

Standard Operating Procedure

for Invoicing, Fees and Charges



AIM: To explain the process of raising and forwarding customer invoices for Victorian Occupational Training Educational Services (VOTES) Invoicing, fees and charges

PURPOSE: To provide effective and efficient invoicing for all VOTES customers

RESPONSIBILITY VOTES Staff, Training and Quality Assurance Manager, Corporate Services Manager

Procedure

- 1 VOTES to:
 - Ensure that all prospective students are issued with an Expression of Interest form (QF3-008) and a Pre-Enrolment Kit (QD3-006)
 - Use completed Expression of Interest forms to notify students re scheduling and structuring of course/s, e.g. dates and times course are being conducted
 - Forward Enrolment form (QF3-003) to prospective students to complete and return
 - Forward completed enrolment forms to corporate services to raise an invoice
- 2 Corporate services issue invoices to enrolled students using:
 - Original Enrolment form (QF3-003)
 - Fees and charges as stipulated in writing by the training and quality assurance manager, or for government funded course the fees and charges stipulated by the Skills Victoria Fees and Charges Policy and listed on their website https://secure.otte.vic.gov.au/gftp/Tims/RFA/2009/SkillsforVictoria/Resources/2009-21_Ministerial_Directions_about_Fees_from_1_July_2009.pdf
- 3 Corporate services must ensure that:
 - The invoice is in the student's name
 - The unique invoice number is written on the original enrolment form
 - The original invoice is sent/given to the student, and a copy kept on file in corporate services
 - Course fees are to be collected at enrolment. *Any changes to this must be approved by the training and quality assurance manager*
 - All payments are matched to file copy of invoice
 - The original invoice of students paying fees in full is dated, initialled and stamped PAID *Receipts from receipt book are issued only if requested*
 - Students receiving discounts present their Health Care Cards and that the card details are correct on enrolment form
- 4 Payment must be finalised within one week of enrolment
- 5 For unpaid fees and charges:
 - Corporate Services to produce a monthly ageing trial balance detailing unpaid customers and forward a copy to the VOTES manager
 - Outstanding accounts are dealt with according to Debt Recovery (QP1-004) procedures
 - Certificate and/or Statement of Attainment are with held until full payment is received