



P-47	Debt Collection Policy
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Purpose

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

Scope

This policy applies to DVLC staff, students and community members who hire DVLC facilities.

Definitions

Term	Definition
Fee relief	A partial reduction of tuition fees.
Fee waiver	A 100% reduction of tuition fees. This may result from funding eligibility conditions set by the Victorian government, or fee support offered by DVLC after a financial hardship application.
Payment plan	An agreement by a student to complete all payments owed to DVLC in a maximum of four instalments. The plan outlines the amounts, frequency and dates of each payment, and must be signed by the student. Payment plans are administered by front office staff who will record all payments and issue invoices or reminders as required.

Policy Guidelines

DVLC levies fees and charges for its educational and other services according to its Fees and Charges Policy. Fees and charges are due on enrolment. DVLC expects that all outstanding fees will be paid promptly when they fall due.

DVLC offers government subsidised training fees to eligible students. However, DVLC acknowledges that some students may need assistance to meet their financial commitment when undertaking training. DVLC has a payment plan option, which allows students to pay fees by instalment. In cases of financial hardship, DVLC will consider written applications for a fee waiver or fee relief. DVLC encourages students in difficulty to contact front office staff immediately to request an adjusted payment plan or lodge an application for fee assistance.

DVLC monitors and manages unpaid fees and charges to prevent the accumulation of debt. DVLC will not charge interest on student debt, or initiate debt recovery where the conditions of an agreed payment plan are being met.

Outstanding fees

Front office staff will contact students with fees outstanding after seven (7) days, to remind and encourage them to make an agreed payment or pay outstanding fees.

If student fees are still outstanding after fourteen (14) days, front office staff will request payment within the next seven (7) days.

If student fees are still outstanding after twenty-one (21) days, the student will be sent a formal letter requesting payment within the next seven (7) days.

If student fees remain outstanding after 28 days, the Finance Manager will arrange a confidential meeting with the student to discuss their debt and identify further measures to recover the outstanding fees. Measures may include a new payment plan with adjusted payment dates, or an application for fee assistance.

DVLC may consider legal proceedings where money is still owed, and debt recovery processes have been exhausted. Where it is not cost effective to pursue a legal option to recover debt, the Finance Manager will make a recommendation to the Board at the end of the financial year to write off the debt.