

Events that may impact on a student's invoice

This document is meant to act as a guide to staff on matters relating to a student's fees or their invoice.

It would be fair to say that when a student raises issues about their invoice, staff in most cases, will pass a student onto the fees office in the anticipation that we will be able to correct the problem. That would be great if only it were the case. The problem with this is that the student has been passed on once and can tend to be a little agitated by the time they get to us. Unfortunately, as most issues are related to a problem further up the line, we find that we may need to have someone else resolve the issue, which may only inflame the situation if the student is passed to yet another person.

It would be advisable if you find yourself in this situation to call one of the fees staff, so we can advise who the best person would be to help fix the problem, which will speed up the outcome time, or if you are unable to contact someone, take the student's details and let them know you will follow this up and get back to them. The issue may be a system problem, which can't be fixed immediately.

Charges on a student account are related to the student's enrolment, so invoices are created based on a student's enrolment. When the process is run to create an invoice, there is very little information the fees staff actually enter during the process, so the invoice is created based on the information that is already in the system, so if this is incorrect, the invoice will be incorrect.

The fees office does not calculate the fees as this happens based on the enrolment, but the year the student originally commenced their degree and their residency status will all have an impact on the final amount owing.

The following link will give you both International and Domestic Tuition Fees:

<http://info.anu.edu.au/StudyAt/ListCourseFees.asp>

About 98% of the time the impact on an invoice is because:

- . The enrolment is incorrect
- . A change has been made to the enrolment but possibly not all the steps were followed in the correct order.
- . The student has been term activated under an incorrect HECS code
- . An additional enrolment may have been done without the student's knowledge.
- . The student may have thought they had dropped a course but it has not taken effect.
- . The student may have dropped a course after census date and is not aware that they remain liable for the fees.

And the list goes on. In this circumstance, the best possible service we can provide the student is to really listen to what they are saying, investigate the potential causes behind the problem, before passing the student onto a fees staff member, because more often than not you may need to contact enrolments or just let the student know what the invoice is for. There is also a danger when referring a student; they will expect the next person they speak to will be able to resolve their issues on the spot or at least tell them what the cause is, and this is not always going to be the case, especially if the cause is an error with the details in the system.