

1 Overview

Purpose

The purpose of this document is to provide guidelines on managing overdue accounts at EQUALS International (Aust) Pty Ltd (EQUALS).

Scope

This policy applies to students participating in training and assessment at EQUALS and all staff administering student fees.

2 Procedures

- 2.1 Students are provided with a Payment Plan that outlines their scheduled payments upon program enrolment.
- 2.2 Upon course commencement, future term invoices are created in Xero with a chronological due date and sent to the student by email.
- 2.3 Students will be able to access and review all invoice information concerning future payments through their student portal.
- 2.4 Students will receive a thirty (30), fourteen (14) and a five (5) days reminder for any invoice prior to the due date.
- 2.5 If payment is not made on or before the invoice due date, a reminder will be sent (five) 5 and (ten) 10 days after such date.
- 2.6 When deemed necessary a monthly statement indicating the overdue balance will be issued in the first week of the month.
- 2.7 A student may request to make a payment plan at any time with supporting evidence for consideration.
- 2.8 A Warning Letter advising that Enrolment Suspension may occur (F545) will be sent in the event that:
 - for a Short Course, the student's invoice is overdue for seven (7) days or more, or
 - for all other courses, the student's invoice is overdue for fourteen (14) days or more.
- 2.9 Where a student's invoice remains overdue for twenty (20) working days or more past the date of the Warning Letter and/or an appeal was not received in the required twenty (20) working days timeframe, a Suspension Notice (F 871) will be issued in conjunction with a Notice of Intention to Cancel Enrolment (F 858) and emailed to the student. For International students, the Confirmation of Enrolment (CoE) will be suspended and a new CoE with revised dates will be sent to the student.
 - 2.9.1 If no appeal to the Notice of Intention to Cancel Enrolment is received within the twenty (20) working days timeframe, a confirmation of cancellation letter (F 167) will be sent to the student. For international students, the COE will be cancelled and sent together with the letter.
 - 2.9.2 A final overdue notice (F592) may be sent at any time by email with delivery notification tracking to the student advising that the student has fourteen (14) working days to take action.
 - 2.9.3 If payment is not made within the fourteen (14) working days period after the issue of the notice, the matter may be referred to an external Debt Collection Agency and such additional legal costs that may be incurred will be passed on to the student.

- 2.9.4 Regular contact is maintained between the Debt Collection Agency and EQUALS until payment is made and/or an alternative outcome is decided. Where payment is not anticipated, an alternative course of action will be decided by the CFO or his/her delegate, on a case-by-case basis.
- 2.9.5 Overdue accounts may incur interest on all outstanding monies. The interest rate is determined by the current ruling bank overdraft rate.
- 2.10 Notwithstanding anything in this policy, EQUALS reserves the right to issue a Notice of Intention to Cancel Enrolment at any time due to non-payment.

3 Restrictions

Restrictions will apply to a student's record if fees are not paid by the due date. Until the overdue fees are paid, a student cannot obtain a Statement of Attainment, Record of Results, Completion letter and/or Testamur.

4 Responsibilities

Compliance, monitoring and review

- Aligns with relevant legislation, government policy and EQUALS values.
- Is implemented and monitored to reflect the changing policy environment and emerging issues identified.
- Is reviewed to evaluate its continuing effectiveness in achieving its purpose and remaining relevant.

5 Definitions

Completion letter: a letter that confirms that a student has completed the necessary requirements to finish their course.

Record of Results: a record of all learning leading to an Australian Qualifications Framework (AQF) qualification or an accredited unit in which a student is enrolled. This may also be called a transcript of results, academic transcript, record of achievement, or statement of results. This is issued to accompany a Testamur.

Statement of Attainment: a form of academic transcript that confirms that an accredited short course or a group of units/modules/units of study from an AQF qualification that form a skills set have been completed.

Short Course: a course that is less than fifteen (15) weeks duration.

Testamur: The official document that confirms that a qualification has been awarded.

Terms not defined in this document may be in the [EQUALS Glossary](https://app.smartsheet.com/b/home?lx=GCzY7kacE2GweBYJA345OQ)
<https://app.smartsheet.com/b/home?lx=GCzY7kacE2GweBYJA345OQ>

6 Approval and Amendment History

Version	Approved by	Approval Date	Details
	COO	30/03/2014	Refer archived policy.
1.0	COO	20/02/2019	Updated overview and terminology, changes made in section 3.9 to reflect current processes, inclusion of responsibilities, definitions, and comprehensive document map and clearer alignment to the appropriate responsible person/body. Change of policy number from 3-4500VET.7.1 to 3-30V.1.0 to current.

7 Document Map

Approval Authority:	Chief Operating Officer	Advisory Committee for Approval Authority	Executive Management Committee
Authorised By:	Chief Operating Officer		
Effective from:	25/02/2019		
Next Review Date:	25/02/2022		
File Location:	The current version of this policy can be accessed from the Policy Register (internal users only)		
Relevant Legislation:	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards for Registered Training Organisations (RTOs) 2015		
Related Documents and/or Registers:	Governance & Quality Assurance Framework Internal users only: F 167 Warning Suspension Notice F 545 Warning Letter F 592 Final Notice F 871 Enrolment Suspension Letter F 858a Notice of Intention to Cancel Enrolment (non-payment)		
Policy Subdivision	<input type="checkbox"/> Corporate or Academic Governance <input type="checkbox"/> Academic Management <input checked="" type="checkbox"/> Operational Management		
Administrator:	Quality Advisor		