

NAMBOUR CHRISTIAN COLLEGE LTD

FEES AND COLLECTION POLICY

Internal Policy & Procedure 15.0 B7

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DOCUMENT OWNER/S	Finance Manager, Head of Business Operations, Executive Principal				

POLICY

1. Introduction

This policy outlines the terms for fee payments and fee collection for Nambour Christian College (the College). It details the contractual responsibilities for payment of tuition fees, levies and charges and consequences of non-payment. The College is a not-for-profit organisation and therefore timely payment of fees is crucial for the effective provision of educational services and ongoing financial viability.

2. The Law

The law requires that the College operate with sufficient financial resources for its day-to-day operations. Likewise, the law provides the College with avenues to follow-up unpaid fees.

3. Principles

The Strategic Plan for Nambour Christian College identifies that:

- The College will be a good steward of the finances and resources in its charge. We are committed to use our finances and resources wisely in managing the College affairs while at the same time ensuring accessibility to all families who genuinely desire a Christian education for their children.
- The College seeks to develop and maintain the physical resources and facilities in order to maximize the education experience and outcomes for its students.
- The College seeks to conduct relationships, programs and business dealings in a way that will demonstrate Christian values and ethics.
- The parent/s or guardian/s enter into a legal contract with the College when a Contract of Enrolment is signed.

4. Definitions

Contractual Party/ies: The parent/s or guardian/s who signed the Contract of Enrolment are therefore responsible for fee payment, both jointly and severally.

5. Scope

This policy sets out clear responsibilities and obligations of the Contractual Party/ies who have enrolled their students at the College.

6. Terms of Credit – due date for fees

Fees are due and payable in full on the first day of each term or statement due date.



7. Extension to Terms of Credit & Payment Options

The Contractual Party/ies may apply to the College for alternative arrangements for payment of fees. These are:

- Payment is made in full by a specified and agreed upon date.
- Parents who wish to enter into a payment plan to do so through Edstart.
- An agreed payment schedule. This is where a detailed payment schedule is submitted by the Contractual Party/ies and accepted by the College.

8. Credit card surcharge

All credit card payments will incur an additional fee of 1%.

9. Payer Discount

The College offers a discount on tuition fees where a payer is contractually responsible for the payment of fees of one or more students on the same account.

For the purposes of this policy, a payer is someone who has signed an enrolment contract on behalf of more than one student.

The payer discount applies where the same parties to the contract have jointly or severally accepted responsibility for paying the fees with a co-payer or has accepted responsibility solely for the payment of fees of those same students.

The current payer discount applies as follows:

- 20% for the second concurrently enrolled child;
- 40% for the third;
- 100% for the fourth and subsequent children.

The College reserves the right to change the sibling discounts where required. Due notice of at least one term will be given should this occur.

The discount applies only to tuition fees and does not extend to levies, camps or other charges unless specified in writing. The discount may be limited at the absolute discretion of the College and the College will determine eligibility for the discount. Where a payer accepts responsibility for the fees of other students on different enrolment contracts or with different co-payers, discounts will not be applied unless approved by the College.

10. Implementation

This policy will be implemented immediately upon enrolment and acceptance of a child/ren into the College.

PROCEDURE

11. Responsibilities

11.1. The College

- The Strategic Plan for Nambour Christian College identifies that the College is to conduct its relationships, programs and business dealings in a way that will demonstrate Christian values and ethics.
- The College will, at all times, be open to negotiate mutual payment arrangements with the Contractual Party/ies and they are encouraged to keep the Head of Business Operations informed of any relevant circumstances.
- The Executive Principal will be kept informed, as necessary, maintaining the confidentiality and dignity of the Contractual Party/ies at all times.

11.2. Contractual Party/ies

- The Contractual Party/ies who sign the Enrolment Contract are responsible for the prompt and full payment of fees, including outstanding debts, both jointly and severally.
- In situations when Contractual Party/ies are experiencing difficulties making payment of fees by the due date, they are requested to contact the Business Office *before* the account becomes overdue.
- An ongoing payment arrangement must be established when there is a debt outstanding beyond the terms outlined in Clauses 6 and 7 above. This also applies when enrolled children leave the College and amounts remain outstanding. Failure to comply may result in the College proceeding with collection of outstanding fees through legal channels.

12. Late Fees and Charges

Accounts with overdue fees and charges, where satisfactory payment arrangements have not been entered into, and/or adhered to, will incur a non-refundable administration fee of up to \$50 per term.

13. Procedure for Recovery of Outstanding Fees

The process for fee collection and when necessary, recovery of overdue fees is initiated in a considerate and consistent manner. At each step, at least two efforts will be made to contact the Contractual Party/ies via phone and/or email.

The details of the steps which staff from the College will take are as follows:

- Fees are payable on the first day of each term or statement due date.
- **Seven (7) days** into the term, fees are deemed to be outstanding, after non-payment and no contact with the school. The Business Office will email the Contractual Party/ies advising that fees are overdue.
- **Fourteen (14) days** into the term, if the account is unpaid and no response to prior contact, the Business Office will again contact by email the Contractual Party/ies.
- **Twenty-one (21) days** into the term, if account remains unpaid and no response, an emailed letter from the Head of Business Operations will be sent to the Contractual Party/ies, requesting either payment or a detailed response for the non-payment.
- **Twenty eight (28) days** into the term. The Executive Principal or Head of Business Operations will make every effort to make personal contact with the Contractual Party/ies to seek rectification. This will be followed with an email and registered letter, advising the Contractual Party/ies that they have defaulted in their contractual obligations and seeking full payment within the next 7 days or contact to be made with the Executive Principal's office.

14. Cancellation of Enrolment

This will never be the College's preferred course of action.

Cancellation of enrolment may, at the Executive Principal's discretion, be a consequence of extended non-payment of fees and charges payable to the College.

Outstanding accounts will be sent to a collection agency for alumni families.