Fee Protect

Website User Guide

www.feeprotect.co.nz

Public Trust

Contact the Fee Protect team at Public Trust

General enquiries	feeprotect@publictrust.co.nz	If it is urgent then call us on 0800 494 733, 8am – 5pm weekdays.
Student acknowledgement forms	feeprotectapplications@publictrust.co.nz	Limit of two forms per PDF and 10 attachments per email. Please don't fax or post.
Student refund forms	feeprotect@publictrust.co.nz	
Student milestone payment forms	feeprotect@publictrust.co.nz	

Version 7.0 – November 2016

Public Trust

Contents

www.feeprotect.co.nz

Tip: you can save time scrolling and simply use links in the contents page to click the section you want to go to for easy access.

Introduction

Purpose of this document

This document has been created to help Users of the Fee Protect website with the most common and frequently used processes and procedures. Please be aware this is only a guide and doesn't cover all processes and procedures, for further support please contact us on 0800 494 733 between 8:00am – 5:00pm weekdays.

Getting started

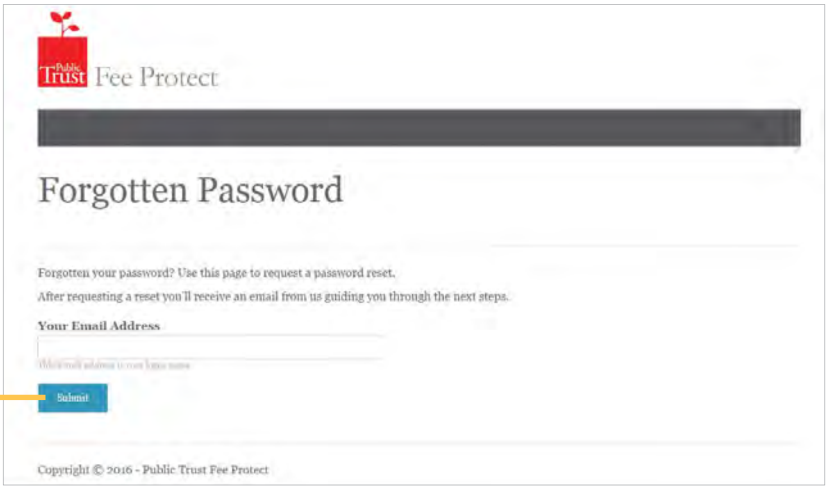
Fee Protect is an online system, go to **www.feeprotect.co.nz** to access the site. While you're there add it to your list of 'favourites' for quick and easy access.

Below is the home page

If you're a registered User, get started by clicking 'Log in to Fee Protect', this will take you to the below screen. Enter your unique Public Trust login name and password and click 'Sign in' to enter the system.

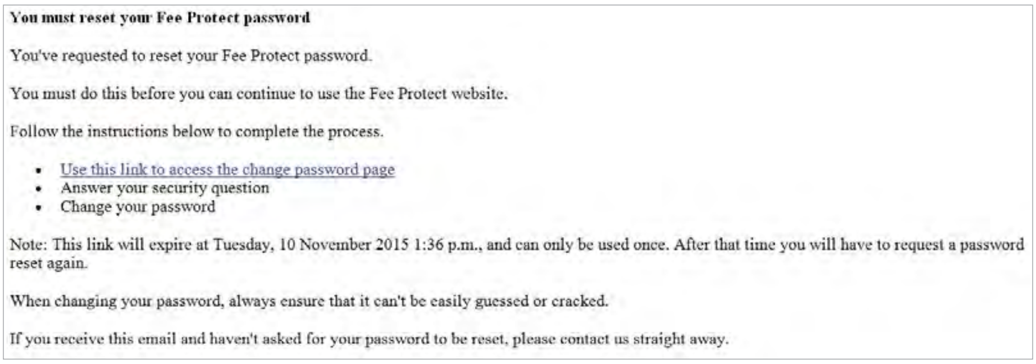
Reset your password

If you've forgotten your password, click 'Reset your password here' and input your Public Trust login name.



Select 'Submit' once you've entered your Public Trust login name.

After clicking 'Submit' you'll be sent an email to reset your password. Please check your junk mailbox if you haven't received an email within five minutes.



You must reset your Fee Protect password

You've requested to reset your Fee Protect password.

You must do this before you can continue to use the Fee Protect website.

Follow the instructions below to complete the process.

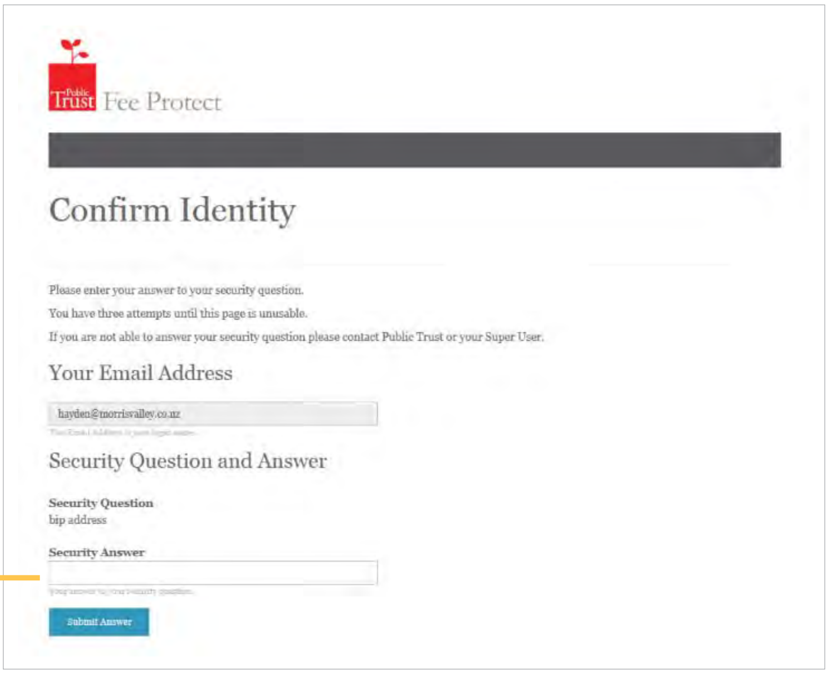
- Use this link to access the change password page
- Answer your security question
- Change your password

Note: This link will expire at Tuesday, 10 November 2015 1:36 p.m., and can only be used once. After that time you will have to request a password reset again.

When changing your password, always ensure that it can't be easily guessed or cracked.

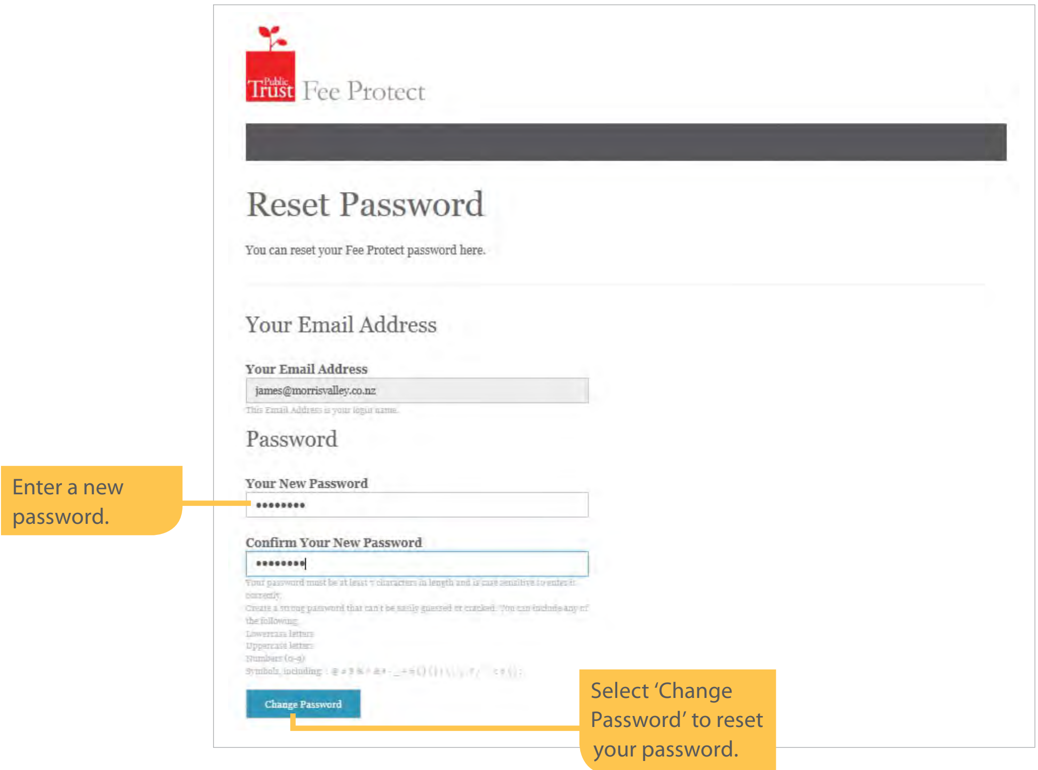
If you receive this email and haven't asked for your password to be reset, please contact us straight away.

Select 'Use this link to access the change password page' which will bring you to the below screen. You'll need to confirm your identity by answering your security question.



Enter your answer.

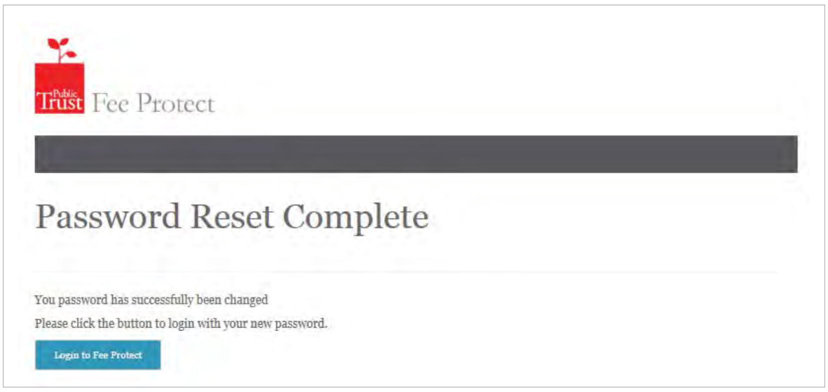
Click 'Submit Answer' to access the next screen and reset your password. Enter a new password and then select 'Change Password'



Once your password has been reset, you'll be redirected to a confirmation screen.

Click 'Login to Fee Protect' to be redirected to the login page where you can use your new password.

You'll be allowed three attempts to log in, after the third failed attempt, your account will be frozen and will need to be reactivated by your Super User. Alternatively, if your Super User is unavailable you can contact the Fee Protect team.



When you enter the system you'll be taken to your Provider's 'homepage' which looks like this…

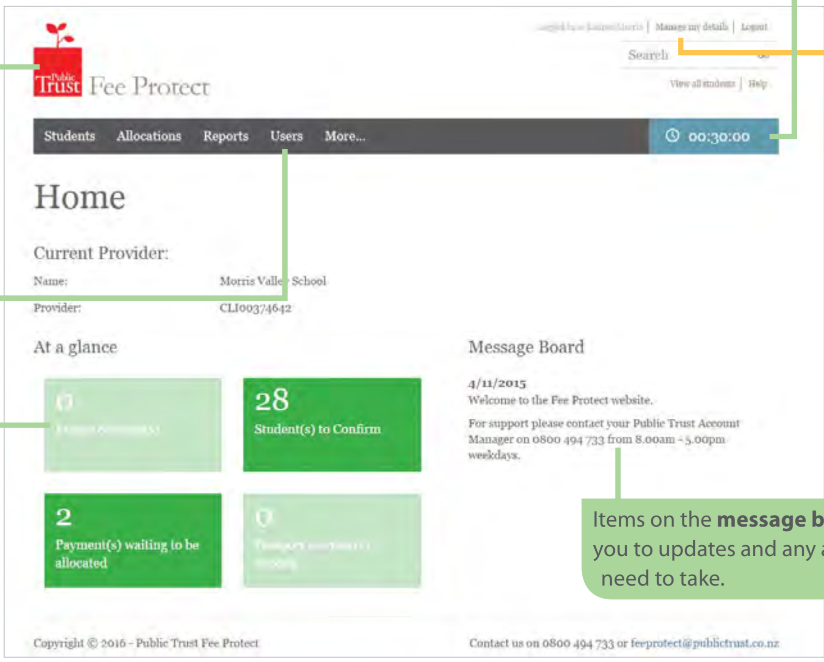
The system will automatically log you off after **30 minutes inactivity.** This clock shows the time remaining before this will happen. You'll then be prompted to re-enter your online ID and password.

Clicking on the **Public Trust logo** will always bring you back to your homepage.

Select **'Manage my details'** to edit your details, such as changing your password or security question.

The **'Users'** tab will only appear for Super Users.

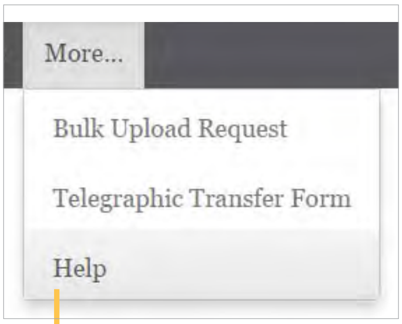
Tiles on the **'At a glance'** dashboard alert you to actions you need to take. Click on the tile to begin the action.

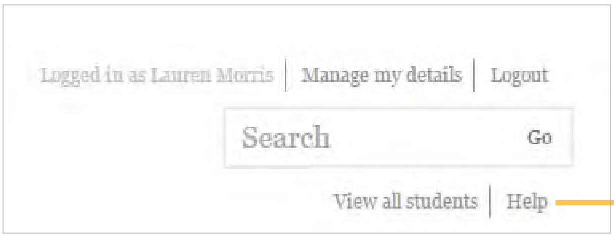


Items on the **message board** alert you to updates and any actions you need to take.

Support and assistance

You'll be able to view the latest versions of the Fee Protect User Guide, website FAQs and our contact information by clicking on either the 'Help' button at the top right corner of the screen, or selecting 'Help' from the 'More…' tab. These options are visible from all screens. The support page will load in a new browser window, where you can print off any documentation.





Click here to access support documentation.

Administration functions

There are two types of User levels on the Fee Protect website:

- Admin Users
- Super Users

Admin Users

Admin Users have access to student and account administration functions on the website, including updating their User details and password.

Super User

The Super User is in charge of overseeing the administration of your Provider Trust Account via the Fee Protect website.

In addition to being able to do all the functions of an Admin User, the Super User can add or delete Admin User accounts, can resend Admin User invite emails, lock and unlock Admin User accounts, update Admin User details and also force password resets for Admin Users.

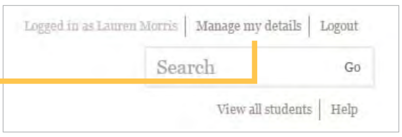
Changing Super User

If you wish to change your Provider's Super User, please notify us in writing on school letterhead or via email. The request needs to be made by an authorised staff member. The request will be validated by your account manager.

Change your own details

To update your details e.g. your phone number or password, click the 'Manage my Details' link on the top-right corner of the screen.

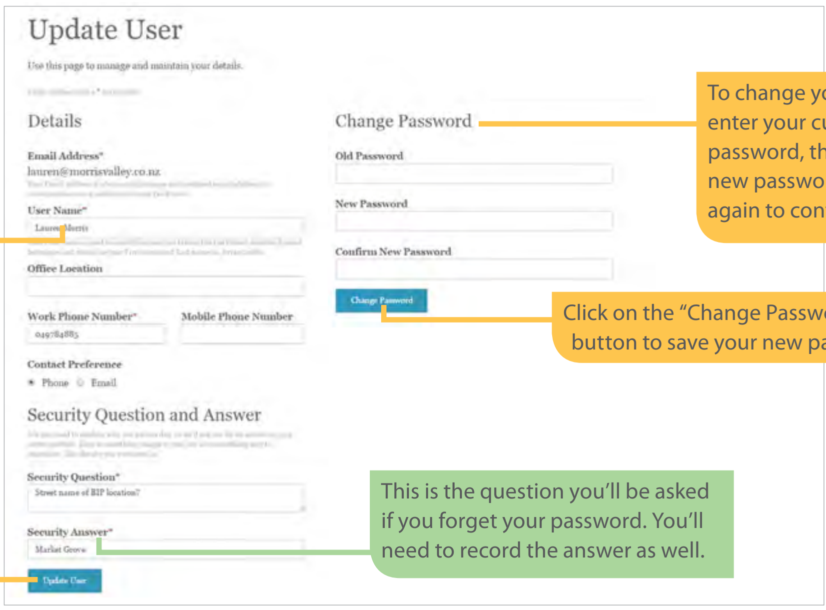
Click here to update User Details.



This will bring you to the "Update User" screen below.

All fields marked with a (*) are mandatory.

To change your password, enter your current (old) password, then enter your new password and enter it again to confirm.



Click on the "Change Password" button to save your new password.

Once you're finished making changes save them by clicking on the "Update User" button.

