

Wyndham Community and Education Centre Inc Policy and Procedure

Policy name	Debt Collection Policy and Procedure
Responsible person	Chief Financial Officer (CFO)
Staff involved	CEO, Chief Operating Officer (COO), VCAL & Youth Manager (VYM), Education Manager (EM), RTO Manager (RTOM) Finance Coordinator
Review dates	2020
Related documents	<u>Legislation:</u> Australian Consumer Law and Fair Trading Act 2012 <u>Policies:</u> Concessions, Fees, Charges & Refunds Policy & Procedure, <u>Other:</u> Ministerial Directions on Fees and Charges, Schedule of Fees and charges, Enrolment Form, Request for Fee Reduction or Fee Waiver Form, Payment Plan, Payment Plan Terms and Conditions

Policy Context

Wyndham Community and Education Centre Inc. (Wyndham CEC) endeavours to offer quality education and training opportunities to the Wyndham community at affordable prices.

Many courses delivered at Wyndham CEC are government funded depending on meeting eligibility requirements*. If eligible, these courses still have a contribution fee that is paid by the person enrolling. Courses that are not government funded are known as full fee paying courses or fee-for-service courses.**

***Eligibility for government funded places needs to be determined before enrolling.**

****See Concessions, Fees, Charges & Refunds Policy & Procedure for full details.**

Course fees need to be paid prior to commencing a course, a maximum of \$1,000 can be paid before a course commences**. In circumstances of financial hardship, students can request they be considered for a Payment Plan. This request should occur at the enrolment interview. Requests will be considered on a case by case basis. The COO, RTOM, or CFO should be notified and must approve the Payment Plan.

Debtors

Wyndham CEC Debtors can include:

- Accredited Training clients entering into payment plans
- Catering clients for Saffron Café
- Secondary schools and other service providers
- Venue hire and other Wyndham CEC clients from time to time

This document was reviewed and accepted by the Board of Governance of the Wyndham Community and Education Centre Inc on 19/7/19 and supersedes all previous versions.

Version: 2019v1

Document number: 391

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Debtors' Report

1. The Finance Coordinator (FC) is required to ensure that an accurate record of all outstanding invoices is maintained.
2. The FC is required to prepare a monthly Debtors reports for the CFO.
3. The CFO is responsible for presenting these reports at the monthly senior manager's meeting.

Procedure for Training Services Unit clients

1. Course fees must be paid prior to commencing a course, up to a maximum of \$1,000, unless on a payment plan.
2. Finance must be advised of any changes to set fees.
3. A copy of all payment plans issued must be given to the Finance Coordinator.
4. Anyone on a Payment Plan must make an agreed deposit before commencing a course.
5. Agreed Payment Plans must be strictly adhered to.
6. Payment terms are strictly 14 days from the date of invoice.
7. No interest on debts will be charged.
8. Requests for Instalments must be made in writing and must be approved by the CFO, COO, RTOM, VYM or EM.
9. Debt recovery action will be suspended while instalments are maintained.
10. Accounts that are 30 days in arrears will be followed up by the issue of a reminder letter with the debt collector's stamp, followed by a telephone call if payment is not made.
11. Accounts that are 60 days in arrears will be issued a demand letter on the debt collector's letterhead.
12. Accounts that are 90 days in arrears will be referred to the appointed Debt Collection Agency for collection, if recommended by the Management team. Wyndham CEC will monitor the status of the collection.
13. Bad debts recommended by the Collection Agency of less than \$1000 must be authorised by the CFO after consultation with the senior management team.
14. Bad debts of more than \$1000 will be referred to Board for recommendation and/or resolution.
15. No certificates will be issued to any student who has not paid for their course in full.

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16. If two payments of a payment plan are missed and the student has not contacted us with a reason, the student will be contacted directly to resolve the payments situation. A new payment plan can be created if this aids the student in making payments, the new plan must be approved by the RTOM, EM, COO, VYM or CFO. If there has not been a solution to the overdue payments it will be referred to senior management for appropriate action.

Procedure for Saffron clients, venue hire and others

1. Payment terms are strictly 14 days from the date of the invoice.
2. Statements will be issued to all debtors at the end of each month.
3. If payment still has not been received 5 business days after the due date a statement is sent to the client reminding them of the overdue payment.
4. If payment still has not been received 10 business days after the due date a reminder call is made to client requesting payment.
5. Accounts that are 30 days in arrears will be followed up by the issue of a reminder letter with the debt collector's stamp, followed by a telephone call if payment is not made.
6. Accounts that are 60 days in arrears will be issued a demand letter on the debt collector's letterhead.
7. Accounts that are 90 days in arrears will be referred to the appointed Debt Collection Agency for collection, if recommended by the Senior Management team. Wyndham CEC will monitor the status of the collection.
8. Bad debts recommended by the Collection Agency of less than \$2,000 must be authorised by the CFO after consultation with the senior management team.
9. Bad debts of more than \$2,000 will be referred to the Board for recommendation and/or resolution.