

# PAYMENT PLANS POLICY AND PROCEDURE



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## 1 PURPOSE

- 1.1 This procedure outlines how CQUniversity will manage payment plans for full fee paying international students, tuition paying domestic students and commercial and general debtors.
- 1.2 This policy and procedure forms part of the financial management practice manual, which contributes towards meeting the University's obligations under and [Financial and Management Performance Standard 2019](#) (Qld).

## 2 SCOPE

- 2.1 This procedure applies to payment plans for CQUniversity:
  - full fee paying higher education international students
  - tuition paying higher education domestic students incurring fees that are not eligible for deferral, and
  - commercial and general debtors.
- 2.2 This procedure does not apply to CQUniversity vocational education and training (VET) students. For information on the management of payment plans for VET students refer to the [Payment Plan Procedure \(VET\)](#).

## 3 POLICY STATEMENT

- 3.1 The University may enter into payment arrangements with students and debtors who have a recorded debt.
- 3.2 Payment plans for the repayment of outstanding fees and debts via instalments may be granted, however will only be granted to those who:
  - are unable to pay the outstanding debt due to severe hardship, and
  - have not been subject to previous collections action for any debt.

- 3.3 Applications will be assessed on a case-by-case basis by a delegated officer of the University. Credit worthiness of the applicant will be the primary focus of the assessment.
- 3.4 The last repayment date for a payment arrangement will be no later than the last teaching day of the term to which the charge relates, and may not exceed one term's fees.
- 3.5 Payment plans must not be extended to commercial and general debtors for longer than 60 days from the date of the agreement.

## Conditions

- 3.6 The following conditions apply to payment plans:
- the payment plan cannot be applied retrospectively
  - a payment plan is not available to students eligible for Commonwealth assistance
  - payment plan applications for student fees must be submitted no later than the fee due date (census date)
  - the last repayment date for a payment plan can be no later than the last teaching day of the term to which the charge relates
  - debtors may be eligible for a payment plan only if they can demonstrate genuine financial hardship or have unforeseen extenuating circumstances
  - regular fortnightly or monthly repayments will be required
  - a payment plan cannot be renegotiated. Failure to make an instalment payment as specified in the payment plan terms will result in the cancellation of the payment agreement and/or further debt recovery action as specified in the [Collections Policy and Procedure](#), and
  - The University may alter payment plan conditions in instances such as a major event or pandemic, subject to approval from the Vice-Chancellor and President, through the University Management Committee.

## 4 PROCEDURE

### Students

#### Applications

- 4.1 A student applying for a payment plan will provide the following information to an International Student Support Officer or a Student Adviser:
- personal details, including:
    - student name and student number or debtor name and debtor number
    - current telephone number (day and night) and mobile phone number if available
    - evidence of current address (e.g. 18+ card, driver's licence, facilities invoice)
    - current address (international students must provide their overseas address and phone number), and
    - email address
  - evidence of severe hardship by demonstrating a genuine need and evidence that they are unable to obtain funds from other sources, and
  - evidence of cash inflow (income) for the period of the payment plan, including from:
    - scholarships
    - stipend
    - parental support
    - payslips.

## Assessment

- 4.2 From the information obtained, the International Student Support Officer or Student Adviser must perform credit criteria verification and document findings on each application to verify that the student has adequate academic progress, in accordance with the University's policy documents and the [Education Services for Overseas Students \(ESOS\) Act 2000](#) (Cwlth) requirements (for international students).
- 4.3 The Debtors Officer in the Finance Directorate must perform the following credit criteria verification and document findings on each application:
- checking whether the applicant has had previous payment plans or student loans
  - assessing hardship by verifying that the applicant is in genuine need and unable to get assistance from other sources
  - gaining reasonable assurance that the applicant has the financial means to meet repayments by confirming the applicant will have the means to repay the amount owed through adequate investigation of the evidence of cash inflow provided under section 4.1 above, and
  - checking whether the applicant has been referred to the University's Debt Collection Agency and assessing the reason this occurred. If the applicant has a history of payment default, the application for the payment plan must be declined.
- 4.4 Upon review, the Debtors Officer will either recommend or decline the application for a payment plan. If the payment plan is not recommended, the Debtors Officer will advise the student in writing.

## Approval

- 4.5 Upon recommendation from the Debtors Officer, a payment plan application must be approved by the Deputy Director Financial Accounting and Operations (or delegate).
- 4.6 The student will be notified via email of the outcome of their application by the Finance Directorate.
- 4.7 If the application is not approved and the student would like to dispute the decision, they may refer to the Collections Policy and Procedure.

## Commercial and general debtors

- 4.8 A commercial and general debtor may enter into a payment plan on recommendation by a member of the Debtors Team.
- 4.9 The Manager Finance Operations is responsible for the approval of these payment plans.
- 4.10 The commercial and general debtor will be notified via email of the outcome of their application by the Finance Directorate.

## Recovery action

- 4.11 Where payment plans are not maintained, they may be referred to the University's debt collection agency in accordance with the Collections Policy and Procedure.
- 4.12 Overdue debts referred to a debt collection agency may cost the debtor additional costs.
- 4.13 Students may be excluded from further study if payments are not maintained in accordance with their individual payment plan.

## 5 RESPONSIBILITIES

### Compliance, monitoring and review

- 5.1 The Chief Operating Officer is responsible for implementing, monitoring, reviewing and ensuring compliance with this procedure.

5.2 The Manager Finance Operations is responsible for compliance through regular monitoring of debtor reports.

## Reporting

5.3 No additional reporting is required.

## Records management

5.4 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining these records in a recognised University recordkeeping information system.

5.5 University records must be retained for the minimum periods specified in the relevant [Retention and Disposal Schedule](#). Before disposing of any records, approval must be sought from the Records and Privacy Team (email [records@cqu.edu.au](mailto:records@cqu.edu.au)).

5.6 The following records will be created and maintained to ensure compliance with this policy and procedure:

### Students:

- Student Debtors Collection Agreement Request.

### Commercial and general debtors:

- formal request, outlining proposed repayments, submitted via email, and
- approved repayment schedule will be noted against the invoice in the Finance Management System (FinanceOne).

## 6 DEFINITIONS

6.1 Terms not defined in this document may be in the University [glossary](#).

## 7 RELATED LEGISLATION AND DOCUMENTS

[Collections Policy and Procedure](#)

[Financial Accountability Act 2009](#) (Qld)

[Financial and Performance Management Standard 2019](#) (Qld)

## 8 FEEDBACK

8.1 Feedback about this document can be emailed to [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 9 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Council
Delegated Approval Authority	Audit, Risk and Finance Committee
Advisory Committee	N/A
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Administrator	Chief Operating Officer
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Notes	This document was formerly known as the Payment Plans Policy and Procedure (last approved 13/12/2004); the Payment Plans Principles and Payment Plans Procedure (last approved 25/01/2012); the Payment Plans Procedure (last approved 26/08/2015); and the Payment Plans Procedure (FMPM) (last approved 03/09/2020).