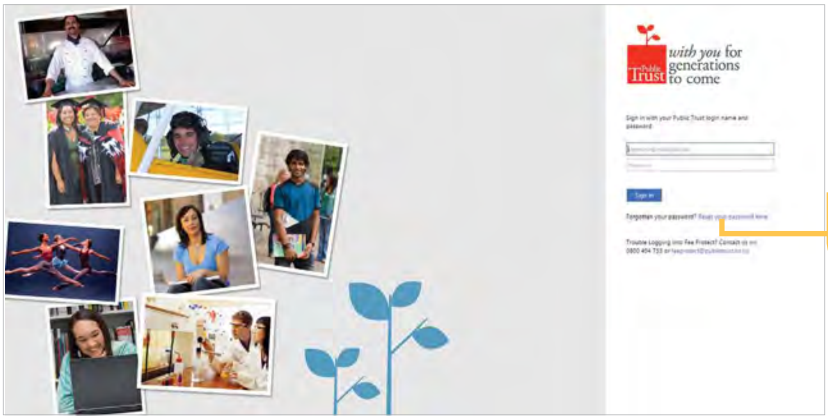
This is the question you'll be asked if you forget your password. You'll need to record the answer as well.

Note: **It's very important to set your Security Question, because this is how we'll identify you if you lock your account.**

Change your password

This option allows you to change your password at any time, using the steps outlined previously. All Users have the ability to reset their own password if they've forgotten it. This can be done by clicking "Reset your password here" from the login screen.

After the 15th of each month, all Users are will receive a prompt requiring them to change their password, this is mandatory for security reasons.



Click here to reset your password.

Manage User accounts (Super User only)

The "Users" option on the ribbon of your homepage is only available to Super Users to manage their Provider's Admin Users.

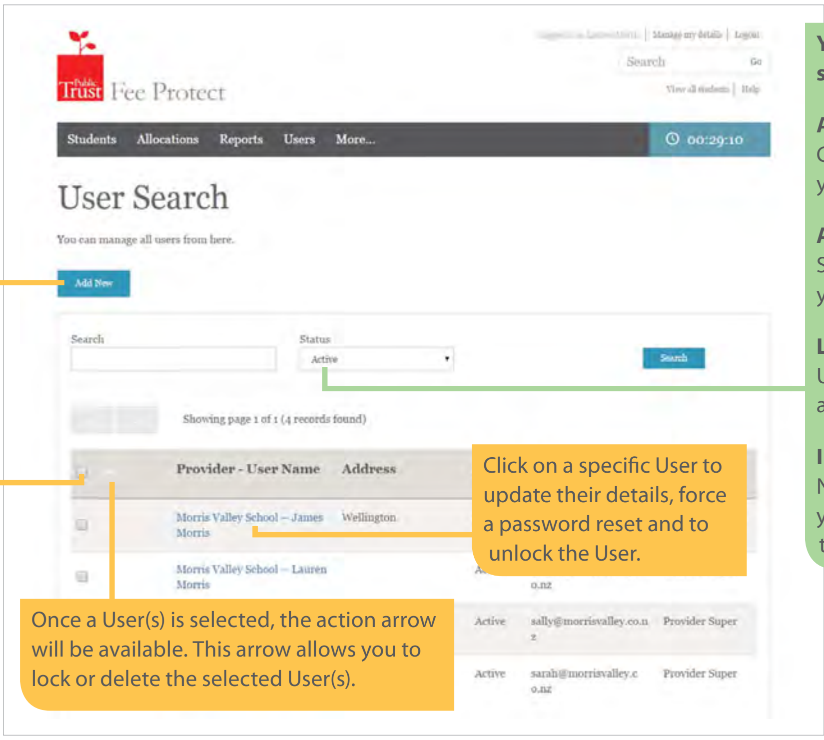
This option can be used to:

— Lock or unlock Admin Users accounts where there have been three failed log in attempts.

— Delete Admin Users from the system e.g. when a staff member leaves.

— Force a password change for Admin Users (you may wish to do this if you believe an unauthorised person has used this account).

— Add a new Admin User and resend invitation links.



Click here to add a new Admin User.

Tick the box next to the User Name to select a specific User(s).

To select all Users click the tick box at the top of the table.

Once a User(s) is selected, the action arrow will be available. This arrow allows you to lock or delete the selected User(s).

Click on a specific User to update their details, force a password reset and to unlock the User.

You can search for specific Users:

Active
Current Users for your Provider.

All
Shows all Users for your Provider.

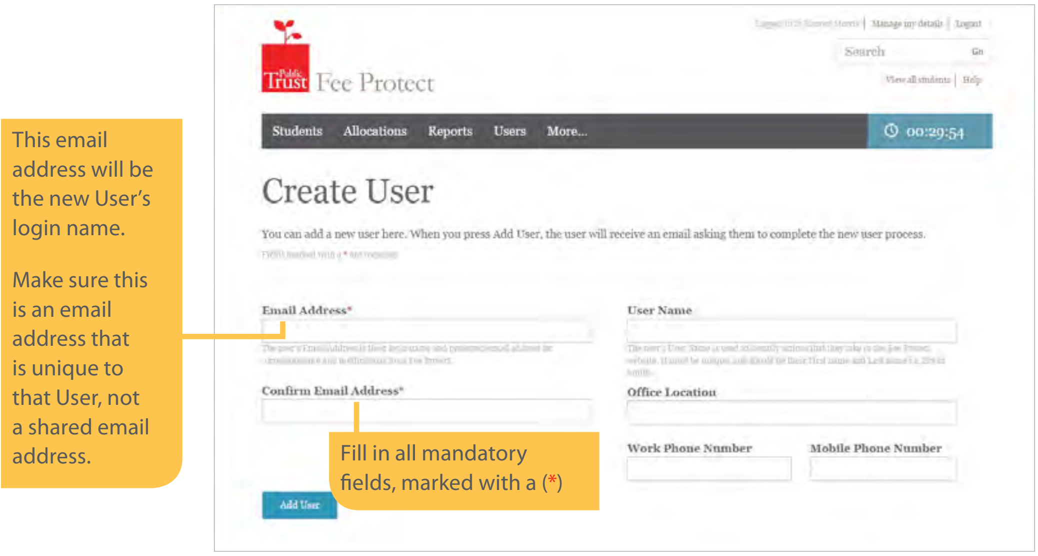
Locked
Users with locked accounts.

Invited
New Users that have yet to be set up in the website.

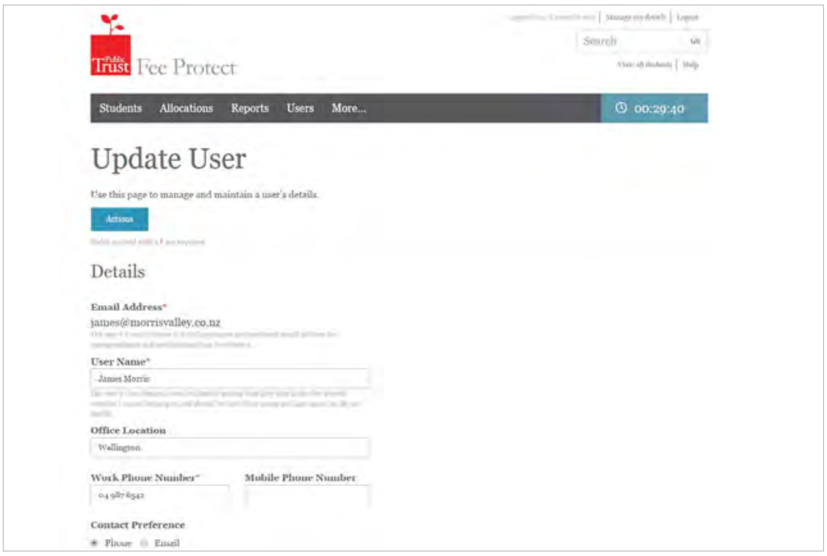
Add Admin User (Super User only)

The “Add New” button on the “Users” is only available to Super Users.

Once selecting the “Add New” button, you’ll be taken to the “Create User” screen.



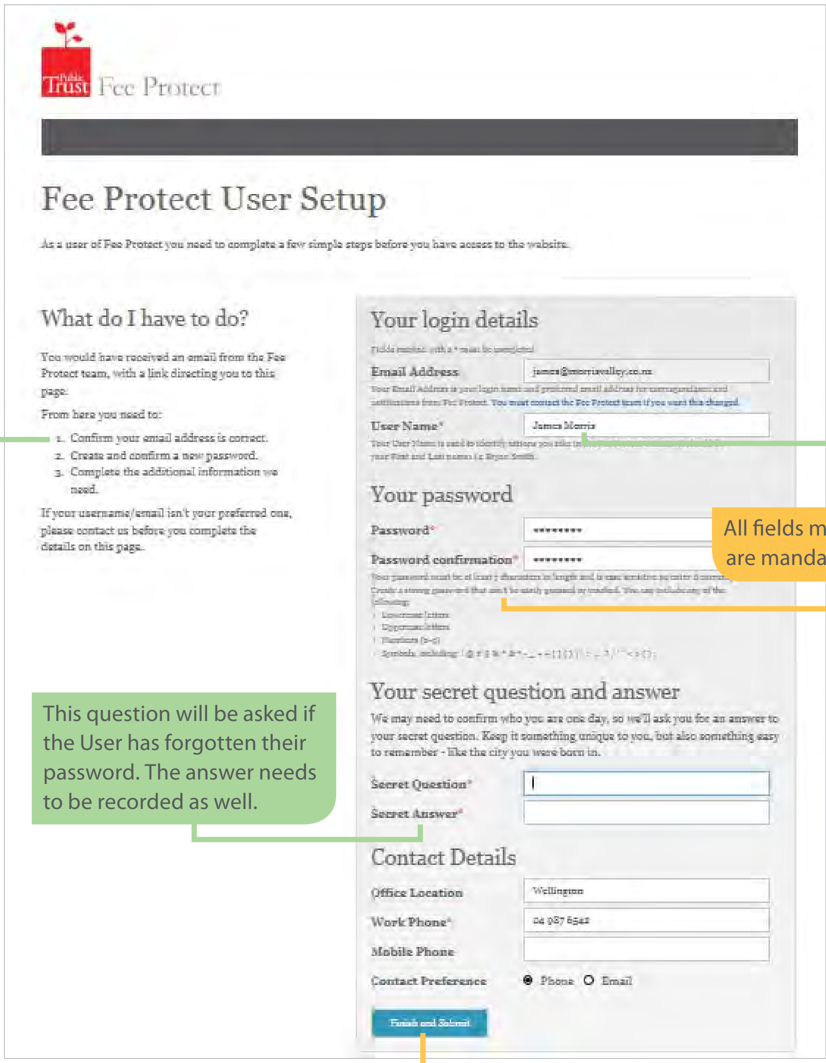
When you’re ready to proceed click the ‘Add User’ button. You’ll be redirected to the below screen which indicates an invitation email has been sent to the new User.



The new User will receive an email asking them to access Fee Protect to finish getting set up.

Note: Invitation email links can only be used once and will expire, as stated in the email. If the link has expired, a Super User can resend the invite from the Users tab.

Clicking “Use this link to join Fee Protect” from the email will direct the User to the below screen.



This section provides guided information on how to fill out this screen.

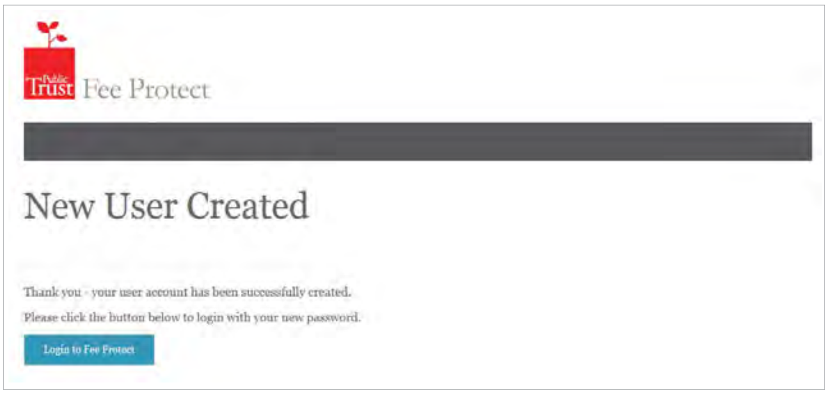
The User Name is used to identify actions the User takes in the Fee Protect website. It should be the User’s First and Last names i.e. James Morris.

All fields marked with a (*) are mandatory fields.

This question will be asked if the User has forgotten their password. The answer needs to be recorded as well.

Once completed, select “Finish and Submit”.

Once the form is submitted, the new User will see a confirmation screen and will be able to log in using their email address and password to the Fee Protect website by clicking on the “Log in to Fee Protect” button.

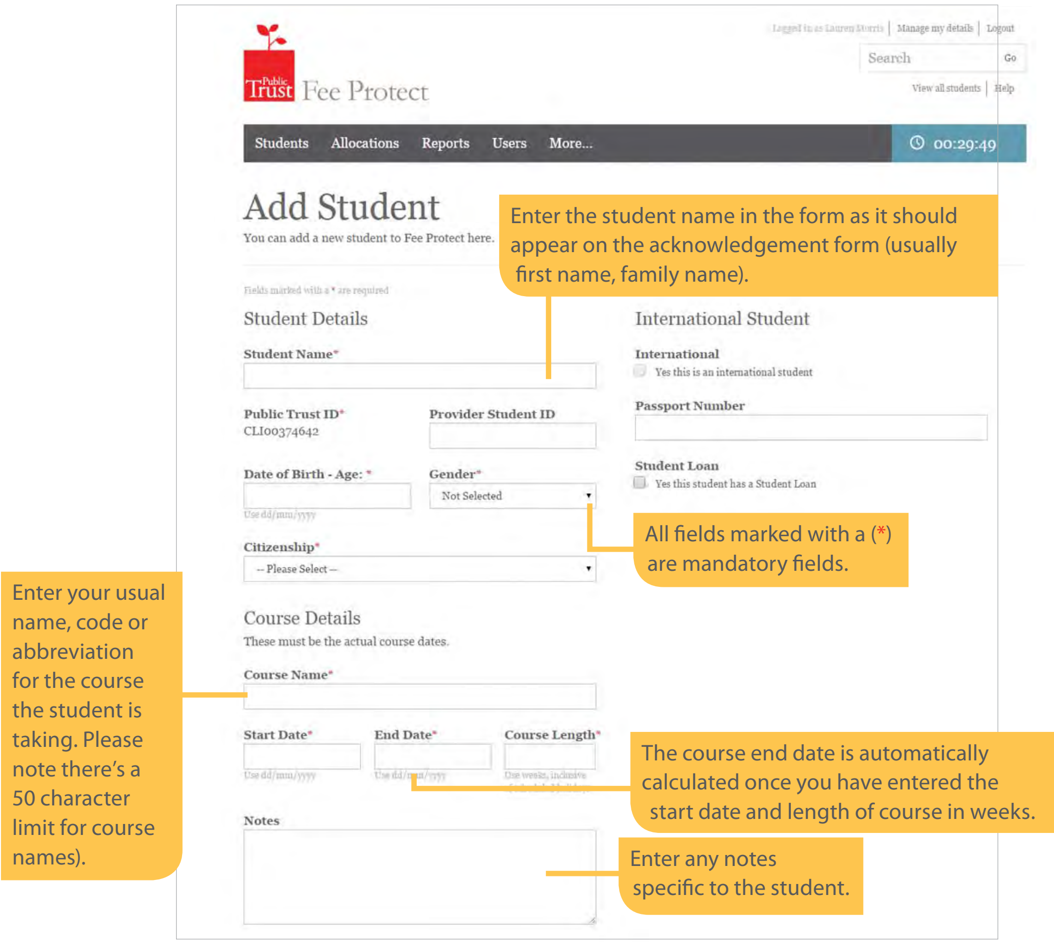


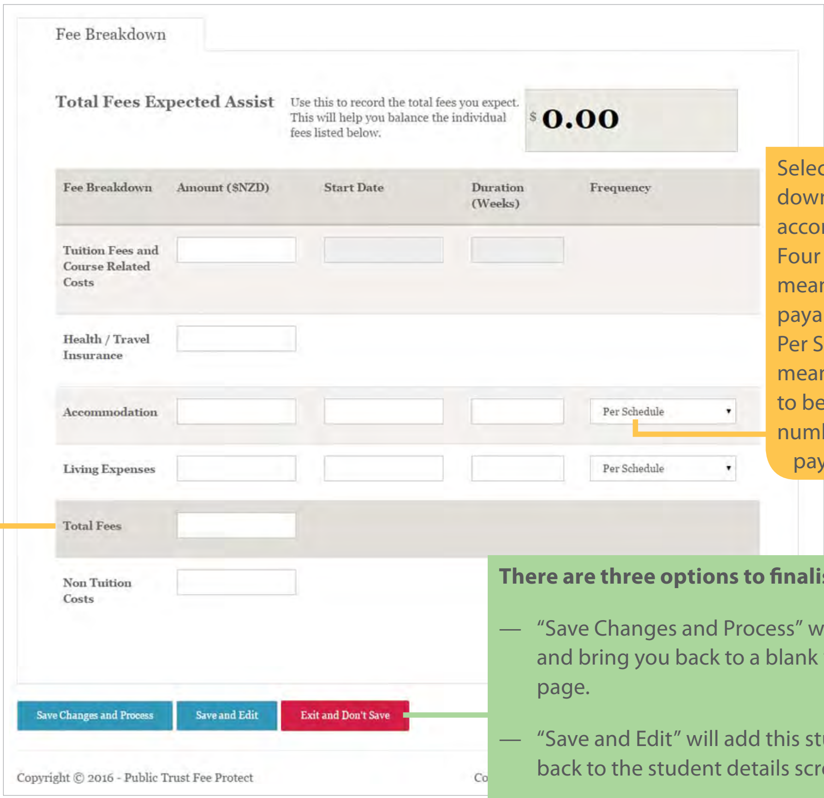
Using the Fee Protect website

Adding student details

Click the ‘Students’ tab, this will take you to the ‘Student Search’ screen.

