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,
8 am – 5pm weekdays.

Version 9.0 – March 2026

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Introduction

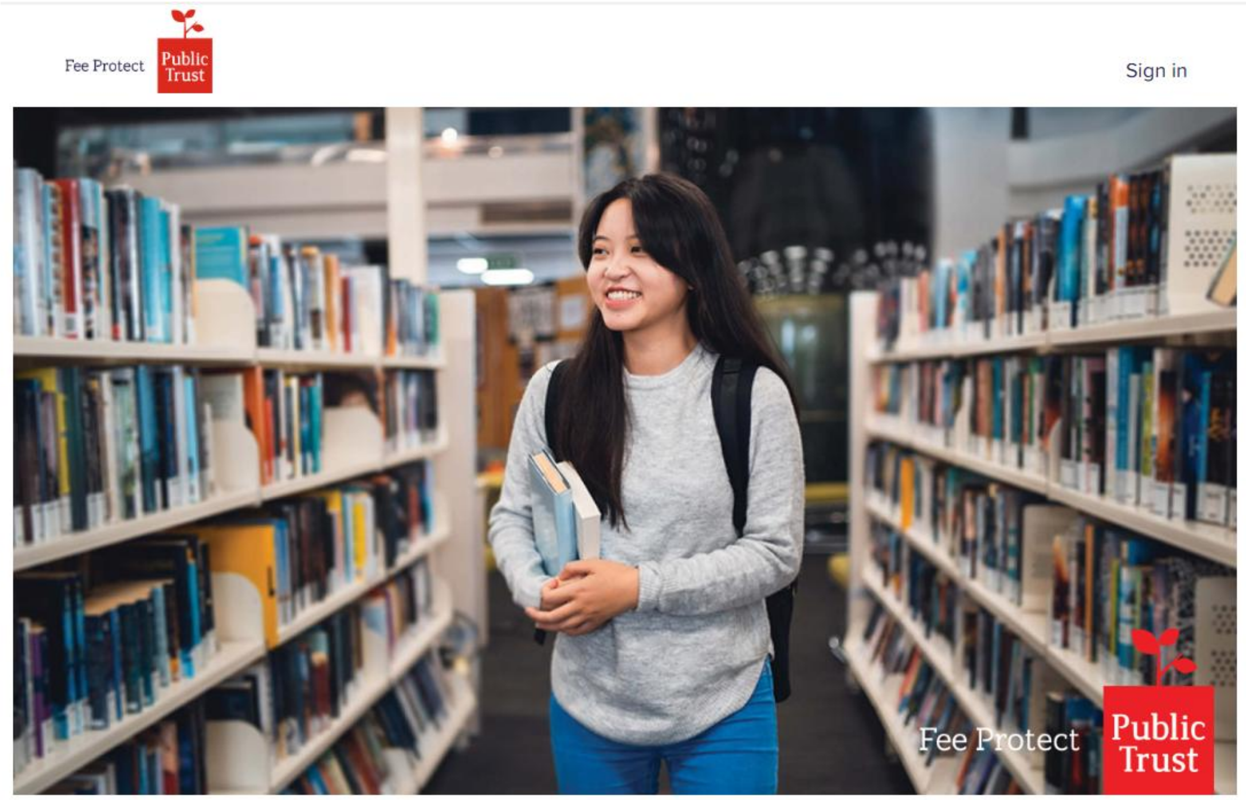
Purpose of this document

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 does not cover all processes and procedures, for further support please contact us on 0800 494 733 between 8:00am – 5:00pm weekdays.

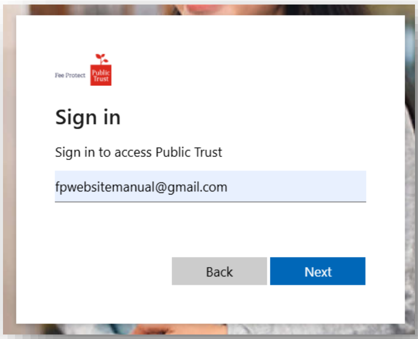
Getting started

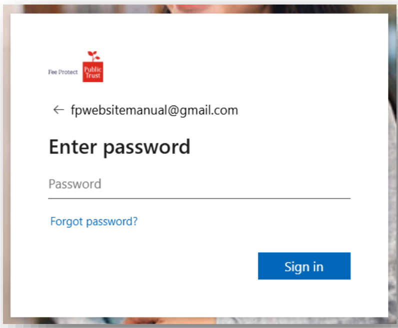
Fee Protect is an online system, go to **www.feeprotect.co.nz** to access the site. While you are there add it to your list of 'favourites' for quick and easy access.

