

Wyndham Community and Education Centre Inc

Policy and Procedure

Policy name	Debt Collection Policy and Procedure
Responsible person	Director of Business Services (DoBS)
Staff involved	CEO, Director of Education (DoE), Education Manager (EM), RTO Manager (RTOM) Finance Coordinator (FC)
Review dates	Approved: 10 October 2025 Review Date: 2026

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 may 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, although only 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 DoE, RTOM, EM or DoBS should be notified and must approve the Payment Plan.

Debtors

Wyndham CEC Debtors can include:

- Accredited and Pre-accredited Training clients
- Secondary schools and other service providers
- Venue hire and other Wyndham CEC clients from time to time

Debtors' Report

1. The 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 DoBS.
3. The DoBS 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 FC.
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 Plan payments are to be paid as follows:
Monthly – 15th of each month
Fortnightly – 1st and 15th of each month
7. Payment terms are strictly 14 days from the date of invoice.
8. No interest on debts will be charged.
9. Requests for Instalments must be made in writing and must be approved by the DoBS, DoE, RTOM, or EM.
10. Debt recovery action will be suspended while instalments are maintained.
11. Accounts that are 15 days in arrears will be followed up by email.
12. Accounts that remain outstanding will be followed up by a printed invoice delivered to the student. Where possible this will be delivered by the Coordinator or Manager.
13. An outstanding fees report is to be presented at Senior Management meetings.
14. Senior management will give instructions as to any follow up actions or fees to be written off.
15. No certificates will be issued to any student who has not paid for their course in full.

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16. 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, DoE, or DoBS . If there has not been a solution to the overdue payments it will be referred to senior management for appropriate action.

Related documents

Legislation: Australian Consumer Law and Fair-Trading Act 2012

Policies: Concessions, Fees, Charges & Refunds Policy & Procedure,

Other: 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.