Click the ‘Add New’ button and you’ll be able to enter all the required details relating to a student:





Total Fees must equal the Fee Breakdown sum.

Use the Total Fees Expected Assist to help ensure you enter the fees correctly.

Select from the drop down box for living and accommodation fees. Four Weeks Immediate means four weeks payable immediately. Per Schedule (default) means the full amount to be paid as per the number of weeks on payment schedule.

There are three options to finalise this process:

— "Save Changes and Process" will add this student and bring you back to a blank "Add New" student page.

— "Save and Edit" will add this student, and bring you back to the student details screen.

— "Exit and Don't Save" will cancel the process, and not add the student.

Download the acknowledgment form

Once you have saved your changes and want to view, print or email the Student Acknowledgement Form you can either access it via:

— The 'Student Details' screen, click on the 'Actions' button where you will find various actions that can be carried out for that student or;

— Student Search screen by using the tickbox to the left of the students name and selecting the arrow on the table heading.

International students

The student passport number, whilst not mandatory when adding a student, is required for International students before Public Trust will authorise payments to your Provider.

Note: A domestic student is defined as any student entitled to the Government tuition subsidy, including:

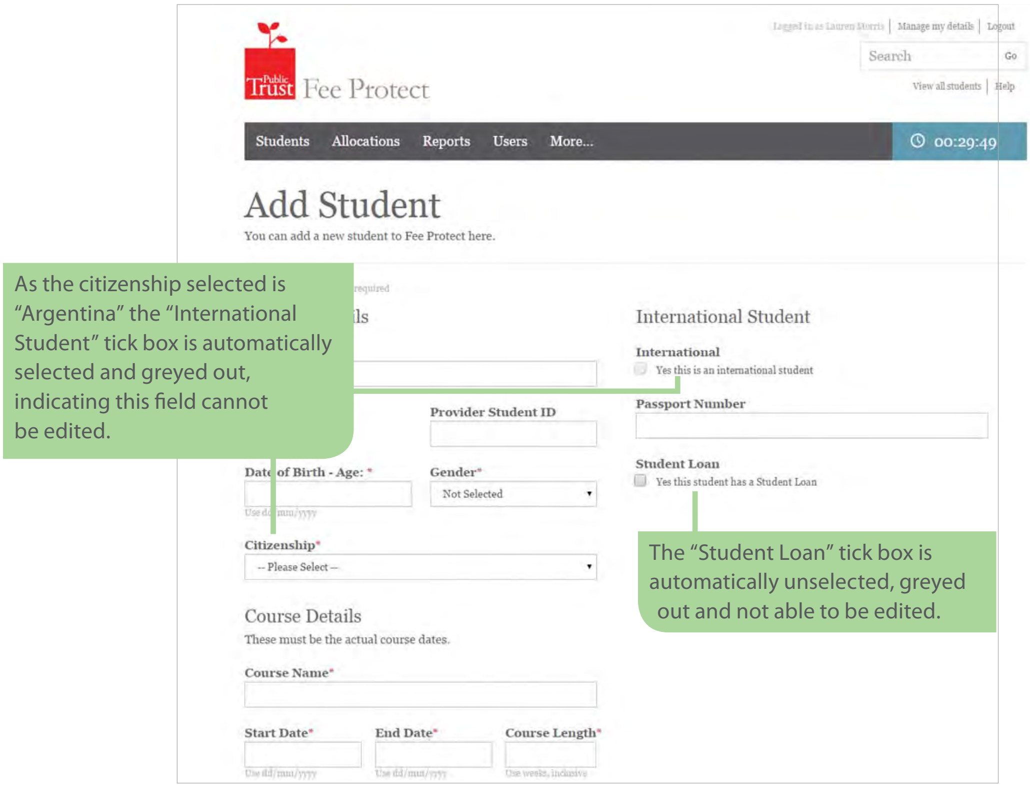
— citizens of New Zealand (including students from the Cook Islands, Tokelau, or Niue who have New Zealand citizenship).

— a permanent resident of New Zealand.

— a citizen or permanent resident of Australia residing in New Zealand.

For example: Julian may hold a South African passport, but is a permanent resident of New Zealand. Within the Fee Protect website, Julian is classed as a domestic student.

The "Student loan" and "International student" tick boxes are linked. If you select the student's citizenship as New Zealand/Permanent Resident the "International Student" tick box will automatically be greyed out indicating a "No" and is no longer an editable field. The "Student loan" tick box will be available to be selected.



To be able to produce an accurate Ministry of Education (MoE) Export Levy report from the data held in Fee Protect, you should record the tuition related costs that would be excluded from the levy calculation in the "Non Tuition Costs" field (shown below). This would include; administration fees, exam fees, books, student services and compulsory course costs for equipment, field trips, etc.

If the correct data is entered into this new field the Fee Protect MoE Export Levy report can be used to calculate your levy amount. Note: you'll need to use this field for a whole financial quarter prior to running the report to be sure that the data used in the calculation is correct.

The total tuition fee and course related costs should be recorded in the normal way in the "Tuition fees and course related costs" field. This is the total amount that NZQA requires to be protected on behalf of the student (defined by NZQA as "Tuition fees").

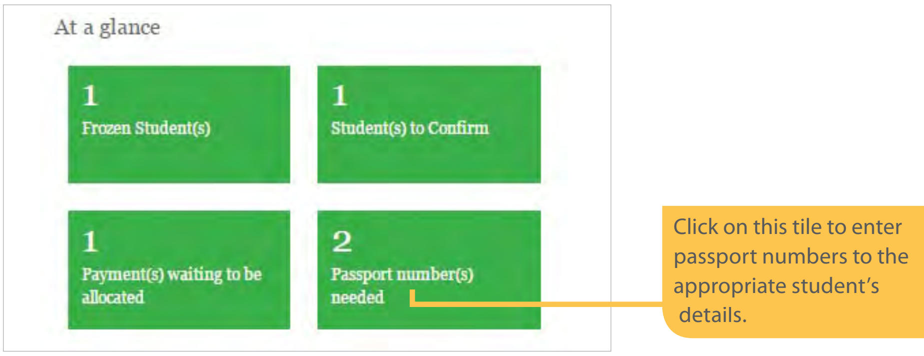
Questions about the Education Export Levy and which fees are included or excluded should be directed to the Ministry of Education international.division@education.govt.nz.

If you don't have international students or don't wish to use the Education Export Levy report, please ignore this field and enter the full Tuition fee in the usual field.

International student passport numbers

Passport numbers for international students are not required to be entered when a student record is being created, but are required for the student to be authorised.

A reminder to supply any outstanding passport numbers will be displayed on the 'At a glance' dashboard on your homepage. You can click on the tile to be taken to the student search screen, filtered by students needing passport numbers.



Uploads from Student Management Systems

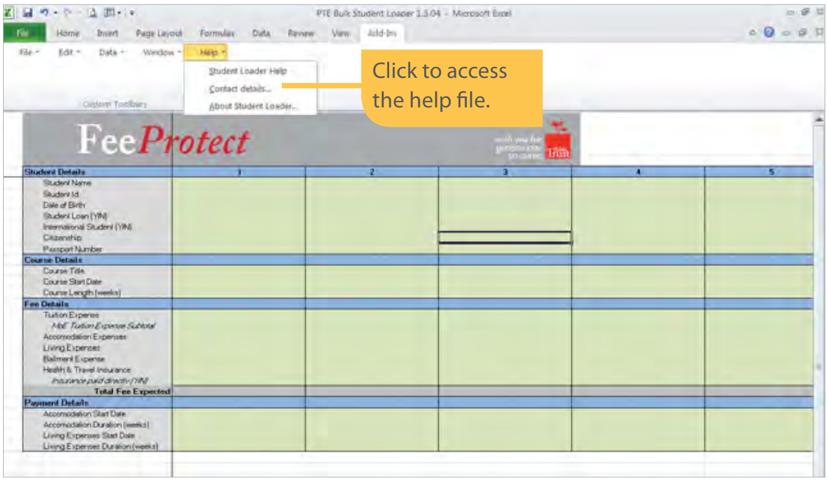
If your Provider uses Take2, ENROLpro or Artena student management software, you may be able to upload student details direct to Public Trust. Please ask your software supplier for more details.

Bulk student loader

We also have available, a bulk student loader spreadsheet that operates under Microsoft Excel, which enables you to upload student details for multiple students. This can be requested from the 'More…' tab, which will bring you to a screen providing more information on the bulk student loader.

Once downloaded, the bulk student loader spreadsheet has a help file explaining clearly how to use it.

After the student details have been successfully uploaded, you can request the appropriate student acknowledgement form via a link within the confirmation of upload email.



Note: To display a list of the uploaded students from a single upload. You can sort by PT Reference number (in descending order) which will show the most recently added students.

Delete a student

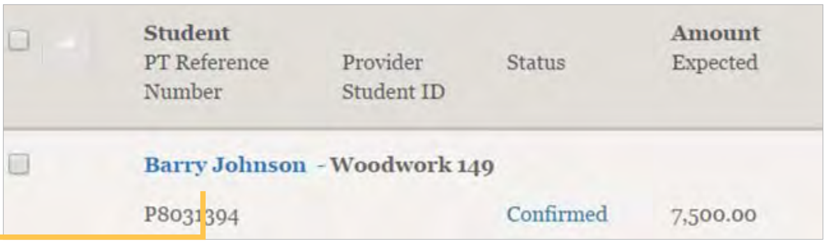
You may wish to delete a student if you've set them up by mistake or they've withdrawn from a course.

Deletions can be made through the 'Student Details' screen **provided you have not already allocated fees** received to the student.

To delete a student record:

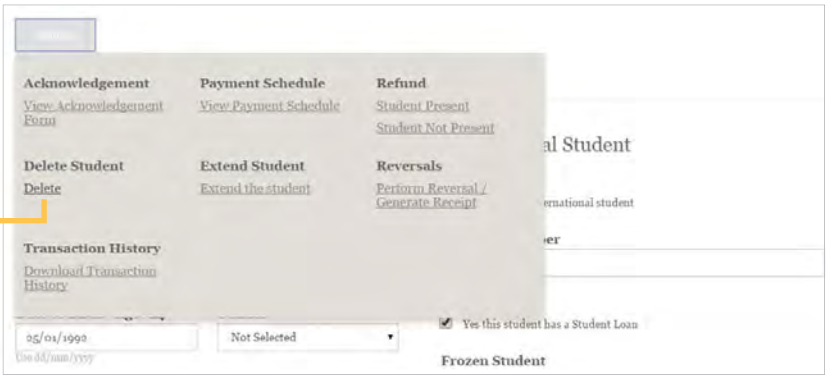
Select the 'Students' tab, which will take you to the 'Student Search' screen. Select the student to be deleted by clicking on the student's name.

Clicking on the student name will direct you to the Student Details screen.



When you enter the 'Student Details' screen, click on the 'Actions' button where you will be able to access the 'Delete' button. When you 'click' on this button you will be asked to confirm that you wish to delete the student record and confirming the deletion will permanently delete the record.

Click to delete the student record.

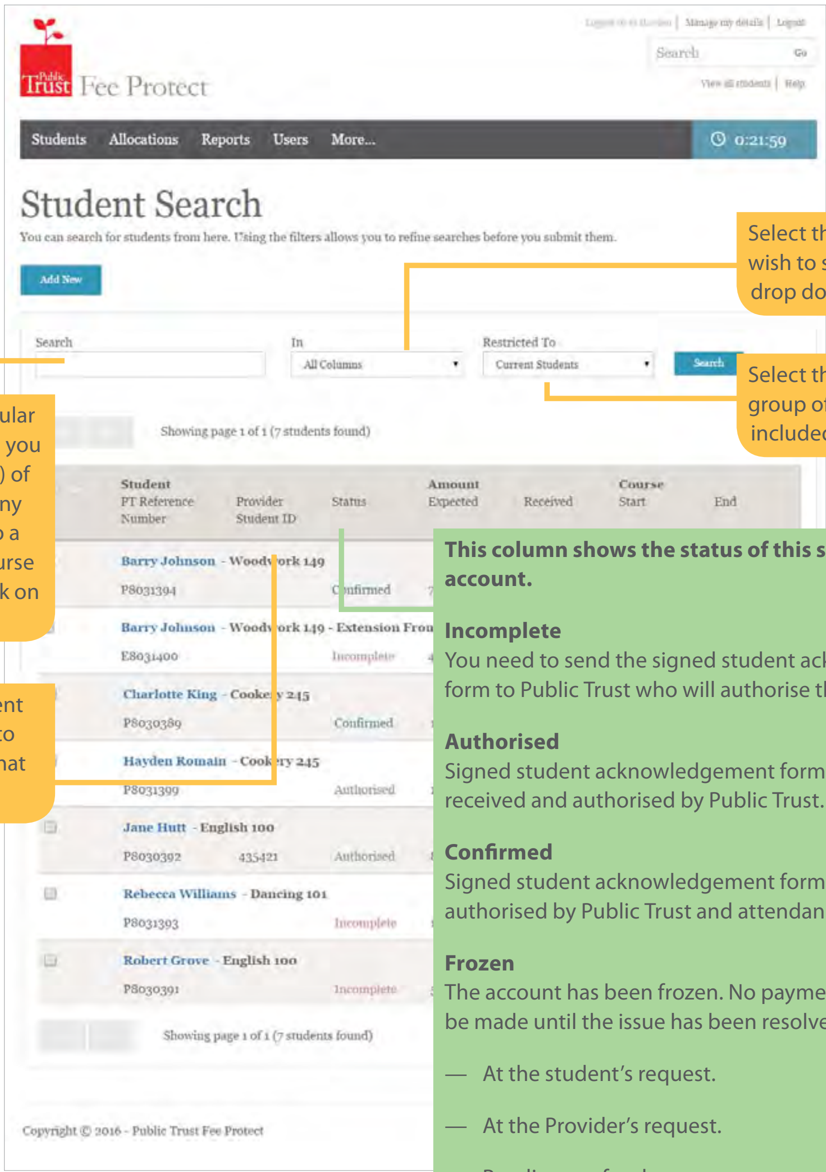


This function cannot be 'undone'. If you select and delete the wrong student record then the student details will have to be re-entered by 'adding a student' and the student will be given a new student reference number.

Search for a student record

Select the ‘Students’ tab, which will take you to the ‘Student Search’ screen. This screen will show the first page of a list of all students recorded for your Provider.

To make it easier to search for a student you can use the search boxes and column filters. You may enter details such as their name (or part of their name) or a reference number to locate the record for a particular student.



Select the column you wish to search from the drop down list.

Select the appropriate group of students to be included in the search.

To search for a particular student (or students) you may enter all (or part) of their name here, or any other data relating to a student – such as course name – and then click on the “Search” button.

Clicking on the student name will allow you to view the details for that student.

This column shows the status of this student’s account.

Incomplete
You need to send the signed student acknowledgement form to Public Trust who will authorise the record.

Authorised
Signed student acknowledgement form has been received and authorised by Public Trust.

Confirmed
Signed student acknowledgement form received and authorised by Public Trust and attendance is confirmed.

Frozen
The account has been frozen. No payments will be made until the issue has been resolved, this may be:

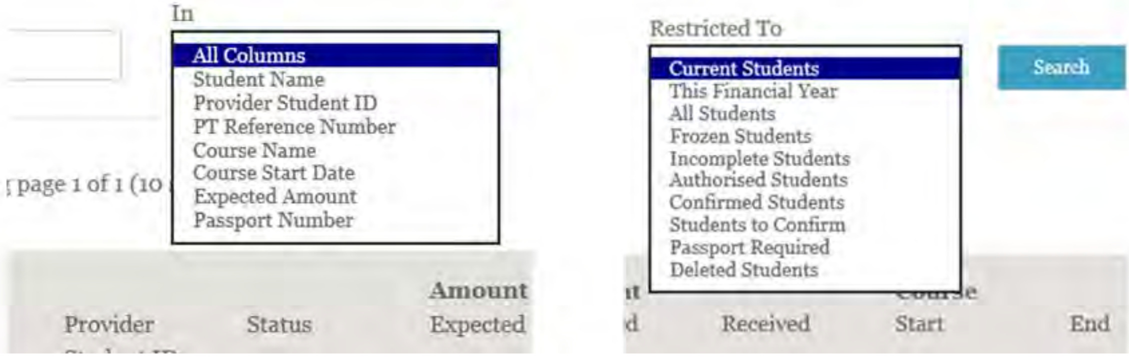
— At the student’s request.