If you are a registered User, get started by clicking 'Sign In'.

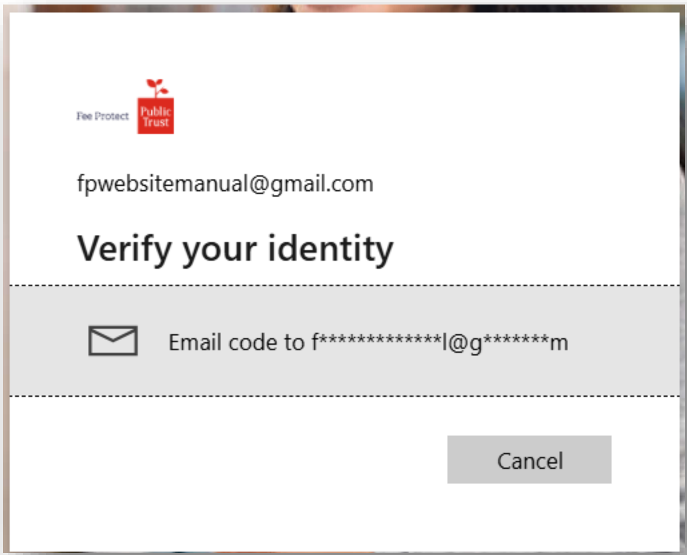


This will take you to the screen below. Enter your unique Public Trust login name (email address) and your password and click 'Sign in' to enter the system.

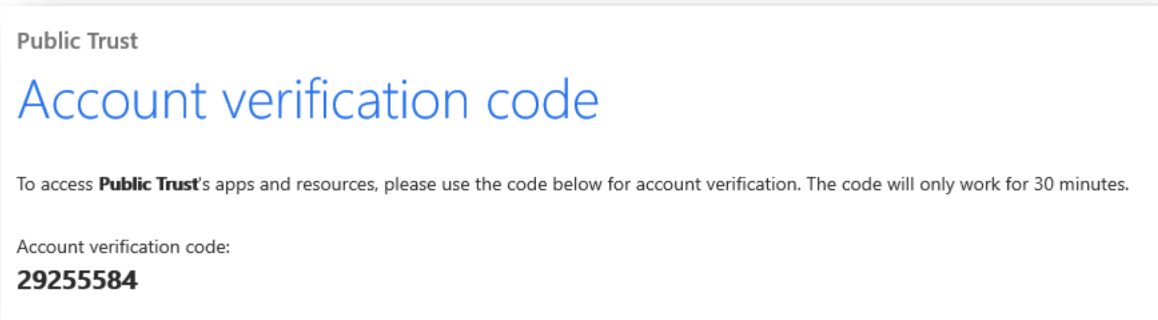




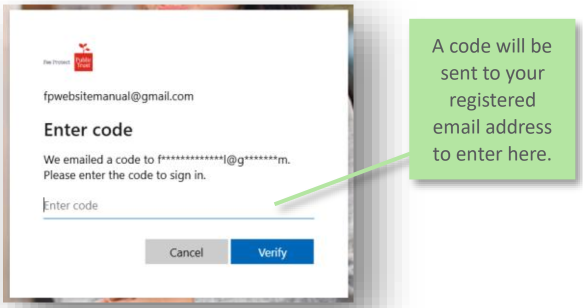
Public Trust has two factor authentication to keep your information secure, so after you enter your email address and password, you will be prompted to send a verification code, click the hidden email address to send the code.



The system will send a verification code to your email address, which you will enter to confirm your identity.

