

Fee Payment Policy

Audience and scope:

This policy is relevant to the following roles:

- All kaimahi and external stakeholders

Document management and control

Policy Number	AM3	Consultation Scope	Reasonable and appropriate consultation with kaimahi, CFO, ākonga and external stakeholders
Category	Management	Approval Bodies	Delegated Authority
Policy Owner	Delegated Authority	Review Dates	
Policy Contact Person	Head of Finance & Business Services		

Amendment history

Version	Effective Date	Created/Reviewed by	Reason for review/Comment
Version 1.0	1 August 2008	Sue Wohlmuther, Academic Registrar	Part of planned review
Version 2.0	13 th November 2013	Sue Wohlmuther, Academic Registrar	Part of Institute review. Was policy 053
Version 3.0	11 December 2015	Chris Park, Academic Registrar	Planned review
Version 4.0	8 December 2017	Chris Park, Academic Registrar Simone Fernandes, Head of Finance	Planned review
Version 5.0	3 November 2020	Simone Fernandes, Head of Finance & Business Services Michelle Teirney, EGM Strategy & Support Services	Planned review
Version 6.0	1 January 2023	Chris Park, GM Academic Services	To align with Te Kawa Maiorooro
Version 6.0	7 February 2024	Chris Park, GM Academic Services	To align with Te Kawa Maiorooro



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Fee Payment Policy

This policy is supplemental to Te Kawa Maiooro, Te Pūkenga's Educational Regulatory Framework. Te Kawa Maiooro sets out the overarching regulations that apply to learning and delivery (teaching, assessment, rangahau and research, and support activities) at Te Pūkenga. As and when finalised, Te Pūkenga will publish policies and procedures that are intended to sit underneath Te Kawa Maiooro and prescribe detailed requirements.

In the meantime, pursuant to Te Pūkenga's Grandparenting Policy, the regulations, policies, and procedures of the former subsidiaries apply unless there is a national regulation or policy in place. Accordingly, where a specific matter is not addressed within Te Kawa Maiooro, this policy is intended to prescribe the requirements that are specific to the MIT business division.

To the extent that there is any conflict or inconsistency between any of MIT's policies or procedures and Te Kawa Maiooro, Te Kawa Maiooro shall prevail and have priority.

Advice to kaimahi (staff) reading this document: references to relevant sections of Te Kawa Maiooro (TKM) are noted at the beginning of each clause. Any text that is crossed out is no longer current policy and has been replaced by the policy settings in Te Kawa Maiooro. Please refer to that document.

Purpose

1. This policy provides instruction to staff about administering fees and the processes to be followed if fees are not paid.
2. This policy ensures the consistent management of fees and, along with the Ākonga Policy, the policies on admission and enrolment, cancellations, withdrawals and transfers, forms part of the Manukau Institute of Technology business division of Te Pūkenga - New Zealand Institute of Skills and Technology (MIT, or the Institute) procedures for the enrolment of ākonga.
3. This policy applies to the payment of fees (including tuition and resource fees) by:
 - a. New Zealand citizens and permanent residents
 - b. Ākonga nō tāwāhi (International learners)
 - c. Companies (including ITOs) and any other entities to which MIT provides services
4. This policy applies to all courses into which ākonga are enrolled with the exception of courses where enrolments are funded through:
 - a. Secondary-Tertiary Alignment Resource (STAR)
 - b. MIT Trades Academy (MITTA)
 - c. Maori & Pasifika Trades Training (MPTT)
 - d. Youth Guarantee (YG)
 - e. Kaimahi of MIT (permanent and limited tenure, full-time and pro rata) whose fees are paid, waived or reimbursed by the Institute in accordance with Policy HR5 *People Development Policy*

Policy

5. The regulations concerning fee payment are outlined in the Ākonga Policy section 4: Paying Fees.
6. TKM 8.3(5) No ākonga with unpaid fees or other monies owing will be enrolled on further MIT courses, ~~neither shall they be allowed to graduate with any award until the debt is paid in full.~~
7. Any requirements to refer debts to an external collection agency are dealt with in the Credit Control team's debt collection procedure document.