— At the Provider’s request.

— Pending a refund.

To view the reason open the student record.

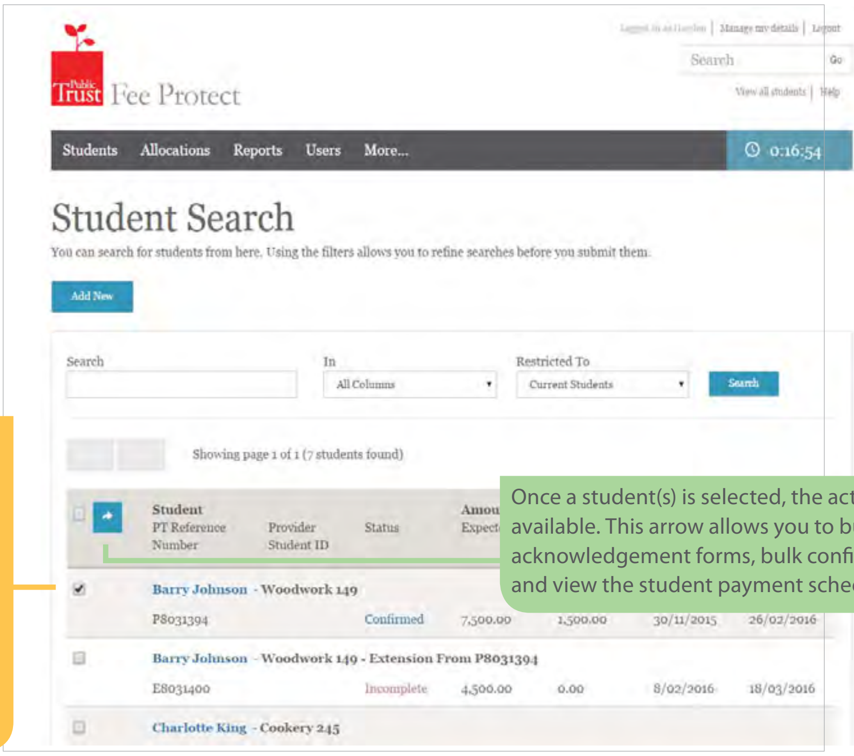
The following filters can be applied to your student database to find specific types of students:



Bulk Student Actions

From the ‘Student Search’ screen there are a number of actions that you can perform in bulk.

Select the ‘Students’ tab, to take you to the ‘Student Search’ screen. Select the specific student(s) by clicking on the tick box besides the student name. The action arrow button is now available to be selected.



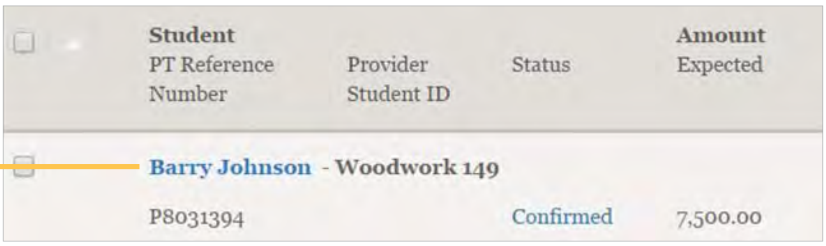
Tick the box next to the User Name to select a specific student(s). Alternatively, select the tick box at the top of the table to select all students.

Once a student(s) is selected, the action arrow will be available. This arrow allows you to bulk download student acknowledgement forms, bulk confirm eligible students and view the student payment schedule for one student.

Actions on Student Details

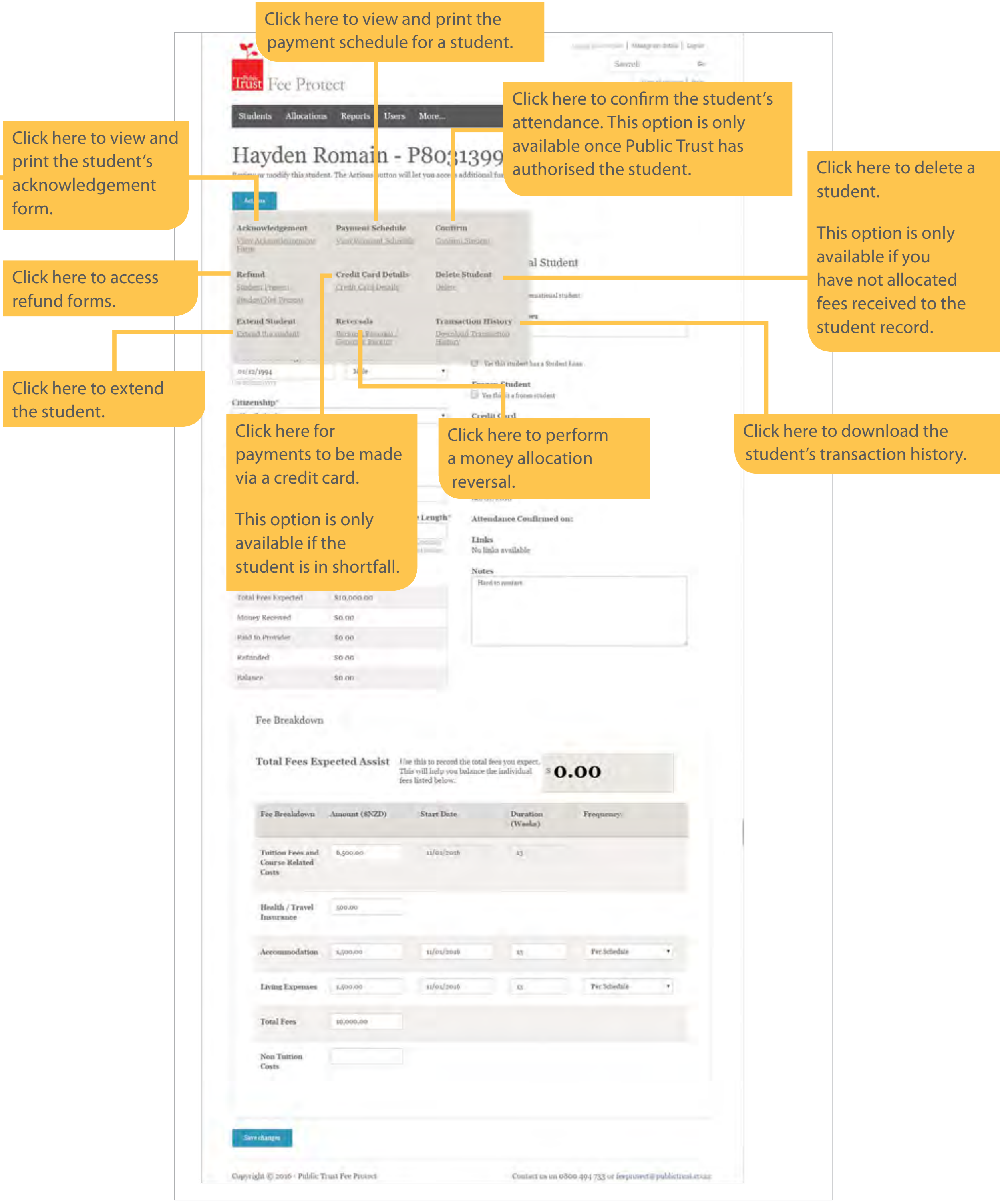
For each student, there are a number of actions that can be carried out on the ‘Student Details’ screen, such as viewing a student’s Acknowledgement Form or Payment Schedule.

Select the ‘Students’ tab, which will take you to the ‘Student Search’ screen. Select the specific student by clicking on the student’s name.



Clicking on the student name will direct you to the ‘Student Details’ screen.

When you enter the ‘Student Details’ screen, click on the ‘Actions’ button where you will find various actions that can be carried out for that student.

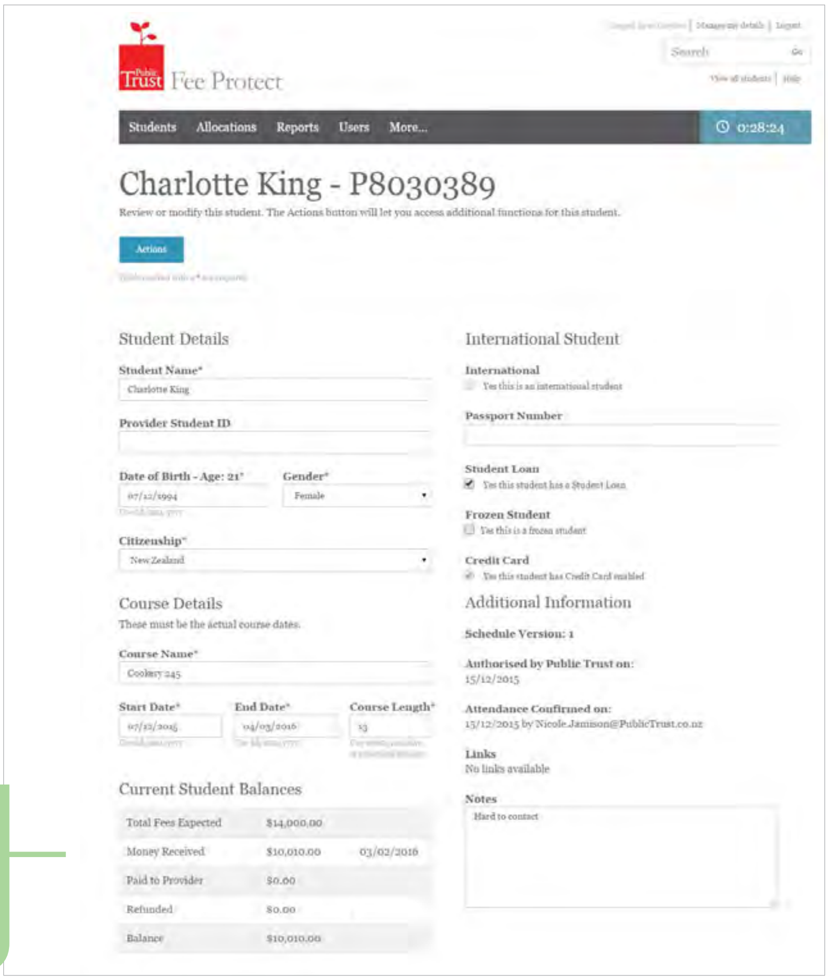


> **Note: The actions available on the Actions button will change depending on the status of that student’s account.**
>
> **E.g. the ‘Confirm Student’ action is only available once Public Trust has authorised the student and the end of the refund period has been reached (please refer to the Confirming Student Attendance section for more details on the refund period).**
>
> **Once a student has been confirmed, this action will no longer appear on the actions menu.**

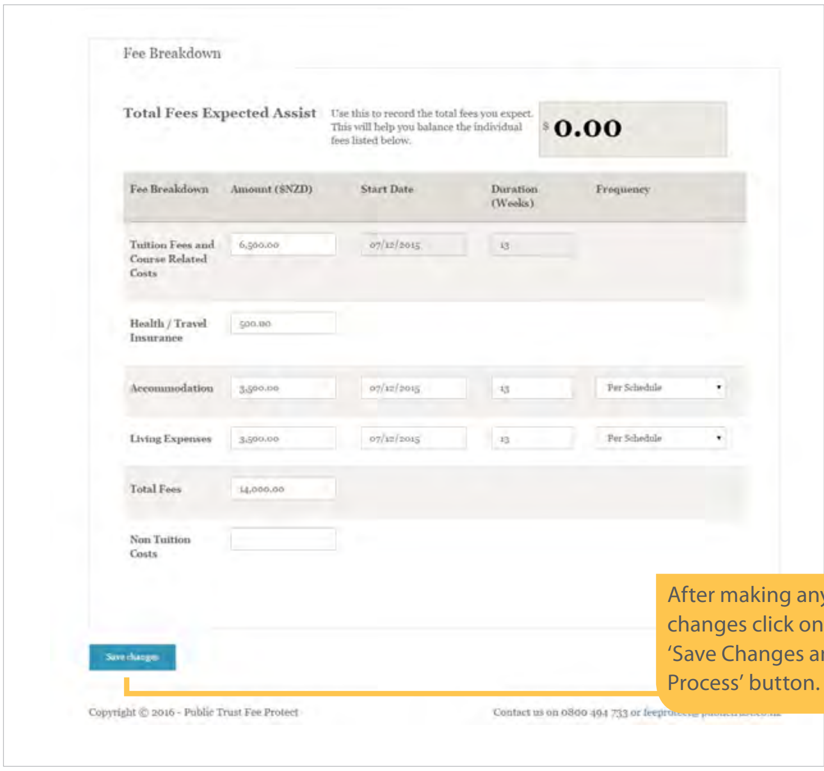
Changing student information or entering additional information

Once you've located and opened a student's record you'll be able to see the details that are recorded for them.

Note: Changes to citizenship, course details and the fee breakdown fields can only be made prior to any money being paid out to your Provider.



This table displays the current balance for this individual student.



After making any changes click on the 'Save Changes and Process' button.

Note: Once you've "processed" any changes you must print out the revised Student Acknowledgement Form. Each time you make changes to a student account the version number of the form changes.

This form must be signed by the student and sent to Public Trust.

To avoid having to do this several times – do not get the student to sign the form until all details have been finalised.

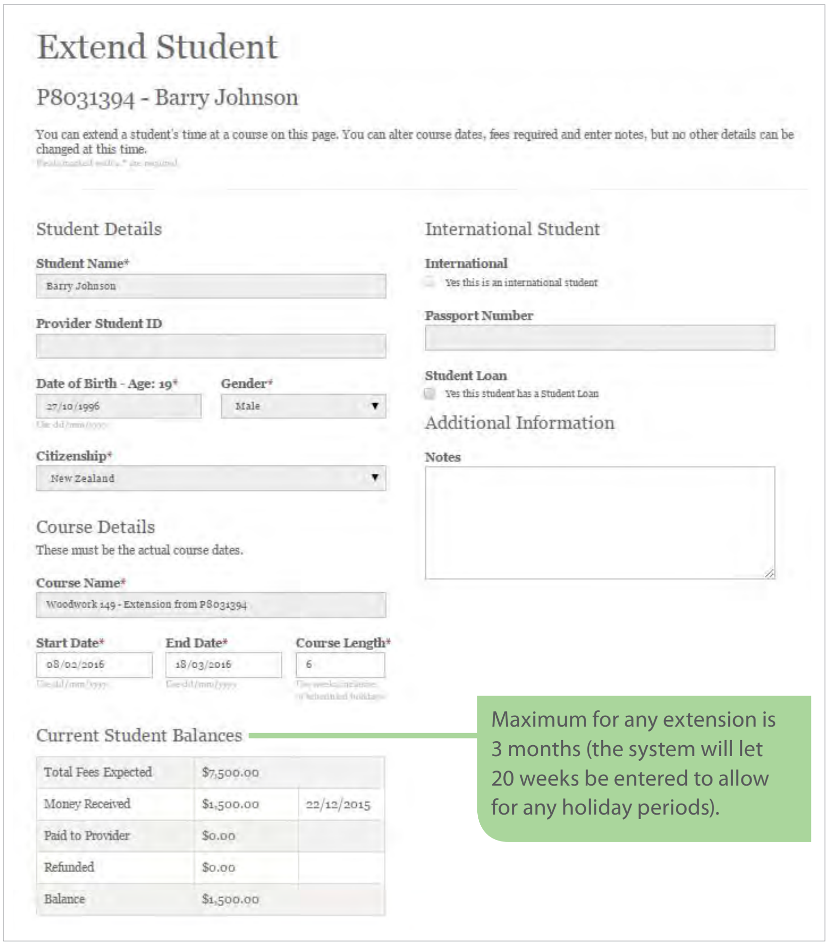
Printing the Student Acknowledgement Form requires Adobe Acrobat to be installed.

Student course extension

If you allow a student to extend their current period of study to reach the required pass level you can record the new details as a course extension.

Click on the 'Actions' button on the 'Student Details' screen and click 'Extend the student' to be taken to the screen below.

Enter the new details including extra fees payable and time period, (if it's longer than 20 weeks you'll need to set them up as a new student), and click 'Save changes & Process'.


Extend Student

P8031394 - Barry Johnson

You can extend a student's time at a course on this page. You can alter course dates, fees required and enter notes, but no other details can be changed at this time.

Student Details

Student Name*
Barry Johnson

Provider Student ID

Date of Birth - Age: 19*
27/10/1996

Gender*
Male

Citizenship*
New Zealand

Course Details

These must be the actual course dates.

Course Name*
Woodwork 149 - Extension from P8031394

Start Date*
08/02/2016

End Date*
18/03/2016

Course Length*
6

Current Student Balances

Total Fees Expected	$7,500.00	
Money Received	$1,500.00	22/12/2015
Paid to Provider	$0.00	
Refunded	$0.00	
Balance	$1,500.00	

International Student

International
Yes this is an international student

Passport Number

Student Loan
Yes this student has a Student Loan

Additional Information

Notes

Maximum for any extension is 3 months (the system will let 20 weeks be entered to allow for any holiday periods).

