
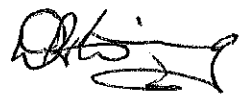


Debt Collection Policy

Policy number	P-47		
Version number	V2.0		
Drafted by	Veronica Kioria		
Responsible person CEO	Veronica Kioria	Signature 	Date: 28/7/19
Approved by the Board:			
On behalf of the Board	David Ling President	Signature 	Date: 09/08/2019
Scheduled review date	December 2021		

Basic Beliefs/Purpose

This policy describes the process Diamond Valley Learning Centre (DVLC) will follow in recovering unpaid fees and charges.

Scope

This policy applies to DVLC staff, students and external stakeholders. This policy should be read in conjunction with policies identified in the Related Policies list below.

Policy Guidelines

DVLC levies fees and charges for its educational services, and for other services such as venue hire, and expects that all outstanding fees will be paid promptly when they fall due.

DVLC seeks to be fair and equitable when processing student applications, and supports all students who wish to access appropriate training and Victorian government training subsidies, where applicable. Students are required to pay a \$50 deposit when submitting an enrolment application, and to pay the balance on course commencement.

DVLC acknowledges that some students may need assistance to meet this financial commitment on commencing their training. DVLC offers students the option of paying fees under a payment plan, and for cases of extreme hardship, will consider written applications for a fee waiver or fee relief. Hardship waivers and special fee considerations will be dealt with on a case by case basis, and approved at the discretion of the Accounts and Finance Manager.

DVLC will make every effort to monitor and manage unpaid fees and charges to prevent the accumulation of debts. Debt recovery processes will be implemented in a consistent and fair

manner. DVLC will not charge interest on debts, and will not initiate debt recovery where agreed payment plan conditions are being met.

Procedure Guidelines

1. The Accounts and Finance Manager will run a weekly Debt Report to identify any outstanding student fees. This list will then be forwarded to the front office / administration staff.
2. Student fees outstanding after 7 days: A front office / administration staff member will contact the student and/or parent and/or carer (phone call or SMS) to remind and encourage them to make an agreed payment, or pay all outstanding fees.
3. Student fees outstanding after 14 days: The student will receive a further reminder call and request for payment of fees within the next 7 days.
4. Student fees outstanding after 21 days: The student will be sent a letter by post or email requesting payment of outstanding fees within 7 days.
5. Student fees outstanding after 28 days: The Accounts and Finance Manager will arrange a meeting with the students/parents/carers to discuss the debt and identify further measures to be taken to recover the outstanding fees. Two options will be offered at this meeting:
 - In cases of temporary financial hardship, the student/parent/carer will be offered a confidential payment plan, or have their current plan adjusted.
 - In cases of extreme financial hardship, the student/parent/carer will be advised to make a written application to Accounts and Finance Manager for fee relief or a fee waiver
6. In the event that DVLC has exhausted its debt recovery measures and monies are still owed, DVLC may consider instigating legal proceedings to recover any outstanding debt.
7. If debt is still outstanding at the end of the financial year, the Accounts and Finance Manager will make a recommendation to the Board to write off any debts where reasonable avenues to recover the debt have been exhausted, and it is not cost effective to pursue the debt through legal action.

Related Policies

P-15 Fees and Charges Policy
P-16 Complaints and Appeals Policy and Procedure
P-21 Accuracy and Integrity of Marketing Policy and Procedure
P-29 Financial Management Policy
P-42 Consumer Protection Policy
P-46 Fees Refund Policy

Related Documents

Skills First Quality Charter
Schedule of Fees
Statement of Fees
Payment Plans

Legislation

A New Tax System (Goods & Services Tax) Act 1999
Education and Training Reform Act 2006 (Vic)
Consumer and Competition Act 2010

Mapping Information

AQTF Condition 5

AQTF Standards 2.3, 3.4

VRQA Guidelines 1.3 b), 2.5