8. Exceptions to this policy must be approved by the Regional Finance Director and/or the Delegated Authority in writing prior to any exception being granted.

Procedures

9. General Payment Provisions

- 9.1. Procedures should be read alongside the current Ākonga Policy.
- 9.2. Fees may be paid by:
 - a. electronic transfer
 - b. direct credit
 - c. credit card (MasterCard, Visa or any other credit or debit card accepted by MIT)*
 - d. Student loan
 - e. training incentive allowance
 - f. scholarships
 - g. any other payment methods as determined by the Regional Finance Director.

*A surcharge may be added to the total amount of payments when using the credit card option. The surcharge will be set at the current rate charged to MIT for credit or debit card transactions.

- 9.3. Ākonga/customers will be provided with an official receipt for payments on request.

10. When Fees Apply – non-TEC funded Short Courses

- 10.1. Fees for non-TEC funded short courses must be paid in full before an ākonga commences the course.
- 10.2. The exception to section 10.1 is where MIT has a purchase order from a company that has an approved credit application as per section 13.3. in which case normal terms of trade apply (i.e., the invoice is to be issued at the earlier of confirmation that the course is to proceed or the ākonga is accepted/has enrolled on the course. Payment is expected by or before the 20th of the month following date of issue of the invoice).
- 10.3. ~~TKM 2.26(1) Withdrawals from non-TEC funded micro-credentials may be made up to 5-working days prior to course commencement.~~
- 10.4. ~~TKM 2.26(1) There will be no fee refund for ākonga withdrawing after the 5th working day prior to course commencement.~~

11. When Fees Apply – All Other Courses

- 11.1. Fees are due for payment at the commencement of the course, in line with the Admissions and Enrolment section of the Ākonga Policy and Section 2 of Te Kawa Maiorooro.
- 11.2. Kaimahi enrolling ākonga on cross-year or split-year courses must ensure that the correct year's fees are added to each enrolment (e.g., the fee that applies to an enrolment is the fee charged on the date that the course commences).
- 11.3. No exception may be made to section 11.2 without the approval of the Regional Finance Director or Delegated Authority.

12. Fee Waivers

- 12.1. Ākonga are liable for all fees applicable to their enrolment unless a fee waiver is authorised, and the use of this fee waiver has been approved by the Delegated Authority.



- 12.2. The Campus Administration Managers and Ask Me Team Leaders are responsible to ensure that appropriate records are kept for all fee waiver activities. 'Appropriate records' include a record of the type of waiver applied, the approval to apply this waiver and any hard copy information pertaining to the circumstances under which the waiver was applied.
- 12.3. Campus Administration Managers and Ask Me Team Leaders are responsible for monitoring the use of fee waivers, including:
 - a. ensuring that staff who are applying fee waiver codes as part of their roles have been appropriately trained, and have the authority to do so, and that staff who are applying fee waivers comply with all instructions concerning the fee waiver processes,
 - b. checking the monthly fee waiver report to assure themselves that fees have been waived in accordance with policy and instructions, and
 - c. (For Campus Staff) reporting the volume and value of fees waived to Head of School or General Manager, Schools on a regular basis.
- 12.4. Campus Administration Managers and Ask Me Team Leaders must report any anomalous or incorrect fee waiver activity to the GM Academic Services (as Academic Registrar) immediately.