An additional Student Acknowledgement Form will be produced. Public Trust's administration fee for extensions will be charged at 50% of the normal Public Trust fee per student.

> **Note:** The extension facility is designed for situations where the period of time the student is enrolled in their course is extended e.g. the student has not reached the required academic level and needs further tuition to pass the course. The extension facility cannot be used more than three times.
>
> The extension facility should only be used:
>
> — For extensions of the same course.
>
> — Where the student details do not change.
>
> — If the extension period does not exceed 3 months.
>
> — A student may take a break (not exceeding 6 weeks) between the end of the first period and the start of the extension.
>
> Where a student enrols for a different qualification or to gain a higher level of qualification this is a new enrolment not an extension. If a student enrols for a second year of study or takes a break exceeding 6 weeks this should be regarded as re-enrolment not an extension. Where a student re-enrols the statutory refund period applies and the extension facility cannot be used.

Links between P and E Student Record

Once a student has been extended on a course a new Public Trust Reference number will be generated and will now begin with 'E'. On the 'Student Search' screen, both student records will appear when searching for a student, as shown below:

Student PT Reference Number	Provider Student ID	Status	Amount Expected	Received	Course Start	End
Barry Johnson - Woodwork 149						
P8031394		Confirmed	7,500.00	1,500.00	30/11/2015	26/02/2016
Barry Johnson - Woodwork 149 - Extension From P8031394						
E8031400		Incomplete	4,500.00	0.00	8/02/2016	18/03/2016

Student Payment Schedule

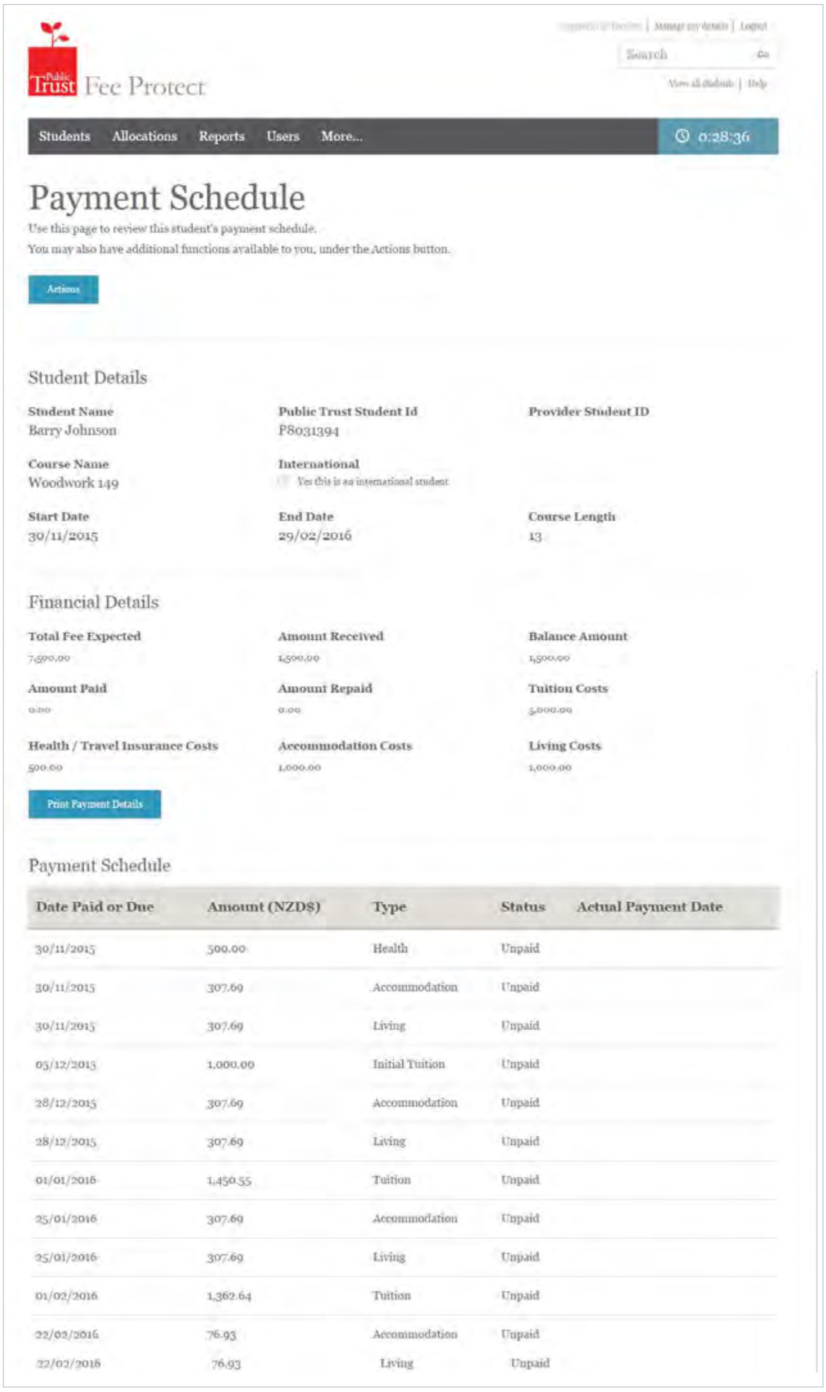
View the Student Payment Schedule by searching for a specific student record on the ‘Student Details’ screen, then clicking on the ‘Actions’ button and selecting “View Payment Schedule”.

The Payment Schedule Screen provides a place to view:

— The total fees expected vs. the amount received, in expected payment date order.

— Which payments have been made – and which are outstanding.

— Payments of all tuition, living and accommodation expenses.



Date Paid or Due	Amount (NZD$)	Type	Status	Actual Payment Date
30/11/2015	500.00	Health	Unpaid	
30/11/2015	307.69	Accommodation	Unpaid	
30/11/2015	307.69	Living	Unpaid	
05/12/2015	1,000.00	Initial Tuition	Unpaid	
28/12/2015	307.69	Accommodation	Unpaid	
28/12/2015	307.69	Living	Unpaid	
01/01/2016	1,450.55	Tuition	Unpaid	
25/01/2016	307.69	Accommodation	Unpaid	
25/01/2016	307.69	Living	Unpaid	
01/02/2016	1,362.64	Tuition	Unpaid	
22/02/2016	76.93	Accommodation	Unpaid	
22/02/2016	76.93	Living	Unpaid	

Confirming student attendance

To ensure payments are released to your Provider you must confirm that a student is attending the course at the end of the refund period. If you do not confirm, payments on behalf of this student will not be made. You won't be able to confirm until the form has been reviewed and authorised by Public Trust.

The refund periods vary dependent on the length of the course and for the type of student.

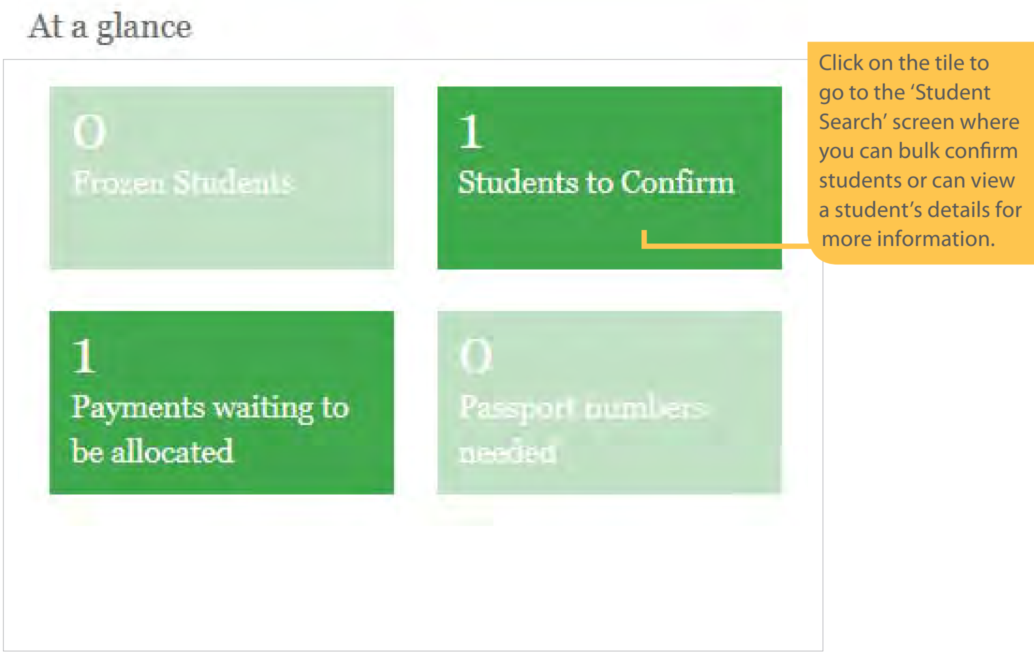
Attendance can be confirmed online after:

— 5 calendar days for courses under 13 weeks for **domestic and international** students.

— 8 calendar days for **domestic** students on courses of 13 weeks or more.

— The 10th working day of the month for **international** students on courses of 13 weeks or more.

Any students whose ongoing attendance needs to be confirmed will be available to view from your 'At a glance' dashboard on the home page.



Note: You won't be required to confirm attendance untill the form has been authorised by Public Trust.

The User Name of the person entering the confirmation (together with the time and the date) will be recorded on the student details.

Public holidays are not classified as working days.

Important: If you accidentally confirm attendance for a student that has not been attending, contact Public Trust immediately to have the confirmation removed. This is very important as you're not entitled to the payment if the student has not been attending. Care should be taken to ensure that the student has not withdrawn.

Managing receipt of student fees

Any unallocated student payments in your account to be processed will be displayed on the 'At a glance' dashboard. You'll also receive a weekly report by e-mail showing the payments still to be allocated.

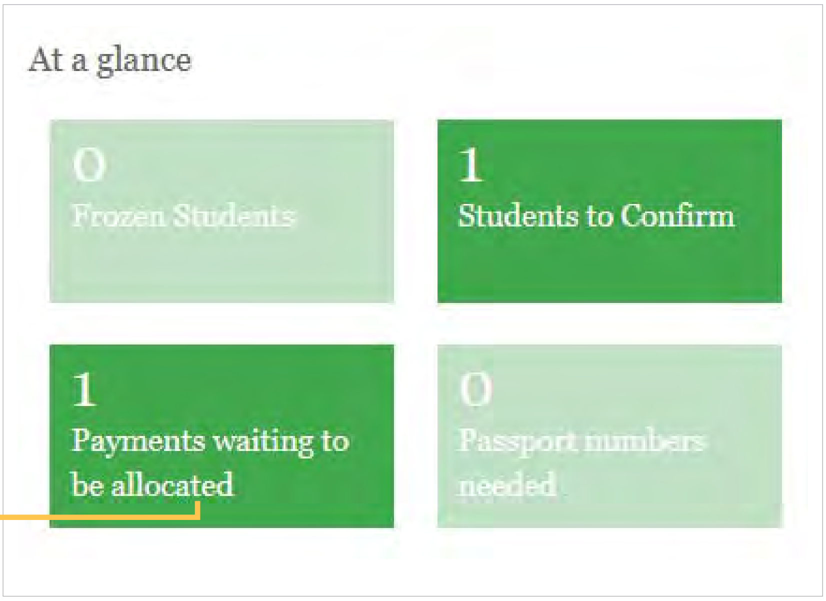
Note: If the student uses the provided bank deposit slip, and you have entered all 7 digits of the Public Trust Student reference number into the analysis code boxes, then that incoming money will be directly allocated to the student, removing the need for you to do the next allocation steps.

We recommend you deposit funds using the 'drop box' at the bank as these deposit slips are scanned, and therefore eliminate the possibility of human error at the bank.

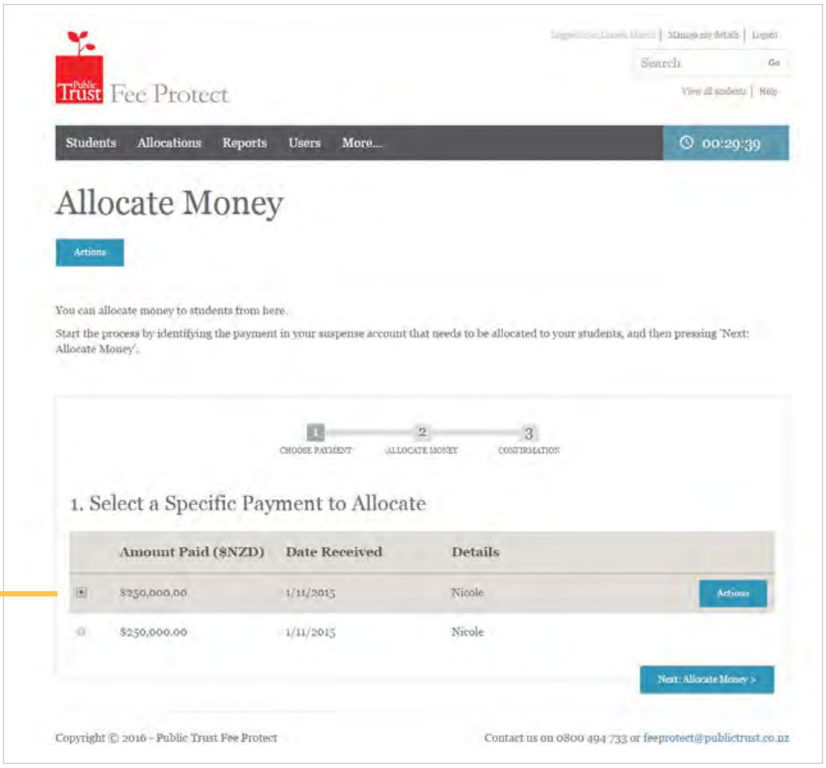
If you require more pre-coded deposit books, please order these by e-mailing feeprotect@publictrust.co.nz. These take 6 – 7 working days to be printed and delivered, so please monitor your own supply and place the order before you run out.

If the funds are not directly deposited to the student account, you will need to manually attribute it to the student's account.

Click on the tile to bring you to the 'Allocate Money' screen where you can process unallocated funds.



Alternatively, you can click on the 'Allocations' tab when you have the necessary information to correctly identify the students to which the payments relate to. You will then see the screen shown on the next page.



Click here on the appropriate line to select the payment to be allocated.

Note: An amount shown may apply to more than one student. It will be the total of all monies banked on the same day. The system allows you to split the deposit into the individual student accounts as you process it. You can also allocate multiple amounts to the same student.

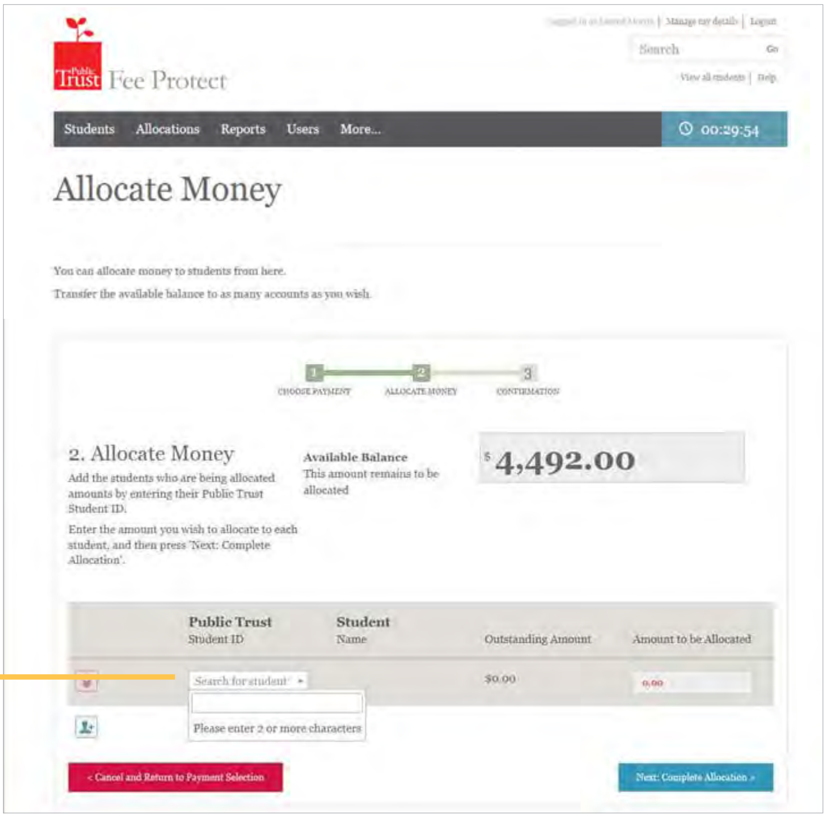
Select the amount you wish to allocate and click on the 'Next: Allocate Money' button.

