

PP33 ACCOUNTS RECEIVABLE POLICY AND PROCEDURE

PURPOSE

The purpose of this policy and procedure is to define the process for student account invoicing, payments and collection.

SCOPE

This policy and procedure applies to all staff of Southern Cross Education Institute who are responsible for managing Accounts Receivable.

DEFINITIONS

Invoice	The bill once it has been dispatched to a client
Refund	The return of monies that were paid to Southern Cross Education Institute
Receivable	Money owed to SCEI by students for tuition, material and other associated fees
SCEI (Higher Education)	Southern Cross Education Institute (Higher Education)

POLICY

1. All SCEI income received or receivable must be recorded in SCEI's Financial Management System.
2. All money received or receivable by SCEI must be correctly recorded in SCEI's Financial Management System.
3. Confidentiality must be maintained at all times in dealings with students.
4. Staff must decline gifts, gratuities or any other benefits which may influence, or might be deemed to influence, equity or impartiality.

PROCEDURE

1. Payments

- 1.1. Students are responsible for ensuring payment by the Due Date and that there are sufficient payment details provided (Student Name or Student ID No.) to ensure proper identification.
- 1.2. Current Payment Options (bank transfer, credit card, direct deposit etc.) will be contained in each student invoice.
- 1.3. The Accounts Receivable Officer will be responsible for processing of all student payments and applying them to each student's account.
- 1.4. In the event that a payment is unable to be identified it will be placed in an unidentified account pending resolution. In the event that a student believes that their account has been paid they will be required to provide supporting documentation for the funds transfer/payment to enable identification and in need tracing of the payment in the banking system.

2. Collection Procedures

- 2.1. When the payment of an invoice from a student is not received by the due date the Accounts Receivable Officer will send the student a LET15 Overdue Fees Warning Letter after two (2) working days from the due date.
- 2.2. The LET15 Overdue Fees Warning Letter states the student has five (5) working days to make payment of the overdue fees.
- 2.3. The student may either:
 - 2.3.1. Pay the amount owing by the due date;
 - 2.3.2. Request an extension to the payment; or
 - 2.3.3. Apply for payment of fees by instalment.
- 2.4. If the student requests an extension to the payment because of financial hardship:
 - 2.4.1. he/she can do so by lodging an FOR29 Application for Request form with all supporting documents.

2.4.2. The student is notified of the outcome of their request for extension by letter from the Accounts Receivable Officer.

2.5. If the student applies to pay their fees by a payment instalment plan:

2.5.1. He/she completes and submits FOR17 Application for Deferred Payment of Fees to the Accounts Receivable Officer

2.5.2. He/she is notified of the outcome of their request for extension by letter from the Accounts Department.

2.6. If the student does not pay or requests for an extension and/or a payment instalment plan within 5 working days of receipt of the LET15 Overdue Fees Warning Letter, then LET47 Overdue Fees Final Warning Letter is sent to the student which gives the student 10 working days to make the payment. The student will also be contacted via phone, SMS and email.

2.7. Upon receipt of LET47 Overdue Fees Final Warning Letter, if the student does not pay or requests for an extension and/or a payment instalment plan within 10 working days, then:

2.7.1. For an international student, a LET16 Intention to Report for Non-payment of Fees letter is sent to the student, which gives the student 20 working days to lodge a complaint or appeal against the decision of Reporting to the Department of Immigration and Border Protection (DIBP).

2.7.2. For a local student, legal action for recovery by a Debt Collection Agency will be initiated.

2.8. If the student lodges a complaint or appeal, it will be reviewed according to PP11 Complaints and Appeals Policy and Procedure.

2.9. If the international student does not pay or requests for an extension and/or a payment instalment plan within 20 working days from the date the LET16 Intention to Report for Non-payment of Fees letter is sent, then the student will be reported to the Department of Immigration and Border Protection (DIBP) for non-payment of tuition fees and their course enrolment will be cancelled.

2.10. All letters sent to the student, all documents received from the student and all other related documents are to be filed in the Students Administration File and on the Student Management System.

2.11. If the student is experiencing hardship they should make an appointment with the Welfare Department to discuss financial assistance options.

RELATED DOCUMENTS

FOR17 Application for Deferred Payment of Fees
LET15 Overdue Fees Warning Letter
LET16 Intention to Report for Non-payment of Fees letter
LET47 Overdue Fees Final Warning Letter
PP03 Student Fees and Charges Policy and Procedure
PP05 Refund Policy and Procedure
PP11 Complaints and Appeals Policy and Procedure
PP32 Financial Management Policy and Procedure

LEGISLATIVE CONTEXT

- Education Services for Overseas Students Act (2000); Division 2 – Tuition Fees
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007); Standards 2.1 and 3.1
- Standards for Registered Training Organisations (RTOs) 2015; Clauses 4.1(k), 5.3 and 7.3

RESPONSIBILITIES

Chief Executive Officer

- Responsible for overseeing the implementation and compliance with this policy and procedure

Accounts Department and Accounts Receivable Officer

- Responsible for completion of invoicing, processing of student payments and necessary follow up, issuing of letters and collection of outstanding accounts
- Responsible for notifying the Welfare Department

Students

- Responsible for paying all fees owed by the due date

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