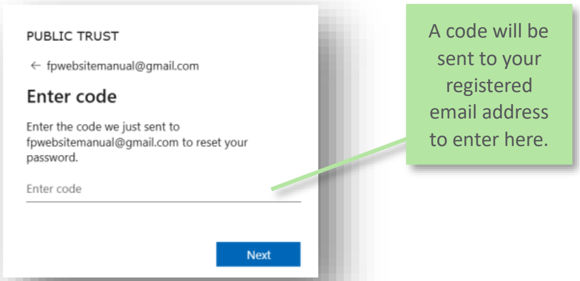


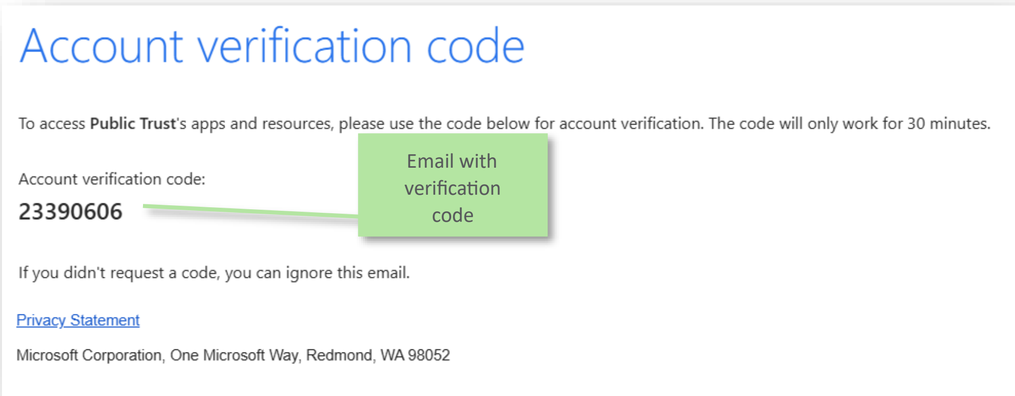
Enter the code to verify your identity.



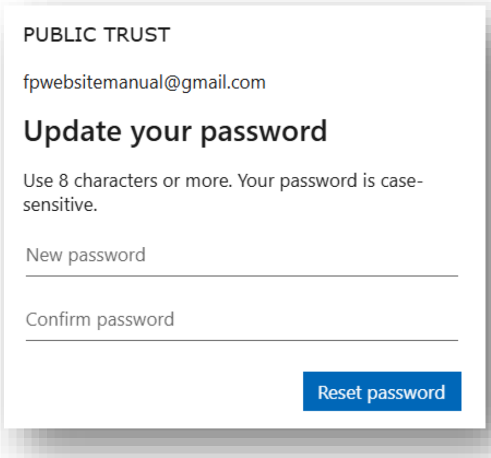
Reset/update your password

If you have forgotten your password or wish to update your password, use the ‘Forgot password?’ link and input your Public Trust login name.





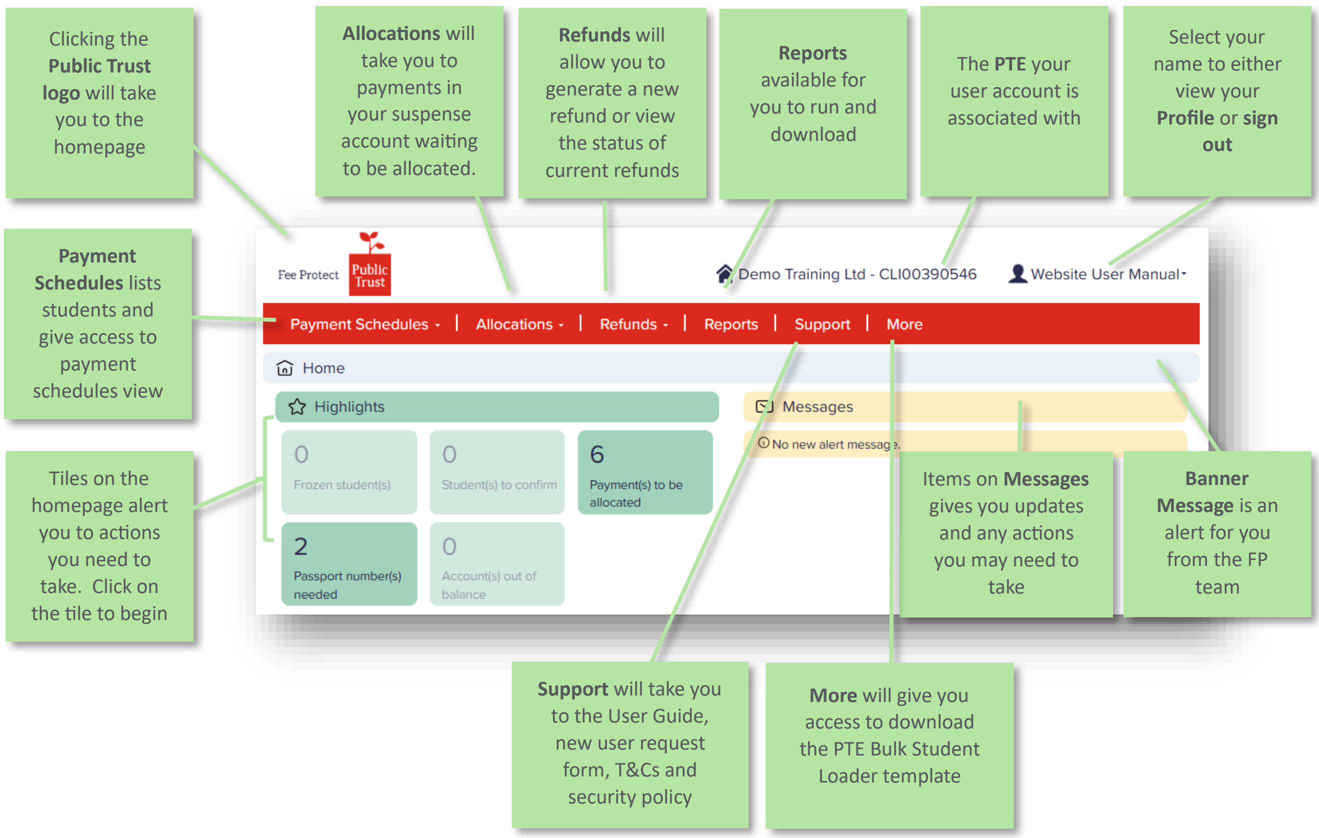
After entering the verification code, you will be asked to update and confirm a new password.



