

QASMT

Payment Information Handbook

Inspiring Great Minds



Queensland Academy
for Science Mathematics
and Technology





Contents

1.0 Academy Fees & Excursions3

2.0 Extra-curricular Activities3

3.0 Statements3

4.0 Credit Adjustments / Refunds3

5.0 Accepted Payment Methods4

 5.1 BPoint4

 5.2 QParents.....4

 5.3 BPay4

 5.4 Centrepay4

 5.5 In Person5

 5.6 Alternative Payment Options.....5

6.0 Financial Hardship and Payment Plans5

 6.1 Financial Hardship5

 6.2 Payment Plans.....5

7.0 International Baccalaureate, Academy and Optional Fees.....5

8.0 Important Reminders5

9.0 Frequently Asked Questions (FAQ)6

10.0 QASMT Accounts Contact.....6



1.0 Academy Fees & Excursions

Parents/caregivers will be issued an invoice for annual Academy Fees, curriculum excursions and other specified costs. Invoices are assigned to you through your students individual account, and will automatically be emailed to the parent/caregiver who was nominated as the debtor/fee payer, upon your student's enrolment at the academy.

Invoices can be viewed and paid through QParents – see *5.2 Accepted Payment Methods > QParents*, for further information.

2.0 Extra-curricular Activities

All extra-curricular activities, excluding curriculum excursions, are paid for through the Qkr! by Mastercard app. These activities will not be invoiced through your students account, as enrolment in them is optional.

Extra-curricular activities include, but are not limited to, the Music Program, Sports Program, Robotics Program, Valedictory Dinner, Senior Jersey, and more.

The Qkr! by MasterCard app can be downloaded for free from:

- The Apple app store: [Click Here](#)
- Google Play for Android: [Click Here](#)
- From your computer: [Click Here](#)

After downloading the app and registering, or logging in with your existing login, tap the magnifying glass in the top right corner of the Qkr! home screen and type Queensland Academy for Science Mathematics and Technology to find us.

3.0 Statements

QASMT issues statements at least once per term. These statements will only show your outstanding invoices, or if you have a credit on your account. Credits will be indicated by a negative (-) symbol, and can be used to pay for any future invoices for your student. The statement will not reflect payments made for non-outstanding invoices.

4.0 Credit Adjustments / Refunds

School fees for activities such as excursions, are calculated according to the number of students who have indicated their attendance. If your student is absent from an excursion, the decision as to whether the academy will or will not refund the payment in part or in full depends on whether the academy has incurred any costs associated with the activity.

Where possible, we will credit the refundable amount against your student's account at the school, and use it to offset any future charges. Credits will not expire and can be refunded to your chosen bank account at any time upon your request. If an excursion is cancelled by the academy, you will be issued a credit to your student's account for the full invoice amount.

If you wish to cancel an order made through Qkr!, please email accounts@qasmt.eq.edu.au, confirming your students name, what the payment was for, and the date made. We will then issue you a refund to the credit/debit card used to make the payment.

5.0 Accepted Payment Methods

5.1 BPoint

BPoint can be accessed via a [web link](#), an automated telephone payment system or via the QParents portal. Payments through BPoint can only be made using a credit or debit card.

A hyperlink is printed on all invoices which direct parents/caregivers to the BPoint payment page to enter the required information to complete the transaction. School invoices also contain the BPoint telephone payment number (1300 631 073) which parents/caregivers can call and make payments over the phone.

When payments are made via QParents or by clicking on the BPoint link on an emailed invoice, the biller code, customer reference number, invoice number, and student name will prepopulate, and you will only be required to enter the amount you wish to pay. BPoint will provide you with a receipt for the transaction.

If making a payment through BPoint, you are only able to complete one transaction for each invoice, for each of your students. If you use QParents however, you can select and pay for multiple invoices in one transaction.

5.2 QParents

Payments can be made via QParents by going to the payments screen within the individual student profile. Click the 'To Pay' checkbox next to any invoice to make a payment. Payments made through QParents are processed through the Commonwealth Bank's BPoint facility – you can make partial payments, or pay multiple invoices for one student at the same time.

See the [QParents Help Page](#) – viewing and making payments section, for more information.

5.3 BPay

The BPay facility can only be used to pay an amount in excess of \$10.00, as a minimum payment amount has been specified with the Bank. Payments made via BPay can be made through your banking or financial institution. You are required to enter the biller code and reference number, which can be found on your emailed invoice – QASMT's biller code is 697136, and the reference number is specific to each parent/caregiver.

BPay will automatically assign payments made to the oldest invoice allocated to the parents/caregivers. That means, if you have multiple students enrolled at QASMT, BPay will assign the payment from oldest to newest invoice, regardless of your child's year level. If you are trying to pay for a particular invoice, please use BPoint.

For assistance using BPay, please contact your bank or financial institution directly.

5.4 Centrepay

[Centrepay](#) is a free and voluntary service offered by the Commonwealth Government to Centrelink payment recipients. Eligible parents/caregivers can use Centrepay to pay bills and expenses, like education fees, as regular deductions from their Centrelink payments.

