolment and notify all the relevant parties**

AES cancels the Student's enrolment in VUSIS and informs both Faculty and Student about the cancellation of their enrolment.

It is implemented by:

- System: VUSIS

APPENDIX 2

FEE EXTENSION PROCEDURE

This procedure outlines the fee extension process for local and international onshore students from the Higher Education and Further Education sectors. The fee extension procedure applies to local students (commencing and continuing) and continuing onshore international students experiencing exceptional difficulty in the payment of Tuition fees.

Students who have difficulty paying their Tuition Fees have the option of applying for a Fee Extension.

An initial fee extension, Fee Extension A (FXA) may be approved by a Student Service Centre (SSC), Student Contact Centre (SCC) or Admissions and Enrolments Section (AES) staff providing that the extended due date does not exceed the fee extension length applicable to various student cohorts.

Fee extension B (FXB) applications are forwarded to AES for their consideration and decision.

Students seeking a further extension after FXA and FXB are to be referred to Student Welfare for their consideration and decision. This is Fee extension C (FXC).

Students unhappy with any aspect of the fee extension process should be referred to the Student Advisory Service (SAS) for further advice and assistance.

NOTE: No extension for payment is available for:

- Summer or Winter Sessions (except if last semester of study)
- Vocational Education (VE) and Further education (FE) local Full-fee paying students
- Vocational Education (VE) Government Funded students
- HE students enrolled in full fee non award courses (other than enabling courses)

APPLICATION PROCESS FOR STUDENTS

Students complete a Fee Extension Application – A49 form and follow the steps as outlined in the table below

Steps Required for each Fee Extension	Higher Education Full Fee and International Students (HE and FE)	FE Government Funded Students
Fee Extension A	Students apply through a Student Service Centre/Student Contact Centre before the payment due date specified on their invoice (subject to University closure)	The student must pay the minimum fee and apply through a Student Service Centre/Student Contact Centre before the payment due date specified on their invoice (subject to University closure).
Fee Extension B Assessment is made on the student's eligibility for fee extension	Students pay 50% of fees and apply through a Student Service Centre/Student Contact Centre before the payment due date specified on their current invoice (subject to University closure).	Not applicable

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STUDENTS UNABLE TO PAY AFTER RECEIVING FEE EXTENSION A OR B

Students who have received a Fee Extension A or B, and still find they cannot pay the remaining amount can apply for a Fee Extension C. To apply for a Fee Extension C the student needs to make an appointment for an interview with Student Welfare at least 5 working days before the extended date on their invoice.

STUDENTS UNABLE TO PAY BY THE DUE DATE

If fees are not paid by the due date students may lose their place in their course. If students are having difficulty meeting the payment due date even after a fee extension, they can apply for an additional extension (Fee Extension C) which may be granted in exceptional circumstances.

SPECIAL CIRCUMSTANCES

Where a student has special circumstances, as outlined in the Remission, Recredit and Post Census Amendment policy, the student can apply for an extension to their payment date. Details on the special circumstances process are available through www.vu.edu.au/ASKVU

APPENDIX 3 FEE/FINE WAIVER PROCEDURE

Business Process

A fee/fine waiver is undertaken as a manual override and is a practice performed by VU staff from AES and SSR. Staff directly access the Fee Screen in the student management system VUSIS, and manually change the student's fee calculations. A manual override is performed against a specific sub code and therefore that sub code only is prevented from calculating any further adjustments. The manual fee override is necessary in certain scenarios because the student management system is unable to automatically calculate certain student fee scenarios.

Material Fees

There are certain courses and or units of study that can attract certain material fee charges. In some instances it is required that material fees be manually adjusted on VUSIS, but this adjustment is not performed as a manual override.

The State Government legislative requirements state students have the option to both pay and receive the materials from the institution or they can purchase the items themselves outside the University. It is at this point of enrolment that the student can elect to do this and the operator can enter the material fee screen and adjust the amount owing only (not the amount charged).

