



Fee Collection Policy

1. Rationale

- 1.1 Heritage College (**the College**) endeavours to provide a high-quality Christian education to all suitable applicants at a competitive price while maintaining a financially viable institution. It is important to the College to ensure that all financial arrangements that are agreed between Parents and the College are consistent, fair and equitable, while allowing the College to meet its financial and educational responsibilities.
- 1.2 The aim of this policy is to:
 - (a) keep the College's fee collection transparent;
 - (b) ensure Parents are provided with Annual Fee Statement or Term Fee Statements, as applicable, in a manner that is consistent, fair and equitable; and
 - (c) ensure the source of funds is maintained for the financial security of the College
- 1.3 This Policy sets out the principles and guidelines to be followed by the College regarding procedures for the collection of Tuition Fees, Levies and Charges.

2. Responsibility

- 2.1 The Business Manager is responsible for the implementation of the Fee Collection Policy.
- 2.2 The Business Manager is committed to:
 - (a) Collecting Tuition Fees, Levies and Charges in a manner that treats people with respect, dignity, justice and fairness whilst expecting and trusting each family to honour their commitment to meet their financial responsibilities.
 - (b) Establishing pathways and opportunities for families to pay their Tuition Fees, Levies and Charges upfront or in advance.
 - (c) Treating confidential information with care, by ensuring that all information is secure and access is limited to College employees who require it as authorised by the Business Manager.
 - (d) Making decisions that consider the extenuating circumstances of a family and are in accordance with best practice at the time the decision is made.



FEE COLLECTION PROCEDURE

1. Establishing yearly fees

- 1.1 Tuition Fees, Levies and Charges are set annually.
- 1.2 Tuition Fees, Levies and Charges are payable in advance.
- 1.3 A Fee Schedule is sent to all families advising all Tuition Fees, Levies and Charges for the forthcoming year, and is available on the College's website.

2. Fee Statements

- 2.1 Fees will be charged annually or by term. Parents will advise the College of their preferred option within the timeframe nominated in correspondence provided prior to the end of term 4.
- 2.2 The Annual or Term Fee Statement will include Tuition Fees, Levies and other Charges as outlined in correspondence and on the College's website.

3. Annual Fee Statements

- 3.1 Annual Fee Statements will be forwarded to Parents for payment of the upcoming Tuition Fees, Levies and other Charges.
- 3.2 Annual Fee Statements are to be issued in accordance with the schedule decided by the Business Manager and communicated to the Parents before the commencement of each school year.
- 3.3 Payment of each account is due within fourteen days of the invoice date unless other arrangements have been made and agreed between the parties.

4. Term Fee Statements

- 4.1 Term Fee Statements will be forwarded to Parents each term for payment of the upcoming Tuition Fees, Levies and other Charges.
- 4.2 Term Fee Statements are to be issued in accordance with the schedule decided by the Business Manager and communicated to the Parents before the commencement of each school year.
- 4.3 Payment of each account is due within fourteen days of the invoice date unless other arrangements have been made and agreed between the parties.

5. Fee responsibility

- 5.1 All Parents are required to enter into an Enrolment Agreement with the College before their child can be enrolled. Each person who has signed the Enrolment Agreement is jointly and severally liable for the payment of Tuition Fees, Levies and Charges as specified in the Enrolment Terms and Conditions. It is the practice of the School to require both Parents sign the Enrolment Agreement, where possible.
- 5.2 The College recognises that during their time at the College a family may go through a period of financial difficulty caused by a loss of income, sickness or family situation. The College will aim to work with these families to provide support, where appropriate.

6. Discounts

- 6.1 Parents may be eligible for discounts, as stated in the Fee Schedule, if paying the Tuition Fees on or prior to the Early Payment Date specified in the Annual or Term Fee Statement.
- 6.2 Failure to make payment on or prior to the Early Payment Date forfeits any right to a discount for prompt payment.
- 6.3 Parents will be eligible for sibling discounts when more than one Student from the same biological or adopted family is enrolled at the College at the same time.
- 6.4 The College reserves the right to apply additional discounts at its discretion in line with the mission and values of the College as a Christian entity.



7. Fee collection

- 7.1 Parents must pay all Tuition Fees, Levies and Charges as per the payment terms listed on the Enrolment Terms and Conditions and the Fee Schedule.
- 7.2 Failure to make the payment by the due date will result in the fee collection procedure outlined in the flowchart provided at Appendix 1 being followed to ensure the collection of outstanding Tuition Fees, Levies and Charges payments.
- 7.3 As part of the fee collection process, the Business Manager, at their discretion may use the following means to facilitate the collection of Tuition Fees, Levies and Charges:
- (a) Stage 1
 - (i) Attempt to contact the Parents via email, letter or phone to advise the family of their obligations in relation to fees.
 - (ii) Meet with the Parents to discuss fee obligations and any extenuating circumstances.
 - (iii) Reach a payment agreement with the Parents where the Parents agree to pay to the College the defaulted amount.
 - (iv) The College will record any agreements reached under item 5.3(a)(iii) in writing by way of email to the Parents, and the Parents are required to confirm their agreement by way of return email.
 - (b) Stage 2
 - (i) Establish a payment plan between the College and the Parents.
 - (ii) Collect additional information from Parents to ascertain financial situation and any relevant circumstances of hardship (for example details of income, expenditure, asset, liabilities). Should Parents not be willing to provide this information, the College can enforce its rights under the Enrolment Terms and Conditions and terminate the enrolment of the Student.
 - (iii) Exclusion of Student from extra-curricular activities (i.e. music tuition, camps etc).
 - (c) Stage 3
 - (i) Unless there are extenuating circumstances, suspend the Student from curriculum based classes (with the approval of the Principal).
 - (ii) The Student may attend the College, but will not be eligible to attend formal classes.
 - (d) Stage 4
 - (i) Unless there are extenuating circumstances, terminate enrolment of the Student (with approval of the Principal).
 - (ii) Engage the services of a debt collection agency, including but not limited to, once the enrolment of Students has concluded.
- 7.4 At any point during the process, if collection attempts are not successful or the Parents are not engaging in the process with the College, the Principal, at their sole discretion, may direct that a Student's enrolment is suspended or terminated.
- 7.5 This procedure will be followed as closely as possible, however the final decision on the appropriate course of action rests solely with the Principal who may take the following factors into consideration when assessing each circumstance:
- (a) Justice and fairness must be provided to all Parents and Students, including those who meet their payment obligations.
 - (b) Length of time a family has been with the College.
 - (c) The priority a family places on the payment of Tuition Fees, Levies and Charges as demonstrated through a commitment to regular payments and communication to the College.



