



THE UNIVERSITY OF
NOTRE DAME
A U S T R A L I A

POLICY: TERMINATION OF ENROLMENT FOR NON-PAYMENT OF FEES

Purpose:	Outlines the principles and process for termination of enrolment for non-payment of fees.
Responsible Executive:	Registrar of the Campus
Responsible Office:	Registrar's Office
Contact Officer:	Manager
Effective Date:	23 April 2008
Modification History:	Created: October 2007; Vice Chancellor approved: 23 April 2008
Last edited:	26.02.08 (SL)
Campus applicability:	All Campuses

RATIONALE

This policy outlines the guiding principles and procedures for the termination of a student (domestic or international) of the University of Notre Dame Australia where payment of the student's fees, submission of a FEE-HELP or HECS-HELP application form or an agreed payment arrangement made in writing between the student and the Registrar (or delegate) has not been made. In accordance with General Regulation Chapter IV, payment of fees, submission of a formal HELP form or an agreed payment arrangement is required before the commencement of each semester or term as specified by the University's Fees Office.

DEFINITIONS

Termination for Non-Payment of Fees – shall mean the cessation of a student's enrolment in any course and/or unit at the University of Notre Dame Australia and shall preclude a student from further enrolment at the University generally, or in a specific course, courses or all courses as specified by the Registrar (or delegate) until full payment of fees or charges has been received. During the termination period the student shall be denied access to all or specified University premises, facilities, activities, units, lectures, tutorials and any and all other aspects of University life, including enrolment. 'Terminate' in this document has a corresponding meaning.

Student/Students – in this document refers to any domestic or international student enrolled in a unit(s) and/or course(s) at the University of Notre Dame Australia.

PRINCIPLES

1. A student is expected to have paid their tuition fees and any outstanding charges or have an authorised payment plan in place or have submitted a FEE-HELP or HECS-HELP application form two weeks before the commencement of each semester or term.
2. FEE-HELP or HECS-HELP application forms and any upfront payments towards FEE-HELP or HECS-HELP may be submitted up to the earliest census date of a student's enrolled units for that semester or term.
3. It is the policy of the University that payment plans are not offered for payment of tuition fees. A payment plan will only be considered in extraordinary circumstances and must be authorised by the Registrar of the Campus.
4. A student must pay all outstanding fees and charges prior to applying for re-admission to return to study after termination from the University.

INTERNAL PROCEDURE FOR APPEAL OF TERMINATION FOR NON-PAYMENT OF FEES

1. A student will be advised of their termination for non-payment of fees in a letter signed by the Registrar (or delegate) with a copy to Student Administration to be placed on the student's file and a copy to the Dean of the student's School.
2. If this is the first instance of such a termination, the student will be advised in writing that they may appeal their termination to the Deputy Vice Chancellor of their Campus within 20 working days of the deemed delivery of the termination letter. Deemed delivery is in accordance with the University's General Regulations.
3. If this is the second or subsequent instance of such a termination and/or the student has not met the conditions previously placed on their re-enrolment the student will be notified in the termination letter that no further internal appeal will be allowed.

