Parents & Friends Association

PROCEDURE MANUAL

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18/08/2009
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2. INTRODUCTION

This manual is intended as a guide to the administrative procedures and practices to be used within the business operations\(^1\) of the St Andrews Lutheran College Parents & Friends Association.

It is intended also as a guide to the procedures and practices to be followed by the P & F in any other “commercial” fundraising activities undertaken.

2.1. NAME

The name of the association shall be "St Andrews Lutheran College Parents and Friends Association", hereinafter called "The P & F".

2.2. AFFILIATION

The P & F is an affiliate organisation of the Council of St Andrews Lutheran College

2.3. AIMS

The Aims of the P & F shall be:
- a) To stimulate an active interest in the life of the College.
- b) To foster fellowship amongst parents and friends.
- c) To promote co-operation between the parents, teachers, friends and students of the College.
- d) To promote greater understanding and effectiveness with the parents and friends in the raising of children.
- e) To assist in the improvement of the College facilities by raising funds for the purchase of equipment and the provision of amenities, provided that such raising of funds is in accordance with the principles laid down by the Lutheran Church of Australia.

2.4. EMPLOYEES & VOLUNTEERS

All P & F employees and volunteers who have direct dealings with children are required to have a suitability card in line with current legislation, or provide proof that their application is in the process of being approved.

2.5. REFERENCES

This document draws heavily on the Procedures Manual of Grace Lutheran College. Sincere gratitude is expressed to Grace Lutheran College for providing the documentation to assist in the creation of this document.

\(^1\) ‘operations’ is a term used for the business operations of the Uniform shop and Tuckshop
3. DAILY PROCEDURES

3.1. TUCKSHOP MANAGER

The Tuckshop Manager is responsible for the day-to-day operations of the tuckshop, providing a wide variety of foods to both the staff and students of the College. Food and drinks offered for sale are in line with the “Guidelines For Healthy Tuckshop” as provided by the Qld Government. The working hours of the Manager are such as to ensure the efficient operation of the tuckshop as required by the P & F. The College Council and Principal in consultation with the Tuckshop Manager, makes ultimate decisions about the Tuckshop menu and the suitability of foodstuffs for sale.

3.1.1. Responsibilities include, but are not limited to:

a) opening the College tuckshop at first and second breaks each school day of the year.
b) opening the College tuckshop at other times as requested by the P & F
c) maintaining an appropriate level and variety of inventories, mindful of the seasons of the year, the number of students in the school at any one time, and the timing of school holidays.
d) ordering/purchasing of inventories, keeping appropriate copies of such orders in the relevant Order Book.
e) encouraging parents and grandparents of school students to volunteer at the Tuckshop.
f) preparing a roster of volunteers, as well as paid part time staff, ensuring that there is an adequate number of people present to enable the smooth flow of both the preparation of food and its supply to students.
g) issuing a roster to all volunteers, and ensuring that all volunteers “sign on” as a record of attendance at tuckshop.
h) supervising food preparation and ensuring that volunteers and paid staff are appropriately trained and made aware of and practise the relevant Workplace Health and Safety requirements while they are in the Tuckshop. See APPENDIX 4 -- Workplace Health & Safety Requirements.
i) ensuring the daily cleanliness of the food preparation areas within the tuckshop and that all volunteers and staff follow appropriate guidelines for healthy food handling.
j) keeping appropriate records of sales, counting all monies received, preparing money for banking and doing the banking on a daily basis. See SECTION 5 (Documentation & Procedures for) Receipt of Monies.
k) providing on a fortnightly basis or when required copies of the daily bank deposits to the Treasurer or Bookkeeper for reconciliation.
l) keeping appropriate records of stock levels.
m) providing catering from time to time as requested by the Principal or relative Heads of Junior, Middle or Senior School or P&F Committee.
n) preparing accounts to the school for catering and providing itemised invoice copy to the Bookkeeper.

o) providing day to day supervision of volunteers and paid staff to ensure the smooth operation of the tuckshop.

p) maintaining adequate records to provide such information as is required by the P & F to monitor the progress of the Tuckshop and providing such information to the P&F Tuckshop Representative.

q) attending P&F Executive meetings when required to provide a report on the progress of the tuckshop.

r) presenting to the Treasurer or Bookkeeper, any Invoices/Statements received from suppliers, approved ready for payment.