This will take you to the screen below:

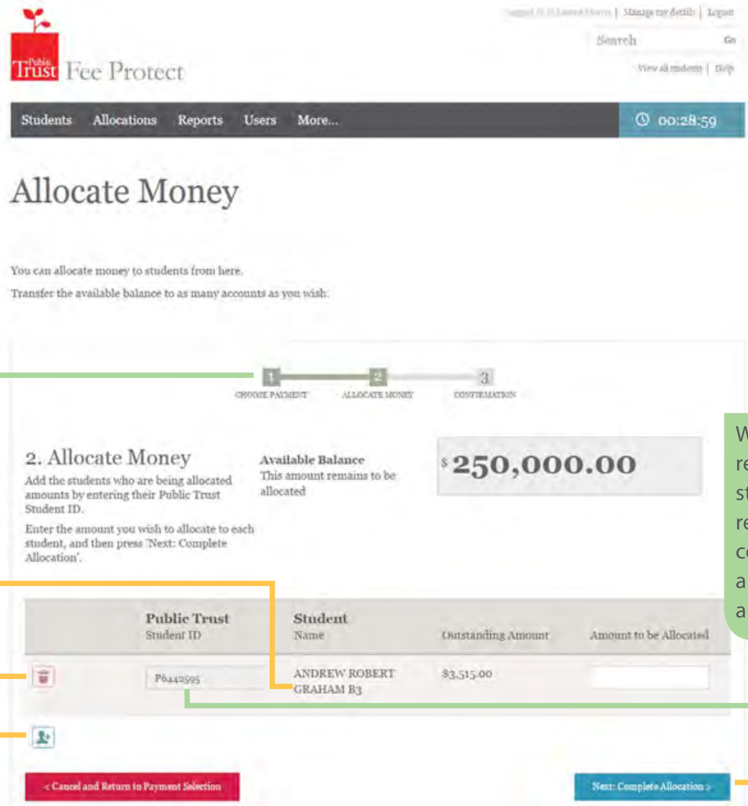
You'll need to input the **Public Trust reference number(s)** for the student(s) for whom each amount has been paid.

Enter the Public Trust reference number for the first student whose fees are covered by this deposit.

If you do not have the reference number you can search for the student by entering 2 or more characters.



Select student into the student from the drop-down list on this screen and press ‘Tab’..



Three step indicator to guide you through the process.

The student name will be displayed.

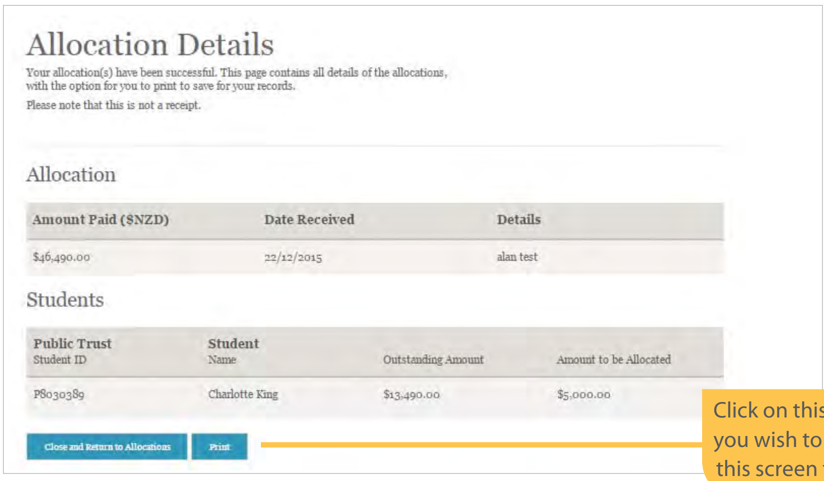
Click to delete this row.

Click to add a new row.

Where a payment is received for multiple students – enter the next reference number and continue the process until all the money has been allocated.

Finally, click on ‘Complete Allocation’.

To search for a student – click on the ‘Students’ tab, this will take you to the ‘Student Search’ screen. Here you can search for each student that needs money allocated to them. When you’ve located the correct student either write the Public Trust reference number down or highlight it as in the example below and copy it (CTRL+C

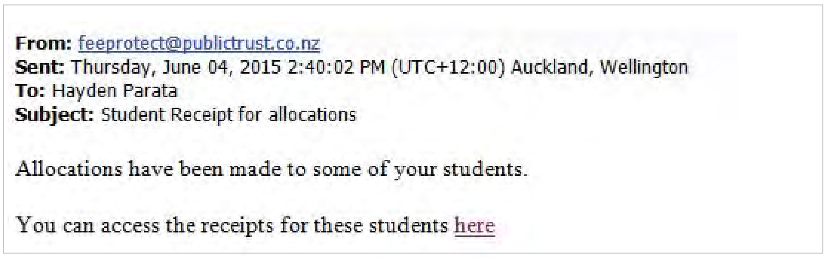


Click on this print button if you wish to keep a copy of this screen for your records.

Note: If the receipt is lost, it can be regenerated from the student’s detail screen, via the “Actions” button.

or right click and select copy using the mouse).

After you have clicked on 'Complete Allocation' you'll be taken to the Allocation Details screen, which you may wish to print for your records. We recommend that you keep a copy of this in your student records. The staff member that allocated the money will also receive a receipt via email.



Student receipt for payment

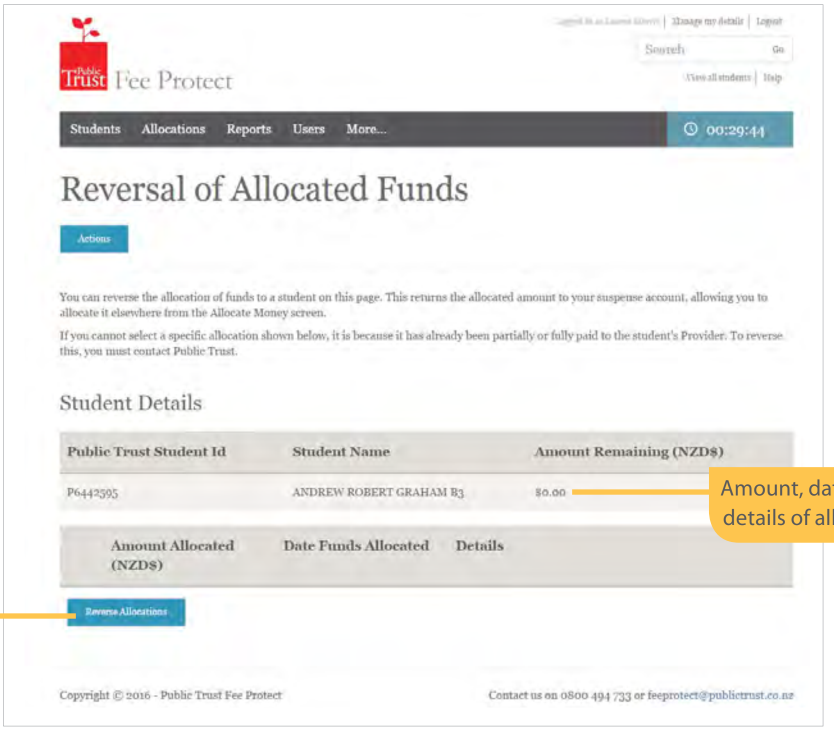
Click here to download the receipts you have selected via ticking the tick boxes.

Click here to download a receipt.

Note: Your Provider is responsible for passing this receipt on to the student.

Incorrect allocations reversals

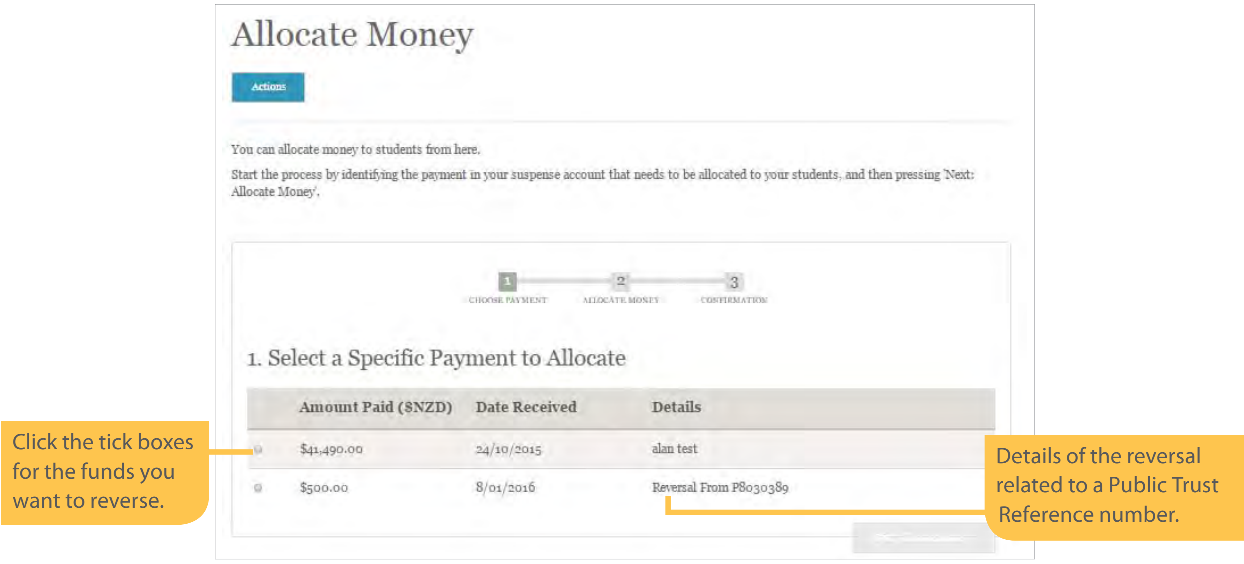
If you incorrectly allocate funds to the wrong student, or the wrong amount, you can reverse the incorrect allocation via the 'Actions' button on a specific student record. When clicked, you are given a list of all the previous allocations to this student, and tick boxes to select which payments to reverse.



Amount, date of allocation and details of allocation.

Click to confirm.

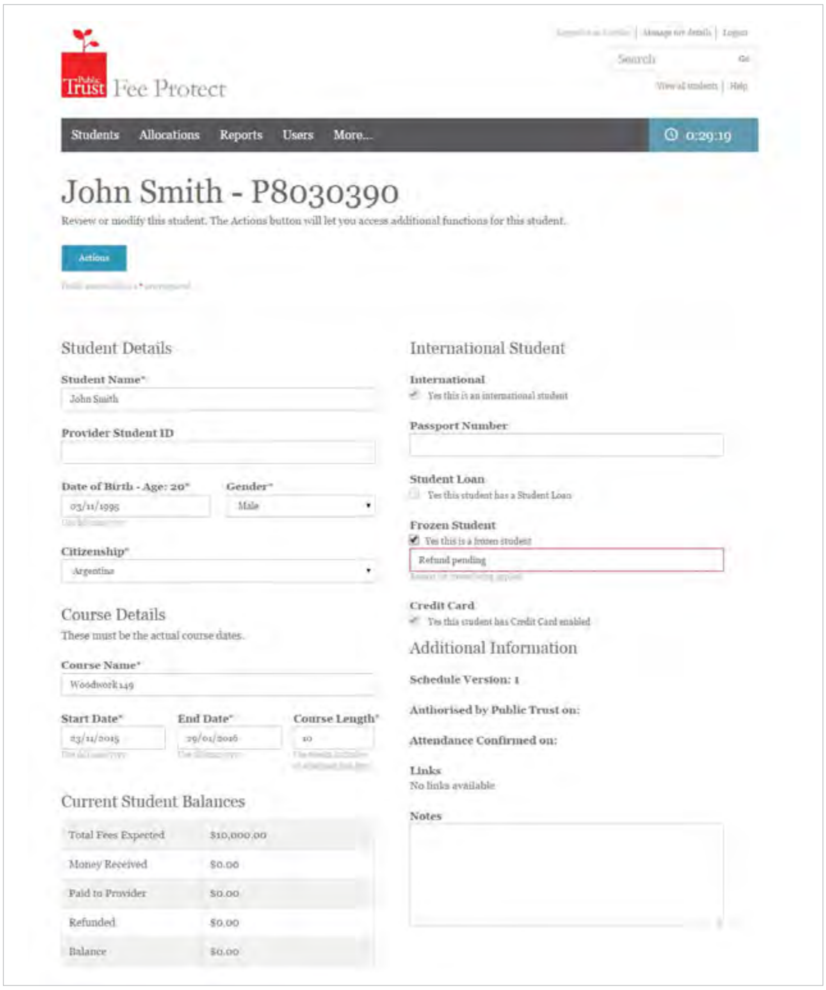
The funds then reappear in the allocations page, with a reference to where they have come from. Only full payments can be reversed, please contact us if you require a partial reversal.



Freezing Students

You are able to freeze accounts. To do this open the student's record, tick "Frozen Student" and add the reason. To unfreeze contact Public Trust.

Public Trust can freeze payments if there is a pending refund or we are investigating a student complaint.

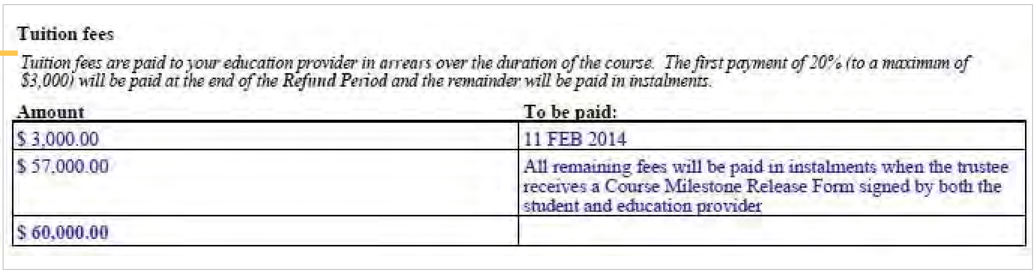


Milestone Trust Accounts

Initially developed for flying schools, a Milestone Trust is based on the standard trust system. However, unlike the typical standard trust where payments are made on set dates, Milestone Trust payments are made as sections of the course or milestones are completed (e.g. flying time).

Student details are entered onto the website in the usual manner, producing an acknowledgement form to be printed and signed, however the Milestone Trust acknowledgement form payment schedule has slightly different wording as per below.

This text explains how the payments will be released.



Tuition fees

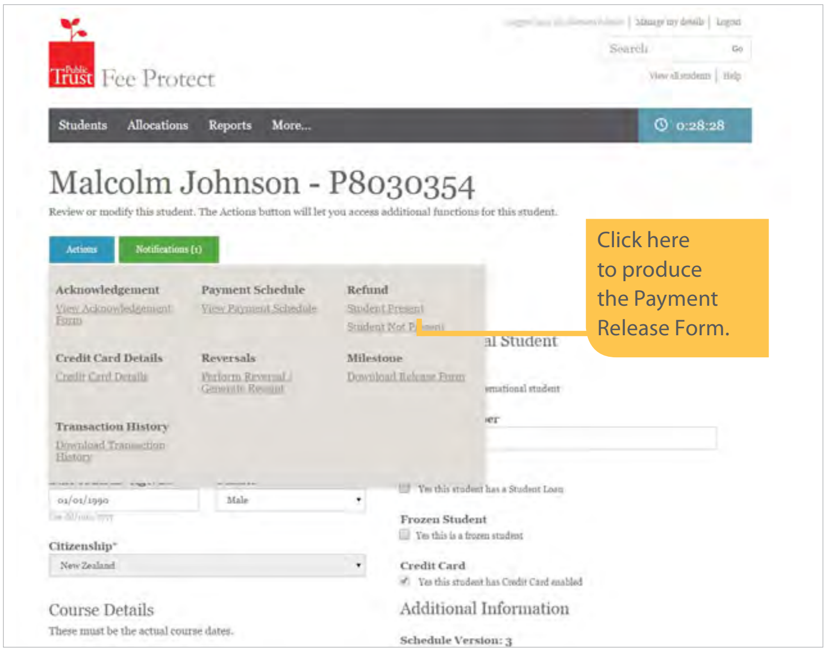
Tuition fees are paid to your education provider in arrears over the duration of the course. The first payment of 20% (to a maximum of $3,000) will be paid at the end of the Refund Period and the remainder will be paid in instalments.

Amount	To be paid:
$ 3,000.00	11 FEB 2014
$ 57,000.00	All remaining fees will be paid in instalments when the trustee receives a Course Milestone Release Form signed by both the student and education provider
$ 60,000.00	

After the first payment is made, all future payments are then released as agreed by the Provider and the student.

These are released on either agreed milestones, or in the case of flying schools, invoices generated fortnightly or monthly based on the tuition completed.

The form is produced by clicking ‘Download Release Form’ from the ‘Action’ button, found on the student account screen.



Click here to produce the Payment Release Form.