Manual Override Scenarios Summary

Process	Process Name	Description	Process
1.1.1.1	Dual Sector Enrolments	<p>Is where a student is enrolled in a Higher Education course undertaking VE/FE units of study as part of the course structure.</p> <p>VE/FE tuition fees are capped at the maximum amount per annum regardless of the number of courses undertaken. To cap the fees, a manual adjustment to the VE/FE component of the fees is necessary.</p>	VE/FE fees are capped manually after the enrolment record has been created. Students are issued with an updated invoice and where refunds are due, a cheque is issued to the student.
1.1.1.2	Partially sponsored students	<p>Occurs where a sponsor partially pays a student's fees.</p> <p>A manual adjustment is performed to assign the partial fees against the sponsor.</p> <p>Where a student elects to pay the balance upfront no further action is required, however, if the student elects to defer their HEC's balance another manual fee adjustment is required to defer the fees.</p>	On receipt of a sponsor agreement form, fees are adjusted after the enrolment record has been created. Students are issued with an updated invoice and where refunds are due, a cheque is issued to the student.
1.1.1.3	Complementary Enrolments	<p>Occurs where a Victoria University student is given permission to undertake units of study at another institution in Australia or overseas.</p> <p>Students enrol in the appropriate unit/s. On the student's return to the University and on receipt proof of study a CE (complementary enrolment) grade is recorded against the units of study. This grade does not attract any fees, therefore a manual fee adjustment is required by AES officers to ensure the system still correctly charges the fees which the student has already either paid upfront or deferred.</p>	On receipt of a the other institutions results confirming completion of the unit, a CE grade is recorded against the student record and the existing fees charged are retained.

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1.1.1.4	Merging Multiple Records for the same student.	Where a student has more than one ID these records must be merged together. Fees are manually adjusted to reflect the combined records.	When multiple student IDs are identified the records are merged. If appropriate a new invoice and/or refund are generated. Notification of duplicate student IDs should be made to Student Systems and Reporting section.
1.1.1.5	Apply Enrolment fines	Late Payment of fees or Late Enrolment Fee.	The Admissions and Enrolments Section will apply late fees under the following circumstances: <ul style="list-style-type: none"> • Non payment of fees by the invoice due date • Attendance at a late enrolment session A new invoice is issued to students after the fine is applied.
1.1.1.6	Waive Enrolment fines – applications made on form A57 which is available from the Commonly Used Forms page	Where students have requested a waiver of a fine the Admissions and Enrolments section will assess the application. Remove Late Payment or Late Enrolment Fee Fine once paid. Undertaken when fine waiver application is approved.	Students requesting a waiver of enrolment & examination charges are required to complete form A57. On approval of the fine waiver application a new invoice is issued. Where a fine waiver is not approved a letter is issued to the student advising the decision.
1.1.1.7	VU scholarship/fee waivers for <ul style="list-style-type: none"> (i) research students – applications through Postgraduate Research Unit (ii) International onshore students – applications through VUI (iii) Other – applications through Faculty 	This request is provided on a form signed by the principal officer, as specified on the form. The form specifies the percentage of the scholarship/fee waiver for the semester.	International onshore scholarships are provided on the form - Recommendation of Scholarship Award for International Students. Local research student scholarships are allocated through the Postgraduate Research Unit Where there are Faculty scholarships AES are advised to adjust fees as required. Where refunds are due a cheque will be issued.
1.1.1.8	Discounted International student fees	Fees are overridden where the VU International have negotiated discounts	VUI will advise AES of any formal agreement requiring an adjustment to fees.
1.1.1.9	Fee waiver approved PVC Students or Director, Student Engagement -applications through the office of the Director, Student Engagement	Direct notice from PVC Students or Director Student Engagement.	Fee waivers on the grounds of extreme hardship are received by the Director, Student Engagement. Fee Waivers based on employment requirements with VU as part of a working visa so that students are charged the equivalent to Government funded fees require approval of Director, Student Connections.

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1.1.1.10	Adjustments to fees/fines due to administrative error	<p>Where a student's fees are adjusted due to an administrative error.</p> <p>An administrative error relates to circumstances that are the result of inaction, oversight or error by a member of the university community or as a result of a system error.</p>	<p>Faculties are required to inform AES of errors by memo.</p> <p>Students are required to complete form A86 Application for Fee Waiver – Administrative Error.</p>
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APPENDIX 4 – PENALTIES AND FINES

All student fees are required to be paid by a specified due date on their invoice. Failure to pay outstanding fees may result in the cancellation of a student's enrolment, financial and/or academic penalties may apply. In this instance a STOP will be applied.

Where a student has a STOP on their enrolment record the following restrictions will apply:

- Loss of access to VU's computer systems
- Loss of access to academic results
- Inability to graduate until any outstanding debt is cleared

The following tables describe the types of fines and penalties that may apply under each circumstance.