A second verification code will be sent to your registered email, once this has been entered you will have access to the system, and the home page (see image below) will become available.

Fee Protect Homepage

When you enter the system, you will be taken to your Provider's **Homepage** which looks like this…

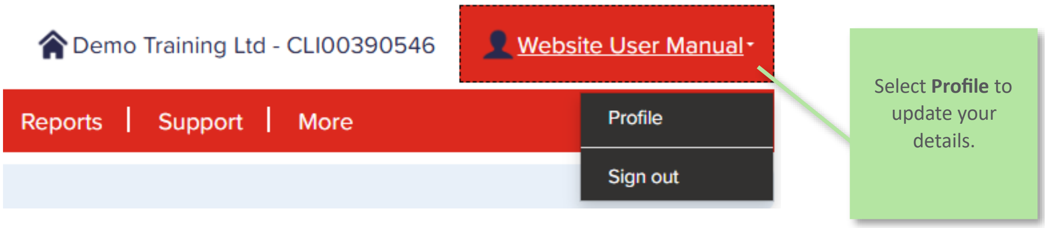


Support, assistance and new user

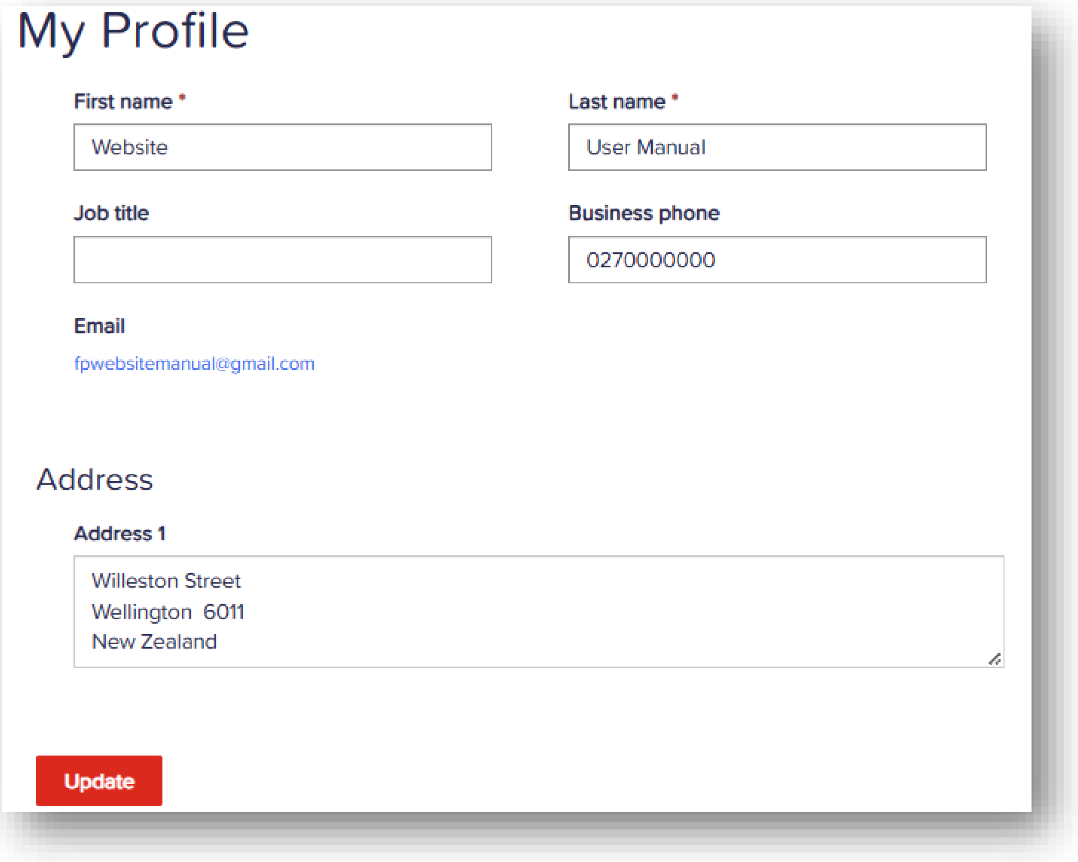
You will be able to view the latest versions of the Fee Protect User Guide, website FAQs and our contact information by selecting the **Support** button on the top menu. The support page will load in a new browser window, where you can print off any documentation, and complete a new user request form if you need to additional staff to have access to the portal.

Change your own details

To update your details, select Profile beneath your name to display your information. Make the changes and select update to save.



This will bring you to the “My Profile” screen below.