An example of the form is found on the following page.

with you for generations to come Public Trust

Course Milestone Release Form

Please use this form

1. to authorise the Trustee to release the second and subsequent payments of Tuitions Fees;
2. to confirm that the education provider and student has agreed to the amount to be paid

PTE Name:	FEEPROTECT FLIGHT TRUST
Public Trust PTE Reference Number:	7803184TR01
Name of Student:	CHARLES BIGGLESWORTH
Public Trust Student Reference Number:	P6443400
Student Date of Birth:	15 MAY 1972
Course Start Date:	03 FEB 2014
Estimated number of weeks:	46
Tuition fees:	$60,000.00

Payment Number	Date	Amount	Balance remaining	Student signature	PTE signature
1		$3,000.00	$57,000.00	Not required	Not required
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

Once signed by both student and education provider, please send to:

Email: feeprotect@publictrust.co.nz

Page 1 of 1

Fill in the date, amount of the drawdown, the balance remaining after drawdown, then have both the student and the Provider sign the form to acknowledge the drawdown amount is correct.

Once complete email the form using the details on the bottom of the form for the payment to be processed.

Payment options

There are a number of ways a student can pay their student fees straight into their student account in Fee Protect:

- — Deposit fees into the Public Trust bank account using the account information on the first page of the student acknowledgement form.
- — Use a pre-coded bank deposit slip.
- — Use the Provider's EFTPOS terminal.
- — Send a telegraph transfer (international students).
- — Pay by credit card.

> **Note:** It is a requirement of NZQA's student fee protection policy that:
>
> 1. Any student fees paid to a Provider must be placed into the trust account by close of business on the following working day.
> 2. All fees paid, including any agent commission, must be protected. This means you'll need to "top up" any agent commission retained by your agents. E.g. the student paid $5,000, the agent forwarded you $4,000 you will need to top up the $1,000 retained by the agent as their fee.

Bank Account details on the acknowledgement form

A student may deposit their fees straight into their Fee Protect student account by using the bank account details on the front page of the Student acknowledgement form:

Fee Protect Student Acknowledgement Form

with you for generations to come

Please read this form carefully. It explains how your student fees will be protected, how your education provider will be paid and how refunds will be handled.

By signing this form I, WALKER R MCNAUGHTON confirm I understand that:

1. my education provider has appointed Public Trust as trustee and my fees will be held by Public Trust in a trust account to comply with the requirements of the Education Act 1989 (Act). The rules for this trust account are set out in a Trust Deed between my education provider and Public Trust;
2. my fees totalling $ 1,200.00 will be paid from the trust account to my education provider in instalments over the 10 week duration of my course in accordance with the attached payment schedule. I have signed the bottom of the payment schedule page(s) to confirm that I understand these payments;
3. where I have paid my fees direct to my education provider, my education provider is required to transfer those fees to Public Trust and Public Trust has no responsibility for those fees until they are received into the trust account. My education provider is not an agent for Public Trust;
4. I can pay my full student fee directly to the following Public Trust bank account.

Account Name:	Public Trust
Bank and Branch:	Bank of New Zealand, North End Branch, Wellington, New Zealand
Bank Account Number:	0 2 0 5 3 6 0 3 0 5 8 6 5 0 1
Analysis Code:	0 5 3 2 5 2 — Student number.

5. I agree that if my course is cancelled or my education provider closes:
   (a) Public Trust will ensure that any refund due to me will be made in accordance with the Act and the current Qualifications Authority student fee protection rules;

Pre-coded deposit slips

You can pay in cash or cheques at BNZ using the pre-coded deposit slips that will be supplied to you.

> **Note:** **Please ensure the 'analysis code' field contains all 7 numbers of the student's 'P' or 'E' number (not the letters) and these funds will automatically be allocated to the correct student, removing the need for you to allocate money.**

If you wish to deposit funds for multiple students using one deposit slip, you will need to enter a numeric code. This code will be used as a reference on the 'Money to be Allocated' screen to distinguish the payment. You will need to keep a record of which students this code relates to.

> **Note: We recommend you deposit funds using the 'drop box' at the bank as these deposit slips are scanned, and therefore reduce the possibility of human error at the bank.**

EFTPOS

Some Providers have set up their EFTPOS facility so that they can nominate the account payments are to be credited e.g. button A for payments to the Provider bank account and button B for payments to the Public Trust Fee Protect account.

We suggest you talk to your EFTPOS supplier if you're interested in this facility.

Telegraphic transfers

Instructions to Providers for completing telegraphic transfers.

You can produce a personalised Telegraphic Transfer form by selecting 'Telegraphic Transfer Form' from the 'More…' tab.

This will generate a pdf that you can download and send to students or agents to remit fees direct to Public Trust. The form will need to be pre-filled by your Provider before it's sent to the student with the invoice for fees.

It's very important that the instructions below are followed carefully and that all fields on the Telegraphic Transfer are correctly completed to enable your Provider to match the payment of fees to the correct student record (see below):

---

1. **Sender Details (Field 50A) – The student or agent will complete this field** with the name and address of the person who is remitting the fees. If this person is not the student we recommend they include their relationship to the student in this section (e.g: agent, parent etc.)
2. **Payment details (Field 32A) – The student or agent will complete this field** with the date and amount being paid to your Provider as per the final invoice for fees.
3. **Student & Provider details (Field 70) – You need to complete this field before the Telegraphic Transfer Form is sent to the student or agent to pay the fees.** It needs to be fully completed to ensure that your Provider can correctly identify the student who is paying the fees. It's very important to enter the student's full name and either the student reference (ID) number your Provider is using or a passport number <u>before</u> the form is sent to the student or agent to pay.

Morris Valley School

Telegraphic Transfer to

Public Trust, Wellington, New Zealand

This form assists your Bank arrange the Telegraphic Transfer of your student fees to a Trust Account with Public Trust, Wellington, New Zealand

Your fees are held in this Trust Account and paid to the Morris Valley School over the period you attend your course(s).

Senders Details: **50a**

Name: ______________________________

Address: ______________________________

____

Contact Phone number: ______________________________

Details of funds to be transferred: **32a**

NZ $: ____________________ Date Sent: ____________________

Please add bank fees to this amount as advised by your bank.

The funds will be transferred to: **57 / 59**

Bank of New Zealand
North End Branch
100 Lambton Quay
Wellington

Account Name: Public Trust Morris Valley School
Bank account: 020536030586501
Swift Code: BKNZNZ22

Student details and PTE: **70**

Family Name											
First Name											
Student Ref.											
PTE Ref.	C	L	I	0	0	3	6	1	0	3	7

Details of charges **71a**

To be borne by Sender (OUR)

Online Credit Card facility

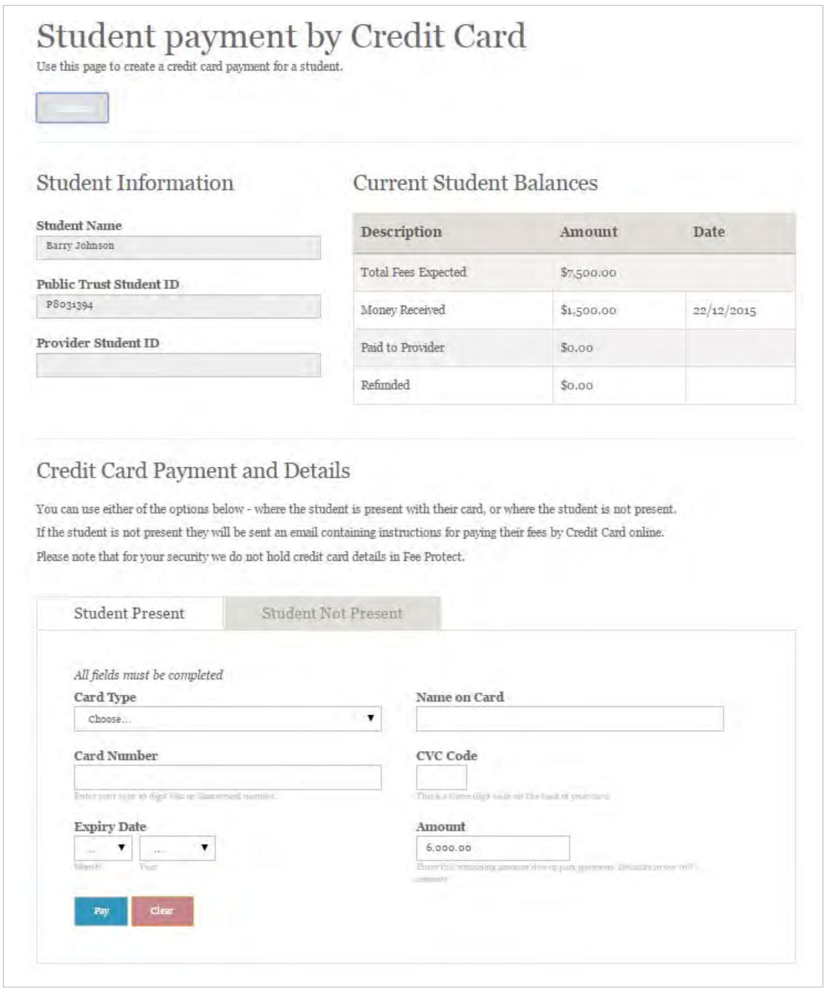
For Providers, who request this facility, this can be set-up with a credit card payment option on the Fee Protect website to let your students pay their fees by credit card direct to their Public Trust account.

If you would like to set up this credit card payment facility, the Provider owner or director needs to send us a written request acknowledging agreement to pay the 2.05% BNZ transaction fee for any fees paid by credit card.

How it works

Once you've been setup to receive online payments, follow these simple instructions to start accepting credit card payments
(Visa and Mastercard only) within Fee Protect:

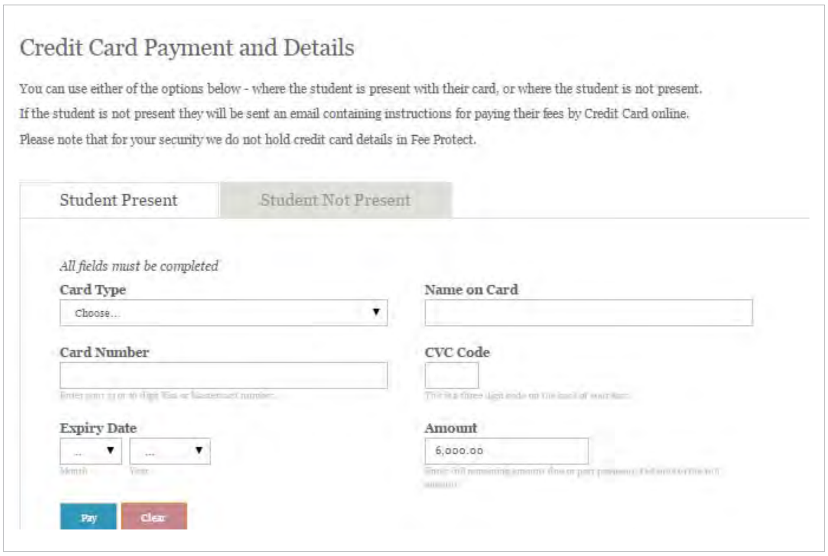
1. Log in to the Fee Protect website.
2. Enter the details of a new student in the usual way. You can also call up the details of any student that you have set up already, as long as they have an outstanding payment.
3. Once all the details have been entered correctly, click on the 'Actions' button, then select 'Credit Card Details'.
4. You'll be redirected to a page with two tabs – **Student Present** or **Student Not Present.**
5. If the student is present (or they have given you their credit card details) and is ready to make payment via their credit card, then enter their credit card details on the page and click 'Pay'. Please refer to 'Student Present' section of this manual.
6. If the student is not present and you have their email address, proceed to the Student Not Present section. Please refer to the 'Student Not Present' section of this manual.



Student present

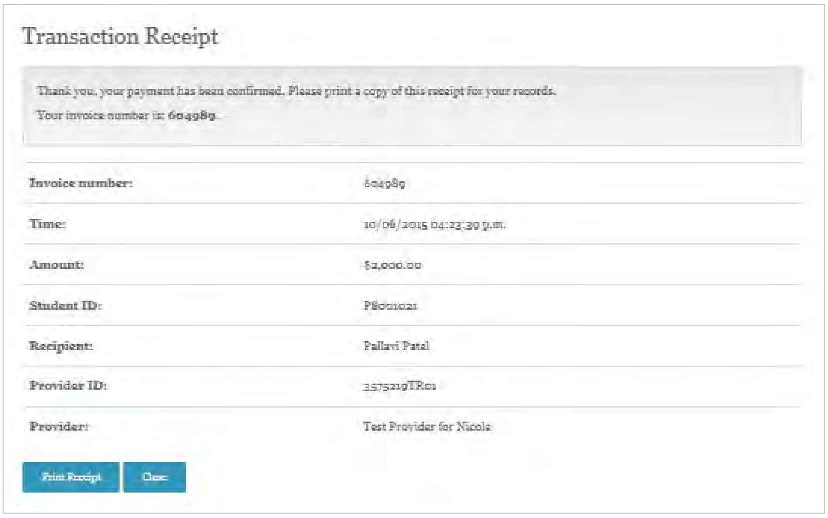
The first tab on the 'Student Payment by Credit Card Page' (below) is to be used when the student is present (or they have given you their credit card details) and is ready to make payment via their credit card.

Complete the required fields on this tab, taking care to enter the details exactly as they appear on the card. Click 'Pay' to initiate the transaction.



Note: The amount field will automatically default to the outstanding amount for that student. Make sure to double check this field before initiating the transaction.

Once payment is initiated, the amount will be charged to the student's credit card using BNZ's credit card service. When all details have been validated, a receipt will be presented on screen (below) which can be printed for the student's records by clicking on the 'Print Receipt' button.



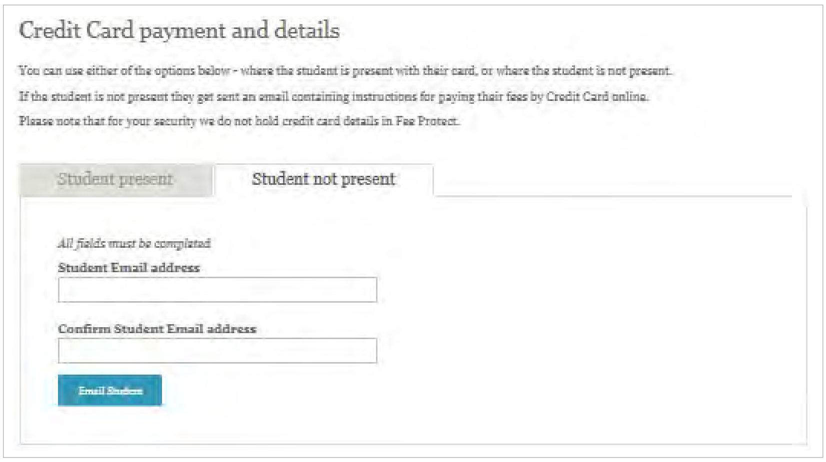
The payment will be received at Public Trust from BNZ within 2 business days (depending on where the credit card has been issued). Once received, the Fee Protect system automatically updates the student's record and records that payment has been made. You DO NOT need to allocate the money to the student, this is done automatically.

Note: should the transaction fail, you will receive a payment declined message.

Student not present

The second tab on the ‘Student Payment by Credit Card Page’ (below) is to be used when the student is not present, but you have their email address.

Enter and re-enter the email address of the student.


Credit Card payment and details

You can use either of the options below - where the student is present with their card, or where the student is not present.

If the student is not present they get sent an email containing instructions for paying their fees by Credit Card online.

Please note that for your security we do not hold credit card details in Fee Protect.

Student present | Student not present

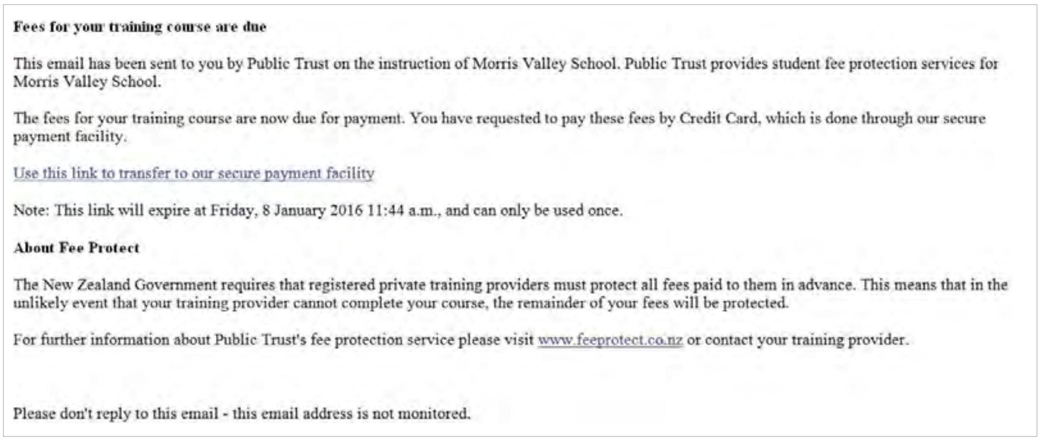
All fields must be completed

Student Email address

Confirm Student Email address

Email Student

Click ‘Email Student’ to send an email requesting payment to the student (example below).


Fees for your training course are due

This email has been sent to you by Public Trust on the instruction of Morris Valley School. Public Trust provides student fee protection services for Morris Valley School.