13. Fees Paid by a Company, ITO or Other Similar Entity (“Entity”)

- 13.1. Where an entity requests a course or agrees to pay fees on behalf of ākongā, that entity undertakes to pay MIT all fees/costs and charges relating to the relevant ākongā's enrolment and to meet all collection charges associated with debt recovery, even if the ākongā has subsequently left their employment, and/or discontinued their study.
- 13.2. If ākongā fees are being paid by an entity, the fees must be paid, by credit card or on invoice by direct transfer. A request for an invoice must be accompanied by a purchase order number, postal address and the name of the contact person on appropriate letterhead.
- 13.3. MIT credit application is required to be completed by all entities (including credit references). Payment on credit terms should only be allowed where debtor's credit credentials have been adequately established.
- 13.4. If fees are paid by credit card, payment must be received by MIT before the commencement of the course. If fees are being paid on company invoice (one invoice per enrolled ākongā), the invoice must be generated before the commencement of the course.
- 13.5. Payment of invoices is due by the twentieth of the following month from the invoice date. Company or ITO invoices raised through TechOne that are overdue for payment will be dealt with by Finance credit control as follows:
 - a. If payment has not been received by the 25th of that month, a copy of the invoice will be generated and sent together with a first reminder letter/email to request the payment of fees owing.
 - b. If payment has still not been made by the 20th of the next month a second reminder letter will be sent advising that the company has five working days to pay the debt or they will be referred to a debt collection agency.
 - c. If after ten working days the company has not paid the invoice, the debt will be referred to the debt collection agency. As part of their processes the Finance Credit Control team will flag the ākongā on the ākongā management system as a doubtful debtor.

14. Ākongā Liability for Fees: Accurate Attendance Records

- 14.1. For all TEC-funded courses, attendance registers must be completed by kaiako on the student management system for all ākongā for the duration of the course. This



information is used to confirm that an ākonga meets section 2.9.2 of the Ākonga Policy, and that they are therefore liable to pay fees, (i.e., the withdrawal/refund period has expired). It is also used to help identify ākonga who may be at risk and require additional assistance.

- 14.2. Ākonga attendance must be entered into the Ontrack module of the student management system within five working days.
- 14.3. In all instances, ākonga attendance must be recorded accurately. Ākonga whose ongoing study depends on their attendance record (e.g., International Ākonga) may be given additional work to make up for missed time and this can be recorded in the student management system as a note on the ākonga record.
- 14.4. Each Campus must have a system that ensures that ākonga who have **not paid and have not engaged with the course during the timeframes specified** in Te Kawa Maiororo are withdrawn (NRQ) from the student management system in accordance with AM4 Cancellations, Withdrawals and Transfers and AM5 Cancellations, Withdrawals and Transfers for International Ākonga.

15. Managing Unpaid Fees

- 15.1. Debt includes all unpaid tuition fees, resource fees, sundry fees, NZQA fees and examination fees.
- 15.2. If a course has started, and the fees have not been paid in full or an arrangement made for payment (e.g. by Student Loan or instalment), the Institute will take the following steps to obtain the required payment:
 - a. For ākonga nō Aotearoa (Domestic learners):
 - i. Academic Registry will invoice any ākonga whose fees remain unpaid after twenty working days from the commencement of the course. Ākonga will receive a hard copy invoice and a text advising that their fees are overdue and must be paid.
 - ii. Academic Registry will provide confirmation to the Finance Credit Control team, at the end of each month that invoices have been issued.
 - b. For ākonga nō tāwāhi (international learners):
 - i. The International Office will invoice and send the ākonga a reminder/summary of fees due.
 - ii. The International Office will provide a copy of each reminder/ summary of fees sent to the Finance Credit Control team.
 - c. Following invoicing and/or reminder the Finance Credit Control team will contact the debtor and implement its debt recovery process.
 - i. Ākonga past attendance will be confirmed, and
 - ii. A final letter/email will be sent to the ākonga advising that if debt remains unpaid it will be referred to a debt collection agency.
 - d. An email with details of all ākonga nō tāwāhi debt proposed to be sent for debt collection will be sent to the International Centre a minimum of 2 weeks earlier prior to final review.
 - e. If no payment is made by the completion of the debt recovery process, the Finance Credit Control team will refer the debt to a debt collection agency.
 - f. As part of their processes the Finance Credit Control team will flag the ākonga on the ākonga management system as a doubtful debtor.
- 15.3. At the end of the quarter, Finance will generate a consolidated list of doubtful debtors owing less than \$100 (inc. GST) along with any debtors who are under 18 years of age, for consideration of debt write-off.
- 15.4. The procedures outlined in this section 15 do not apply to company debts, which shall be dealt with in accordance with section 13 of this policy.
- 15.5. Debts remaining unpaid after internal debt collection activities have been exhausted will be referred to external debt collection agencies, provided the following criteria are met: It is the opinion of the Regional Finance Director that its economic for MIT to pursue the