FINES

Type	Applies Where	Applies To
Late Enrolment Fee	<ul style="list-style-type: none"> • Student missed allocated enrolment date and will enrol late 	<ul style="list-style-type: none"> • All local Higher Education • VE/FE International students • VE/FE Full Fee Local students
Late Enrolment Fee	<ul style="list-style-type: none"> • Student has made late payment of invoice 	<ul style="list-style-type: none"> • Full Fee local Higher Education • HE, VE/FE International students • Full Fee local VE/FE students
Debt Recovery Charge	<ul style="list-style-type: none"> • Debt Recovery of fees for non payment 	<ul style="list-style-type: none"> • HE Commonwealth Supported upfront paying students and VET students at Skills Deepening level.
Reinstatement of enrolment	<ul style="list-style-type: none"> • Student missed allocated enrolment date and missed late enrolment date. Student has missed all enrolment dates and will be reinstated and enrol very late. 	<ul style="list-style-type: none"> • All local Higher Education • VE/FE International students • VE/FE Full Fee Local students
Reinstatement of enrolment	<ul style="list-style-type: none"> • Student has missed first payment date and late payment date. Student has missed all payment dates and may be reinstated. 	<ul style="list-style-type: none"> • Full Fee local Higher Education • HE, VE/FE International students • Full Fee local VE/FE students
Late Enrolment Amendment	<ul style="list-style-type: none"> • Student has made an enrolment amendment after the Administrative Census date in each Semester. 	<ul style="list-style-type: none"> • All local Higher Education • HE, VE/FE International students
Late Enrolment Amendment	<ul style="list-style-type: none"> • Student has made an enrolment amendment after the Census date in each Semester. 	<ul style="list-style-type: none"> • All local Higher Education • HE, VE/FE International students
Late Commonwealth Assistance Notice Dispute Charge (CAN)	<ul style="list-style-type: none"> • Applicable to students who dispute their CAN after 14 days from CAN release date. 	<ul style="list-style-type: none"> • Higher Education, Commonwealth Assisted students
Special Examination Fee	<ul style="list-style-type: none"> • If a student is unable to attend a scheduled examination due to illness or other special cause 	<ul style="list-style-type: none"> • All local Higher Education

APPENDIX 5 – SPONSORSHIP

Business Process Summary - Sponsorship

The table below is a summary of the processes.

Process	Owner	Action	Requirement	Issued by University
Enrol sponsored student	AES	Presentation of completed Sponsor Agreement form to University staff member	<ul style="list-style-type: none"> Enrolment form Sponsor Agreement form 	<ul style="list-style-type: none"> Sponsor Invoice Student Invoice
Termination of sponsorship	AES	Sponsor notifies University of intention to terminate sponsorship	<ul style="list-style-type: none"> Notification of intention to terminate sponsorship arrangement Student submits Withdrawal form 	<ul style="list-style-type: none"> Fees outstanding for fee period notice issued to sponsor
Withdraw sponsored student	AES	Student decides to withdraw from study, completes and submits Withdrawal form to AES or SSC	<ul style="list-style-type: none"> Withdrawal form 	<ul style="list-style-type: none"> Refund where applicable Student and Sponsor invoice issued
Request to amend sponsored student enrolment	AES	<ul style="list-style-type: none"> Student decides to amend their enrolment i.e. add or withdraw unit to their enrolment. 	<ul style="list-style-type: none"> Completed Study Overload/Reduction form or Unit of Study Withdrawal (TAFE) or Unit of Study Addition (TAFE) or Unit of Study Amendment (HED) 	<ul style="list-style-type: none"> Refund Enrolment Offer/Invoice
Unit Withdrawal	AES	<ul style="list-style-type: none"> Receipt of completed Withdrawal form, or Unit of Study withdrawal 	<ul style="list-style-type: none"> Withdrawal form Completed Study Overload/Reduction form or Unit of Study Withdrawal (TAFE) or Unit of Study Amendment (HED) 	<ul style="list-style-type: none"> Refund Enrolment Offer/Invoice
Receipting and allocation of sponsorship payments	Finance	<ul style="list-style-type: none"> Receipt of sponsor payment 	<ul style="list-style-type: none"> VU sponsor payment 	<ul style="list-style-type: none"> VU sponsor invoice
Follow up sponsored debt	AES/ Finance	<ul style="list-style-type: none"> AES commence follow up of sponsor debt 30 days after the creation of sponsorship invoice Finance run a monthly sponsor report to identify debt. 	<ul style="list-style-type: none"> Finance initiate sponsor report of unpaid debt AES reissue sponsor invoice 	<ul style="list-style-type: none"> Sponsor invoice
Initiate formal debt recovery of sponsored debt	Finance	<ul style="list-style-type: none"> AES advise of outstanding debt Finance commence debt recovery process 	<ul style="list-style-type: none"> Finance are provided with the list of new sponsor debts for debt recovery 	<ul style="list-style-type: none"> List of outstanding debt issued to the debt collection agency Final letter of demand issued by debt collection agency
Identify and apply "Stops" to sponsored student record	AES	<ul style="list-style-type: none"> Prior to results release date and upon referral of debt to Debt Collection agency 	<ul style="list-style-type: none"> Results release date approaching New sponsor referred to debt collector 	<ul style="list-style-type: none"> Stop attached to student record

STUDENT SPONSORSHIP AGREEMENT TERMS AND CONDITIONS

Before you complete a Sponsor Agreement form, you must read the following Student Sponsorship Agreement Terms and Conditions.

