



41. Outstanding Student Debtors Policy and Procedure

Purpose	Sets out the Institute's approach to supporting student learning.
Location	The policy is maintained on owncloud - http://cloud.ee.edu.au/owncloud
Responsible	CEO
Responsible office	CEO's Office
Effective date	12 September 2019
Review date	30 November 2023, 30 November 2026
Modification history	
Related documents	Tuition Fees Payment & Refund Policy
Authority	To be approved by Council

1. Purpose

The purpose of this policy is to minimise risk to the Institute in regards to outstanding debts owed by students to the Institute for the provision of its services.

2. Scope

This policy applies to all students.

3. Definitions

Debt Recovery means to collect or recover monies owed to the Institute by a student debtor. Such action may include engagement of a debt collection agency to act on the Institute's behalf;

Fees mean the following types of fees:

- Higher Education (HE) Domestic Tuition Fees that are charged to students who are not in a Commonwealth-supported place;
- International Tuition Fees that are charged to international students for HE courses and may include an application fee; and
- Any other relevant fees, such as fees for re-assessment or late return fees of library books.

Student Debtor means a student of the Institute, past or presently enrolled, that has an outstanding invoice for fees, fines or charges.

4. Principles

In order to minimise risk to the Institute, the management and recovery of student debts shall be managed with effective invoicing and debt collection processes that are simple to administer and cost effective using



the following guiding principles:

- Tuition fees and other fees as outlined under Item 3 above will be levied on the basis of the student's enrolment and implemented in a transparent and consistent way across the Institute;
- Library fines and penalties may be imposed on students in accordance with the Library Services conditions of borrowing.
- Invoices will be promptly and accurately raised and issued to students and/or sponsors;
- The amount of outstanding debt and recovery of monies owed will be minimised in a timely and efficient manner;
- Students with outstanding debts will be followed-up with phone calls and emails on a regular basis;
- In accordance with the Institute's Tuition Fees Payment and Refund Policy, the Institute may apply a Non-Payment Penalty to students with an outstanding debt;
- Students who are experiencing financial difficulties will be encouraged to seek advice and assistance at the earliest opportunity from the Account Manager.

Credit Term

Students are required to clear any outstanding Tuition Fees on the commencement day of the semester or study period, but no later than the CENSUS date of the relevant study period.

Debt Recovery Management

Responsibility for the management and recovery of student debts will be in accordance with the Outstanding Student Debtor Procedures.

External Debt Collection

The Institute may use an external debt collection agency to recover outstanding payments from students.

5. Procedure

Encumbrance

A student who has not completed payment of his or her compulsory fees and charges by the approved census date is judged to have an outstanding debt and sanctions may be imposed on his or her enrolment record or cancelled in accordance with the Institute's Tuition Fees Payment and Refund Policy. Graduation or re-enrolment may not be permitted, nor will Academic Transcripts be issued until all outstanding debts have been paid. A Non-Payment Penalty shall be applied to all students who incurred an outstanding debt.

The encumbrance will be removed only when all debts are fully discharged, or arrangements for the discharge of the debt have been agreed by the Institute. Non-receipt by a student of an invoice, reminder or demand for payment does not change the student's outstanding debtor status.

The Institute may, in exceptional circumstances, waive fees or fines, at its discretion.

Debt Recovery

The Institute will maintain an ongoing process of student debt collection for all debts that remain unpaid.

- **International Students**

Elite Education Institute Pty Ltd trading as Elite Education Institute

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A student, who does not make payment in full by the due date, will be advised in writing by the Account Office that immediate payment must be made and that the Institute may cancel the student's enrolment in accordance with the International Students – Changes to Enrolment Procedures and the ESOS Act.

International Students who pay their Tuition Fees through their appointed Education Agent are responsible for ensuring that the Education Agent forwards the paid Tuition Fees on to the Institute by the relevant due date.

The Account Office is responsible for:

- Informing international students of the requirement to pay tuition and other fees on the due date; and
- Follow up actions with international students, including cancellation of enrolment and liaison with the Department of Home Affairs (DHA).

- **All Higher Education Students**

A student, who does not make payment in full by the relevant census date, will have his or her enrolment cancelled and the student will be withdrawn from the units. The Account Office is responsible for all follow up actions with the Higher Education student, including cancellation of enrolment.

- **External Debt Collection**

After all avenues have been exhausted and the Institute is unable to recover payments, outstanding invoices will be considered for external debt collection by the Account Manager.