



Curtin University

Tuition fees payment guide

***For international
students studying at
Curtin Perth campuses***

Make tomorrow better.



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Introduction

This guide is for international students studying at a Curtin campus in Western Australia. It provides information on tuition fee payments, including the University’s process for when tuition fees are overdue.

This guide is a summary of [Statute No. 26 Fees and Charges](#) and [Fees and Charges Rules](#). These documents take precedence over any information in this guide. This guide does not override any University statute, policy or Australian government legislation.

If you have further questions about your tuition fees after reading this document, please contact [Curtin Connect](#).

Tuition fees invoice

If you are new to Curtin, your Letter of Offer is your invoice.

The due date for your tuition fees will be shown in your Letter of Offer and full payment must be made for your offer to be accepted.

Without full payment, you won't be issued with an electronic confirmation of enrolment (eCOE), which is required for student visa applications and to commence your studies at Curtin.

If you are a current international student (you have already studied at Curtin for at least one study period), you must generate your [eInvoice](#) in eStudent. The due dates and approved payment methods will be shown on your eInvoice.

Unit enrolment

Your tuition fees are determined by the units you enrol in. You are encouraged to enrol in your units before the enrolment due date, so you can seek assistance if required. Enrolment due dates can be found in the [academic calendar](#).

Payment methods

When you make any financial transactions, including any payment of tuition fees, you must ensure they are made via the approved payment methods of the University.

To avoid potential scams and fraud, do not make any payments to Curtin via any person, unauthorised agent or third-party payment provider, other than those listed below.

The approved payment methods accepted by Curtin University are:

Curtin ePay

- Visa credit* and debit
- Mastercard credit* and debit
- American Express
- PayPal*
- Flywire (international bank transfer)

*Please note that payment surcharges may apply.

BPAY (applicable to current students)

BPAY details including your reference numbers can be found on your [eInvoice](#).



Financial hardship: payment instalment plan

If you're experiencing short term financial difficulties and are unable to pay your fees in full by the due date, you can apply for a tuition fee [payment instalment plan](#).

To be eligible for a tuition fee payment instalment plan, you must:

- be a current international student (i.e., not in your first study period) enrolled in an award degree
- apply before the due date shown on your invoice
- have paid your tuition fee deposit & payment instalment plan application fee before submitting a payment instalment plan application
- Not owe any tuition fees from previous study periods/ research terms at the time of application
- For full terms and conditions please view the online application form

If you have compassionate and compelling circumstances that result in ongoing financial hardship, you may wish to seek advice from [Curtin support services](#) to explore your options, such as a reduced study load or a temporary leave of absence.



Non-payment of tuition fees

Reminders

If you do not make full payment of your tuition fees by the due date on your Letter of Offer or [einvoice](#), you will be issued with payment reminders via email, SMS, Curtin's Official Communications Channel in OASIS and OASIS alerts.

Sanctions

If your tuition fees are still outstanding after receiving these reminders you may be issued with a [late payment penalty](#) and a sanction will be placed on your student account.

Depending on your circumstances, you may receive more than one active sanction.

If you have received a sanction on your account, your studies may be subjected to restrictions, such as the inability to enrol in your units or graduate.

For these restrictions to be revoked, you must make full payment of any outstanding tuition fees, including any late penalty payments.

Any sanctions will be revoked only after you have paid all outstanding fees and charges in full. Any restrictions on your account may take up to 48 hours to be reinstated.

The following table outlines the sanctions and restrictions which may be applied to your student account:

Sanction code	Sanction	Restriction		
		Results withheld	Enrolment restricted	Graduation prevented
FE1	International Offshore Tuition Fees Overdue	x	x	x
FE2	International Onshore Tuition Fees Overdue	x	x	x
ITC	Intention to Cancel Enrolment	x	x	x
CAI	Cancellation of Enrolment		x	x
FEC	Overdue Late Payment Penalty	x		x
PIP	Payment Instalment Plan Active			
PEX	Payment Extension Active			
OOP	Overseas Partner Outstanding Fees	x	x	x
DBT	Debts Referred to Debt Collection Agent	x	x	x
BAD	Debts Written Off	x	x	x
FEE	General Fee Sanction			x

Cancellation of enrolment

If you have not responded to the University's communications to make full payment of your tuition fees after the due date, your enrolment will be cancelled for non-payment of tuition fees.

FAQs

How will I be notified if my enrolment is at risk of being cancelled?

You will receive an official communication, which will specifically state that your enrolment is at risk of being cancelled due to non-payment of tuition fees.

What happens when my enrolment is cancelled?

You will not be permitted to continue with your studies. You will be withdrawn from all your units, including future units, and the International Compliance Team will be notified, which will effectively cancel your Confirmation of Enrolment. This may impact your student visa requirements.

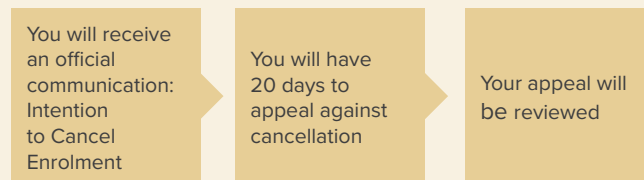
I have made partial payment towards my tuition fees – what happens to those funds after my enrolment has been cancelled?

As per the [International Student Refund Agreement](#), any funds paid into your student account will remain in your account after being cancelled. You will not be eligible for a refund of any payments if your enrolment has been cancelled due to non-payment of tuition fees.

Do I have an opportunity to appeal my cancellation of enrolment?

