

Fees and Student Fee Protection Kaupapa here | Policy

Policy Type:	Finance		
Policy Title:	Fees and Student Fee Protection		
Policy Owner:	Finance Manager		
Version:	1		
Approval Date:	13/05/2024	Next review date:	13/05/2026
Effective from:	13/05/2024		

Other Related Internal Policies and Tūkanga | Procedures/Documents

PROCEDURE Student Fee Protection & Refund	POLICY Withdrawal, deferral, cancellation and refund
A GUIDE TO: StudyLink & Public Trust	A GUIDE TO: Withdrawals & Changes to Enrolment
A GUIDE TO: Fees Free & Funding	

Relevant External Rules and Guidelines

[Education and Training Act 2020 \("Act"\), sections 419\(3\)\(d\) and 420\(1\)\(b\)](#)
[TEC: Funding Conditions Catalogue](#) (published by year)
[NZQA Student Fee Protection Rules 2022](#)
[NZQA Student Funds Trust Deposit Exemption Rules 2022](#)

Amendments

Version	Effective from date	Created by	Reason for review/change
1		Quality & Risk	

Scope of the Kaupapa here | Policy

The Fees and Student Fee Protection Policy pertains to:

- the responsibilities around the setting of tuition fees for all Yoobee Colleges Ltd (hereafter referred to as Yoobee) programmes, including micro-credentials, training packages and short courses.
- all ākonga fees, where the total fees are more than \$500 (incl. GST), are subject to ākonga fee protection rules. This means that the policy also pertains to ākonga fees for programmes that are not NZQA-approved (in cases where the fee is larger than \$500 (incl. GST)).

Pūtake | Purpose

The purpose of this policy is to:

- set out Yoobee's responsibilities in setting tuition fees and associated costs and ensuring ākonga payment of fees are securely held in compliance with the relevant rules should any ākonga fees need to be refunded

Mātāpono | Principles of Kaupapa here | Policy Development

Policy development and review is a process driven by the need for:

- Yoobee's compliance with TEC rules and regulations around the setting of ākonga fees and the protection of fees paid
- ākonga to have faith that any fees paid are held in trust and refundable should this be appropriate

Kaupapa here | Policy Statements

- Fees for the following year are to be set as early as possible the preceding year. The timing for annual fee adjustments is dependent on the release of the fee policy and related information by the Tertiary Education Commission (TEC).
- The ākonga representative body is to be consulted on the ākonga services levy for the following year and provided with relevant information such as the previous year's expenditure of the levy and proposed allocations of funds.
- Ngā Tumu Whakarae | Chief Executive Officer (CEO) is responsible for setting all fees (for domestic and international ākonga), in accordance with all Tertiary Education Commission (TEC) rules and policies, and in consultation with the Finance Manager.
- The Head of Operations is responsible for actioning any fee changes for domestic ākonga and consulting with the domestic ākonga body, concerning the ākonga services levy.
- The Associate Director of International Marketing and Product Sales is responsible for actioning any international ākonga fee changes and informing international marketing, agents, sales, admissions, and compliance kaimahi accordingly.
- The Registrar is responsible for entering the domestic fees into the Learner Management System (LMS), thereby promulgating the approved fees for publication on the website, promotional material, offer letters, TEC and other relevant parties/material.

- The payment of fees is a condition of enrolment into a programme unless an ākonga is eligible for the New Zealand government's '[Fees Free' scheme](#), or unless the ākonga fees are paid by way of scholarship (see 'A GUIDE TO: Fees Free & Funding'), or the programme is designated by TEC as a fully funded programme, such as those under the [Youth Guarantee](#) funding mechanism.
- All ākonga fees, including course-related costs, accommodation, travel & health insurance, and agent commissions are placed in a trust account.
- Monies are allocated to individual ākonga trust accounts.
- Monies paid are broken down into separate expenses differentiating between tuition fees, non-tuition fees and other expenses.
- Both domestic and international ākonga are provided with details of the trust bank account after receiving their ākonga contract, ensuring ākonga can pay directly into the trust account.
- Any ākonga fee, or part of an ākonga fee, that has been received in a bank account other than the designated trust account, must be transferred into the trust account by close of business on the following working day.
- Yoobee will designate one administrator to allocate funds from the Headquarters Public Trust account to individual campus sub-accounts.
- Each campus is responsible for the administration of public trust account forms and ensuring monies received for their campus sub-trust account are allocated to the relevant ākonga.
- Yoobee will comply with all the rules pertaining to the use of ākonga trust accounts as set out by the New Zealand Qualifications Authority (NZQA).
- Yoobee will have clear refund policy and procedures in place.

Information provided to ākonga:

- Ākonga will be able to obtain information on all tuition fee components for their programme and location of study prior to enrolment. International ākonga should also obtain information on insurance, accommodation and expected living costs.
- Regarding ākonga fee protection, the ākonga is informed about:
 - a) the relevant withdrawal and refund policy, e.g., via the Student Handbook, which is available to ākonga before the completion of the enrolment process
 - b) refund process to mitigate any course/s no longer being offered, or in case of a course or provider closure event
 - c) the amount of fees that are protected and general information on how Yoobee's fee protection mechanism works
 - d) who to contact either within or outside of Yoobee about fees and/or the fee protection mechanism
- In addition to the above, international ākonga are also informed of what happens to fees paid in the event their visa is declined.

Kaupapa here | Policy Implementation

The process of implementation of the policy is:

- communication of the policy and procedure to all kaimahi
- ensure all kaimahi feel competent to follow the policy
- ensure line management kaimahi have received adequate training to embed the policy into their operations
- assess kaimahi ability to follow policy and support them to advance their knowledge as required

- policy is included in the on-going Process Maturity Assessment cycle

Roles and Responsibilities	
Everyone	<ul style="list-style-type: none"> • reading and understanding the policy, principles, guidelines, and procedures outlined in this policy • implement the policy as business as usual • implementing policy in a manner that upholds Te Tiriti o Waitangi commitments
Quality and Risk Team	<ul style="list-style-type: none"> • ensuring that the policy is regularly reviewed to ensure it remains fit for purpose, clear and current • maintaining a system that reflects the policy and associated procedures, sets up (files) and tracks progress of its implementation, identifying and raising any systemic issues and concerns • periodic evaluations and reporting on the quality of outcomes and disseminating outcomes and sharing good practice

For all definitions please refer to the definitions [Glossary](#)