

LATE PAYMENT OF TUITION FEES

INTERNATIONAL STUDENTS // 2019

What to do if you can't pay your fees by the due date

If you are unable to pay your tuition fees in full due to extenuating circumstances, you will be given the option to appeal against the cancellation of your enrolment once the due date has passed.

WEEK 2: NOTICE OF INTENT TO CANCEL

Once the due date has passed, you will receive a Notification of Intention to Cancel Enrolment to your Official Communications Channel (OCC) in OASIS. This will include a link to an online form, where you can appeal against the cancellation of your enrolment.

Note: you may be charged a fee for late payment of your tuition fees, even if you submit an appeal.



WEEK 2 – WEEK 4: 20 WORKING DAY APPEAL PERIOD

Once you have received the notice to your OCC, you will have 20 working days to either make full payment or submit an appeal against cancellation of enrolment. You will also receive outstanding fee reminders by email and SMS during the appeal period.

Note: your enrolment will not be cancelled during the 20 working day appeal period.



WEEK 2 – WEEK 4: SUBMITTING YOUR APPEAL

You can request a payment extension or instalment plan by submitting an appeal against cancellation of enrolment. You must do this using the link in your OCC within the 20 working day appeal period.

Note: it can take up to 10 working days for your appeal to be assessed once submitted. You do not need to contact the University within this time if your appeal has been successfully submitted.



WEEK 5: CANCELLATION OF ENROLMENT

If you have not submitted an appeal against cancellation of enrolment or paid your fees in full by the end of the 20 working day appeal period, your enrolment will be cancelled. You will be notified of this by OCC and email, and given further instructions should you wish to continue with your studies.

NEED HELP?

If you have any questions please call us on 1300 222 888 (8.30am–5pm, Mon–Fri) or visit Curtin Connect in Building 102 on Bentley Campus (8am–5pm, Mon–Fri).

APPEAL AGAINST CANCELLATION OF ENROLMENT

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What to submit with your appeal against cancellation of enrolment

When submitting your appeal against cancellation of enrolment, you will need to provide information to explain why you require payment assistance and provide supporting documentation.

1: YOUR STATEMENT

You will need to provide a detailed statement explaining:

- The circumstances that prevented you from paying your fees in full by the due date, and
- What plans you have made to pay your outstanding fees in full.

2: SUPPORTING DOCUMENTATION

You will also need to provide supporting documentation, including:

- A copy of your current student visa, and
- Copies of your bank statements from the last three months (for all bank accounts), and
- Documentation to support the information you provided in your statement (e.g. medical certificates, death certificates, letters of support from your sponsor or bank, etc.).

IMPORTANT TO NOTE

Your appeal will be assessed based on the information you provide, so it is important that you include all information and documentation you wish to be considered. If additional information is required to assess your appeal, the Student Finance and Statutory Reporting team will advise you of this by email.

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