There is a \$10.00 per fortnight minimum amount for each deduction. Parents/caregivers may choose an end date for deductions or specify a target amount. Regular deductions will cease automatically once the end date or total target amount has been reached.

If you are eligible, and would like to make payments through centrepay, please email accounts@qasmt.eq.edu.au for assistance.

5.5 In Person

Payments can be made via EFTPOS or cash at the Student Services Counter in A Block. Students and parents are able to make the payments during office hours, which are 8am to 4pm, Monday to Friday, during the school term only.

5.6 Alternative Payment Options

If you are unable to make payments for academy fees using any of the above options, please email accounts@qasmt.eq.edu.au for assistance.

6.0 Financial Hardship and Payment Plans

6.1 Financial Hardship

If you are experiencing financial hardship, please contact our Business Manager (Corporate Services) in Term 1 to set up a Payment Plan. A Payment Plan allows you to pay fees gradually and we will work with families to develop a mutually suitable plan. By contacting us early, you can ensure your student's optional activities are managed responsibly.

The Business Manager can be contacted via BSM@qasmt.eq.edu.au.

6.2 Payment Plans

School fees can be paid off using a nominated direct debit payment plan, for your preferred amount and frequency. The payment plan must allow invoices to be paid in full by their due date, unless you have contacted the Business Manager (Corporate Services) and been granted a payment extension.

Direct Debits can be set up through:

- BPoint – please contact the school accounts team for assistance
- BPay – contact your banking or financial institution

7.0 International Baccalaureate, Academy and Optional Fees

For information on what the academy charges, please refer to the [School Fees 2023](#) document available at qasmt.eq.edu.au, Support and Resource, Payment page.

8.0 Important Reminders

Please note the following important reminders from the Academy, and the Department of Education:

- Invoices will be raised to the parent/caregiver who has agreed to pay the charges, per their students enrolment form, which was completed and signed by the parent/caregiver
- It is a matter for parents/caregivers to determine who pays the invoiced fees, however, the parent/caregiver who has been invoiced is liable for the payment – the academy will only chase payments from the liable parent/caregiver
- If both parents require a separate invoice to be issued for 50% of the charges, the academy must be provided with evidence from both parents agreeing to this arrangement
- Only the parent/caregiver who has agreed to pay the fees will receive an emailed copy of the invoice – we are unable to send one invoice to multiple email addresses

8.0 Important Reminders Continued

- Extra-curricular activities are required to be paid in full to allow your student to participate. If parents are paying 50% of the fee each, they must both make the payment by the given due date, or their students participation will be withdrawn
- Ensure you mark emails ending in @eq.edu.au and @qasmt.eq.edu.au as safe senders in your email settings to ensure you receive all communication from the academy
 - See [Safe Senders in Outlook.com](https://www.outlook.com/safe-senders), or your relevant email provider for assistance

9.0 Frequently Asked Questions (FAQ)

- ❖ **Q:** I have received an invoice for an excursion, but do not consent for my child to attend. Can this be removed from my account?
A: Yes, please email accounts@qasmt.eq.edu.au at your earliest convenience, and confirm your students name and the invoice number, and we will respond to you within 2 business days.
- ❖ **Q:** How can I change the parent responsible for payment of fees?
A: Please email enrolments@qasmt.eq.edu.au and confirm the parents name, and the email that is to be the recipient for all future invoices and statements. The parent who is to become responsible for payment of fees must provide written consent.
- ❖ **Q:** Do I have to pay for extra-curricular activities if my student is an International Student?
A: Yes, payment of extra-curricular activities is required for International Students wishing to participate, as the Academy must recoup the costs associated with delivering the activities. The fees you have paid to EQI cover curriculum costs such as school fees and excursions, only.
- ❖ **Q:** Do you offer scholarships to students?
A: No, QASMT does not offer scholarships to students, however you may source scholarships from external providers.
- ❖ **Q:** How can I view receipts for payments I've made?
A: You can view receipts for payments made through QParents by going to the payments screen within the individual student profile. Alternatively you can review your bank statements to find details of payments made. If you made the payment in person, please email the accounts team to request a copy of the receipt.

10.0 QASMT Accounts Contact

If you require additional support please contact the QASMT Accounts team via:

- Email: Accounts@qasmt.eq.edu.au
- Phone: (07) 3377 9333

Please be advised the accounts team is only available between 8am and 4pm, Monday to Friday during the school term. We are unable to respond to you outside of these times, and ask for your patience during school holidays and public holidays.



SMT

Queensland Academy
for Science Mathematics
and Technology

PHONE +61 07 3377 9333 FAX +61 07 3377 9300

78 Bywong Street, Toowong QLD Australia 4066
PO Box 303, Toowong QLD Australia 4066
qasm.t.edu.au



@QAsciencemathstechnology



@queenslandacademysmt



/QASMTofficial



Queensland Academy for Science
Mathematics and Technology (SMT)