Using the Fee Protect website

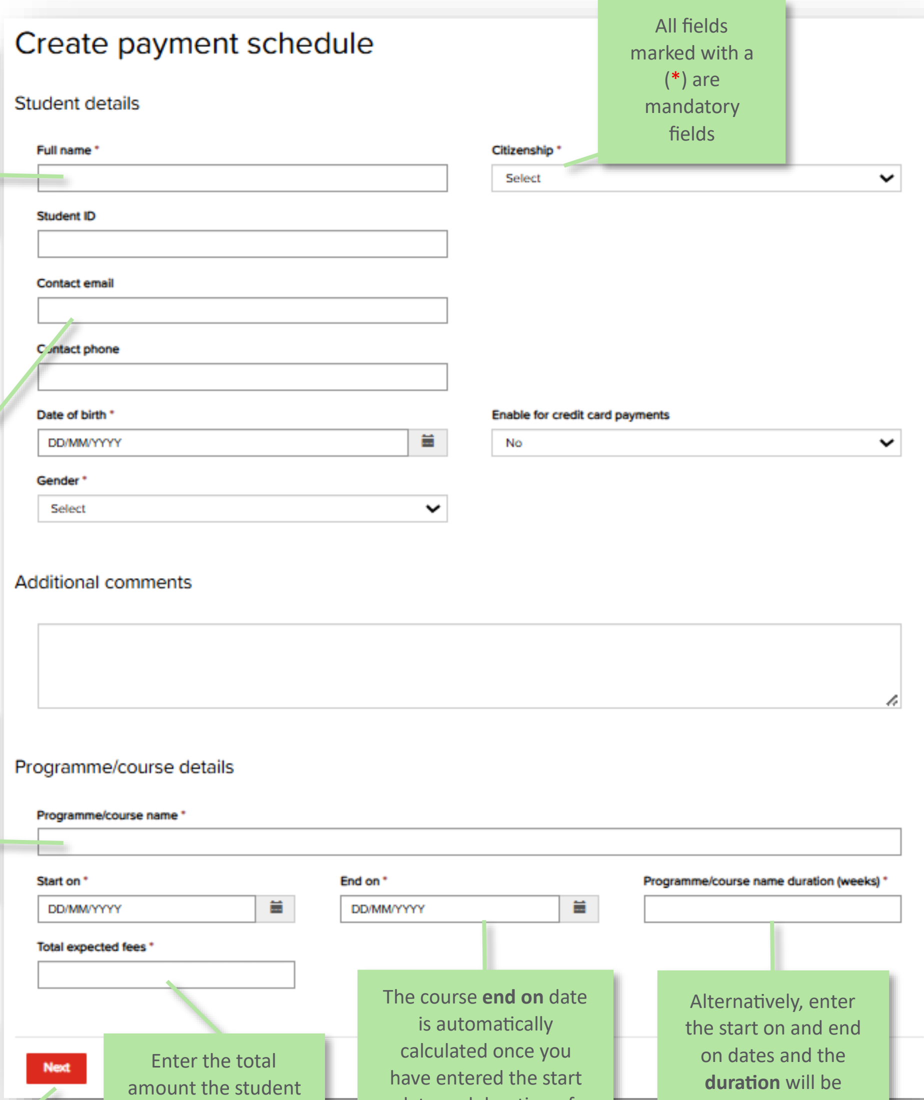
Adding student details

Click the **Payment Schedules** menu option and from the dropdown options select **Add Schedule**.

Enter the student's name as it should appear on the acknowledgement form

