

Student Financial Hardship Payment Plans Policy & Procedure

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Approved by:	Chief Financial Officer
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Implementation Owner:	Student Services Managers
Maintenance Owner:	Executive General Manager, Group Quality, Accreditation & Compliance

iCollege Limited (ABN 75105012066) is the ultimate holding company of Academy of Information Technology Pty Ltd (ABN 35094133641) and Coder Academy

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Section 1

1) Purpose

iCollege enrolls students from across the globe and is focused on providing the necessary financial support to students so that they can successfully finish their studies. To support this objective, iCollege has established a Financial Hardship Payment Plan as an option for eligible students who are experiencing financial hardship and cannot pay the entirety of their tuition fees on the due date.

2) Scope

This policy applies to:

- i) All enrolled students (domestic and international) of iCollege education providers who are not using government funding facilities to help pay for their tuition fees.;
- ii) All staff of iCollege including employees and contractors;

All award courses delivered by the college.

iCollege education providers:

- Academy of Information Technology Pty Ltd (also trading as Coder Academy and Work Ready Education) RTO: 90511, Registered Higher Education Provider. PRV12005, CRICOS: 02155J
- International School of Colour and Design Pty Ltd (iscd) RTO: 91439
- Greenwich English College Pty Ltd (also trading as Greenwich Management College) RTO: 91153, CRICOS: 02672K
- Brisbane Career College Pty Ltd (trading as SERO Institute) RTO: 32303, CRICOS: 03528K
- Capital Training Institute Pty Ltd RTO: 88145, CRICOS: 0399B
- Celtic Training & Consultancy Pty Ltd (trading as Celtic Training) RTO: 40179

3) Definitions

Word/Term	Definition
Academic Progression	Have successfully completed two trimesters or one semester.
Applicant	A student applying for the Financial Hardship Payment Plan who is paying under a Fee for Service arrangement, and successfully completed two trimesters or one semester.
Application Fee	\$200 payable at time of application. This fee is non-refundable.
Budget Planner	A spreadsheet used as a supporting document to detail the current financial situation of the student
Business Days	Monday – Friday, exclusive of the weekend
Cancellation	The termination of the student's enrolment
CoE	Confirmation of Enrolment
Commencement date	The Monday of the week prior to the week when classes start. Often the same as Orientation Day.
Course start date	First day of classes for Domestic students. Orientation day for International Students.
Eligibility	Meeting the three criteria detailed in this policy
Extension	Approved prolonging of the scheduled payment due date
Direct Debit	Instalments being automatically debited directly from the applicant's bank account
Domestic Student	Any student who does not require a visa to study
Financial Criteria	The basis for the financial situation that the student finds themselves in
Financial Hardship Payment Plan	A means for eligible students to split their next trimester/semester tuition fee payment into 3 instalments
Instalment	Tuition fees split into 4 payments, spread over the first 9 weeks of a trimester.
International Student	Any student who is not a domestic student and requires a visa to study
Missing Payment	The agreed installment is not received in full on the scheduled instalment date

Section 2 - Policy

1) Eligibility Requirements

- | | |
|------------------------------------|---|
| Criteria 1: Enrolment | <ul style="list-style-type: none">• The student must have been enrolled in a higher education or VET qualification course with an iCollege education provider for more than six months• Have no outstanding fees• Demonstrate good academic progression• Be enrolled in two or more subjects/units |
| Criteria 2: Financial | <ul style="list-style-type: none">• Paying under a Fee for Service arrangement (i.e. no government supported funding is available)• The student's average gross employment income over the last eight (8) weeks is less than \$1500 per fortnight |
| Criteria 3:
Use of Direct Debit | <ul style="list-style-type: none">• Payment of fees under a hardship plan must be made via the use of Ezidebit |

Students are required to provide adequate supporting documents for both the enrolment and financial eligibility requirement to be considered eligible for a Financial Hardship Payment Plan.

The following supporting evidence will need to be submitted with the Financial Hardship Payment Plan Application as a minimum:

- i) Budget Planner
- ii) Bank statements
- iii) Change in employment letter (as applicable)
- iv) Rent payment receipts for the past two calendar months
- v) Centrelink confirmation (as applicable)

Additional criteria beyond the minimum enrolment and financial documents may be requested once a review has been conducted of the submitted documentation.

2) Attending class

Students should attend class while the Financial Hardship Payment Plan application is being assessed.

3) Missed Payment

If two (2) payments are missed, the payment plan will be cancelled, and the total amount of the tuition fee will become due and payable immediately. If the payment is not received within 10 days, student access to the Learning Management System will be blocked.

Failure to adhere to an approved payment plan may result in the cancellation of enrolment and in the case of international students, cancellation of the CoE.

Section 3 - Procedure

1) Application

Financial Hardship Payment Plan applications must be submitted in full five working days before first day of the trimester/semester. A non-refundable \$200 application fee is payable upon submission of the Application. Applications will not be assessed if the application fee has not been paid. The fee payment details are included on the Application Form. A receipt for payment of the application fee is required to be submitted along with the application.

The application will be assessed within 2 business days of the application being received by the relevant Head of Operations and the Executive General Manager. Students will be notified via email on the outcome of their application.

2) Payment of Fees

If approved, the payment plan will be set up via Ezibedit Direct Debit. The Ezidebit Terms and Conditions and details are available through the Financial Hardship Payment Plan Application Form.

The student's tuition fee for the next trimester/semester will be split into four (4) instalments:

1. Instalment 1: 25% payment on due date
2. Instalment 2: 25% payment in week 3
3. Instalment 3: 25% payment in week 6
4. Instalment 4: 25% payment in week 9

Students may request an extension to an installment payment due date, but conditions apply:

1. it must be made in writing no less than 1 week before the scheduled installment payment date. An outcome of the request will be provided to the student two (2) business days after the request is received.
2. a part-payment (at least \$400) must be paid on the due date, A payment extension will not be granted if the student does not make this partial payment.

3) Missed Payment

If the scheduled payment has not been received by the due date (or the agreed extension date) a late payment fee of \$30 will be charged to the student to cover the additional time for staff to chase up the overdue installment. This amount will be added to the final instalment. Any amount less than what was agreed upon will be considered a missed payment. Any missed payments will have a negative impact on any future requests for extensions or new applications made by the student for a Financial Hardship Payment Plan.

4) Publication

This procedure is published on iCollege education provider's websites and relevant LMS, to ensure students have up-to-date and accurate information publicly available to them.

Section 4

1. Supporting Documents

DOCUMENT NAME	TYPE OF DOCUMENT	INTERNAL/EXTERNAL
Financial Hardship Payment Plan Application Form	Form	Internal
Budget Planner	Excel spreadsheet	Internal
Competition and Consumer Act 2010	Legislation	External

2. Modification History

VERSION	DATE	APPROVED	NATURE OF CHANGE
2.0	1 December 2022	Chief Financial Officer	Initial policy to formalise (current) pandemic hardship procedure