

**UPLANDS COLLEGE**  
**Policy: Debtors**

**Objective:** To standardize the procedure for the collection of outstanding accounts.

1. Methods of payment:
  - 1.1. Quarterly in advance
  - 1.2. Monthly debit order for 10 or 12 months. The monthly debit order facility is not a credit facility but rather a phased plan of debt retirement
2. Cash payments directly to the College are not encouraged. Cash payments can be done at any branch of First National Bank.
3. Interest on overdue fees is charged monthly on all outstanding fees. The rate has been set at prime plus 2% to discourage late payment of accounts.
4. In the event that a parent is not able to comply, they must make an acceptable arrangement with the Business Manager indicating when fees will be paid. Should they fail to meet that promise, their account will be deemed to be in arrears, and the College will take the necessary steps as set out below.
5. Procedures for collection:
  - 5.1. Parents will be invoiced for fees quarterly and statements will be sent on a monthly basis. Invoices are payable on presentation.
  - 5.2. If the account is in arrears, parents may be contacted by either telephone or email to inform them that they are in breach of the contract. They will be warned that the College may take further action as stated below.
  - 5.3. If an account is in arrears at the end of an academic term, the College will withhold academic reports. The report will be released on receipt of the full outstanding fee amount.
  - 5.4. If an account is in arrears to the extent that, once the following term's fees are charged, the account will be in excess of the Debenture / Deposit amount, the pupil will not be allowed to return to the College the following term.
    - 5.4.1. Grade 12 learners will not be allowed to attend any Matric farewell events or represent the College in any academic, cultural, or sporting events
  - 5.5. Once a learner has been excluded from the College on financial ground, he or she cannot be guaranteed of a place at the College and parents may have to reapply for a position.
  - 5.6. Where necessary the outstanding account will be handed over to either a debt collection agency or the College's attorneys for collection. All costs incurred in the collection of the outstanding amount, will be for the account of the parent.
6. Learners will not be allowed to go on trips or tours whether local or international until the fee account has been settled in full.
7. Once a course of action has been decided on, all communication regarding reports and suspensions will be dealt with by the Business Manager's office.
8. General:
  - 8.1. All communication with parents will be recorded on a data collection system.
  - 8.2. The College must confirm all communications concerning arrangements for the payment of outstanding accounts in writing. Should a parent, at the College's request, fail to present written proof of the arrangement; the College will deem the account to be in arrears.
  - 8.3. Collections will be allocated against the account in the following order:
    - 8.3.1. Legal fees
    - 8.3.2. Interest
    - 8.3.3. Boarding fees
    - 8.3.4. Tuition fees
    - 8.3.5. Extras: Trips and tours (local and international), books, supplementary charges etc.