Effective 1 April 2009

1. Introduction

- 1.1. These terms and conditions form the basis of the Victoria University Sponsorship Agreement. They are intended to protect the Student, Sponsor and Victoria University, by informing all parties of their rights and responsibilities under the agreement.
- 1.2. The Terms and Conditions are intended to align with the Victoria University Debt Management Policy to encourage timely payment of sponsored debt.
- 1.3. Roles and responsibilities under the sponsorship process are governed by these Terms and Conditions and the Victoria University Sponsorship Policy.
- 1.4. Each Sponsored Student and Sponsor is responsible for complying with and being aware of any changes to these Terms and Conditions.
- 1.5. These Terms and Conditions are effective as at the date of publication (April 2009) and may be amended from time to time.
- 1.6. A copy of these Terms and Conditions is available at www.vu.edu.au/askvu

2. Scope

- 2.1. The Sponsorship Agreement is a tri party agreement between the Student, Sponsor and Victoria University.
- 2.2. The scope of the Sponsorship Agreement is for the enrolment item as stated and indicated by the Sponsor on the Sponsorship Agreement Form for the nominated Student. The Sponsor may elect to sponsor for any of the following enrolment items:
 - 2.2.1. All or some (e.g. tuition fees) of the costs associated with a course
 - 2.2.2. The costs incurred for a specified period (e.g. for a single semester or until a particular date)
 - 2.2.3. The amount of any one type of fee (or number of fees) payable by the Student (e.g. amenities fees, tuition fees etc.)
 - 2.2.4. Amount (\$ amount or % value) per fee period
 - 2.2.5. Combination of any of the items above
- 2.3. Only one Sponsor is permitted per fee period.
- 2.4. Subsequent sponsorship of a student will require completion of a new Sponsorship Agreement form i.e. new duration/course/amount.
- 2.5. Enrolment for other Sponsored Students will require an additional form to be completed.

3. Changes to the Terms and Conditions or Sponsorship Policy

- 3.1. Victoria University has the right at all times to vary the Sponsorship Policy and Sponsorship Terms and Conditions.
- 3.2. Victoria University will use reasonable endeavours to advise Sponsors and Sponsored Students of any such changes, but will not be liable in any way for any failure to do so.

4. Definitions

- 4.1. In these Terms and Conditions, unless the context otherwise requires:
“**Sponsorship Agreement**” means the tri party contract comprising of these Terms and Conditions and the details specified on the Sponsorship Agreement Form, entered into by parties through the signing of relevant Internal or External Sponsorship Agreement Forms.

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"Sponsorship Agreement Form" is the form used at Victoria University to set out details of the sponsorship arrangements, i.e. Student details, Sponsor details, and authorisations. The signing of this form indicates acceptance of these Terms and Conditions.

"Sponsor" means someone other than the Student who assumes the liability for the payment of a student's fees. This may be an internal University department, or the student's employer. It may also include government agencies or any other third party that agrees to meet the financial responsibilities of a nominated enrolled Student(s).

"Sponsored Student" or **"Student"** is a student having their student fees paid directly to Victoria University by someone other than themselves, by prior agreement indicated through the submission of a Sponsorship Agreement Form.

"External Sponsor" means companies, partnerships, sole traders or other enterprises, external to Victoria University, that have liability for Victoria University student fees.

"Internal Sponsor" means a Victoria University faculty, school or department that pays the student fees of a Sponsored Student.

"Refund Date" is either (a) the census date where relevant or (b) 4 weeks after the Unit of Study start date.

"Amendment Date" is the date by which any amendments to an enrolment must be made to avoid incurring a financial penalty.

