

### Purpose

The purpose of this policy is to detail the circumstances where a student may apply for a deferral (Financial Hardship) of their student fees. This policy includes details of the timeframes for which fees may be deferred, and the guidelines for reviewing deferral applications.

### Overview

This policy applies to students who experience a change in circumstances that is outside of their control and that impacts their financial situation to a degree that paying their student fees would cause financial hardship, are able to apply for a deferral in their student fees up to a maximum of three months.

### Policy

This policy guides students through the process involved in applying for a deferral (Financial Hardship) of their student fees.

Students must submit a Fees Deferral (Financial Hardship) Application and any supporting documentation such as an employment termination notice or separation certificate should be attached.

Applications will be reviewed and assessed on an individual basis and the outcome will be provided to the student in writing. Students may appeal any decision made as per the Axial Complaints and Appeals Policy.

Any approved Fees Deferral will be subject to the following conditions:

1. The student must continue to attend classes and progress in their studies as per their Written Agreement.
2. A Fees Deferral will only be granted once per Course (a student's Course is defined as including all qualifications within their Written Agreement).
3. No Statements of Attainment of Certificates will be issued to the student until all outstanding Tuition Fees have been paid.
4. The Fees Deferral period will be as determined by the Axial Management team reviewing each application, however in general will cover the current Term with any outstanding fees becoming due at the commencement of the following Term.

### Submitting the application

Students must complete the Fees Deferral Application form providing as much details as possible regarding their situation, dependents, income and expenditure.

Students should attach any supporting document which may assist in the application process such as employer termination notices or separation certificates.

The application must be completed in full, signed and submitted to the Student Support Officer at the Campus.

The Student Support Officer will add the application to the student file and begin the application tracking process within VETtrak.

The Student Support Officer will send the application and any supporting documentation to the Head of Administration and Resourcing for review.

### Reviewing the application

The Head of Administration and Resourcing will review the evidence in conjunction with the Manager of Corporate Services. Please see **Appendix 1** for contact details.

A decision will be reached based on a number of factors including:

- ❖ The amount of fees owed;
- ❖ The date the fees were/are due;
- ❖ The circumstances that have changed in the student's personal situation;
- ❖ The student's dependents;
- ❖ The student's income;
- ❖ The student's expenses.

The application will then be approved or rejected.



Approved applications will be allocated a deferral period up to a maximum of three months.

### **Advising the student of the outcome**

- ❖ The student will be issued with a letter confirming the approval or rejection of their application, along with information around the length of any approved deferral and the date at which fees will become payable again.
- ❖ This letter is to be sent via VETtrak for tracking purposes and stored in the student file.
- ❖ Axial International College Finance Department will be advised of any approved deferrals to hold on any contact with the student regarding overdue fees for the deferral period.
- ❖ Students who wish to appeal any decision can do so as per the Axial Complaints and Appeals Policy.

### **Appendix 1 – Contact Details**

#### **Axial International College Administration:**

Michael Smart - Head of Administration and Resourcing

**Address** – 10/10A Portal Central, 2994 Logan Road, Underwood, Qld. 4119

**Tel:** (07) 3387 4400

**Email:** michael.smart@axial.edu.au

#### **Axial International College Finance Department:**

Amanda Pace – Accounts Supervisor

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