



INTERNATIONAL STUDENT FEES AND FINANCES POLICY

POLICY NUMBER: NC18-PP015

RESPONSIBILITY: ACCOUNTANT AND CREDIT CONTROLLER

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1. Fees

- 1.1 All course and other related fees are payable in accordance with a student's legally binding signed Letter of Offer, unless they have an approved payment plan.
- 1.2 WAIFS' reserves the right to refuse entry to any student whose fees are unpaid in accordance with their legally binding signed Letter of Offer. This is not applicable to a student who has an approved payment extension.
- 1.3 Students who have fees which are outstanding for more than four weeks are not permitted to undertake any assessments or attend class. They will need to have either a meeting with WAIFS' credit controller (or accountant) or pay their outstanding fee in full to gain re-entry to class. If payment is not made in full, a student must have an approved payment plan in place and have made the first payment.
- 1.4 In addition, Academic Transcripts, Statements of Attainment and Course Qualifications will not be issued until all outstanding fees are paid.
- 1.5 WAIFS' Bank details are listed on the student's Letter of Offer or can be obtained by sending an email request to admissions@waifs.wa.edu.au or accounts@waifs.wa.edu.au.

Note: Students are responsible for their fee payments in accordance with their legally binding, signed Letter of Offer or the approved payment plan. Where possible, WAIFS will email students to remind them of their upcoming and overdue fees, however this is a courtesy email only and the responsibility of meeting the payment schedule remains with the student.

2. Late Fees

- 2.1 WAIFS reserves the right to charge a late payment fee of AUD\$100 per week for each and every payment which is not made on the due dates in accordance with a student's legally binding signed Letter of Offer. Late fees apply to all students. Once late fees are incurred they become payable as part of your school fee. See section 3 of this policy for reference to how late fees are calculated, if an approved payment extension is in place.
- 2.2 If fees remain outstanding for more than six weeks, the full outstanding debt including full late fees will be passed on to an external debt collection agency. The student will be responsible for the outstanding debt and the cost of collection which is currently 10% to 30% of the outstanding debt, plus any other fees associated with any legal action that may be taken.



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Note: WAIFS reserves the right to suspend or cancel the enrolment of any student whose outstanding fees are not paid. Refer to 'Deferral, Suspension, Cancellation and Withdrawal Policy' at www.waifs.wa.edu.au.

3. Payment Extension

- 3.1 Any fee extension request that exceeds four weeks after the original due date is subject to a direct debt being set up after a meeting with WAIFS Credit Controller. This agreement is subject to WAIFS Direct Debit Service Agreement. A copy of this document is available on WAIFS' website or at reception on campus.
- 3.2 Students in their first course enrolment at WAIFS are not eligible to apply for an extension of fees unless it is approved by WAIFS on the basis of compassionate and compelling reasons.
- 3.3 For all students who are in a subsequent course, whose financial position has been affected by circumstances beyond their control may apply for an extension to the payment due date stated within their legally binding signed Letter of Offer, by completing a Payment Extension Request Form.
- 3.4 The form is available on WAIFS' website or at reception on campus. Students will need to provide their most recent three months' worth of bank statements from all accounts in their name along with details of financial hardship and any other supporting documentation. There is an AUD\$50.00 administration fee to assess the fee extension request. This application with all supporting documentation must be made prior to the payment's due date.
- 3.5 If a student has an agent, the agent will be informed of the payment extension request and/or new payment extension dates, if approved.
- 3.6 Once all documentation is received by WAIFS, payment extension requests will take up to five working days to be assessed.
- 3.7 Payment extensions are approved under the following conditions:
 - If payments are not made by the agreed due dates stated in the payment extension, WAIFS will withdraw the extension. Fee payments will become payable in accordance with the original or latest legally binding signed Letter of Offer.
 - If a payment extension instalment is overdue, late fees of AUD\$100.00 per week from the original due date on the student's legally binding signed Letter of Offer, will be incurred. Late fees will be calculated and accumulated on each and every instalment.
 - If payment is still not made by the due date as per WAIFS policies and procedures, the full outstanding debt, including the incurred full late fees, will be passed on to an external debt collection agency. The student will be responsible for the outstanding debt and the cost of collection which is currently 15%- 30% (or 20%-30% if overseas) of the outstanding debt, plus any other fees associated, should further legal action be taken.
 - Payment extension agreements are confidential and are not to be disclosed to other students. If other students are informed about payment extension agreements, the full balance will be payable immediately and late fees will be added from the original due date on the student's Letter of Offer.
- 3.8 Applications for Fee Payment Extensions will NOT BE GRANTED if the student has:
 - Submitted the form AFTER the due date; or
 - Has an existing payment plan/extension from WAIFS; or
 - Previously defaulted on financial agreements; or
 - Not supplied sufficient proof of financial hardship; or
 - Not completed the form correctly.