s) ordering and taking delivery of other supplies as requested for special events where the catering is being provided by the P & F. (eg Fete, Sports days etc)

t) liaising where necessary with College Principal and respective Heads of Junior, Middle and Senior School where issues arise over suitability of food, student behaviour, public health issues etc, and responding to any issues brought forward by College staff and the P & F Executive. Report back to the P&F Executive where necessary.

u) keeping a register of volunteers and employee training

v) keeping a record of credit provided from time to time at the discretion of the P&F and Tuckshop Manager. Requests for credit to students will be provided at the request of the College Principal and respective Heads of Junior, Middle and Senior Schools.

w) keeping a record of items provided free of charge to volunteers or their children in accordance with the Volunteer Procedure Manual.

x) ensure all volunteers have a current Suitability Card, or provide proof that their application is in the process of being approved.
3.2. UNIFORM SHOP MANAGER

The Uniform Shop Manager is responsible for the day-to-day operation of the Uniform shop, ensuring that uniforms are always available for purchase by parents and/or students of the College. The working hours of the Manager are such as to ensure the efficient operation of the Uniform shop as required by the P & F. Any changes to uniforms are made at the discretion of the College Council and Principal after consultation with the Uniform Shop Manager, P & F and the Uniform Committee.

3.2.1. Responsibilities include, but are not limited to:

a) Maintaining an appropriate level and variety of inventories, mindful of the seasons of the year, of the numbers of students in the school at any one time, and of the timing of school holidays and the resultant demands for uniforms.

b) Ordering/purchasing of Inventories, and keeping appropriate records of such orders. (SEE SECTION 5 Documentation & Procedures - Purchasing Inventories)

c) Opening the uniform shop for a minimum of nine (9) hours each week for ‘day-to-day’ sales of uniform items, as well as for a minimum of five (5) days during the January school holidays to enable families to purchase uniforms for the coming year, and at other times throughout the year as requested by the P&F or College.

d) Ensuring the job requirements of the Uniform Shop Manager, as specified in the Position Description, are satisfied at all times.

e) Purchasing and reselling of good quality second hand uniforms from parents and students as per the Uniform Shop Second Hand Policy. Refer APPENDIX A

f) Adhering to the P&F Refund Policy – Refer APPENDIX B

g) Sourcing volunteers willing to assist in the Uniform Shop and preparing a relevant roster.

h) Ensuring volunteers receive appropriate training including Workplace, Health and Safety and are aware of the College sign-in and fire evacuation procedures. Keep a register of volunteers and training completion dates.

i) Keeping appropriate records of stock levels.

j) Keeping appropriate records of sales.

k) Banking monies at least twice a week or daily when quantity of cash exceed the limit specified by the P&F.

l) Keeping appropriate records concerning relevant details of the various suppliers of the different items of school uniform.

m) Keeping appropriate records as to the day-to-day procedures used in the shop.

n) Checking, authorising and presenting to the Bookkeeper, any Invoices/Statements received from suppliers, ready for payment. See Section 5 – Document Flow

o) Providing copies of bank deposit slips and analysis of takings to the Bookkeeper as requested for reconciliation.
p) Liaising with College Principal, P & F Representative and Uniform Committee where issues arise regarding uniform, and responding to any issues brought forward by College staff and the P & F Executive

q) Assisting in the preparation of reports for the P&F Executive as required.

r) Reporting any requests from the College to the P&F

s) Seeking written approval from the College prior to changing any component of the uniform.

t) Seeking approval from the P&F prior to any produce promotion or price discounting.

u) Ensure all volunteers have a current Suitability Card, or provide proof that their application is in the process of being approved.
3.3. BOOKKEEPER

In the P & F, the primary role of the Bookkeeper is one of assisting the TREASURER of the P& F. The Bookkeeper is required to work without direct supervision. The working hours of the Bookkeeper will be irregular, with various activities requiring attention at different times of the year. The Bookkeeper is not an employee of the P&F, but works on a subcontract basis.

