

Frequently Asked Questions - tax invoice

Q. I want to defer my fees through HECS-HELP, why am I now being invoiced for these fees?

(Commonwealth Supported students only)

- A. All students, even those who have nominated to defer their fees, are given the option to pay all, or part, of their student contribution amount for the current semester.

Therefore, all invoicing shows the upfront amount payable with the 20% discount (called the 'HECS-HELP deferral waiver') available to students who wish to pay all, or part, of their student contribution amount for the current semester.

Note: Partial upfront payments must be at least \$500 (in addition to non tuition fees) to receive the 20% discount on the amount you pay.

If you have completed a Request for Commonwealth support and HECS-HELP to defer your fees, you do not have to make an upfront payment. You are just being given the option to do so. Your fees will be deferred after census date and the 20% discount will be removed.

Note: If you are not eligible for HECS-HELP due to your residency status e.g. you are a Permanent Resident or NZ citizen, you are required to pay your student contribution fees in full (without discount) by the due date. Failure to pay in full by the semester census date will result in the cancellation of your enrolment in accordance with the Higher Education Support Act 2003 (HESA).

Q. What is meant by 'balance brought forward' on my invoice?

- A. This is the Amount Due from your previous invoice. Please disregard if you have paid your previous invoice in full. If this amount is overdue, payment must be made immediately. New RMIT students will have a zero balance brought forward.

Q. What is meant by 'credits' on my invoice?

- A. This is any amount that has been credited to your account. This may include payments, scholarships, waivers, dropped courses or HELP deferral waivers. These figures will appear in brackets.

Q. What is meant by 'charges' on my invoice?

- A. This is any amount greater than \$0.00. This may include added courses, payments that have been reversed or refunds. Please note, any payment reversals or refunds do not require payment.

Q. What is meant by 'Total Amount Due' on my invoice?

- A. This is the total amount that needs to be paid by the due date listed on the invoice.

Q. How are my payments allocated?

- A. Payments are allocated in the following order:

- Unpaid charges from previous semesters
- Materials fees
- Library fines
- Student Contributions or tuition fees
- Any other charges.

Other invoice queries

- Go to www.rmit.edu.au/students/invoicing
- Call the Student Administration Support Line on tel. (03) 9925 8980
- Visit the Hub on your campus.

Student confidentiality

Detailed information regarding the rules governing the release of student information is available at www.rmit.edu.au/privacy

International students – International students are required to complete their program within the expected duration. If you do not pay your fees, your enrolment may be cancelled and the cancellation will be reported to the Department of Immigration and Citizenship.

Payment options



www.rmit.edu.au/programs/fees/payment



Australia Post

Make payment in person at any Post Office, by tel. 13 18 16 or go to www.postbillpay.com.au



BPay

Contact your participating financial institution to make payment from your cheque account, savings account or credit card. Please quote RMIT's Biller Code: **24364** and your Student Account ID Number (SAIN). More information at www.bpay.com.au

Please make sure that you allow processing time (at least 3 days) for electronic payments to clear. It is advisable that you record your BPay receipt number as proof of payment as RMIT does not provide receipts for payment of fees.



Mail

Mail payments to:

RMIT University (Student Fees)
PO Box 12014, A'Beckett Street, Melbourne VIC 8006

Make your cheque or money order payable to RMIT University and write your name, student number, Student Account ID Number (SAIN) and address on the back of the cheque or money order.

Please make sure that you allow sufficient time for payments to be sent and received by the due date listed on the invoice. Postal delays will not be accepted as an excuse for non-payment.

Please note that RMIT will on-charge to the student any costs incurred for dishonoured cheques.

Bank draft (International students only)

Bank drafts should be made payable to RMIT University in Australian dollars and to an Australian bank. Please attach the bank draft to a copy of your tax invoice and send it to:

RMIT University (Student Fees)
PO Box 12014, A'Beckett Street, Melbourne VIC 8006
Australia

RMIT Hubs

RMIT accepts payment at the Hubs by credit card, EFTPOS, cheque or money order. RMIT does not accept cash.

Present your tax invoice at one of the following Hubs:

City campus	Building 12, Level 4 (9 am – 6 pm) Building 108, Level 4 (9 am – 6 pm) Building 57, Level 4 (10 am – 1 pm) (Closed during semester break)
Bundoora campus	Building 202, Level 2 (9 am – 5 pm)
Brunswick campus	Building 514, Level 1 (9 am – 5 pm)

Note: Delays will be experienced during peak times

RMIT fee policy

The Approved Schedule of Fees and Charges outlines all fees that may be charged to students at RMIT. It is published annually under the authority of the Council of RMIT University. The schedule is located at

www.rmit.edu.au/programs/fees

Important notes

Debtors – Students who fail to pay all or part of any relevant, authorised charge by the due date are deemed to be University debtors. Debtors are not permitted to enrol, re-enrol, or receive an award and may have restricted access to RMIT services until the debt is cleared.

Late payment of fees – Students who do not pay fees by the due date may be charged a late fee of \$100. A fee extension may be granted in exceptional circumstances. If you wish to be considered for an extension, you must provide supporting written documentation to the Hub prior to the due date. Where an extension of time to pay has been granted and the fees are not paid by the agreed date, late payment fees will apply from the original invoice due date. You authorise RMIT to seek from, or give to credit reporting agencies such as consumer and/or commercial information about your credit worthiness, credit standing, credit history or credit capacity as credit providers are allowed to give or receive from each other or credit reporting agencies under the Privacy Act 1988 and other applicable regulatory requirements.