4. The student's appeal must be in writing and must include all supporting documentation before an appeal will be considered by the Deputy Vice Chancellor of the Campus.
5. The University will confirm receipt of the student's appeal in writing by way of letter or e-mail to the student's registered email address).
6. Where an appeal is received from a student, that student shall remain enrolled in their course and current units until the internal appeals process has been completed.
7. Where an appeal by a student has not been received within the specified timeframe, the student's unit enrolment will be cancelled for that semester and the termination enforced.
8. The outcome and decision of the student's appeal to the Deputy Vice Chancellor of the Campus will be sent to the student in writing within 10 working days of the receipt of the appeal. The decision will also be communicated to Student Administration for recording on the student's file, to the Manager of the Fees Office and to the Dean of the student's School.
9. Where an appeal is denied by the Deputy Vice Chancellor of the Campus, the student will be terminated from the University until full payment of all fees and charges has been received.
10. Once full payment of all fees and charges has been received the student may apply in writing to the Deputy Vice Chancellor of the Campus who will consider the student's readmission to the University in the next semester or term. Such readmission will only be considered once all outstanding fees and charges have been paid.
11. Where full payment of all fees and charges is received by the University after 10% of the teaching period of a unit(s), the student will not be permitted to reenrol for that semester or term and must wait until the next semester or term to reenrol.
12. The outcome and decision of the Deputy Vice Chancellor of the Campus in relation to the student's re-admission will be sent to the student in writing within 10 working days of the receipt of the re-admission request. The decision will also be communicated to Student Administration for recording on the student's file, to the Manager of the Fees Office and to the Dean of the student's School.
13. The Manager, Fees Office (or delegate) in conjunction with the Manager, Student Administration (or delegate) on the particular Campus, is responsible for amending the student's records with regard to any termination from University or any conditions imposed on the student's continued enrolment imposed by the Deputy Vice Chancellor.

APPEAL TO AN EXTERNAL ENTITY – DOMESTIC STUDENTS

1. This policy document, and the availability of a complaints and appeals processes, does not remove the right of a domestic student to take action under Australia's consumer protection laws.
2. After completion of the internal appeals process a domestic student may choose to initiate a Student Grievance Resolution Request in accordance with the University's Student Grievance Resolution Policy available on the University's website.
3. A domestic student may initiate a grievance by meeting with a University Grievance Officer and submitting a Student Grievance Resolution Request form available on the University's website.

4. As part of the Student Grievance Resolution process, an External Independent Appointee appointed by the Provost will provide an unbiased determination on the appeal, which is binding on both parties.
5. The Provost must acknowledge receipt of the student's request to have the matter dealt with by an External Independent Appointee through an external dispute resolution process in writing within 5 working days.
6. An external appeal submitted by a domestic student will be dealt with in accordance with the University's Student Grievance Resolution Policy.

APPEAL TO AN EXTERNAL ENTITY – INTERNATIONAL STUDENTS

7. This policy document, and the availability of a complaints and appeals processes, does not remove the right of an international student to take action under Australia's consumer protection laws.
8. After completion of the internal appeals process an international student may appeal to an External Independent Appointee, who will provide an unbiased determination on the appeal which is binding on both parties.
9. An international student may request in writing to the Provost within 20 working days that the matter be dealt with by the University's External Independent Appointee appointed by the Provost.
10. The Provost must acknowledge receipt of the student's request to have the matter dealt with by an External Independent Appointee through an external dispute resolution process in writing within 5 working days.
11. If an External Independent Appointee makes recommendations in relation to a student's appeal they have reviewed, the External Independent Appointee will forward those recommendations to the Provost.¹ The Provost will inform the appropriate officers of the University such as the Registrar where appropriate.
12. The Provost will ensure that the recommendations are implemented immediately by the University and the student advised of the outcomes in writing.
13. The University's external arbitrators are:
 - For Western Australia, Fremantle and Broome Campuses:**
A delegate of the Catholic Education Office of Western Australia
Phone: (08) 9212 9212
 - For New South Wales, Sydney Campus:**
Carolyn Hadley (or delegate)
Education Officer, Human Resources
Catholic Education Office, Sydney
(02) 9568 8492
14. Contacts for international student concerns are:

Department of Education, Science and Training

For New South Wales based students: ESOS Helpline (02) 6240 5069

ESOS Fax (02) 6240 7789

ESOS email: esosmailbox@dest.gov.au

¹ If the External Independent Appointee has not advised the Provost of the outcome of their review within 45 working days of receiving the external appeal, the External Independent Appointee is taken to have confirmed the original decision of the University.

**Department of Education Services
For Western Australian based students:**

Western Australian Conciliator for
Overseas Students
Department of Education Services
Ms Anne Duncan
(08) 9441 1953