We are here to help

Your institution is proud to offer Convera Education Payments, a fast, easy and affordable way to pay your fees online.

When using Convera Education Payments, your payment will be received by institution in just a few days.

As your institution’s preferred payment method, this allows you to:

- Pay organization expenses in your local currency.
- Choose from a wide range of payment options including online payment, bank transfer and credit card.
- Avoid fees and costly international foreign exchange charges from your bank.
- Know precisely how much you owe so payments arrive in full.
- Pay easily with multiple language options.
- Review and compare all available payment options and prices.

For further information about making your payment or receiving a refund through Convera Education Payments, please visit our Tips and FAQs page at https://students.convera.com/#/faqs

Your institution has arranged for Convera Education Payments to provide a dedicated student support team to help with any questions you have about making your payment.

Please contact us by email: StudentSupport@convera.com

Please include your full name, student ID, and organization name in the subject line of the email.

We also provide a dedicated student inquiry hotline that will help you through the payment process.

<table>
<thead>
<tr>
<th>Australia</th>
<th>UK / Europe</th>
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<tbody>
<tr>
<td>+61 2 8585 7221</td>
<td>+44 (0) 1733 871 871</td>
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<tr>
<th>New Zealand</th>
<th>Japan</th>
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<tbody>
<tr>
<td>+64 9 359 5104</td>
<td>+61 2 8585 7221</td>
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<tr>
<th>Singapore or Hong Kong</th>
<th>USA / Canada</th>
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<tr>
<td>+65 6494 8280</td>
<td>+1 877 218 8829</td>
</tr>
<tr>
<td>+852 2853 9875</td>
<td>+1 402 884 3041</td>
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<th>China</th>
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<tr>
<td>+86 400 919 9411</td>
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If the country you are calling from is not listed, please call the number for the country closest to where you are studying.

Phones are answered during regular business hours in that time zone.
How your money gets to your institution

We tell you exactly how much you owe, no hidden charges or receiving bank fees, and the rate is fixed for 72 hours. On average your payment will be delivered to you institution within 4 days or less.
To begin the process, click the **Convera Education Payments link** provided by your institution. Or, if available to you, follow the prompts in your institution’s student management system.

- Select your language from the drop-down on the top right of the menu. You can choose from English, Spanish, French, Traditional Chinese, Simplified Chinese, Hindi, Indonesian, Korean, Arabic or Japanese.
- If prompted, enter the country you are studying in and the institution you are attending. Select **Next**.
- Enter any further required information about your payment.
- Select **Get a Quote**.
Get a Quote

This page varies depending upon the country you are paying from and the institution you are studying at.

- Select the fees you are paying from the services list and get a quote.

Where is your bank located?

- China

Why is my country not listed?

Tuition Fees

AUD  20000

Get a quote
Step 1 Choose a way to pay

Convera Education Payments offers a number of different payment options so you can choose the method that works best for you. You can pay online, by bank transfer or by credit card.

Please note that payment methods available vary depending on the country you are paying from and the institution you are studying at. The payment process also varies depending on the payment option that you select.

Example shown is for paying from China to study in Australia.
Step 2 Enter student details

Enter your details and select Next.

2. Student’s Details

NOTE: A required field displays an asterisk (*) to the right of the field name.
Step 3 Enter payer details

Select who will be making the payment and enter the payer’s personal details, email address, billing address, country and language. For certain countries or payment options you will need to upload supporting documentation.

To proceed, you must check the box to agree to the Terms of Use and acknowledge the Privacy Policy. Then select Proceed to payment.
Step 4 Arrange payment

After you have added the Payer details, you may be asked to provide further information to complete the payment.

- If you have selected to pay online, your financial organization’s payment page will open for you to complete the transaction.

- Or, you may be given a pdf instruction onscreen that contains all the information you'll need to complete the payment.

- If you have selected to pay from a bank account, you will be provided with a reference number and payment instructions. You can view, download or print the payment instructions from this page and they will also be sent to you by email. If you enter your mobile phone number, we will notify you by text when your payment is sent to your institution.

To ensure that your institution receives your funds, the Payment Reference number must be included in your payment. This is a unique reference number that ensures we are able to recognize your payment in our Convera Education Payments account and promptly apply it to your Student Account with your institution.

The payment instructions will also be emailed to you. We recommend saving the Payment Instructions for your records.

To ensure we can honor the quote we've given you, please use provided payment instructions and make your secure transfer within 72 hours. You can complete the payment with your bank in person, online or over the phone.

If you change your mind or entered the wrong amount, no funds will be taken from your account. Tap Print Instructions to see your payment instructions. Payment instructions are available in multiple languages.

You can also request to be notified by SMS (message) when your payment is sent to your institution.
Track your payment

As your payment is processed, you can check the real-time status of your payment on our tracking page using your payment reference number.

- Select **Track your payment** in the menu. Or, click [https://students.convera.com/#!/tracking](https://students.convera.com/#!/tracking)

- For further information about making your payment or receiving a refund through Convera Education Payments, please visit our Tips and FAQs page. The link is: [https://students.convera.com/#!/faqs](https://students.convera.com/#!/faqs)

- Our Support team is available 24 hours a day, 5 days a week. Students and payers can submit inquiries via our [Inquiry Intake Form](https://students.convera.com/#!/faqs) (available online) or by calling our team directly.

Thank you for trusting Convera Education Payments to ensure that this very important payment reaches your institution on time and in full. We wish you all the best with your future studies.

To give you added confidence that you are getting a competitive price, we are pleased to offer the Convera Education Payments Convera Education Payments Price Promise. If you find a total price offered by your bank to process a payment to your education institution is cheaper than the price offered by Convera Education Payments Convera Education Payments, we will honor your bank’s total price giving you peace of mind that you are getting a good deal. *(Terms and Conditions apply).*