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Fee Payment Procedure

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EDUCATION for EMPLOYMENT: Bridging the gap globally

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.

1.2 The procedure explains the available payment methods, such as bank transfers and online payments, and emphasises 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.

2.2 It covers accessing invoices/statements through the secure Student Hub, understanding payment details, due dates, and potential penalties for late payment.

2.3 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.

2.4 The procedure aims to promote timely and secure fee payments, prevent disruptions to studies, foster clear communication, and encourage students' financial responsibility.

SECTION 2

3. Procedures

3.1 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 the statement of account (Invoice).

4. Full Fee-paying Students

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

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

a. Students are required to check the Invoice/Statement: Invoice/Statement is accessible through the Student Hub under "Student Invoices and Payments". The document contains comprehensive information, including the following details:

   i. Invoice/Statement Date
   ii. Invoice Number
   iii. Invoice Due Date
   iv. Tuition Fee
   v. Admin Fee/Any Other Charges
   vi. Total Due

5. **Due Dates:** Please review the fees due dates carefully on the provided Invoice/Statement. Timely payment is essential to avoid late payment penalties and the potential cancellation of the enrolment. IHNA will send email reminders to keep students informed of upcoming fees. Students are encouraged to check their emails regularly to stay updated.

5.1 **Secure Payment Options:** For security, IHNA's bank account details will not be shared through email. Instead, students can access this information securely on the Student Hub under "Student Invoice and Payment" (https://student.ihna.edu.au/#/login). Rest assured that only authorised users with secure login credentials can view this information, ensuring protection against phishing scams. Furthermore, IHNA provides a secure online payment option via its website (https://ihna.edu.au/payment-options/), ensuring the safe handling of students' personal and financial details.

5.2 **Payment Plan (For Eligible Students):** IHNA understand that some students may benefit from a payment plan option. If students are eligible for a payment plan or wish to inquire about setting one up for their course, it is suggested that they reach out to accounts@ihna.edu.au or directly contact to the IHNA finance team.

5.3 **Late Payment Penalties and Consequences:** Please be aware that failing to pay 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 enrolment. If a student’s enrolment is suspended due to non-payment or may become ineligible for a payment plan, the ability to enrol in future units or semesters could be impacted.

5.4 IHNA strongly encourage students to adhere to this payment procedure and manage their fee payments proactively to prevent any disruptions to their studies.

5.5 Should students have any questions or require further assistance, please do not hesitate to contact the IHNA financial team at accounts@ihna.edu.au.

6. Responsibility

6.1 The Finance Manager assumes the responsibility for overseeing the implementation of the Fee Payment Procedure. As part of this role, the Finance Manager ensures all students' compliance with the established fee payment guidelines.

6.2 The Finance Manager, in collaboration with the admissions team, oversees the timely issuance of invoices/statements and communicates the due dates to the students.

6.3 The Finance Manager also monitors the receipt of payments and manages email reminders to keep students informed about their fee obligations.

SECTION 3

7. Associated Information

Related Internal Documents	• Fees Policy • Refund Policy • Refund Procedure for Domestic Student • Refund Procedure for International Student • Refunds and Re-crediting Student Loans Balances Policy • Student Complaints and Appeals Policy • Student Complaints and Appeals Procedure • IHNA VET Student Loan Manual
Related Legislation, Standards, Codes	• National Vocational Education and Training Regulator Act 2011 • 2025 Standards for RTOs • Practice Guides – Compliance Standards for RTOs • VET Student Loans Rules 2016 • Education Services for Overseas Students Act 2000 (ESOS Act) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) • Enrolled Nurse Accreditation Standards 2017 • Australian Core Skills Framework • Relevant State and Commonwealth contracts and eligibility documents (VET Student Loans, Skills First Program, Department of Training and Workforce Development (DTWD), Smart and Skilled)
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Document Custodian	Chief Financial Officer

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Department	Finance
2025 Standards for RTOs	Practice Guides – Compliance Standards for RTOs

8. Change History

Version Control		Version 2.1
Version No.	**Date**	**Brief description of the change, including version number, changes, who considered, approved, etc.**
V.1.0	10/06/2021	Prepare revised and updated with pertinent sections
V.2.0	13/06/2024	Updated in the new template and logo, moved definitions into the Glossary of Terms.
V.2.1	13/03/2025	Minor revision, changed Standards for RTOs 2015 to 2025 Standards for RTOs, Practice Guides – Compliance Standards for RTOs