"University" means Victoria University

5. Roles and Responsibilities

Student will

- 5.1. Advise the Sponsor directly if and when the Student chooses to withdraw from enrolment.
- 5.2. Communicate directly with Sponsor where they cease employment/relationship with the sponsor.
- 5.3. Be financially responsible for any enrolments other than those stated on the Sponsorship Agreement Form.
- 5.4. Be financially responsible for the Late Amendment to Enrolment Fee, where LATE (POST CENSUS) AMENDMENT TO UNIT OF STUDY ENROLMENT (HIGHER EDUCATION) – A14 form or the UNIT OF STUDY ENROLMENT AMENDMENT (HIGHER EDUCATION) – A13 form is lodged.
- 5.5. Complete and submit a withdrawal form as soon as practical, if they intend to withdraw from the course COURSE WITHDRAWAL (HE) A40, COURSE OR UNIT OF STUDY WITHDRAWAL (TAFE) A07. NB The date on which the form is signed may determine whether the sponsor is eligible for any refund.
- 5.6. Complete and submit an amendment to enrolment form if they intend to amend their enrolment AMENDMENT TO UNIT OF STUDY ENROLMENT (HIGHER EDUCATION) – A14 or the UNIT OF STUDY ENROLMENT AMENDMENT (HIGHER EDUCATION) – A13. NB. The date on which the form is signed may determine whether the sponsor is eligible for any refund.
- 5.7. Complete and submit a REFUND OF INTERNATIONAL STUDENT FEES Form, upon lodgement of COURSE WITHDRAWAL (HE) A40, COURSE OR UNIT OF STUDY WITHDRAWAL (TAFE) A07 or REDUCED STUDY/OVERLOAD FOR INTERNATIONAL STUDENTS Form (International student only).
- 5.8. Consent to allow Victoria University to release results for the course or units covered by the Sponsorship Agreement, by signing the Sponsorship Agreement Form.
- 5.9. Be responsible for obtaining the Sponsor's approval for any extension to the duration of the approved form of study. For any extension to the approved form of study, the Student will provide the Sponsor with a new Sponsorship Agreement Form. A new Enrolment/Offer Invoice will only be provided upon receipt of approval from the Sponsor.

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Victoria University will

- 5.10. Have the right to perform credit checks of External Sponsors.
- 5.11. Provide the Sponsor with invoice(s) stating fees for payment that the Sponsor is liable for.
- 5.12. Provide the Student with invoice(s) stating fees for payment that the Student is liable for.
- 5.13. Issue a Late Amendment to Enrolment Fee to the Student in the case of non compliance with an Amendment Date.
- 5.14. Provide sponsored student results to Students where all fees are paid on time.
- 5.15. Provide sponsored student results for courses or units covered by the Sponsorship Agreement to Sponsors upon request, where all fees are paid on time.
- 5.16. Withhold results from both the Student and the Sponsor where fees remain outstanding.
- 5.17. Pursue the collection of outstanding fees in accordance with University Debtor Management policy. This may involve referring the debt to an external debt collection agency.

Sponsor will

- 5.18. Supply all required information on the Sponsorship Agreement Form prior to the Student's enrolment.
- 5.19. Provide payment of sponsored fees by the prescribed date.
- 5.20. Advise Victoria University in writing in the event that the Sponsor decides to withdraw their sponsorship of a Sponsored Student during the Sponsorship Agreement period.
- 5.21. Be liable for all specified fees incurred up to the end of the Sponsorship Agreement or the point of termination of the Sponsorship Agreement in the case where the Sponsorship Agreement is terminated early, subject to Section 9 Termination of Sponsorship of these Terms and Conditions.

6. Types of Sponsorship

External Sponsorship

- 6.1. Applicants external to the University may apply to sponsor student fees. Application for External Sponsorship will only be accepted on the attached External Sponsorship Agreement Form.
- 6.2. In completing and lodging the External Sponsorship Agreement Form, the sponsor applicant consents to the University performing a standard credit check on their organisation.
- 6.3. The University will conduct various financial checks of the Sponsor and reserves the right to refuse sponsorship from a potential or existing Sponsor.
- 6.4. External Sponsorship status will be terminated by the University where debt has remained outstanding for a period of 4 months.
- 6.5. The External Sponsor is responsible for advising the University in writing of any change of its name or address or other contact details.

Internal Sponsorship

- 6.6. Applicants within the University may apply for Internal Sponsorship status. Application for Internal Sponsorship will only be accepted on the attached Internal Sponsorship Agreement Form.
- 6.7. Internal Sponsors must complete an Internal Sponsorship Agreement Form including the supply of a valid account code.

Internal and External Sponsorships

- 6.8. Upon University approval, Sponsors will be assigned a unique sponsorship code.
- 6.9. Student fees will not be processed as sponsored until such time as the Sponsor is approved and is assigned a sponsorship code.
- 6.10. The Sponsor (internal and external) assumes all liability for payment of the nominated fees as stated on the Sponsorship Agreement Form.

7. Amendment to Sponsored Student Enrolment

- 7.1. Where the University chooses to cancel a unit of study before the commencement of teaching, a withdrawal from the unit will be initiated and the Student contacted to select another unit of study.