All fields marked with a (*) are mandatory fields

Note – while not a mandatory field, there must be an email enter before the digital Student Acknowledge form can be sent.



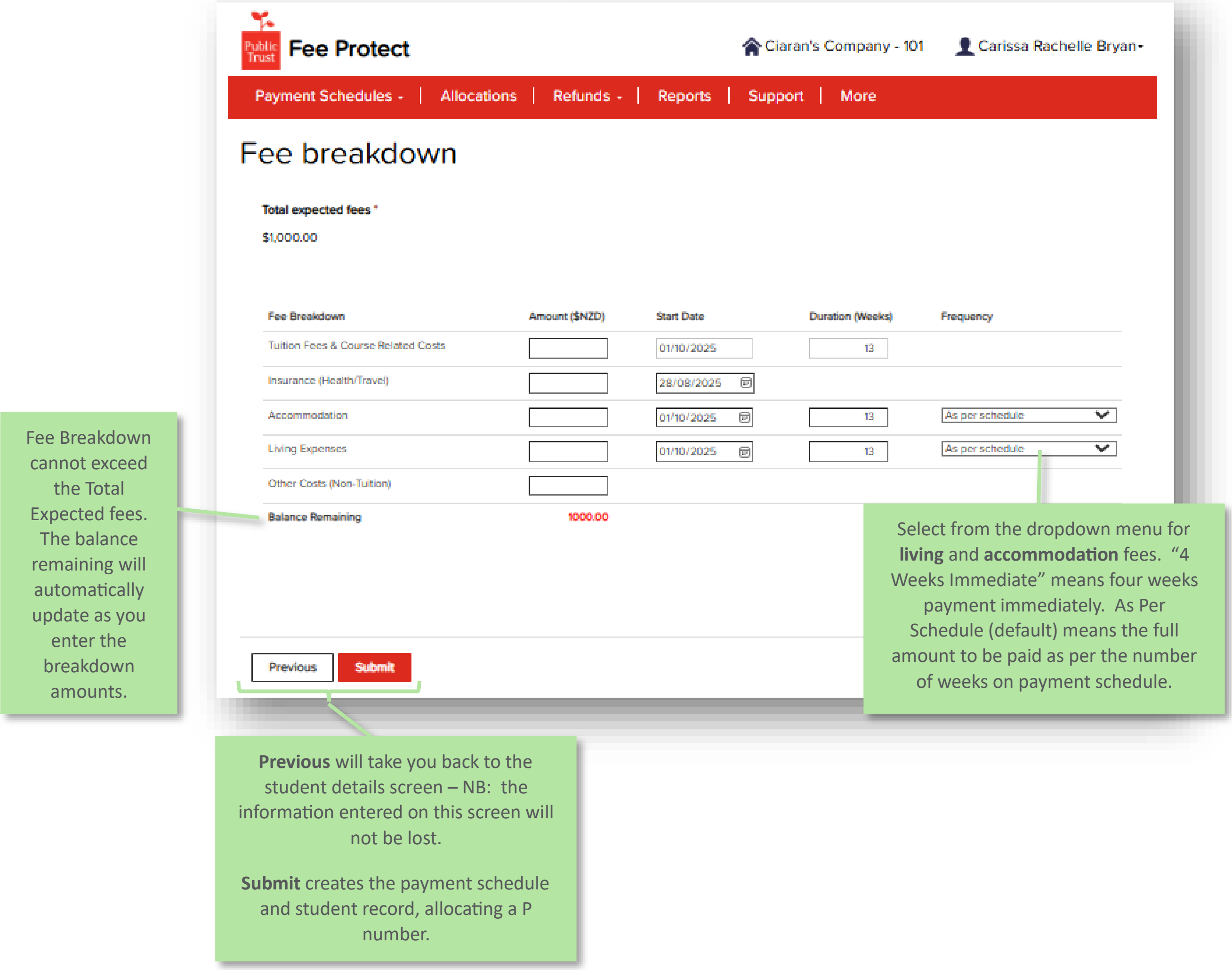
Enter your usual name, code or abbreviation for the course the student is taking.