3.3.1. Responsibilities include, but are not limited to:

a) receiving from the managers of the P&F Business Units (ie: Tuckshop and Uniform Shop) any accounts for payment.

b) preparing cheques for signature by appropriate signatories.

c) posting payments of accounts.

d) receiving from the Treasurer and Managers of the P&F Business Units, reports of transactions made in the month.

e) regularly entering all receipts and payments into the computer.

f) upon receipt of the bank statement, performing monthly Bank Reconciliation. See Section 7.2 – Bank Reconciliation.

g) preparing necessary Financial Statements for presentation at the P & F’s monthly meeting – to be given to the Treasurer no later than the Friday of the week prior to the meeting. See Section 6.3 – Requirements for regular meetings.

h) sending LLL bank book to the bank for updating each month.

i) maintaining an appropriate and accurate filing system in response to the needs of the P & F, in order to comply with the requirements of the law. Such a system must be easily accessed on request by the Treasurer or President of P&F – files must be clearly labelled and documents must be correctly filed.

3.3.2. End of period Accounting

At the end of the Accounting period, the Bookkeeper will be required to:

a) prepare “end-of-period” Financial Statements and other items as required for submission to the P & F’s auditor, and present to the Treasurer prior to submission.

b) prepare “notes” to accompany end-of-period Financial Statements prior to submission.
c) write to all Accounts Payable, requesting that any outstanding Invoices/Statements be forwarded so that all accounts are able to be finalised prior to 30 June each year.

It is **IMPERATIVE** that all receipts be banked, that all payments be made, and all accounting records be up-to-date prior to the preparation of end-of-year reports. (No Accounts Receivable or Payable should appear on the Balance Sheet of the Association as at 30 June).

Any other tasks or additional duties are to be performed only after consultation with the President of the P & F, or delegate, through the Treasurer.
4. WORKPLACE HEALTH AND SAFETY

The official St Andrews Lutheran College Workplace Health & Safety Manual contains details of all issues that arise in relation to this topic. The P & F endorses this Manual and accepts it as covering all areas in relation to the P & F. See Appendix XXX -- Workplace Health & Safety Issues.
5. DOCUMENTATION – PREPARATION & PROCEDURES

Appropriate records will be kept according to usual accounting practices, with the use of appropriate documents for all transactions being the source of all entries in the P & F’s accounting records.

5.1. PURCHASES OF INVENTORY

a) Each manager is responsible for the ordering of supplies to maintain a level of inventories to a value determined by the P & F Executive Committee for the business operation for which s/he is responsible, based on past experience with sales.

b) Ordering may be done by telephone, fax, email, or by printed order, but a written record of stocks ordered must be kept. An official Purchase Order (in duplicate) is to be completed for all orders, whether the order is phoned, faxed, emailed, or posted to the supplier.

c) When goods are received, they should be checked against the order and any discrepancies noted. The Purchase Order should be retained with the Delivery Docket for each delivery.

d) Where a monthly Statement of Account is received by the Bookkeeper, it should be checked with the associated invoices which should then be attached to it for filing.

e) Where no Statement is issued, but payment is expected on issue of an Invoice, then the approved Invoice should be forwarded to the Bookkeeper for payment.

5.2. RECEIPT OF MONIES

a) All money received is to be checked at time of payment.

b) (Duplicate) receipts are to be prepared for all money received with the exception of:
   * Tuckshop cash sales – (duplicate) copy of cash analysis prepared prior to banking.
   * Uniform shop – cash register record of takings/credit card vouchers

c) When handling cash:
   * always carefully check the money in front of the customer.
   * Do not leave cash unattended on your work area.
   * Ensure your work area is free of other papers and files when handling cash.
   * Check figures and totals carefully.

d) Cheques received should be verified as accurate before being entered onto bank deposit slip. Such cheques should include:
   * current date
   * amounts in words and figures agree
   * signature on cheque
   * alterations are initialled
   * cheque is not mutilated/torn
   * Not Negotiable crossing

Any discrepancies noted when cheques are received ‘over the counter’, should be rectified by the drawer immediately.
(Other than a Not Negotiable crossing which should be stamped on the cheque immediately), any discrepancies in cheques received in the mail should be noted and the cheque returned to the drawer, together with a letter requesting correction of the fault/s.

Should a customer’s cheque be dishonoured, the drawer is to be immediately notified by the Bookkeeper to organise funds to enable its subsequent re-presentation as soon as possible. (Any entries previously made in the records of the P & F should be immediately reversed so that the subsequent entry will be accurate).

e) Credit Cards/Direct Debits require all appropriate sales/credit vouchers to be completed and kept safely until the end of trading

If possible, daily takings are to be counted in the presence of another person who countersigns the documentation recording the total cash received.