The current official version of the policy is maintained on the Victoria University Central Policy Register and downloading and printing of this policy will produce an uncontrolled copy which may not be current

This withdrawal and potential addition of a unit will result in a subsequent Enrolment Offer/Invoice being generated and issued to the Sponsor and Student.

- 7.2. Where the Student chooses to withdraw from a unit of study or the course prior to the unit Refund Date, the withdrawal will result in a credit being raised against the Sponsor, and where eligible, will result in a refund.
 - 7.3. Where a Sponsored Student withdraws after the Refund Date, the Sponsor will not be eligible for a refund and outstanding fees will remain the liability of the Sponsor.
 - 7.4. Where the Student chooses to enrol in an additional unit that contributes to the sponsored course, an Enrolment Offer/Invoice will be generated and issued to the Sponsor for payment.
 - 7.5. Where the Student chooses to enrol in an additional unit that does NOT contribute to the sponsored course, an Enrolment Offer/Invoice will be generated and issued to the Student for payment.
 - 7.6. Students undertaking subsequent enrolments in an additional course or in a subsequent period (not stated on the Sponsorship Agreement Form) will themselves be liable for the payment of these additional fees.
8. Payment Terms
- 8.1. Sponsor Enrolment Offer/Invoices are due for payment within 30 days from the date of issue.
 - 8.2. Where payment in full is not received within the 30 day period, a reminder notice will be issued by the University stating a new due date.
 - 8.3. Where full payment of a sponsor invoice is not received by the due date the debt will be referred to the University Debt Recovery agent.
 - 8.4. In the event that significant debt remains unpaid by a Sponsor for a period greater than 4 months, the status of the Sponsor will be terminated. In this instance, further sponsorship enrolments will not be processed with this Sponsor.
9. Termination of Sponsorship
- 9.1. Once signed, the Sponsor is liable for fees for the Student as described on the Sponsorship Agreement Form and any failure to pay those fees will be a debt due to the University.
 - 9.2. Should the Student cease employment with the sponsor, the Sponsor should advise the University in writing. The University will record a sponsorship termination date as at the date the communication of such is received in writing.
 - 9.2.1. Where the sponsorship termination date is prior to the Refund Date, the Student will become liable for the fees associated with that fee period, and the Sponsor will no longer be liable.
 - 9.2.2. Where the sponsorship termination date is after the Refund Date, the Sponsor will remain liable for fees incurred for that fee period. The Student will be liable for fees incurred in subsequent fee periods.
 - 9.2.3. This means that the Student must consider and chose to either withdraw from the course, or accept liability for fees for the remainder of the course.
 - 9.3. The University reserves the right to discontinue with sponsorship where the Sponsor has outstanding fees owing. In this instance the University will refuse further sponsorship enrolments until such time as all outstanding sponsor fees are paid.
10. Governing Laws
- 10.1. These Terms and Conditions shall be governed by and construed in accordance with the Victoria University Sponsorship Policy and Victorian Law.

SPONSOR AGREEMENT FORM – INTERNAL - A89

This form should be completed by any Faculty, School or department wishing to sponsor (ie. pay the fees) a student undertaking a course at Victoria University.

The signing of this form indicates acceptance of the stated Terms and Conditions and entry into a tri party contract between the Sponsor, Student and Victoria University. The Terms and Conditions are intended to protect the Student, Sponsor and Victoria University by informing all parties of their rights and responsibilities of the agreement. Students and Sponsors must read these Terms and Conditions prior to signing this agreement. The Terms and Conditions are attached to this form and can be found at www.vu.edu.au/askvu.

This Sponsorship agreement will be valid for the period as stated on this form. Items covered by this Sponsor Agreement are stated on this form, eg. sponsored student details, fee types.

Sponsored students must ensure that the completed form is attached to their Victoria University enrolment form.

Please write in BLOCK LETTERS using a black or blue pen.

SECTION A

SPONSOR DETAILS Existing sponsor ID:

(YOU MUST COMPLETE THIS SECTION)

FACULTY, SCHOOL OR DEPARTMENT: _____

ROOM/BUILDING: _____ CAMPUS: _____

NAME OF CONTACT PERSON: _____

PHONE: _____ FAX: _____

EMAIL: _____

ACCOUNT CODES

INVOICING SPONSOR THROUGH FINANCE 1:				-	1	0	-				/	1	2	7	5
TAFE DEPT OR FACULTY SPONSORING STUDENT:				-	1	0	-				/	4	1	0	7
FACULTY SPONSORING STAFF :				-	1	0	-				/	3	8	0	8
FACULTY OR TAFE SPONSORING STAFF FOR OTHER FEE:				-	1	0	-				/	3	8	5	8

SECTION B SPONSORSHIP AGREEMENTS

(YOU MUST COMPLETE THIS SECTION)

COURSE CODE: _____

COURSE NAME: _____

SPONSORED FEE TYPE

(Please indicate the fee type that the sponsor will be liable for - the student will be liable for all other fee types not listed below.)

