

5.4.15 Late Fee Payments

Operating Policy and Procedures

1. **Policy**

It is the policy of the Navitas College of Public Safety that the late fee payments be dealt with and collected in a timely manner and that students are informed of the penalties incurred if payments are not made.

2. **Purpose**

The purpose of this policy is:

- To ensure that students are informed of the penalties incurred if fee payments are late
- That late fee payments are administered appropriately and consistently; and
- That students are penalised accordingly

3. **Responsibility**

The Registrar is responsible for compliance with this procedure.

4. **Guidelines**

4.1 A student is deemed unfinancial when the relevant and full fee payment is not made by the specified or agreed time.

4.2 Fee payment information, amounts, annual fee payments dates and information relating to penalties is made available to students at enrolment, re-enrolment, in the student handbook and on the website.

4.3 **Penalties:** Unfinancial students are not permitted to:

- Attend classes;
- Have completed and marked work returned to them;
- Access the Current Students website;
- Sit for examinations;
- Borrow books from the NCPS Library; or
- Receive a statement of their academic results.

Work for assessment may be submitted and marked, but not returned to the Student or the result divulged to them.

4.4 Penalties are applied after seven (7) days past the due date.

4.5 At all times, it remains the responsibility of individual students to ensure that fee payments are made promptly in accordance to the fee payment schedule for the particular year.

4.6 All students are expected to pay the full amount required by the due date. No individual payment plans should be entered into. If the Student Administration Officer believes that a student should be dealt with individually due to exceptional circumstances:

- The student should be asked to complete a Special Consideration request (Form NF520)

- The matter must be recorded in the student's file; and
 - Referred immediately to the Registrar who, in consultation with the General Manager (Public Safety) and Accounts Officer, will take appropriate action.
- 4.7 When all above avenues are exhausted, or if students continually default on their payments, the General Manager (Public Safety) has the right to exclude the student from the course.
- 4.8 Copies of all correspondence and verbal communications regarding fees must be kept in the students files.
5. **Procedures**
- Refer to policy 5.4.14 – Fee payments for a schedule of fee payments and information pertaining to the publication of annual fee payment dates and \$ amounts.
- 5.1 Students are informed of the penalties incurred for late or non-payment of fees:
- At enrolment (see ND557)
 - In the Student Handbook.
 - On the NCPS Current Students Website
 - In any letters sent regarding late fees payments
- 5.2 The Student Administration Officer must send courtesy reminder letters two weeks in advance of each instalment. See letter ND578.
- 5.3 If a payment is not paid within seven days of the due date for payment, the Student Administration Officer will send an overdue fee payment letter (See letter NT501) which includes information relating to penalties and requesting payment within seven days.
- 5.4 Immediately upon sending this letter, the student Administration Officer will:
- Compile a list of unfinancial students;
 - Check with the Accounts Officer that fees have in fact not been paid;
 - Remove the unfinancial student's access to the NCPS Current Students Website (see policy 5.4.3 Student Website)
 - Not return marked work to the student, or inform them of their results in a submitted piece of work;
 - Send a copy of the list to Library staff who must ensure that borrowing privileges are suspended until payment is made (see Library policy on suspending borrowing rights)
- 5.5 If payment is not made within two weeks of the due date for payment, the Student Administration Officer must contact the student either in person or by telephone to remind them of their obligation to pay and the penalties.
- 5.6 Failure to pay fees after the verbal communication should be referred to the Registrar to decide on appropriate action. Students who persistently pay fees late or do not pay are liable to exclusion from the course.
- 5.7 If payments are not up to date by the time examinations are due to be sat, the student must not be permitted to sit examinations. The relevant invigilator must be informed of this.
- 5.8 No transcripts of results will be issued to unfinancial students.
- 5.9 Once overdue payments are made, the student is required to provide proof of payment, usually by bringing their receipt in to Student Administration. All penalties must be removed within 48 hours.
- 5.10 If an unfinancial student is to be excluded, they will be informed in writing by the General Manager (Public Safety).
- 5.11 The Accounts Officer may still send out invoices to unfinancial students, even if they have withdrawn or been excluded from the course.

6. **Authority**

Authorised by the General Manager (Public Safety)

7. **Approval**

Approved by the Higher Education Board 9 April, 2003

Amendments

Date	Modified by	Sections amended/added	Approved by HEB (if required)
7/12/07	Christine Ashton	References to semesters replaced with trimesters.	Minor change
15/08/08	Christine Ashton	Change to title of General Manager (formerly CEO)	Minor change
22/05/09	Jodie Reeve	Logo changed	Minor change
09/11/09	Christine Ashton	Change of name and logo	Minor change
27/11/09	Jodie Reeve	Amended document references	Minor change

8. **Related Policies**

- Policy 5.4.14 – *Fee Payments*
- Policy 5.4.24 – *Exclusion*