

Fee Payment Policy and Procedures (MIT)

Audience and scope

This policy is relevant to MIT staff and external stakeholders.

IMPORTANT NOTE: This policy and procedure document applies to Manukau Institute of Technology only. The Unitec policy and procedure continue to operate in parallel until a unified fee payment policy is established across MIT&Unitec. If unsure which procedures apply, please contact the Finance Team for guidance.

Table of contents

Audience and scope	1
Table of contents	1
Purpose	1
Policy	2
Procedures	2
Exemptions and dispensations	7
Definitions	7
Evaluation / outcomes	8
Delegations	8
Relevant legislation	8
Related documents	8
Document management and control	8
Amendment history	8

Purpose

The purpose of this policy is to provide instruction to staff about administering fees and the processes to be followed if fees are not paid.

It ensures the consistent management of fees and (along with the Student Regulations, the policies on admission and enrolment, cancellations, withdrawals and transfers) forms part of the MIT&Unitec procedures for the enrolment of students.

This policy applies to the payment of fees (including tuition and resource fees) by:

- a) New Zealand citizens and permanent residents;
- b) International learners;
- c) Companies and any other entities to which MIT&Unitec provides services.

This policy applies to all courses into which students 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); or
- e) Staff of MIT&Unitec (permanent and limited tenure, full-time and pro rata) whose fees are paid, waived or reimbursed by Institute Policy.

Policy

1. The rules concerning fee payment are outlined in the Student Regulations section 4: Paying Fees.
2. No students with unpaid fees or other monies owing will be enrolled on further MIT&Unitec courses, neither shall they be allowed to graduate with any award until the debt is paid in full.
3. Any requirements to refer debts to an external collection agency are dealt with in the Credit Control team's debt collection procedure document.
4. 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

5. General Payment Provisions

5.1. Procedures should be read alongside the current Student Regulations.

5.2. 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&Unitec)*
- 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.*

5.3. Students will be provided with an official receipt for payments on request.

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

- 6.1. Fees for non-TEC funded short courses must be paid in full before a student commences the course.
- 6.2. The exception to section 6.1 is where MIT&Unitec has a purchase order from a company that has an approved credit application as per section 9.3. 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 student 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).
- 6.3. Withdrawals from non-TEC funded micro-credentials may be made up to 5 working days prior to course commencement.
- 6.4. There will be no fee refund for students withdrawing after the 5th working day prior to course commencement.

7. When Fees Apply – All Other Courses

- 7.1. Fees are due for payment at the commencement of the course, in line with the Admissions and Enrolment section of the Student Regulations.
- 7.2. Staff enrolling students 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 applicable on the date that the course commences).
- 7.3. No exception may be made to section 7.2 without the approval of the Regional Finance Director or [Delegated Authority].

8. Fee Waivers

- 8.1. Students 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}.
- 8.2. The Campus Administration Managers and AskMe! 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.

- 8.3. Campus Administration Managers and AskMe! 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 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.
- 8.4. Campus Administration Managers and AskMe! Team Leaders must report any anomalous or incorrect fee waiver activity to the GM Academic Services (as Academic Registrar) immediately.

9. Fees Paid by a Company, Work-Based Learning Divisions or Other Similar Entity (“Entity”)

- 9.1. Where an entity requests a course or agrees to pay fees on behalf of a student, that entity undertakes to pay MIT&Unitec all fees/costs and charges relating to the relevant student’s enrolment and to meet all collection charges associated with debt recovery, even if the student has subsequently left their employment, and/or discontinued their study.
- 9.2. If student 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.
- 9.3. A MIT&Unitec credit application is required to be completed by all entities (including credit references). Payment on credit terms will only be approved where debtor’s credit credentials have been adequately established.
- 9.4. If fees are paid by credit card, payment must be received by MIT&Unitec before the commencement of the course. If fees are being paid on company invoice (one invoice per enrolled student), the invoice must be generated before the commencement of the course.
- 9.5. Payment of invoices is due by the 20th of the following month from the invoice date.
- 9.6. Company or WBL invoices raised through TechOne that are overdue for payment will be managed 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 student on the Student Management System as a doubtful debtor.

10. Student Liability for Fees: Accurate Attendance Records

- 10.1. For all TEC-funded courses, attendance registers must be completed by the lecturer on the Student Management System for all students, for the duration of the course.

