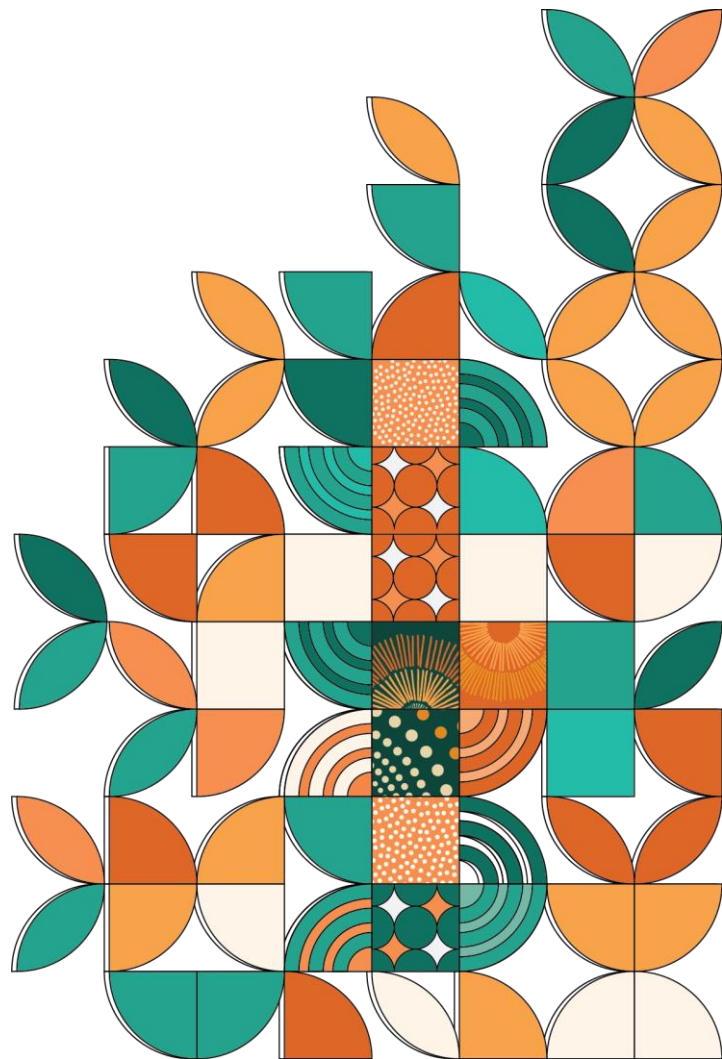


Fee Payment Procedure



SECTION 1

1. Purpose

- 1.1 The purpose of the Fee Payment Procedure is to provide clear and formal instructions to students regarding the fee payment process and related matters. The procedure informs students about the importance of fee payment, the due dates for payment, and the potential consequences of late or non-payment. By outlining the payment process and deadlines, the procedure ensures that students are aware of their financial responsibilities and encourages them to make timely payments in accordance with the provided instructions. The procedure explains the available payment methods, such as bank transfers and online payments, and emphasizes the secure platforms through which students can access essential financial information.

2. Scope

- 2.1 The scope of the above procedure is to provide clear and formal instructions to both domestic and international students regarding fee payment at IHNA. It covers accessing invoices/statements through the secure Student Hub, understanding payment details, due dates, and potential penalties for late payment. The procedure outlines secure payment options like bank transfers and online payments. Eligible students can explore payment plans by contacting the financial team. Email reminders ensure students are updated on payment deadlines. The procedure aims to promote timely and secure fee payments, prevent disruptions to studies, foster clear communication, and encourage students' financial responsibility.

3. Principles

- 3.1 The principle of the Fee Payment procedure is to establish a comprehensive and student-centered fee payment process. It prioritizes clear communication, providing students with detailed invoices and due dates. Security is paramount, with sensitive financial information accessible only through a secure Student Hub. The procedure encourages students' financial responsibility by offering payment options and plans. The principle emphasizes fair and transparent handling of non-payment cases, with the Registrar's approval ensuring compliance with guidelines. Overall, the Fee Payment Procedure aims to create a smooth, accountable, and supportive fee payment experience, enhancing the students' academic journey.

