

Fee Payment

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1 Introduction

1.1 Purpose

The Ara Institute of Canterbury ¹aims to provide fair and equitable treatment of all students with regard to the payment of fees.

1.2 Scope and Application

This policy relates to the payment of any course and course related fees (for example course fees, course administration fees and course examination fees) by:

- a New Zealand citizens and permanent residents;
- b international students; and
- c companies.

This policy does not relate to the payment of fees for:

- a Secondary Tertiary Pathways funded students;
- b industry training organisations (ITO) contracts; or
- c such other costs described as not being course related or by their nature are not course or course related fees.

1.3 Formal Delegations

Delegations are determined in the Delegation Schedules for Finance and Human Resources.

1.4 Definitions

- a **Course Fees:** Fee that is charged for the cost of tuition
- b **Course related fees:** Non tuition fees (eg external exam fees)
- c **Distance learning students:** Students studying a Ara course via online technology
- d **Domestic student:** a person who is:
 - i a New Zealand citizen; or

¹ From herein referred to as Ara

- ii the holder of a residence class visa granted under the [Immigration Act 2009](#) who satisfies the criteria (if any) prescribed by regulations made under subsection (4); or
- iii a person of a class or description of persons required by the Minister, by notice in the *Gazette*, to be treated as if they are not international students
- e **Government subsidy:** the Government's contribution to the direct costs of teaching, learning and other costs driven by learner numbers.
- f **International Student:** a person who is not a domestic student
- g **New Zealand Citizen:** All people born to New Zealand citizens or permanent residents as well as all people eligible to hold New Zealand passports are New Zealand citizens. People from the Cook Islands, Tokelau and Niue are New Zealand citizens and are eligible for New Zealand passports.
- h **Permanent Resident:** A non NZ citizen who has been granted permission by Immigration New Zealand to reside indefinitely in New Zealand.

<p>Related Ara Procedures(indicate if attached to policy or where they can be found)</p> <ul style="list-style-type: none"> • CPP120b HR Delegations • CPP120c Financial Delegations Schedule • APP504a Consideration of Fees and Charges Refund • APP504b Refund Procedures for Full Fee Paying International Students • APP504c Terms and Condition of Enrolment 	<p>Related Ara Policies</p> <ul style="list-style-type: none"> • CPP120 Delegations • APP504 Regulations Governing Admission, Enrolment and Withdrawal
<p>Related Legislation or Other Documentation</p> <ul style="list-style-type: none"> • Education Act 1989 • Immigration Act 2009 • Tertiary Education Commission website • Ministry of Education website 	<p>Good Practice Guidelines(indicate if attached to policy or where they can be found)</p>
<p>References</p> <ul style="list-style-type: none"> • 	
<p>Notes</p>	

2 Principles

- 2.1 All students will be treated in a fair and equitable manner with regard to the payment of course and course related fees.
- 2.2 Students will be provided with clarity regarding the expectation of payment of fees.

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3 Associated procedures for

Ara Corporate Policy on: Fee Payment

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3.1 Students - Payment of Fees

Students are responsible for:

- a paying in full; or
- b agreeing with Ara an alternative arrangement to pay in full, the fees invoiced within 30 days of the date of the invoice.

3.2 Liability for fees

Unless otherwise specified, students become liable for fees once they start attending classes at Ara. For the avoidance of doubt, distance learning students are deemed to start attending classes when, in the reasonable opinion of Ara, they are participating in a course (as may be evidenced by communications with a lecturer or accessing any of Ara Institute of Canterbury 's distance learning resources).

3.3 Government Subsidy

To be considered for a government subsidy towards tuition fees, a student must provide the prescribed documentation to Ara including documentary evidence of New Zealand citizenship or permanent residency for the same academic year the student is enrolled to study. Until such time as the prescribed documentation is provided to Ara, a student will be liable for payment of the full, non- subsidised tuition fees (which is more than the subsidised New Zealand student tuition fees). Ara will reimburse the student any overpayment where the student has paid the full, non-subsidised fee and it transpires that the student is eligible for the government subsidy towards their tuition fees.

3.4 Course withdrawal - within withdrawal period

If a student has not paid fees for a course and formally withdraws from that course before the last withdrawal date, that student's account will be given an appropriate credit (as per the Consideration of Fees and Charges Refund procedure in the Regulations Governing Admission, Enrolment and Withdrawal and Non-Engagement Cancellations) provided that the student will remain responsible

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for any remaining account balance. Unless otherwise stated, the last withdrawal date is expiry of a period of time that amounts to 10% of the course's total duration from the course's commencement date.

3.5 Course withdrawal- outside withdrawal period

If a student has not paid fees for a course and withdraws whether formally or otherwise from that course after the last withdrawal date then irrespective of such withdrawal, the student will remain responsible for all fees and associated charges for that course. Unless otherwise stated, the last withdrawal date is expiry of a period of time that amounts to 10% of the course's total duration from the course's commencement date.