debt under guidelines set by the Delegated Authority, or delegate, and

- a. The basis of the charge is beyond question,
- b. Any dispute by the debtor is unsubstantiated, and
- c. An email with details of all ākongā debt proposed to be sent for debt collection has been sent to the Campus Administration Manager no less than 2 weeks earlier for final review.

15.6. Schools will be liable for any charges incurred from a debt collection agency if they decide (by reason of error) to retract an ākongā debt after it has been referred and actioned.

16. Payment Plans

16.1. At the discretion of MIT ākongā nō Aotearoa debtors may be offered an opportunity to pay outstanding debt by payment plan.

16.2. Payment plans must be approved by the Regional Finance Director and are to be treated as an exception to the MIT fee payment policy. There is no automatic entitlement to a repayment plan.

16.3. Each payment plan arrangement will incur an administration fee of NZ\$75.00 (inc. GST).

16.4. Ākongā debtors remain liable for all unpaid tuition fees/resource fees plus all external costs of collection from appointed debt collection agencies until the payment plan is completed.

16.5. Ākongā are unable to re-enrol until the payment plan has paid off all outstanding debt.

17. Debt flags

17.1. Removal of a debt flag on an ākongā who has unpaid debt must be approved by an appropriately authorised person:

- a. Library debt – the Library and Learning Services Manager or nominee
- b. International debt – the International Director or nominee
- c. Tuition fee debt – the Head of Finance & Business Services or nominee
- d. Debt which has previously been written off – Head of Finance & Business Services or nominee
- e. Debt incurred by company invoice where an ākongā wishes to enrol and pay themselves – Head of Finance & Business Services or nominee

18. Instalments –Ākongā nō Aotearoa

18.1. Delegations policy In exceptional circumstances ~~and with the express agreement of the Academic Registrar,~~ payment by instalment may be agreed.

18.2. This will usually be for fees in excess of \$250.00 (inc. GST) and only where an ākongā is not eligible for an ākongā loan through StudyLink.

18.3. Each instalment arrangement will incur an administration fee of NZ\$75.00 (inc. GST).

18.4. An instalment agreement must be signed by the ākongā and the original held on file ~~in Academic Registry.~~ The agreement must:

- a. note that the ākongā will be liable for all unpaid tuition fees/resource fees plus all external costs of collection from appointed agencies,
- b. ensure that the payments will be completed within the duration of the course,
- c. detail the administrative fees associated with managing the instalment payments, and
- d. document agreement by the ākongā to pay the administrative fees.

19. Instalments –Ākongā Nō Tāwāhi

19.1. TKM 2.29(1) ~~In exceptional circumstances ākongā nō tāwāhi may pay the tuition fee for~~



~~one year in two instalments of 60% and 40%.~~

- ~~19.2. Only an ākonga who has studied at MIT for at least one year, has a good financial history, good academic results and is supported by the Head of School will be considered for instalments.~~
- ~~19.3. Each instalment arrangement will incur an administration fee of NZ\$75.00 (inc. GST).~~
- ~~19.4. In the case of an ākonga nō tāwāhi paying by instalments an instalment agreement must be signed by the ākonga and the original held on file in the International Office. The agreement must:~~
- ~~a. note that the ākonga will be liable for all unpaid tuition fees/resource fees, plus all external costs of collection from appointed agencies,~~
 - ~~b. ensure that the payments will be completed within the duration of the course,~~
 - ~~c. detail the administrative fees associated with managing the instalment payments,~~
 - ~~d. document agreement by the ākonga to pay the administrative fees, and~~
 - ~~e. have the express approval of the International Director.~~

Evaluation/Outcomes

Review periods and new policy suggestions are monitored by the Regional Finance Director and the Delegated Authority.