SECTION 2

4. Procedures

- 4.1 Failure to pay the prescribed fee by the payment due date may result in cancellation or suspension of enrolment at IHNA. To avoid this, ensure prompt payment of fees as indicated on your statement of account (invoice).

5. Full Fee-paying Students

- 5.1 Fee payment is an essential requirement for all students, regardless of whether you are a domestic or international student. It is crucial to adhere to the due date specified on your Invoice/Statement to avoid any complications with your enrolment.

- 5.2 To ensure a smooth fee payment process, please follow the instructions below:

- 5.2.1 Check Your Invoice/Statement: Your Invoice/Statement is accessible through your StudentHub under "Student Invoices and Payments" (<https://student.ihna.edu.au/#/login>). The document contains comprehensive information, including the following details:

- 5.2.1.1 Invoice/Statement Date
- 5.2.1.2 Invoice Number
- 5.2.1.3 Invoice Due Date
- 5.2.1.4 Tuition Fee
- 5.2.1.5 Admin Fee/Any Other Charges
- 5.2.1.6 Total Due

6. Note Your Due Dates: Please review your personal fee due dates carefully on the provided Invoice/Statement. Timely payment is essential to avoid late payment penalties and the potential cancellation of your enrolment. We will also send email reminders to keep you informed of upcoming fees, so kindly ensure you regularly check your email account.
- 6.1 Secure Payment Options: For your security, IHNA's bank account details will not be shared through email. Instead, you can access this information securely on the Student Hub under "Student Invoice and Payment" (<https://student.ihna.edu.au/#/login>). Rest assured that only authorized users with secure login credentials can view this information, ensuring protection against phishing scams. Furthermore, IHNA provides a secure online payment option via our website (<https://ihna.edu.au/payment-options/>), ensuring the safe handling of your personal and financial details.
- 6.2 Payment Plan (For Eligible Students): We understand that some students may benefit from a payment

plan option. If you believe you are eligible for a payment plan or wish to inquire about setting one up for your course, kindly reach out to ihnaaccounts@ihna.edu.au.

- 6.3 Late Payment Penalties and Consequences: Please be aware that failing to pay your fees by the specified due date may lead to the imposition of late payment fees. In addition, non-fee payment may result in the suspension or cancellation of your enrolment. If your enrolment is suspended due to non-payment, you may not be eligible for applying for a payment plan, and future enrolment in units of study/semesters could be affected.
- 6.4 We urge you to take these payment guidelines seriously and proactively manage your fee payments to avoid any disruptions to your studies.
- 6.5 Should you have any questions or require further assistance, please do not hesitate to contact our financial team at ihnaaccounts@ihna.edu.au.

7. Responsibility

- 7.1 The Finance Manager assumes the responsibility for overseeing the implementation of the Fee Payment Procedure. As part of this role, the Finance Manager ensures the compliance of all students with the established fee payment guidelines. The Finance Manager, in collaboration with the admissions team, oversees the timely issuance of invoices/statements and communicates the due dates to the students. The Finance Manager also monitors the receipt of payments and manages email reminders to keep students informed about their fee obligations.

SECTION 3

8. Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Fees Policy • Fees Charges and Refund Policy • Overseas Student Fees • Charges and Refund Policy • Refunds and Re-crediting FEE-HELP Balances Policy • International Student Fee Refund Policy • Student Complaints and Appeals Policy • Student Complaints and Appeals Procedure • IHNA VET Student Loan Manual
Related Legislation, Standards, Codes	<ul style="list-style-type: none"> • Standards for RTOs 2015 • VET Student Loans Rules 2016 • 2021 Standard VET Funding Contract, Skills First Program, Smart and Skilled Contract • Education Services for Overseas Students (ESOS) Act 2000. • National Code of Practice for Providers of education and Training

	to Overseas Students 2018
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Department	Finance
SRTO2015 Stds and sub section	Standards for RTOs 2015 - Clauses 5.1 to 5.3 - Clause 7.3

9. Change History

Version Control		Version 2.0
Version No.	Date	Brief description of the change, incl. version number, changes, who considered, approved, etc.
V.1.0	10/06/2021	Prepare revised and updated with pertinent sections
V.2.0	13/03/2024	Updated in new template and logo