Details of daily takings should be recorded on the Daily Takings/Banking Summary Form.

f) When details of all cash, cheques and debit/credit card vouchers are entered onto the deposit slip and totals completed, all money and voucher envelopes are to be placed in the money bag ready for banking

g) Due to the risk of theft, it is advisable that, where possible, banking be done at irregular times. This avoids staff being seen doing banking at the same time, every day.

Banks strongly recommend carrying the banking in a plastic ‘shopping’ bag (eg Target or Myer) to avoid detection. They also suggest changing the type of bag each day, as added security.

Any cash retained as a “float” must be locked up securely overnight. It is inadvisable to retain large sums of money for this purpose – it is suggested that this amount does not exceed $100. Any sums of money unable to be banked for any reason, should be secured overnight, in the College safe.
5.3. PAYMENT OF MONIES

NOTE: ALL PAYMENTS ARE TO BE MADE BY CHEQUE, OR DIRECT CREDIT.

5.3.1. Payment of Accounts

a) Invoices/Statements, having been received by each of the P & F outlets are to be checked and signed by the manager as being correct and approved before being presented to the Bookkeeper for payment.

b) Cheques are to be written in blue/black ink, dated with the current date only, crossed “Not Negotiable”. Care should be taken to write the name of the Payee closely after the word Pay, and to ensure that the amount in words and figures agree. (The amount should be written immediately after the $ sign to leave no gaps where the cheque may be fraudulently dealt with).

c) Accidental errors made on cheques, when corrected, must be initialled by one of the signatories to the cheque.

d) No cheque to be written to “Cash” unless approved by the signatories to the cheque; to be presented to the bank immediately, accompanied by a ‘Cash/Change Docket’ detailing cash requirements. If possible, such cheques are to be cashed at the branch at which the account is held.

e) All Cheques issued and posted are to be accompanied by our ‘With Compliments Slip’ or Covering Letter ready for signature.

f) Where a firm’s own remittance advice slip/form has been provided with the invoice/statement, this should be used in preference to our own.

g) Cheque butts must be fully completed.

h) Blank cheques will not be signed.

i) Cheques to be signed by two of the following signatories:
   * the President of the P & F,
   * the Treasurer of the P & F
   * College Bursar or College Registrar

   (as per Section 6.2 of the Constitution of the P & F Association).

j) While many businesses do not issue receipts, where one is received, it should be attached to the relevant invoice/statement and filed.
6. **ACCOUNTING RECORDS**

The records suggested below are those that are regarded as basic or of adequate importance to enable the required information to be provided when required to the appropriate parties.

6.1. **RECORD KEEPING**

A Postage Book should be retained as a record of postage expenditure. This may operate by reimbursement on a fortnightly or monthly basis, dependent upon the volume of mail being handled.

The accounting package QuickBooks is currently being used to record all transactions involving both the business operations as well as the general financial affairs of the P & F.

Duplicate copies of receipts and cheque butts will form the basis for data entry.

6.2. **GOODS & SERVICES TAX**

Appropriate records must be maintained in relation to GST. It is expected that records will be kept in respect of:

- the value of GST which is paid on purchases of supplies
- the value of GST which is charged on sales of goods
- the amount of GST to be forwarded to the Government as required, taking into account Input Tax credits.

6.3. **REQUIREMENTS FOR REGULAR MEETINGS**

Monthly printouts showing Profit & Loss Statement (reflecting the month’s transactions) and Balance Sheet should be produced for Executive meetings of the P & F. This printout should be made available to the Treasurer for perusal no less than 3 business days prior to the Executive meeting.

6.4 **END OF YEAR REQUIREMENTS**

The Accounting Period for the P & F will operate from 01 JULY to 30 JUNE each year.

Special requirements for end-of-year processes are governed in some ways, by the specific requirements of the Auditors.

Financial Reports will be prepared for perusal by the Treasurer who will then present them to the President of the P & F prior to submission to the Auditor.

Accounting reports submitted to the Auditor, must be accompanied by “Notes” detailing sources of income where appropriate, and explanations of outflows where necessary.
7. **ACCOUNTING PROCEDURES**

7.1. **DATA INPUT**
Details of cash received and paid should be recorded on the computer daily.

Duplicates of receipts issued -- together with copies of deposit slips from the managers of the two (2) business operations -- form the basis of entry for cash received. Any direct deposits will be evidenced by the bank statements.