- Student Amenities fee only (General Service Fee (GSF))
- Tuition fees and/or Student contribution only
- Materials and Ancillary fees (Material fees with GST)
- All enrolment fees (indicates sponsorship of Student Amenities fee, Tuition fee or Student contribution and Materials and Ancillary fees)
- Amount (\$ amount or % value)

DURATION (Please tick the duration of the sponsorship period below.)

- WHOLE YEAR, or: SEMESTER:
- 1 - First half of year (TAFE and HE) 4 - Winter School (HE only)
- 2 - Second half of year (TAFE and HE) 5 - Whole year (TAFE only)
- 3 - Summer School (HE only)

SPONSOR AGREEMENT FORM - INTERNAL - A89

SECTION B (cont.) **LIABILITY FOR AMENDMENTS TO ENROLMENT DURING THE SPONSORSHIP AGREEMENT PERIOD**
SPONSORSHIP AGREEMENTS (Please indicate if you are accepting liability for all changes made to the enrolment of the nominated sponsored student in the stated course within the stated duration - select only one option)

- (YOU MUST COMPLETE THIS SECTION)
- Liable for changes to enrolment of nominated sponsored student ie: subject fees additions and/or materials fees additions
- NOT liable for changes to the enrolment of the nominated student

STUDENT DETAILS

FAMILY NAME: _____ STUDENT ID: _____
FIRST NAME: _____ OTHER NAMES: _____

SECTION C SPONSOR AUTHORISATION

AUTHORISATION
(YOU MUST SIGN THIS AUTHORISATION)

I confirm that:

- the Sponsor details provided in Section A of this form or that have been provided to VU previously and recorded against the Sponsor ID listed in Section B are correct;
- I am authorised to sign this agreement on behalf of the Sponsor Organisation; and
- I have read and accept the Terms and Conditions of the Sponsor Agreement, and agree to accept liability for the student's fees as stated on the Sponsorship Agreement form.

SPONSOR'S SIGNATURE: _____ DATE: _____

NAME: _____ PHONE: _____

POSITION TITLE: _____

AUTHORISED FINANCIAL DELEGATION AMOUNT OR MEMORANUM OF UNDERSTANDING NUMBER: _____

STUDENT AUTHORISATION

I confirm that:

- all details that have been supplied to Victoria University previously and recorded on the A89 VU Internal Sponsor Agreement form are correct;
- I have read and accept the Terms and Conditions of the Sponsor Agreement, and agree to the stated terms and responsibilities; and
- I authorise for the University to release information including my course enrolments, units, tuition fees and results to my sponsor as indicated on this form.

STUDENT'S SIGNATURE: _____

NAME: _____ DATE: _____

CONTACT

Enquiries [ASKVU www.vu.edu.au/askvu](http://www.vu.edu.au/askvu)
Phone +613 9919 6100
Fax +613 9919 2976
Web www.vu.edu.au/students

STUDENT SERVICE CENTRES

City Flinders Newport
City King St Albans
Footscray Nicholson Sunbury
Footscray Park Sunshine
Melton Werribee

MAIL TO

Admissions and Enrolments
St Albans Campus
Victoria University
PO Box 14428
Melbourne VIC 8001

PRIVACY INFORMATION

The personal information we collect on this form is for the purpose of enabling the student to enrol in their chosen course of study and for Victoria University to deliver that course and related services to the student.

You can access your personal information by contacting us at www.vu.edu.au/askvu or +613 9919 4000.

We collect your personal information in accordance with the Privacy Statement for students (www.vu.edu.au/current-students/student-essentials/commonly-used-forms) and the Privacy Policy (wcf.vu.edu.au/GovernancePolicy/PDF/POU090123000.PDF).

FEES UNIT USE ONLY

- Sponsor code entered on student record
- Sponsor invoice raised
- Copy of Sponsor invoice sent to Organisation

PROCESSED BY: _____

DATE: _____

SPONSOR AGREEMENT FORM – EXTERNAL - A91

This form should be completed by any organisation wishing to sponsor (ie. pay the fees) a student undertaking a course at Victoria University.

The signing of this form indicates acceptance of the stated Terms and Conditions and entry into a tri party contract between the Sponsor, Student and Victoria University. The Terms and Conditions are intended to protect the Student, Sponsor and Victoria University by informing all parties of their rights and responsibilities of the agreement. Students and Sponsors must read these Terms and Conditions prior to signing this agreement. The Terms and Conditions are attached to this form and can be found at www.vu.edu.au/askvu.

