

Policy Hierarchy Link		Nil		
Responsible Officer		Dean of Students		
Superseded Documents		New procedure		
Associated Documents		Student Handbook Section 9.26 Fees		
Review Date		September 2028		
Version	Endorsed By	Approved By	Approval Date	Effective Date
1.1	Faculty Meeting	Principal	18/09/2023	18/09/2023

1 PURPOSE AND BACKGROUND

This document outlines the process for debt collection where Moore College (College) students or University boarders have accumulated a significant tuition and/or accommodation debt and have failed to make payment or meet their financial commitment as per their repayment schedule.

There are different categories of student tuition fees where tuition fee debt may occur:

- a. FEE-HELP
- b. Up-front payment
- c. International (payment in arrears)

There are different contexts for accommodation debt to accrue:

- a. Married, single students or boarders who make manual payments rather than direct debit.
- b. Single students or boarders who have varied arrangements in the holidays. During the holidays, residents in College singles' accommodation have options to stay, vacate or stay part-time. There are different rates for each situation. Residents are required to notify College of their intentions during the holidays by completing a questionnaire before the holidays. This enables College to charge them appropriately. Note: Direct debit payments cease during the holidays, which means residents are required to make manual payments for their holiday arrangements.
- c. Students or boarders who signed up for direct debit late and had already accrued some debt prior to direct debit commencing and ending at the end of the year.

Students and boarders are able to approach the Finance department to discuss alternative payment arrangements if they need to.

2 SCOPE

This procedure applies to all students enrolled in accredited programs at Moore College as well as to residents living in College accommodation who are not Moore College students. Specific procedures are outlined based on the nature of the debt.

3 DEFINITIONS

This section sets out definitions for key terms and acronyms referred to in the procedure.

Term	Definition
Census Date	This date is set by the higher education provider. It is the legal deadline for various requirements, such as making an upfront payment of tuition fees, applying for a FEE-HELP loan or formally withdrawing from a unit of enrolment so a student does not incur a HELP debt. ¹

4 RESPONSIBILITIES

1. **Finance Department** – maintaining records, issuing statements, following up outstanding debt, liaising with Operations Team Leader, reporting to Dean of Students.
2. **Dean of Students** – liaising with Chaplains for further follow up, escalations, communication with Finance department.
3. **Chaplains** – following up individual students and reporting to the Dean of Students.
4. **Operations Team Leader** – liaising with Residential Warden for further follow up, communication with Finance department,
5. **Residential Warden** – following up boarders and liaising with Operations Team Leader

5 PROCEDURE

5.1 Tuition Debt

1. Finance issues statement two weeks prior to census date.
2. Finance will follow up the student immediately after census date, if there has been no response, Finance will follow up the student via email, SMS or phone call (every 1-2 weeks).
3. For international students, their tuition is due by the end of semester. Finance will follow up the student immediately after the semester end date, if there has been no response, Finance will follow up the student via email, SMS or phone call (every 1-2 weeks).
4. If still no response, Finance will include the details in a monthly report to the Dean of Students. Students enrolled in the Diploma of Biblical Theology (DBT) will be reported to the Registrar instead of the Dean of Students.
5. Finance will provide a monthly report to Dean of Students about all students where debt is outstanding over one month. For DBT students the report will be made to the Registrar.
6. Dean of Students will liaise with relevant chaplain to individually follow up the students regarding debt. The Chaplain will encourage the student to make a plan to repay in consultation with the Finance department. For DBT students and students without a chaplain, follow-up will be performed by the Registrar.

5.2 Accommodation Debt

1. Finance issues monthly statements to the student or boarder, including any outstanding amounts owing.

¹ Australian Government. FEE-HELP Booklet. <https://www.studyassist.gov.au/need-more-information/help-publications>

2. Finance will follow up students or boarders with debt, via separate email, SMS or phone call.
3. Student or boarder is required to make payment of outstanding amounts as soon as possible or else liaise with Finance for other arrangements, including repayment schedule.

5.2.1 Students

- i. If a student does not repay on time or make contact with Finance, the details will be reported to the Dean of Students in a monthly report at around the time monthly statements are sent to students.
- ii. Finance provides a monthly report to the Dean of Students of students with debt over \$1500.
- iii. The Dean of Students will liaise with the relevant chaplain to individually follow up the students regarding debt. If the student does not have a chaplain, the Dean of Students will liaise with the Registrar to follow up with the student. The chaplain/Registrar will encourage the student to make a repayment schedule in consultation with the Finance department.

5.2.2 University Boarders

- i. If boarder does not repay on time or make contact with Finance, the details will be reported to the Operations Team Leader in a monthly report at around the time monthly statements are sent to boarders.
- ii. Finance provides monthly report to Operations Team Leader of boarders with debt over \$1500.
- iii. Operations Team Leader will liaise with the Residential Warden to individually follow up the boarders regarding debt. Operations Team Leader or Residential Warden encourage the boarder to make a repayment schedule in consultation with the Finance department.

5.3 Escalation

5.3.1 Students

1. In both cases above, where the student has not responded, made payment or met their financial commitment as per their repayment schedule, the Finance Department will advise the Dean of Students, or for DBT students, the Registrar.
2. The Dean of Students/Registrar will arrange a meeting with the student to discuss future implications, including results not being released at the end of the year, if payment is not made.
3. The Dean of Students/Registrar will advise the Principal.
4. If payment has not been made as per the policy outlined in the Student Handbook, then the Finance department will advise the Registrar of students with outstanding debt. Their results will not be released as per the rules in the Student Handbook.
5. In extreme cases where outstanding debts are not paid, the student may be required to meet with the Principal to show cause why they should not be required to remove themselves from College accommodation and/or course of study.

5.3.2 Boarders

1. If a boarder has not responded, made payment or met their financial commitment as per their repayment schedule, Finance will advise the Operations Team Leader and Residential Warden.
2. The Operations Team Leader or Residential Warden will arrange a meeting with the boarder to discuss future implications if payment is not made.
3. In extreme cases where outstanding debts are not paid, escalation may involve the boarder being asked to show cause to the Principal as to why they should not be evicted and their boarder's bond (\$1400) withheld to cover the outstanding debt.

6 IMPLEMENTATION

The Dean of Students is responsible to the Principal for the implementation of the Debt Collection Procedure.

7 APPEALS

The student or university boarder may appeal any decision made under this Procedure. Such appeals are made in terms of the Non-Academic Appeals Policy.

8 REVIEW AND DOCUMENT HISTORY

Version	Approved By	Approval Date	Effective Date	Sections modified
1.0	Principal	30/11/2021	30/11/2021	New procedure
1.1	Academic Dean	18/09/2023	18/09/2023	Procedure modified to give the Registrar responsibility for following up students without a chaplain.