To All Students of Academies Australasia colleges in Australia:
   Academy of English
   Academy of Social Sciences
   Australian College of Technology
   Australian International High School
   Clarendon Business College
   Supreme Business College

Dear Student

Applications for Reinstatement of eCOEs following Cancellation for Non-Payment of Fees

As you know, all tuition fees are due and payable in advance. While most students comply, there is a small minority who do not.

A substantial amount of time and resources is spent, reminding students about when their fees are due. Email and SMS reminders are sent 21, 14 and 7 days before the fee is due for payment. Three days after the due date, an 'overdue' note is sent by email and SMS. Then, a week later, an 'Intention to Report' letter is sent to the student, advising the student of the intention to cancel their enrolment (eCOE) for non payment of fees. The notice indicates that the student has 20 working days to appeal. If they do not respond, the eCOE is cancelled.

Having to cancel an eCOE is regrettable. It generally means that the student visa will be cancelled, and the student has to return home without achieving the qualification they came to Australia for.

Some students who have not paid their fees and have had their eCOEs cancelled, have assumed that all they have to do is pay their outstanding fees to have their eCOE reissued. This is a false assumption. We take the cancellation of an eCOE as a very serious matter. While we have the right to issue the student with a new eCOE, there is no obligation to do so. Non-payment of fees on time is not fair to the vast majority of students who do pay their fees on time. It also wastes a lot of time and resources that could be better devoted to our students who comply.

In the event that we do agree to reissue the eCOE to a student whose eCCE has been cancelled for not payment of fees, there will now be an administration charge of $300 to be paid, in addition to outstanding fees and penalties. This should be noted, especially by students who tend to treat the payment of fees on time as not important.

Thank you.

Christopher Campbell
Managing Director