This Sponsorship agreement will be valid for the period as stated on this form. Items covered by this Sponsor Agreement are stated on this form, eg. sponsored student details, fee types.

Sponsored students must ensure that the completed sponsor agreement form is attached to their Victoria University enrolment form.

Please write in BLOCK LETTERS using a black or blue pen.

SECTION A SPONSOR DETAILS

(YOU MUST
COMPLETE THIS
SECTION)

SPONSORING ORGANISATION NAME: _____ ABN/CAN: _____

STREET ADDRESS: _____

POSTAL ADDRESS: _____

NAME OF CONTACT PERSON: _____

PHONE: _____ FAX: _____

EMAIL: _____

SECTION B SPONSORSHIP AGREEMENTS

(YOU MUST
COMPLETE THIS
SECTION)

COURSE CODE: _____

COURSE NAME: _____

SPONSORED FEE TYPE
(Please indicate the fee type that the sponsor will be liable for - the student will be liable for all other fee types not listed below.)

Student Amenities fee only (General Service Fee - GSF)

Tuition fees and/or Student contribution only

Materials and Ancillary fees (Material fees with GST)

All enrolment fees (indicates sponsorship of Student Amenities fee, Tuition fee or Student contribution and Materials and Ancillary fees)

Amount (\$ amount or % value)

DURATION (Please tick the duration of the sponsorship period below.)

WHOLE YEAR, or: SEMESTER:

1 - First half of year (TAFE and HE) 4 - Winter School (HE only)

2 - Second half of year (TAFE and HE) 5 - Whole year (TAFE only)

3 - Summer School (HE only)

LIABILITY FOR AMENDMENTS TO ENROLMENT DURING THE SPONSORSHIP AGREEMENT PERIOD
(Please indicate if you are accepting liability for all changes made to the enrolment of the nominated sponsored student in the stated course within the stated duration - select only one option)

Liable for changes to enrolment of nominated sponsored student ie: subject fees additions and/or materials fees additions

NOT liable for changes to the enrolment of the nominated student

STUDENT DETAILS

FAMILY NAME: _____ STUDENT ID: _____

FIRST NAME: _____ OTHER NAMES: _____

SPONSOR AGREEMENT FORM - EXTERNAL - A91

SECTION C AUTHORISATION

(YOU MUST SIGN THIS
AUTHORISATION)

SPONSOR AUTHORISATION

I confirm that:

- the Sponsor details provided in Section A of this form or that have been provided to VU previously and recorded against the Sponsor ID listed in Section B are correct;
- I am authorised to sign this agreement on behalf of the Sponsor Organisation; and
- I have read and accept the Terms and Conditions of the Sponsor Agreement, and agree to accept liability for the student's fees as stated on the Sponsorship Agreement form.

SPONSOR'S SIGNATURE: _____

DATE: _____

NAME: _____

PHONE: _____

POSITION TITLE: _____

AUTHORISED FINANCIAL DELEGATION AMOUNT OR MEMORANUM OF UNDERSTANDING NUMBER: _____

STUDENT AUTHORISATION

I confirm that:

- all details that have been supplied to Victoria University previously and recorded on the A91 VU External Sponsor Agreement form are correct;
- I have read and accept the Terms and Conditions of the Sponsor Agreement, and agree to the stated terms and responsibilities; and
- I authorise for the University to release information including my course enrolments, units, tuition fees and results to my sponsor as indicated on this form.

STUDENT'S SIGNATURE: _____

NAME: _____

DATE: _____

CONTACT

Enquiries ASKVU www.vu.edu.au/askvu
Phone +613 9919 6100
Fax +613 9919 4429
Web www.vu.edu.au/students

STUDENT SERVICE CENTRES

City Flinders
City King
Footscray Nicholson
Footscray Park
Melton

MAIL TO

Admissions and Enrolments
St Albans Campus
Victoria University
PO Box 14428
Melbourne VIC 8001

PRIVACY INFORMATION

The personal information we collect on this form is for the purpose of enabling the student to enrol in their chosen course of study and for Victoria University to deliver that course and related services to the student.

You can access your personal information by contacting us at www.vu.edu.au/askvu or +613 9919 4000.

We collect your personal information in accordance with the Privacy Statement for students (www.vu.edu.au/current-students/student-essentials/commonly-used-forms) and the Privacy Policy (wcf.vu.edu.au/GovernancePolicy/PDF/POU090123000.PDF)

FEES UNIT USE ONLY

- Sponsor code entered on student record
 Sponsor invoice raised
 Copy of Sponsor invoice sent to Organisation

PROCESSED BY: _____

DATE: _____
