

Extension of Time Payment of Fees Policy and Procedure



1 Purpose

To provide information and guidance on the extension of time for the payment of fees

2 Scope

All USQ Staff and Students

3 Policy Statement

The University recognises that occasions may arise in which students find they are unable to finalise their financial commitment to the university by the payment due date.

The provision of an extension of time for a student to pay their fees is a service which allows the student who is “in need” extra time to finalise their financial commitment for a current Teaching Period to the university. An extension of time is not a right, but a service offered at the discretion of the University for students in extenuating circumstances.

4 Principles

4.1 Eligibility

International students, Australian Permanent Residents and/or New Zealand Citizens who are full fee paying students in award programs, who do not qualify for HECS-HELP or FEE-HELP and are not sponsored by a third party, may apply for an extension of time to pay their Tuition Fees in exceptional circumstances.

5 Procedures

5.1 Regulations

Extensions of time to pay will not be granted under the following circumstances:

- Students eligible for HECS-HELP or FEE-HELP places or to students in their first year of study at USQ.
- Students who are enrolled in non-award courses/programs.

- Where the student has funds in a fixed-term deposit, and wishes additional time while the deposit matures.
- Where the student's financial sponsor is absent for any reason (e.g. on holidays) as prior arrangements to pay fees should have been made in advance.
- Where a student has an existing extension of time from a previous Teaching Period, the student will not be eligible for an extension in a following Teaching Period.
- Where the student has not finalised their enrolment for that Teaching Period for any reason, as payments should have been made by the published payment due date.

5.2 Administrative fee payable

An administrative fee as published in the University Handbook will be charged and is payable at the time of application. If a student has been granted an extension and then submits a second application for an extension, this application will also incur the administrative fee.

If an extension of time has been granted and the outstanding debt is paid by the new payment due date, this administrative fee will be deducted from the outstanding tuition fee. Otherwise, if the debt is not paid by the new payment due date, the administrative fee will be in addition to the outstanding tuition fee.

The administrative fee will not be refunded if a student applies for an extension and then drops all the courses before the census date.

Consideration may be given to waiving the administrative fee in extenuating circumstances. This decision is delegated to the University officer responsible for managing and assessing 'Extension of Time to Pay' applications.

5.3 Application Process

Students can request an Extension of Fees form by contacting Student Administration.

If the application is not completed correctly and in full the application will be returned to the student for completion.

Applications complete with any/all supporting documentation will be assessed up to the census date of the relevant Teaching Period on a case-by-case basis by a delegated university officer.

Applications must be accompanied by evidence of the student's ability to pay the fees. This evidence must be in the form of an official letter from the student's financial institution or sponsor.

Every effort will be made to maintain a student's web access during the assessment period of the application. Normal restrictions and cancellations as indicated in the Credit Control and Debt

Management Policy will apply in the event that the application for an extension is not granted.

5.4 Approval Process

Approval of an extension of time application for international students will be in accordance with the assessment level of the student's visa as determined by the Department of Immigration and Multicultural Affairs.

A student's financial payment history will be taken into account when considering an extension. An extension may not be granted to a student in consecutive Teaching Periods if the debt has been referred by USQ to debt collection agency.

If the University has reinstated a debt that has been previously written off and then paid by the student, an extension will not be granted in the first academic year of study from the date of reinstatement.

An extension of two weeks will normally be granted in cases where a cheque/draft has been posted or couriered to the University. Evidence of this transaction may be required.

Extensions of time will normally be only for one month past the original payment due date.

If in extenuating circumstances a student submits a second application for an extension in the same Teaching Period the extension will not be granted for more than two weeks.

5.5 Failure to Pay Fees by the Extended Time

A Student who is granted an extension of time to pay their fees however does not make payment by the approved date, will be considered to have an outstanding debt and the University may apply relevant sanctions and penalties in accordance with the Student Debt Management Procedure.

6 References

Nil.

7 Schedules

This policy must be read in conjunction with its subordinate schedules as provided in the table below.

8 Policy Information

Accountable Officer	Provost
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Responsible Officer	Director (Student and Academic Support)
Policy Type	Executive Policy
Policy Suite	Student Debt Management Procedure
Subordinate Schedules	
Approved Date	14/12/2021
Effective Date	14/12/2021
Review Date	
Relevant Legislation	
Related Policies	Admissions Policy Enrolment Policy
Related Procedures	Admissions Procedure Enrolment Procedure
Related forms, publications and websites	
Definitions	<p>Terms defined in the Definitions Dictionary</p> <p>Teaching Period</p> <p>The period during which a Course or study unit is offered. Examples of teaching periods include, but are not limited to, semesters, trimesters, blocks, intensives and sessions.</p> <p>Definitions that relate to this policy only</p>
Keywords	Payment of fees, extension of time
Record No	13/325PL