Cheque butts for the basis of entry for cash payments, however, bank statements will provide evidence of direct credits where necessary.

7.2. **BANK RECONCILIATION**
Bank reconciliation is required so that the information received on the Bank Statement can be compared with the P & F’s records. There are several transactions, of which we have no record, which will appear on such – namely, any interest earned on the account, any direct deposits made to the account, dishonoured cheques, bank fees and government debits tax.

Our records must be adjusted to record these discrepancies.

Monthly reconciliation should be performed so that accurate reports are presented as required at each meeting of the P&F Executive.

(Banking is assumed to have been done on a daily basis by operations managers.)

7.2.1. **Reconciliation Procedure**

a) Check entries recorded as “outstanding” on any previous Bank Reconciliation Statement. Tick off any entries now showing on the (new) bank statement.

b) Tick entries in our records that appear on the (new) bank statement.

c) Any unchecked items on the bank statement must be entered to our records.

d) Determine the new Bank balance.

e) Reconcile with the bank balance shown on the bank statement, any outstanding deposits (made, but yet to appear on the bank statement) and any unpresented cheques. This amount should then equate with our newly-determined bank balance. This is done via a BANK RECONCILIATION STATEMENT.
8. DOCUMENT CONTROL.

8.1. AUTHORISATION.

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<td>Deborah Barter President</td>
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9. APPENDIX - A

P&F ASSOCIATION - UNIFORM SHOP

Second Hand Policy - Effective 01/04/2008

St Andrews Uniform Shop will purchase from customers good quality second hand uniforms subject to stock requirements.

Items accepted for resale must maintain the excellent standard of our uniform.

**Clothing will not be accepted if the item is**

- Stained, Damaged or Torn
- Faded or Discoloured
- Has buttons missing
- Or shows excessive wear

**The following items are not accepted for resale**

- Discontinued lines
- Shoes
- Socks
- Swimwear
- Sports Briefs

**Procedure for Second Hand Clothing**

Second hand uniforms are to be left at the Uniform Shop during shop hours.

A receipt will be issued to the customer detailing the items left for resale.

The Uniform Shop Manager will assess the items and issue a credit, within 1 week of receipt, for all items accepted for resale.

For existing students, the credit amount will be written on the customer’s card and referred to, on request, when the customer makes their next purchase.

For students leaving the school, a cheque will be drawn and posted to the students parents.

Uniform items not accepted for resale, will be held for 1 month awaiting collection, after which time they will be disposed of.

Any disputes between staff and customers over whether items should be accepted for resale may be referred to the P&F Representative.

Management reserves the right to refuse to accept any second hand clothing.
10. APPENDIX - B

P&F ASSOCIATION - UNIFORM SHOP

Refund Policy - Effective 01/04/2008

The Uniform Shop adheres to the Queensland Office of Fair Trading legislation in regards to returns of goods.

The guidelines are:

1. Customers are entitled to return goods and ask for a refund, exchange or repair if the goods purchased:
   - Have a fault that could not have been known about at the time of purchase;
   - Are not the same as the description provided by the salesperson or advertisement;
   - Do not match the sample that was shown at the time of purchase; and/or
   - Do not do the job as the customer was led to believe.

2. Customers are not entitled to a refund if they:
   - Simply change their mind or no longer want the goods;
   - Realise they can't afford the goods;
   - Found the same item at a cheaper price elsewhere;
   - Chose the wrong size or colour;
   - Knew about the particular fault prior to purchase; and/or
   - Were responsible for causing the fault.

The Uniform Shop accepts that sizes do vary and therefore is prepared to exchange items which are the wrong size (with the exception of swimwear, socks, sports briefs).

Second hand clothing is sold ‘as is’ and therefore cannot be returned (except under section 1 above). Second hand clothing may be exchanged for a different size only, providing that size is available.

Signage
A sign detailing the Uniform Shop’s Refund Policy will be displayed in a prominent position in the Uniform Shop at all times.

Dispute Resolution.
In the case of a dispute between Uniform Shop staff and a customer, where a mutually acceptable outcome cannot be achieved, the matter will be referred to the P&F Uniform Shop Representative and the relevant Head of School to jointly consider and resolve.
If the Uniform Shop Representative does not feel he/she can handle this dispute resolution process he/she may request a member of the Executive Committee to act on his/her behalf.