The fees for your training course are now due for payment. You have requested to pay these fees by Credit Card, which is done through our secure payment facility.

Use this link to transfer to our secure payment facility

Note: This link will expire at Friday, 8 January 2016 11:44 a.m., and can only be used once.

About Fee Protect

The New Zealand Government requires that registered private training providers must protect all fees paid to them in advance. This means that in the unlikely event that your training provider cannot complete your course, the remainder of your fees will be protected.

For further information about Public Trust's fee protection service please visit www.feeprotect.co.nz or contact your training provider.

Please don't reply to this email - this email address is not monitored.

When the student is ready to pay, they can click on the link in the email and will be redirected to Public Trust’s secure online payment environment where they can enter their credit card details and initiate the transaction. They will be asked to authenticate themselves by entering the course start date, along with their credit card details. From this point on, the steps are similar to the **Student Present** scenario.

Note: that the address where the email is sent from is feeprotect@publictrust.co.nz and will show as an email from Public Trust in the student’s in-box.

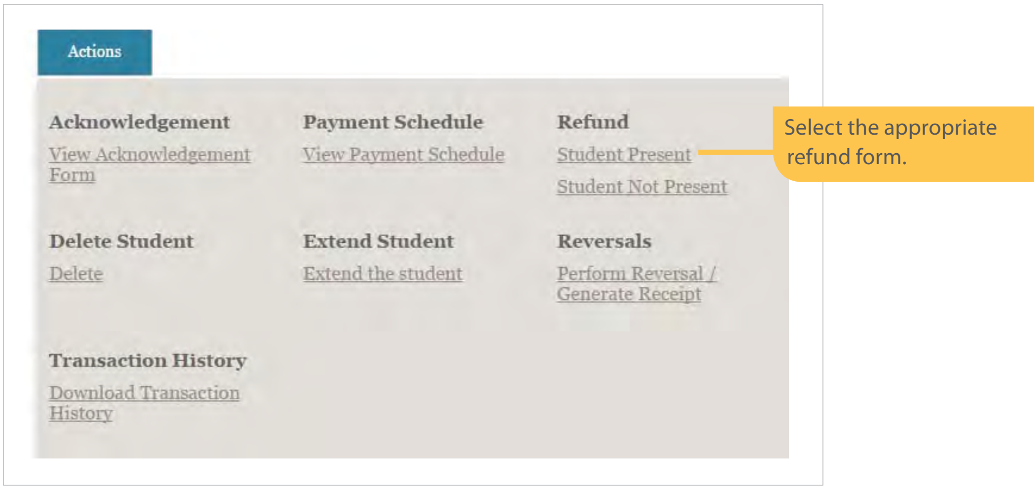
Refunds

There are two refund form options.

Student Present:
For signing by the student and the Provider (also known as Schedule 2). This is to be used when a refund is due, and the student is available to sign the document.

Student Not Present:
For signing by the Provider if a student is unavailable to sign (also known as Schedule 3). This is to be used when a refund is due, and the student is not available to sign the document.

The two options can be found by selecting the 'Actions' button on the specific Student Details screen. Both options will present you with an online form you can type details into that will print out on the resulting refund form.



Note: the option to make a refund to StudyLink will appear on the online form if the student has a student loan, as indicated on their student details.

If you have submitted a StudyLink refund in error, please contact Fee Protect immediately on the same day to have a stop put on this.

Student present refund form

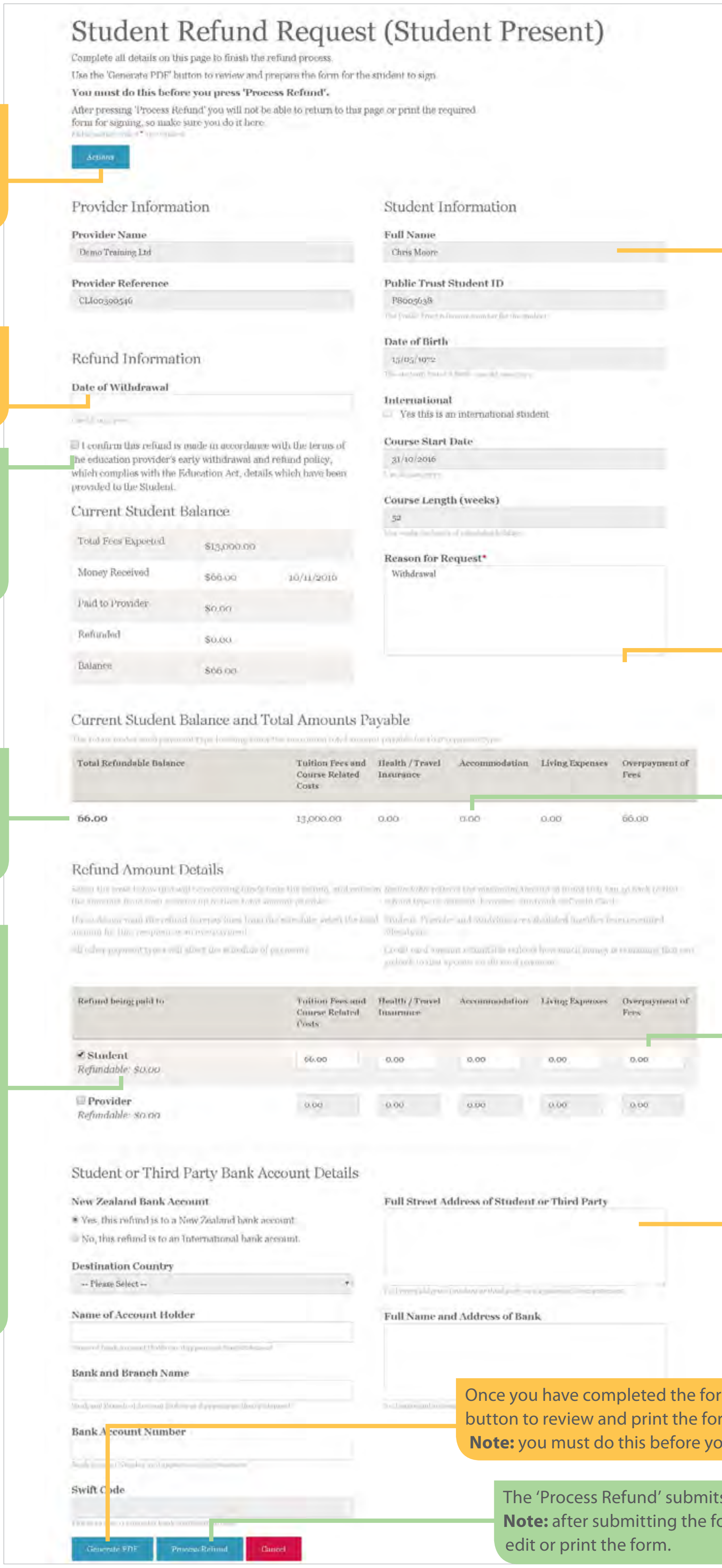
The 'Actions' button enables you to return to the student details.

You can enter the date of withdrawal for your records.

This tick box confirms the refund is made in accordance with terms and conditions.

This figure shows the total refundable balance for this student.

Each row represents an eligible refund recipient. Select using the tick box, which recipient the refund is to be allocated to. **Note:** Studylink will only display if the student has a student loan as indicated on their student details.



Student Refund Request (Student Present)

Complete all details on this page to finish the refund process.

Use the 'Generate PDF' button to review and prepare the form for the student to sign.

You must do this before you press 'Process Refund'.

After pressing 'Process Refund' you will not be able to return to this page or print the required form for signing, so make sure you do it here.

Actions

Provider Information

Provider Name
Demo Training Ltd

Provider Reference
CL100300546

Refund Information

Date of Withdrawal

☐ I confirm this refund is made in accordance with the terms of the education provider's early withdrawal and refund policy, which complies with the Education Act, details which have been provided to the Student.

Current Student Balance

Total Fees Expected	$13,000.00	
Money Received	$66.00	10/11/2016
Paid to Provider	$0.00	
Refunded	$0.00	
Balance	$66.00	

Student Information

Full Name
Chris Moore

Public Trust Student ID
P8005638

Date of Birth
15/05/1972

International
☐ Yes this is an international student

Course Start Date
31/10/2016

Course Length (weeks)
52

Reason for Request*
Withdrawal

Current Student Balance and Total Amounts Payable

Total Refundable Balance	Tuition Fees and Course Related Costs	Health / Travel Insurance	Accommodation	Living Expenses	Overpayment of Fees
66.00	13,000.00	0.00	0.00	0.00	66.00

Refund Amount Details

Refund being paid to	Tuition Fees and Course Related Costs	Health / Travel Insurance	Accommodation	Living Expenses	Overpayment of Fees
☑ Student *Refundable: $0.00*	66.00	0.00	0.00	0.00	0.00
☐ Provider *Refundable: $0.00*	0.00	0.00	0.00	0.00	0.00

Student or Third Party Bank Account Details

New Zealand Bank Account
● Yes, this refund is to a New Zealand bank account
○ No, this refund is to an International bank account

Destination Country
-- Please Select --

Name of Account Holder

Bank and Branch Name

Bank Account Number

Swift Code

Full Street Address of Student or Third Party

Full Name and Address of Bank

Generate PDF | Process Refund | Cancel

Student information are non-editable fields.

Enter a detailed reason for the refund request. This is a mandatory field.

This row gives a breakdown of the fees allocated to each payment type (e.g. accommodation).

If you do not want the refund to repay lines from the payment schedule, select the total amount for that recipient as an overpayment. All other columns will affect the payment schedule.

Enter the student or third party bank account details in this section.

Once you have completed the form. Use the 'Generate PDF' button to review and print the form for the student to sign. **Note:** you must do this before you press 'Process Refund'.

The 'Process Refund' submits the form to Public Trust. **Note:** after submitting the form you will not be able to edit or print the form.

Student not present refund form

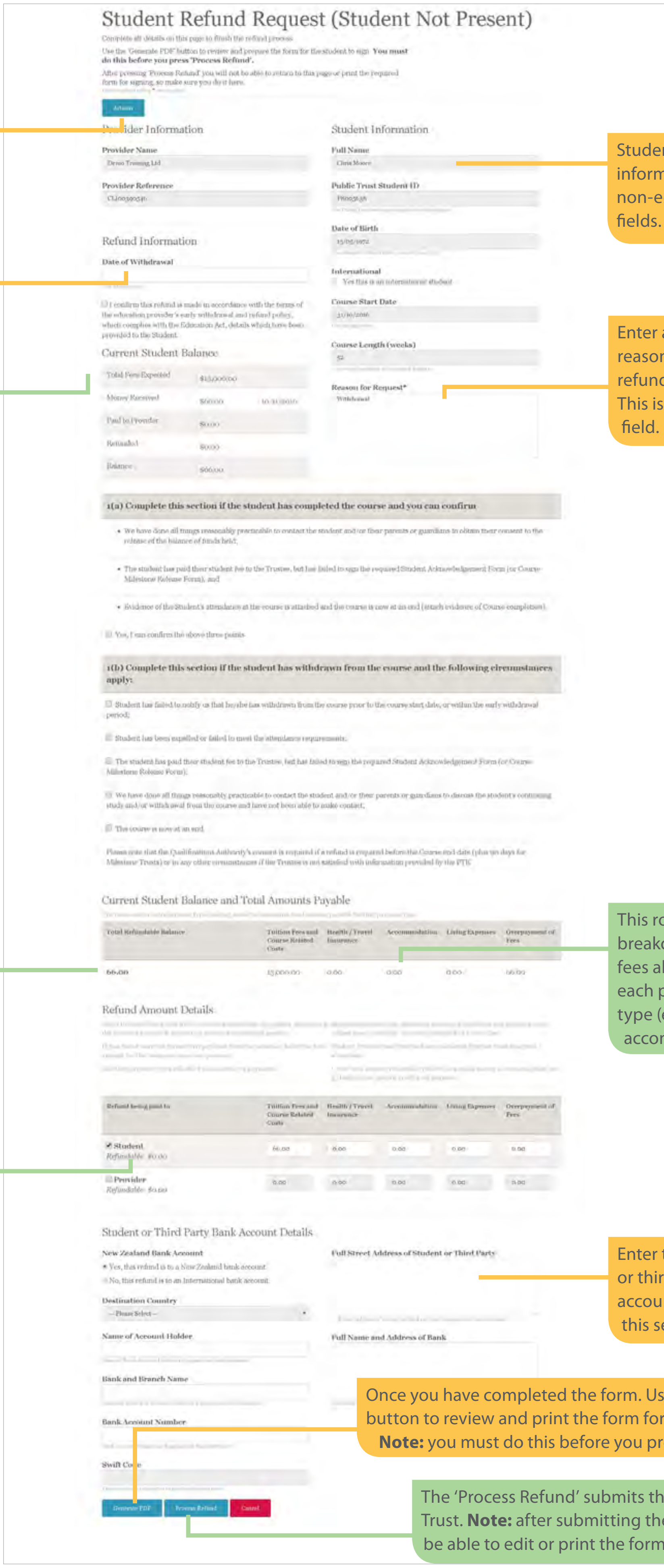
The ‘Actions’ button enables you to return to the student details.

You can enter the date of withdrawal for your records.

This tick box confirms the refund is made in accordance with terms and conditions.

This figure shows the total refundable balance for this student.

Each row represents an eligible refund recipient. Select using the tick box, which recipient the refund is to be allocated to. **Note:** Studylink will only display if the student has a student loan as indicated on their student details.



Student Refund Request (Student Not Present)

Provider Information

Student Information

Provider Name

Full Name

Provider Reference

Public Trust Student ID

Date of Birth

Refund Information

Date of Withdrawal

International

Course Start Date

Current Student Balance

Course Length (weeks)

Reason for Request*

1(a) Complete this section if the student has completed the course and you can confirm

1(b) Complete this section if the student has withdrawn from the course and the following circumstances apply:

Current Student Balance and Total Amounts Payable

Refund Amount Details

Student or Third Party Bank Account Details

New Zealand Bank Account

Full Street Address of Student or Third Party

Destination Country

Name of Account Holder

Full Name and Address of Bank

Bank and Branch Name

Bank Account Number

Swift Code

Student information are non-editable fields.

Enter a detailed reason for the refund request. This is a mandatory field.

This row gives a breakdown of the fees allocated to each payment type (e.g. accommodation).

Enter the student or third party bank account details in this section.

Once you have completed the form. Use the ‘Generate PDF’ button to review and print the form for the student to sign. **Note:** you must do this before you press ‘Process Refund’.

The ‘Process Refund’ submits the form to Public Trust. **Note:** after submitting the form you will not be able to edit or print the form.

Reports

Manual reports available on request

The following reports can be requested from the 'Reports' tab of the website.

Annual statement of account – current year

Shows Student Fees, Account Summary, Income Summary and Statement of Account for the current period.

Annual statement of account – previous year

As above for the previous period.

Authorised Student Report

Shows the count per Provider of authorised students within Fee Protect for a given period.

Cash Flow Report

Shows all estimated cash flow assuming all student fees have been received and breaks it down to Authorised/ Unauthorised and Stopped payments.

MLA Report – Previous Month End

Using student details from the Standard Refund Trust to calculate the current student's portion of the MLA for protection by a Static or Bank Bond Trust.

Ministry of Education Export Levy Report

Shows Tuition Fees received, the number of international students who commenced a course, and the number of full-time equivalent tuition weeks for all international students for current and previous trimesters. The figures calculated in the report can then be used directly on the Ministry of Education website to calculate the Export Levy.

Student Exception Report

Lists students that need to be authorised, confirmed, or have insufficient/excess funds.

Student Account Balance Report

Shows all fees received, paid and repaid, and current student account balances.

Transaction report

You can request information using transaction start date, transaction end date, student ID, student name and course. This report is provided in Excel format, allowing you to analyse or summarise the figures.

Automatic reports

The website provides a number of reports automatically. These reports are distributed by e-mail periodically, and are sent to the primary e-mail address that was provided when your Fee Protect Trust account was established.

As required	**Payment Advice** This schedule shows the details of payments made on behalf of each student. This breakdown of payments is sent whenever a payment is made to the Provider.
Weekly	**Student Exception Report** This report lists students who have not been authorised by Public Trust, haven't had their attendance confirmed, where there are fees owing, or they've overpaid. **Outstanding Amounts to be Allocated Report** This report lists the amounts paid into your trust account that are still to be linked with a student record. No part of these monies can be disbursed to the Provider until this allocation has been done
Monthly	**Tuition Fees month-end report** Shows all Provider Tuition Fee information in an excel spreadsheet format.
Quarterly	**Invoice of fees** This is the invoice for fees charged for student registrations.
Annually	**Financial year end** Financial Year End Statement Of Account **Note:** This report can be run manually during the year, but you'll need to do this yourself. The report can only be backdated to the end of the previous financial year.

Automated reports can be sent to other Fee Protect Users within your Provider, by entering their email address in the 'Alternate Email Addresses' tab.

Note: Reports can only be sent to Users set up within the Fee Protect website as either an Admin or Super User. These Users will need to login to the Fee Protect website to access the report.