Additional Information

Glossary

Term	Definition
Fees	Fees charged by MIT, including but not limited to tuition fees, resource fees, ākongā services fees, administration fees and sundry fees.
Fee Waivers	Used when ākongā do not need to pay all or part of the course fees e.g. Youth Guarantee, discounts.
TEC (Base) Funded Courses	Courses that have TEC Ākongā Achievement Funding and International full fee paying ākongā
Non-TEC (non-base) Funded Courses	Courses that are self-funded, ITO funded or funded by means other than through the TEC.
Resource fees	Non-teaching related fees paid by ākongā to cover specific course-related costs (e.g. tools).
Micro-credentials TKM Glossary	Study or training that is neither a Programme nor a Training Scheme. Short courses are typically not TEC funded.
Sundry fees	Fees that are not specific to a particular course, including but not limited to fines, cross credit fees, credit transfer fees, recognition of prior learning fees, qualification fees and fees charged on behalf of a third-party.
Tuition fees	Teaching related fees.
Written off	When a bad debt is not pursued, however in such cases the debt must still be paid before an ākongā may re-enrol at the Institute.

Exemptions and dispensations

Dispensations from the requirements of this policy for one-off circumstances must be approved in writing by the Delegated Authority.

Delegations

General

- ~~Board delegation to the Chief Executive: To determine, subject to the State Sector Act 1988, the management policies¹ of the Institute in relation to the management of its affairs and the implementation of its approved Investment Plan and Strategic Plan. (Delegation to be exercised in accordance with the requirements of section 182 of the Act). [Board Register of Permanent Delegations and Authorisations: CE/OP6].~~

¹ This delegation excludes Human Resources (personnel) policies which, in accordance with the State Sector Act 1988, are the responsibility of the Chief Executive as the employer of staff (section 77A State Sector Act 1988).

- ~~Delegated Authorities Policy (FIN2): To write off bad debts within specified limits (delegation to EGM and DCE roles and Chief Executive).~~

Fees

- ~~Board delegation to the Chief Executive: To prescribe non tuition fees (including course costs and administration fees) and ākonga services fees payable by domestic and International ākonga² (Delegation to be exercised in accordance with the requirements of ss227 and 228 of the Education Act 1989). [Board Register of Permanent Delegations and Authorisations: CE/FI8].~~
- ~~Board delegation to the Chief Executive: To accept instalments for the payment of any fee payable by an ākonga of the Institute. [Board Register of Permanent Delegations and Authorisations: CE/FI 9].~~
- ~~Executive Director to the Academic Registrar and Director International (Sub-delegation): Authority to accept payment of fees by instalments in exceptional circumstances where the fees exceed \$250,000 (including GST).~~
- ~~Executive Director to the Head of Finance & Business Services (Sub-delegation): Authority to accept payment of fees by payment plan in exceptional circumstances.~~
- ~~Executive Director to the Head of Finance & Business Services, Academic Registrar and Director International (Authorisation): Authority to exercise the discretion to charge administration fees as outlined in sections 16, 18 and 19 of this policy.~~

Relevant Legislation

Education and Training Act 2023
Contract and Commercial Law Act 2017
Tertiary Education Commission (TEC) website

Legal Compliance

This policy complies with Te Kawa Maiorooro, the Ākonga Policy and relevant legislation.

Associated documents

Policy AM2 Admission and Enrolment Policy
Policy AM4 Cancellations, Withdrawals and Transfers
Policy AM5 Cancellations, Withdrawals and Transfers for International Ākonga Policy
HR5 People Development Policy
Ākonga Policy, Section 4: Paying Fees Guidelines for Schools Waiving Student Fees
Credit Control Processes and Procedures

² Tuition fees for domestic and international ākonga are prescribed by Te Pukenga.