

Policy and Procedure: Non Payment of Fees

Document

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Policy Owner	Admissions Manager
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Version Control

Issue Date:	Summary of Changes	Review Date
01/08/2012	New policy	01/08/2013
1/12/2017	Review of policy	01/01/2018
01/01/2018	National Code 2018 released	01/01/2020
09/01/2024	Policy reviewed and roles updated	09/01/2026

1. Purpose and Scope

The purpose of this document is to ensure that all students and staff are aware of the policy and procedure which relates to suspending or terminating student enrolments due to non-payment of fees.

This policy has been developed in accordance with Standard 9 – Deferring, Suspending or Cancelling the Overseas Student’s Enrolment of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code 2018). The National Code 2018 can be found [here](#).

Navitas English is committed to abide by and implement a deferment, suspension or cancellation policy in accordance with the National Code 2018. As such, this policy should be read in conjunction with the National Code.

This policy and procedure supports the intent of the standard and outlines the circumstances under which Navitas English Services Pty Ltd, trading as Navitas English, will cancel or suspend an enrolment when the student has failed to pay an amount he or she was required to pay Navitas English to undertake or continue the course as stated in the written agreement.

This Policy and Procedure applies to all students who are enrolled in or intending to enrol in courses delivered by Navitas English Services (CRICOS Provider Code 00289M).

2. Policy

Navitas English will suspend or cancel an enrolment when a student has failed to pay Navitas English the relevant fees to undertake or continue the course as stated in the written agreement.

Unless the student’s health or wellbeing, or the wellbeing of others, is likely to be at risk, a suspension or cancellation will not take effect until the student has been given a chance to complete an internal process.

For any suspension or cancellation initiated by Navitas English, Navitas English will issue the student with a written notification outlining its intention to suspend or cancel the student’s enrolment. Such students have 20 working days to access the internal complaints and appeals process.

When their enrolment is suspended or cancelled, the student is unable to attend their regular class. This means that learning opportunities will cease to be provided to the student during this period until when payment is received and/or an agreement is reached between Navitas English and the student. Navitas English’s payment collection process is detailed in the Procedures section of this policy document.

3. Procedures

Students who are on an instalment payment plan will be issued with a *Payment Due* letter by the respective campus location’s Student Services and Experience Manager (SSEM) around one week before the payment due date.

If payment is not received by the due date, the SSEM will issue the student with a *Payment Overdue* letter. The student is then expected to make payment within the next two days.

If payment is still not received by then, the student will be issued with the *Warning of Intent to Report – Non- payment of Fees* with a copy of *Policy and Procedure Complaints Handling and Appeals*. The student will be given a 20-working day period to access the appeals processes.

At the end of the 20 working days, if the internal appeal procedure is not accessed, Navitas English will cease to provide learning opportunities to the student. The SSEM and CM-DoS will complete the Reporting due to non-payment form and return to admissions to report the e-COE within PRISMS as required. The SSEM issue a termination letter to the student and they are removed from the class roll.

If the student chooses to access the appeals processes, the SSEM and CM-DoS must follow the policy and procedure outlined in *Policy and Procedure Complaints Handling and Appeals*.

The student's enrolment will only be reinstated when the owed fees are paid in full. A new e-COE will be issued. The weeks of studies missed are forfeited.

When a suspension is applied to under 18 students where Navitas English takes responsibility of their welfare, Navitas English will continue to organise the welfare arrangements for the student, until any of the following applies:

- a) the student has alternative welfare arrangements approved by another registered provider
- b) the care of student by a parent or nominated relative is approved by DHA
- c) the student departs from Australia
- d) the student turns 18
- e) Navitas English notifies DHA that it is no longer responsible for the student's welfare arrangements, including when Navitas English is unable to contact the student after making all reasonable efforts to do so. Refer to *Policy and Procedure Under 18 Students* for more information.

4. Responsibilities

The **Admissions Manager** is responsible for:

- Monitoring the proper application of this policy and procedure by the relevant stakeholders.

The **student Services and Experience Manager** is responsible for:

- Ensuring proper application of this policy and procedure.
- Working closely with CM-DoS and Recruitment Manager to recoup the funds

The **Centre Manager and Director of Studies** are responsible for:

- Monitoring and proper application of this policy and procedure.
- Supporting the SSEM in the application of this policy, particularly with regard to removing students from the class roll when they have been issued with the termination letter.

Admissions staff are responsible for:

- Proper application of these procedures
- Filling of all documentation relating to these procedures
- Recording the termination of enrolment in PRISMS under delegated authority from the PEO

The **Recruitment Managers** are responsible for:

- Liaising with agents, as applicable, including ascertaining agent's position with respect to outstanding student accounts
- Assisting the SSEM in collecting outstanding fees from students as required

5. Definitions

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
DHA	Department of Home Affairs
SMS	Student Management System
National Code 2018	The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2018
ESOS Act 2000	The Education Services for Overseas Students Act 2000

6. Review

This template document is reviewed every 2 years by the relevant manager to ensure alignment to appropriate strategic direction and its continued relevance to Navitas English's current and planned operations.

The next scheduled review of this document is listed in the Version Control section on Page 1.

7. Related documents

- Policy and Procedure Student Deferral, Suspension, Cancellation
- Policy and Procedure Complaints Handling and Appeals
- Policy and Procedure Under 18 Students