3.6 Attendance without enrolment

Attendance without formal enrolment at any Ara course will be deemed to be that student's acceptance of the liability to pay all fees and charges associated with the course and that student will be invoiced for such fees and associated charges as if they were formally enrolled in that course.

3.7 Ceasing to attend after withdrawal date

If a student ceases to attend classes but has not formally withdrawn before the advertised withdrawal date, that student remains liable to pay the fees and charges associated with the course.

3.8 Absence of Student Loan

If a student's fees were to be paid by Student Loan and for whatever reason the student loan is no longer available, the student will remain liable for payment of fees and charges associated with the courses and must make alternative arrangements for payment of such fees and charges to Ara.

3.9 Ineligibility to graduate where debt unpaid

Students with unpaid fees and charges may be eligible to sit examinations but may not be allowed to graduate with any qualification/award until all outstanding amounts owing to Ara:

- a have been paid in full, or
- b where not paid in full and with the approval of Ara Institute of Canterbury's Chief Financial Officer, are subject to an arrangement for payment by instalments (such approval being in the sole and absolute discretion of Ara Institute of Canterbury's Chief Financial Officer).

3.10 Students enrolling with debt

Students with unpaid fees may not be accepted into further courses until the debt is:

- a paid in full, or
- b where not paid in full and with the approval of Ara Institute of Canterbury's Chief Financial Officer, subject to an arrangement for payment by instalments (such approval being in the sole and absolute discretion of Ara Institute of Canterbury's Chief Financial Officer).

3.11 Ara error in referring a debt

Ara will be responsible for any charges incurred from a debt collection agency if Ara decides, for reasons of internal error; to retract a student debt after it has been referred to a debt collection agency

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3.12 Receipt to be issued

Ara will issue a receipt for all payments received. It is the student's responsibility to ensure that a receipt is issued and retained to evidence payments made. A receipt may be produced electronically via student web portal.

3.13 International Students

First year international students must pay all fees for the full year, or if less than full year, the full period of their study. In second and subsequent years, international students must enrol for the full year but may pay their tuition fees by semester. International students choosing this option of payment will be charged an administration fee per semester and even if they do not attend courses, will remain liable for the full year fees.

3.14 Companies Paying of Student's Fees

a Company Invoicing

If a student's fees are being paid by a company, that company must provide a company order number, postal address and the name of the company contact person for Ara to issue an invoice to the company.

b Payment of Fees

Companies are responsible for:

- i paying in full; or
- ii agreeing with us an alternative arrangement for paying in full, the invoiced amount within 30 days of the date of the invoice.

c Fees remain Student's responsibility

The invoiced amount remains the student's responsibility where a company does not make payment for that student.

3.15 Payment by Instalments

a By Agreement

With the agreement with the Chief Finance Officer (or his/her delegate), payment can be made by instalments. A Guarantor may be required. Where students are eligible for a Student Loan, payment by instalment will not normally be approved.

b Fees not to carry over

Where a student is paying by instalments, all instalments must be paid before the end date of the last course in that student's current academic year. Subsequent enrolments will only be accepted if payment is made in full or a payment arrangement is entered into, at time of enrolment.

c Instalment Agreement

Students or companies paying by instalments will be required to enter into an instalment agreement with Ara.

d Administration fee

Each arrangement for a student to pay by instalment will incur an administration fee notified in Ara Institute of Canterbury 's standard fees charges.

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3.16 Outstanding Fees

a Disputes

Any student who wishes to dispute the fees owing must do so within 30 days of the date of the invoice. A request to review the outstanding amount must be made in writing to the Registry Manager, Ara, within the specified time period. There is discretion to accept reviews lodged outside the normal one-month time limit if Ara considers that there was good reason for the delay. Ara will endeavour to complete its review within seven working days of the date of receipt of the application for review. Any outstanding monies owing at the outcome of the review are to be paid to Ara immediately once notification is received.

3.17 Fee Payment Methods

a Methods accepted

Fees may be paid by:

- i cash, cheque, EFTPOS, MasterCard, Amex or Visa
- ii bank draft
- iii electronic transfer
- iv company payment
- v direct credit
- vi Student Loan
- vii Training Incentive Allowance
- viii by agreement with the Chief Finance Officer payment by instalments in exceptional circumstances

3.18 Debt Management

a Debt Recovery

Where Ara has to take steps to recover outstanding debt in accordance with Ara Institute of Canterbury's debt management processes, all such costs (including the cost of appointing a debt collection agency or solicitors to recover such debt) will form part of the debt outstanding that the student is liable to pay. The student acknowledges that their credit rating may be adversely affected where Ara is required to take such steps to recover outstanding amounts owed to it.

b Credit write off

Students who have a credit balance remaining on their account of less than \$10 at the end of that student's study will not be refunded. Where a student has a credit balance in excess of \$10, the full balance will be refunded where a refund is requested within 30 days of the end of that student's study.

Where Ara allows a student to temporarily suspend their study (for instance on compassionate grounds) for up to two years, any credit balanced that remains on that student's account after expiry of two years will not be refunded.

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