

## Outstanding Fees FAQ's

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### 1. Must I pay the outstanding fee prior to course commencement?

Yes, you are required to pay off the outstanding fee prior to course commencement.

### 2. How to pay?

<b>Telegraphic Transfer/Bank Deposit</b>	ANZ Bank 82 Woodlark Street, Lismore NSW 2480 Australia
<b>Account Name</b>	Southern Cross University Operating Account
<b>Account BSB</b>	Within Australia: <b>012-715</b> Outside Australia: SWIFT: <b>ANZBAU3M</b>
<b>Account Number</b>	<b>8376-87158</b>
<b>Reference</b>	QUOTE YOUR STUDENT ID (e.g. 22222222)
<b>Credit Card</b> (over the phone) Call +61 1300 300 774 <b>Choose option 1 for Enrolment Fees</b>	<b>Invoice Number</b> 444444 <b>Student Reference</b> QUOTE YOUR STUDENT ID (e.g. 22222222)
<b>Mail</b>	University - SCU International PO Box 157, Lismore NSW 2480 Australia

### 3. What should I provide as the payment proof? To whom?

#### Option 1

A copy of payment advice; OR

#### Option 2

A screenshot of the transaction record on your phone app or computer, if paid by credit card over the phone.

The payment advice or the transaction screenshot must include details pertaining to the payment amount, date, reference (your student ID), payer and payee for payment verification purposes.

Please submit the proof of payment to our Admissions Team at [educoapps@scu.edu.au](mailto:educoapps@scu.edu.au)

### 4. What if I have difficulty in paying the outstanding amount at the time of Orientation? Will I be given any extension?

Yes. We make all reasonable attempts to assist our students. The University acknowledges that students may face unforeseen financial hardship which may impact on their ability to pay the outstanding amount in full prior to course start date. The University may lift the partial payment condition for affected students to enrol, conditional upon payment being the only unmet condition AND the student's understanding and agreement that the remaining amount **MUST** be paid by COB of the Census Date for the commencing study period.

### 5. How to apply for the payment extension?

Please put your written request through to the Student Services Team at your campus.

Sydney: [sydstudentsupport@scu.edu.au](mailto:sydstudentsupport@scu.edu.au)

Melbourne: [melbstudentsupport@scu.edu.au](mailto:melbstudentsupport@scu.edu.au)

Perth: [perthstudentsupport@scu.edu.au](mailto:perthstudentsupport@scu.edu.au)

Once approved, the Student Services Team will then contact the Admissions Team and request them to lift the payment condition if it is the only outstanding condition for you to enrol.

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### 6. What will happen next?

The Student Services Team will contact you for the amount due after you have completed your enrolment. You will also see a fee sanction applied to your enrolments on the student systems until all due fees are paid.

### 7. How to make payment once I have become a current student?

As a current student, you must pay your fees via [My Enrolment](#)

### 8. What if I fail to clear my debt by the Census Date?

By accepting your offer, you declare that you have access to adequate funds to support yourself financially throughout your study at SCU. We understand that situations might change from time to time. Please contact the Student Services team at your campus as soon as you become aware of any financial difficulty to discuss about the options that may be available to you.

### 9. What happens if I am still unable to pay my fees after all of this?

After all options have been exhausted and you still cannot make payment, a further extension to pay your outstanding fees may not be granted. If this happens, your enrolment may be terminated and your CoE cancelled and Immigration notified. A nominated debt collection agency may then assume responsibility for the collection of your debt.