4. Late Submission, Re-Submission Fees or Re-attendance Fees

- 4.1 Late Submissions or Re-submissions of assessments will incur a fee of AUD\$100.00 which must be paid at the time of booking. Students will not be assessed if the fee has not been paid and access to the learning management system will be deactivated when the late fee amount is above \$200.00.
- 4.2 If you fail to attend the kitchen class (applies to Hospitality students only) without genuine absentee reason or approval from WAIFS, a re-attendance fee of \$100 per missed class/kitchen practice must be paid. Students will not be assessed if the fee has not been paid and access to the learning management system will be deactivated



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and no kitchen class will be allowed when the late fee amount is above \$200.00.

5. Deferral, Suspension, Change Courses or Cancellation

- 5.1 Students who wish to defer/suspend/change their enrolment will have their upcoming fees transferred to the deferred/suspended course. If the student has outstanding fees then the student will need to pay all outstanding fees including late fees (if applicable) before a deferred Letter of Offer will be issued. If changing to a different course, the admissions team will calculate the new instalments once the Enrolment Variation request has been approved. Changes cannot be made to an enrolment while fees are outstanding.
- 5.2 If a student defers their course and subsequently withdraws/cancels their enrolment, cancellation fees apply from the original course start date (not the deferred course start date).
- 5.3 Students should refer to the Refund Policy at www.waifs.wa.edu.au for further information.

Note: Fee payments according to the original/latest signed Letter of Offer or the payment extension plan will still apply until the deferral/suspension/enrolment variation is finalised by WAIFS. If fees are not paid, late fees will apply in accordance with the current Letter of Offer or payment extension plan.

6. Cancellation/Withdrawal

- 6.1 When a student withdraws/cancels their course, cancellation fees may apply. Cancellation fees are calculated as equivalent to the amount of fees WAIFS would be able to retain under the Refund Policy. Students should refer to the Refund Policy at www.waifs.wa.edu.au for further information.
- 6.2 If you are on a payment plan and have not yet paid all of your fees, fees become payable immediately up to the equivalent of the amount WAIFS is allowed to retain under the Refund Policy.
- 6.3 If you are in arrears with your fees and have incurred late fees, all fees become payable immediately up to the equivalence of the amount WAIFS is allowed to retain under the Refund Policy. The full late fee will also be payable.

7. Recognition of Prior Learning (RPL) and Credit Transfer (CT)

- 7.1 For Recognition of Prior Learning (RPL), an AUD\$230 application fee is applicable to start the process. The application fee must be provided with the completed application form and requested evidence. There is no refund of the application fee should the student be deemed as unsuccessful in RPL. For the Credit Transfer (CT) application, an application fee is not applicable.
- 7.2 Where an applicant seeks RPL prior to enrolment or up to week 4 of their course, the fee for that unit will generally be 50% of the normal unit fee unless more gap training will be required - then fee calculations will be included in the Letter of Offer. If the RPL application is submitted after week 4 of the course commencement date, RPL may be granted, however it does not qualify for a refund or fee adjustment.
- 7.3 Where an applicant seeks CT prior to enrolment or up to week 4 of their course, 100% of the unit fee for the approved credit transfer unit will be adjusted in the last payment instalment or refunded if all fees have been paid. If the CT application is submitted after week 4 of the course commencement date, CT may be granted, however it does not qualify for a refund or fee adjustment.

8. Re-issue of Statement of Attainments and Final Course Qualifications

- 8.1 WAIFS reserves the right to charge a fee of AUD\$30.00 for each reprint of a Statement of Attainment or a final course qualification.

9. Re-issue of Student ID Card

- 9.1 WAIFS reserves the right to charge a fee of AUD\$10.00 to re-issue a student ID card. Where an ID card has expired or been issued incorrectly there will not be a charge.