8. Late payments and defaults

- 8.1 A Late Payment Fee per calendar month, will apply if payment is not received by the College by the relevant due date, which sum shall become immediately due and payable.
- 8.2 Tuition Fees, Levies and Charges not paid by the due date will incur an additional Administration Fee which sum shall become immediately due and payable.
- 8.3 In the event that the Parent's payment is dishonoured for any reason, the Parent shall be liable for any for any dishonour fee incurred by the College.
- 8.4 If the Parent defaults in payment of any Annual or Term Fee Statement invoice when due, the Parent shall indemnify College from and against all costs and disbursements incurred by College in pursuing the debt, including legal costs of a solicitor and own client basis and College debt collection agency costs.

9. Special payment arrangements

- 9.1 The Business Manager, at their sole discretion, has the authority to reduce or waive payment of Tuition Fees, Levies and/or Charges on a case by case basis.
- 9.2 Instances in which the Business Manager may consider waiving or reducing payment may include, but are not limited to, the following circumstances:
 - (a) bereavement of Parent;
 - (b) loss of job of Parent;
 - (c) significant change in financial ability of Parents from the enrolment date; and
 - (d) any other circumstance that is deemed appropriate and approved by the Principal.

10. Variations to this policy

- 10.1 This Fee Collection Policy may be varied at any time by the College Board in its sole and absolute discretion, and any variations will apply from the date of circulation to Parents. Any changes will be circulated to Parents through one or more of the College's communication systems.
- 10.2 Any changes to the Fee Collection Policy must be approved by the College Council.

11. Definitions

"Administration Fee" means the reasonable administration fee incurred by the College when Tuition Fees, Levies and Charges remain outstanding at the end of the term in which they were due.

"Annual Fee Statements" means the invoice statement for the Tuition Fees, Levies and Charges for the school year, issued to the Parent by the College prior to the commencement of each school year.

"Business Manager" means the Business Manager, or their delegate, of Heritage College.

"Charges" means non-Tuition Fees including, but not limited to IT charges, consolidated charges, camp, excursion charges, charges for elective subjects, school materials, medical expenses and other expenses referred to in the Conditions of Enrolment.

"College" means Heritage College.

"College Board" means the board of directors of the College, who sit under the constitution of the legal entity Seventh-day Adventist Schools (Victoria) Ltd.

"College Council" means the voluntary body that oversees the educational and general governance of the College.

"Early Payment Date" means the date required to obtain the discount for payment of Tuition Fees, as specified in the Annual or Term Fee Statement or Fee Schedule.



“**Fee Schedule**” means the document setting out the Tuition Fees, Levies and Charges payable by the Parents to the School.

“**Late Payment Fee**” means the late fee imposed when payment of Tuition Fees and Charges is not received, as stated in the Fee Schedule.

“**Levies**” means annual items not covered under Charges as itemised on the College website.

“**Parents**” means the person/s set out in the Enrolment Agreement being the parents and/or guardian/s of the Student listed in the Enrolment Agreement and if more than one, each of them jointly and severally.

“**Student**” means the Student named in the Enrolment Application.

“**Term Fee Statements**” means the invoice statement for the Tuition Fees, Levies and Charges for the school term, issued to the Parent by the College prior to the commencement of each school term.

Appendix A – Fee Payment Process flowchart

- **STEP 1** The Bursar will forward a copy of the Annual or Term Fee Statement with an overdue notice. This will include a Late Payment Fee.
- **STEP 2** The week after the due date has passed, the Bursar will phone the Parent to request immediate payment of all overdue Tuition Fees, Levies and Charges.
- **STEP 2** If there has been no appropriate response within 1 week after the first phone call to Parent, the Bursar will make a follow up phone call to the Parent. It may be necessary at this point to arrange a meeting with the Parent to discuss the account.
- **STEP 3** If there is still no response from the Parent, a phone call from the Business Manager to the Parent will be made.
- **STEP 4** If no satisfactory financial arrangement can be made, the College Executive will be informed and a decision made respecting the continued attendance of the Student.
- **STEP 5** When a Student is no longer at the College and Tuition Fees, Levies and Charges are outstanding with no satisfactory arrangements for payment, the College Council will be informed and the account may be passed to a debt collection agency for action.

Evaluation

This policy will be reviewed every three years.

Ratified by Heritage College School Council 27th July 2021

TO BE REVIEWED 2024