Policy Area: External Policies and Procedures
Subject: Student Policies and procedures
Title of Policy: Fee Recovering Policy
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DOCUMENT REVISION

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Purpose:
This policy relates to all fees and charges payable to SPIE by current and former students for the provision of its services. This includes monies owed in respect of course fees, excluding VET FEE-HELP loans, and any other miscellaneous fees and charges.

SPIE will at all times seek to be sympathetic to, and understanding of, each individual student’s financial circumstances. However, for SPIE to do so, students must advise the staff if financial difficulties are being experienced.

Action to enforce settlement of a debt for outstanding fees and charges will be taken in respect of all current and former students who have failed to engage with SPIE to find a solution to any outstanding debt, or who have failed to honour agreements to pay.

SPIE will, at all times, use the student’s official email address. It is the student’s responsibility to check this regularly.

Students who Experience Financial Difficulties
Students experiencing financial difficulties in paying any fees and charges must advise SPIE at the earliest opportunity via an email to the Director of Education at admin@spie.edu.au setting out their financial circumstances.
Student Obligations

As part of the registration process, each fee paying student is required to sign a declaration acknowledging that they are personally liable to SPIE for payment of tuition and related fees.

Students must pay tuition fees on time. Details of instalment dates and acceptable payment methods are included in the Course Information Booklet or, in the case of a Smart and Skilled funded course, the Specific Course Information.

Students who intend their fees to be paid on their behalf must provide evidence that their fees will be paid in full or part by a third party. In the event that the third party fails to pay, or unduly delays payment, the student becomes liable for the amount due. In this event, an invoice will be issued to the student.

In the event of a query or dispute in relation to the actual tuition and related fees invoiced (as opposed to the method of payment or payment difficulties), the student is to contact the Director of Education at admin@spie.edu.au.

If an invoice for payment is not paid within 30 days, a first reminder letter will be sent requesting payment within 7 days or advice as to a reason why the outstanding amount has not been paid.

If no response is received to this first reminder letter, a second reminder letter will be sent 14 days after the first reminder letter. This letter will seek immediate payment and advise that debt recovery and/or legal action may commence within 7 days unless full payment is received.

Debt recovery action can also be triggered where a payment in accordance with an agreed instalment plan is not received.

Debt Recovery Steps

For debt recovery purposes, Day 1 us the day following the date on which a payment is due. For those who settle an invoice, standard terms are 30 days. In that case, Day 1 will be the 31st day following the invoice date. For those paying by instalments, Day 1 will be the day following the date on which an instalment was due for collection.

When a student’s account is deemed to be in arrears, a $50 charge will be applied to the account to cover additional administrative costs. Notification of this additional charge will be made in the first reminder email to the student.

Students paying by instalments will immediately forfeit the concession to continue paying by instalments, and their entire balance outstanding will become immediately due.

Students whose accounts remain in arrears by Day 30 will be advised by email and letter, that their status as a student of SPIE is being withdrawn pending full payment of the outstanding fees. The student will also be advised that SPIE reserves the right to recover any unpaid sums due through collections agencies and/or by legal action. Any additional costs incurred as a consequence of such action will be charged to the student’s account.