

PAYMENT PLANS PROCEDURE (FMPM)



CONTENTS

1	PURPOSE.....	1
2	SCOPE.....	1
3	PROCEDURE	1
	Conditions	1
	Student debtors.....	2
	Commercial and general debtors.....	3
4	RESPONSIBILITIES	3
	Compliance, monitoring and review.....	3
	Reporting.....	3
	Records management.....	3
5	DEFINITIONS	3
	Terms and definitions.....	3
6	RELATED LEGISLATION AND DOCUMENTS.....	4
7	FEEDBACK.....	4
8	APPROVAL AND REVIEW DETAILS.....	4

1 PURPOSE

- 1.1 This procedure outlines how CQUniversity will manage payment plans for full fee paying international students, non-eligible domestic tuition paying students and commercial debtors.

2 SCOPE

- 2.1 This procedure applies to payment plans for CQUniversity full fee paying international students, non-eligible domestic tuition paying students 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 PROCEDURE

Conditions

- 3.1 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
 - all applications for payment plans 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 \(FMPM\)](#).

Student debtors

Application

- 3.2 A student applying for a payment plan will be required to provide the following information to an International Student Support and MAP staff member 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.
 - evidence of cash inflow (income) for the period of the payment plan, including from:
 - scholarships
 - stipend
 - parental support
 - payslips.

Assessment

- 3.3 The International Student Support Officer or Student Adviser will obtain the necessary information from the student and either recommend or decline the application for a payment plan.
- 3.4 From the information obtained, the International Student Support Officer or Student Advisor must perform the following credit criteria verification and document findings on each application:
- ensure accurate details by:
 - verifying the address through the sighting of a contract with either the rental agency or landlord, including contact details
 - confirming that the applicant has a history of timely payments
 - checking whether applicant has had previous payment plans or student loans, and
 - verifying that the student has adequate academic progress in accordance with University policy and ESOS requirements (for full fee paying international students).
 - assess hardship by verifying that the applicant is in genuine need and unable to get assistance from other sources.
 - gain reasonable assurance that the applicant has the financial means to meet repayments by confirming the student will have the means to repay the amount owed through adequate investigation of the evidence of cash inflow provided under section 3.2 above.
- 3.5 The Debtors Officer in the Finance and Planning Division must check whether the applicant has been referred to the University's Debt Collection Agency and assess the reason this occurred. If the applicant has a history of payment default, the application for the payment plan must be declined at this point.

Approval

- 3.6 Upon recommendation of a payment plan final approval is required by the Deputy Director, Financial Accounting and Operations or their delegate. If a payment plan is not recommended, the application will not progress and the delegated officer from Student Experience Directorate will advise the student at this point.
- 3.7 Once approved, the student will be notified via email of the outcome of their application by the Finance and Planning Division.

Commercial and general debtors

- 3.8 A commercial and general debtor may enter into a payment plan on recommendation by a Delegated Officer.
- 3.9 The Finance Operations Manager is responsible for the approval of these payment plans.
- 3.10 The commercial and general debtor will be notified via email of the outcome of their application by the Finance and Planning Division.

4 RESPONSIBILITIES

Compliance, monitoring and review

- 4.1 The Deputy Vice-Chancellor (Finance and Planning) is responsible for monitoring, reviewing and ensuring compliance with this procedure.
- 4.2 The Finance Operations Manager is responsible for compliance through regular monitoring of debtor reports.

Reporting

- 4.3 No additional reporting is required.

Records management

- 4.4 The following records have been created and are maintained to ensure compliance with this procedure:

Full fee paying international and eligible domestic students:

- Student Debtors Collection Agreement Request

Commercial and General Debtors:

- Formal request outlining proposed repayments are submitted via email.
- Approved repayment schedule is noted against the invoice in FinanceOne

- 4.5 Staff must maintain all records relevant to administering this procedure in a recognised University recordkeeping system.

5 DEFINITIONS

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

Terms and definitions

Delegated officer/s:

- commercial and general debtors – Finance Operations Manager or delegate.
- full fee paying international and eligible domestic students – Student Experience Directorate – International Student Support and MAP team or Student Advice Team

6 RELATED LEGISLATION AND DOCUMENTS

[Collections Policy and Procedure \(FMPM\)](#)

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

[Financial and Performance Management Standard 2009](#) (Qld)

[Financial Management Practice Manual \(FMPM\)](#)

7 FEEDBACK

7.1 University staff and students may provide feedback about this document by emailing policy@cqu.edu.au.

8 APPROVAL AND REVIEW DETAILS

Approval and Review	Details
Approval Authority	Council
Advisory Committee to Approval Authority	Audit, Risk and Finance Committee
Administrator	Deputy Vice Chancellor (Finance and Planning)
Next Review Date	3/10/2021

Approval and Amendment History	Details
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Notes	