This information is used to confirm that a student meets section 2.10 of the Student Regulations, and that they are therefore liable to pay fees, (i.e., the withdrawal/refund period has expired). It is also used to help identify students who may be at risk and require additional assistance.

- 10.2. Student attendance must be entered into the Ontrack module of the Student Management System within five working days.
- 10.3. In all instances, student attendance must be recorded accurately. Students whose ongoing study depends on their attendance record (e.g., International Students) 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 student record.
- 10.4. Each Campus must have a system that ensures that students who have not paid and have not engaged with the course during the timeframes specified in the Student Regulations are withdrawn (NRQ) from the Student Management System in accordance with AM4 Cancellations, Withdrawals and Transfers and AM5 Cancellations, Withdrawals and Transfers for International Students.

11. Instalments – Domestic Students

- 11.1. In exceptional circumstances and at the discretion of MIT&Unitec, payment by instalment may be agreed. There is no automatic entitlement to pay by instalments.
- 11.2. Payment by instalment will usually be for fees in excess of \$250.00 (inc. GST) and only where the student is not eligible for a student loan through StudyLink.
- 11.3. Applications to pay by instalment must be submitted to the Academic Registry within two weeks of the programme or course start date.
- 11.4. Each instalment arrangement will incur an administration fee of NZ\$75.00 (inc. GST).
- 11.5. An instalment agreement must be signed by the student and the original held on file in Academic Registry. The agreement must:
 - a) note that the student 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 student to pay the administrative fees.

12. Managing Unpaid Fees

- 12.1. Debt includes all unpaid tuition fees, resource fees, sundry fees, NZQA fees and examination fees.
- 12.2. 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 Domestic Students:
 - Academic Registry will invoice any student whose fees remain unpaid after twenty working days from the commencement of the course. Students will receive a hard copy invoice and a text advising that their fees are overdue and must be paid.
 - Academic Registry will provide confirmation to the Finance Credit Control team, at the end of each month that invoices have been issued.
- b) For International Students:
 - The International Office will invoice and send the student a reminder/summary of fees due.
 - 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 student and implement its debt recovery process.
 - Student past attendance will be confirmed, and
 - A final letter/email will be sent to the student advising that if debt remains unpaid it will be referred to a debt collection agency.
- d) An email with details of all International Student 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 student on the Student Management System as a doubtful debtor.

12.3. 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.

12.4. The procedures outlined in this section do not apply to company debts, which shall be dealt with in accordance with section 9 of this policy.

12.5. 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 student 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.

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

13. Payment Plans

- 13.1. At the discretion of MIT&Unitec, Domestic Student debtors may be offered an opportunity to pay outstanding debt by payment plan.
- 13.2. Payment plans must be approved by the Regional Finance Director and are to be treated as an exception to the MIT&Unitec fee payment policy. There is no automatic entitlement to a repayment plan.
- 13.3. Each payment plan arrangement will incur an administration fee of NZ\$75.00 (inc. GST).
- 13.4. Student 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.
- 13.5. Student are unable to re-enrol until the payment plan has paid off all outstanding debt.

14. Debt flags

- 14.1. Removal of a debt flag on a student 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 or nominee
 - d) Debt which has previously been written off – Head of Finance or nominee
 - e) Debt incurred by company invoice where an ākonga wishes to enrol and pay themselves – Head of Finance or nominee.

Exemptions and dispensations

[Provide information any blanket exemptions or dispensation from the policy and the approval process for seeking any one of exemptions]

Definitions

See the *Glossary for MIT&Unitec Academic Policies, Procedures and Associated Documents*.

Evaluation / outcomes

The extent to which the implementation of this policy and the associated procedures achieve their intended outcomes will be subject to evaluation and review by the MIT&Unitec Academic Quality Assurance Committee (AQAC).

Delegations

Authority	Delegated authority	Supporting endorsement

Relevant legislation

- Education and Training Act 2020 *and all subsequent amendments.*
- Education and Training Act 2023
- Contract and Commercial Law Act 2017
- Tertiary Education Commission (TEC) website

Related documents

- Student Regulations
- Cancellation, Withdrawals, Transfers Policy and Procedure
- Admissions and Enrolments Policy and Procedures

Document management and control

Approver:	TTG
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Policy sponsor:	DCE Academic
Policy owner:	General Manager Academic Services

Amendment history

Document Version	Effective Date	Approver	Amendment details
V1.0	2026-01-01	TTG	New document MIT& Unitec transition