Yes, you will be provided with a minimum of 20 working days to appeal against the cancellation of your enrolment.

Cancellation of enrolment and appeals process:



Appeal against cancellation of enrolment

If your enrolment has been cancelled because of non-payment of your tuition fees, you are within your rights to make an appeal.

You can make an appeal via the link in the official communication sent to your Official Communications inbox in OASIS.

You will need to demonstrate that failure to make full payment of your tuition fees has been affected by circumstances beyond your control. The existence of exceptional circumstances does not guarantee that an appeal will be successful.

All appeals must be accompanied with appropriate supporting documentation. Failure to provide relevant documentation may result in the appeal being declined.

Circumstances for appeal

Circumstances that may warrant an appeal against cancellation of your enrolment include, but are not limited to:

- injury, illness, or medical condition of such magnitude that your finances were significantly impacted, and the medical expenses were not covered under your Overseas Student Health Cover (OSHC)
- family bereavement of such magnitude that your finances have been impacted on a short-term basis
- unforeseen and unexpected expenses causing short term financial hardship.

Unacceptable circumstances for an appeal include, but are not limited to:

- waiting for term deposit to mature in a bank account
- awaiting further interest to accrue
- lack of overall funds
- poor foreign exchange rates
- awaiting bank loan approvals
- delays in funds coming from overseas
- lack of work to fund studies
- foreseen and expected expenses
- medical expenses covered by OSHC.



FAQs

Do I have to appeal?

No, you are not obligated to appeal. If you choose not to appeal, your enrolment will be cancelled after the appeal deadline has passed.

I am not happy with the decision of my appeal – can I request for a review?

No, the internal appeals process is now complete. However, if you are not satisfied with the outcome of the appeal or believe that it was not conducted fairly, you can make a complaint to the Ombudsman of Western Australia. The Ombudsman is independent and external to the University.

The Ombudsman will usually only consider whether the University has followed its own policy, procedures or legislative requirements and whether the handling of your case has been fair and reasonable; the Ombudsman does not make a new decision about your appeal. However, because of its investigation the Ombudsman may recommend that the University reconsider your case.

The contact details for Ombudsman WA are:

Postal address:
PO Box Z5386
St Georges Terrace
Perth WA 6831

Tel: 08 9220 7555

Email: mail@ombudsman.wa.gov.au

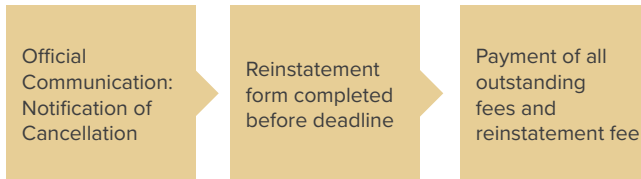
Web: ombudsman.wa.gov.au



Reinstatement of enrolment

If your enrolment has been cancelled due to non-payment of your tuition fees, you have an opportunity to be reinstated back into your course and units.

Reinstatement of enrolment process:



FAQs

How can my enrolment be reinstated after it's been cancelled?

If your enrolment has been cancelled, you will receive an Official Communication in OASIS. This will state which units you have been cancelled from and their corresponding study period(s).

In the official communication you will be given the option for reinstatement and a strict deadline to apply to be reinstated. You must complete the reinstatement form, pay your tuition fees in full, including the reinstatement fee, and you must agree to the terms and conditions for your reinstatement to be processed.

Once your reinstatement has been processed, you will be able to return to your units.

Can I extend the reinstatement deadline?

No, the deadline must be adhered to.

If I missed my reinstatement deadline, what can I do?

If you have missed your reinstatement deadline, you will need to speak with [Curtin International](#) for readmission into your course if you are eligible to do so.

Can I pick which units I wish to be reinstated into?

No, you will only be eligible to be reinstated into the units your enrolments were cancelled from.



Change of citizenship

If you have a [change in your citizenship](#) or visa status, your tuition fees may change from an international student rate to a domestic student rate, where applicable and subject to availability.

Any change in citizenship or visa status, and corresponding change to your fees, will come into effect for the current study period only if the change was successfully processed before the study period census date. If the change occurs after the study period census date, your student status and corresponding fees will be applied to the subsequent study period.

Census dates can be found under 'Key dates' on the [Academic calendar webpage](#).

Should a change in citizenship or visa status make you eligible for a [Commonwealth Supported Place \(CSP\)](#) you must ensure you submit a valid Commonwealth assistance form, known as an [eCAF](#).

Study abroad programs

If you are studying at Curtin University from another university via a study abroad (inbound) program, you will pay your tuition fees to Curtin University as your host provider.

If you're a Curtin international student and are studying at another university via a study abroad (outbound) program, you will pay your tuition fees directly to that overseas institution.

Coming from	Studying at	Study mode	Pay fees to
Other offshore institution	Curtin campus in Western Australia	Study abroad inbound	Curtin University
Curtin campus in Western Australia	Other offshore institution	Study abroad outbound	Other offshore institution



Exchange and intercampus transfers

If you're undertaking a formal exchange program or intercampus transfer with a Curtin University campus in Western Australia or one of our global campuses, the following tuition fees are outlined below:

Coming from	Studying at	Study mode	Pay fees to
Offshore Curtin campus (e.g. Malaysia, Singapore, Dubai, Mauritius)	Curtin campus in Western Australia	Intercampus inbound or exchange inbound	Offshore Curtin campus
Curtin campus in Western Australia	Offshore Curtin campus	Intercampus outbound or exchange outbound	Curtin University