The course **end on** date is automatically calculated once you have entered the start date and duration of course in weeks

Alternatively, enter the start on and end on dates and the **duration** will be calculated

Click Next once all fields are completed to save the information entered.

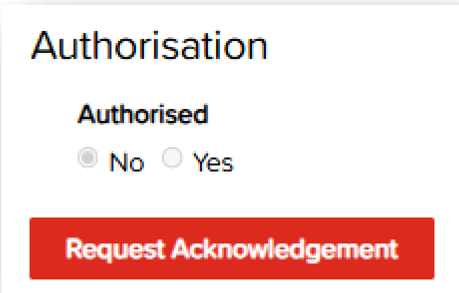
Enter the total amount the student is expected to pay before completing the fee breakdown fields.



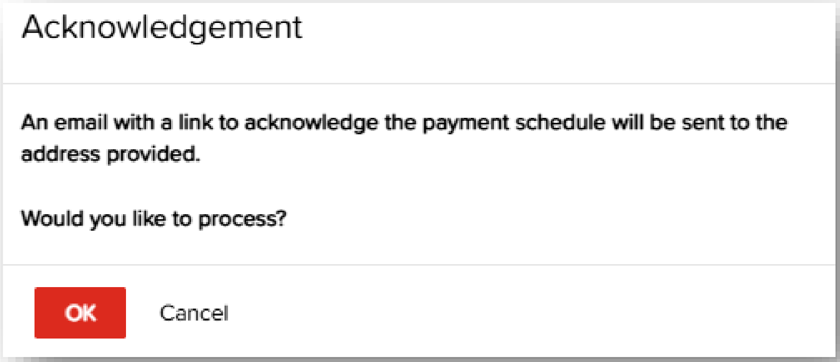
Generate the acknowledgment form

Once you have submitted and created the payment schedule you can generate the Student Acknowledgement form email to be sent to the student with a link to the form.

— When in the Student record (Payment Schedule) select Request Acknowledgement.



— Click OK on the confirmation message to proceed.



Selecting **OK,** will generate an email to be sent to the student with a link to the digital Acknowledgement form (including a one time code). The student will either accept or decline the form, and the PTE user that initiated the Acknowledgement process will receive an email indicating the action the student has taken.

If they have declined, you can check and update details if necessary and regenerate the form.

If they have accepted, the student will automatically become **Authorised** and the date authorised is captured.

International students

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

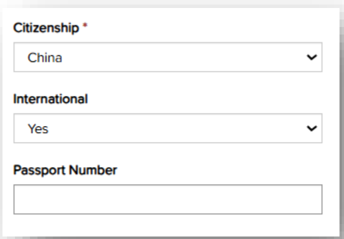
Note: A domestic student is defined as any student entitled to the Government tuition subsidy, including:

- **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.**

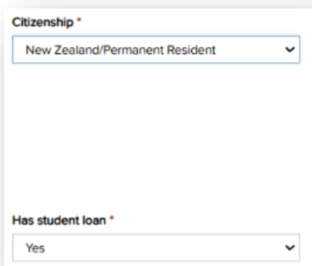
For example: Julian may hold a South African passport but is a permanent resident of New Zealand. Within the Fee Protect website, Julian is classed as a domestic student.

The “Student loan” (Yes/No) and selecting the Citizenship country are linked. If you select the student’s citizenship as New Zealand/Permanent Resident the “Student loan” option will be available. If you select a country outside the definition of domestic students (above) then by default they will be classified as International, and the Passport Number field becomes available.

International Student



Domestic Student



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 "Other Costs (Non-Tuition)" 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 will 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").

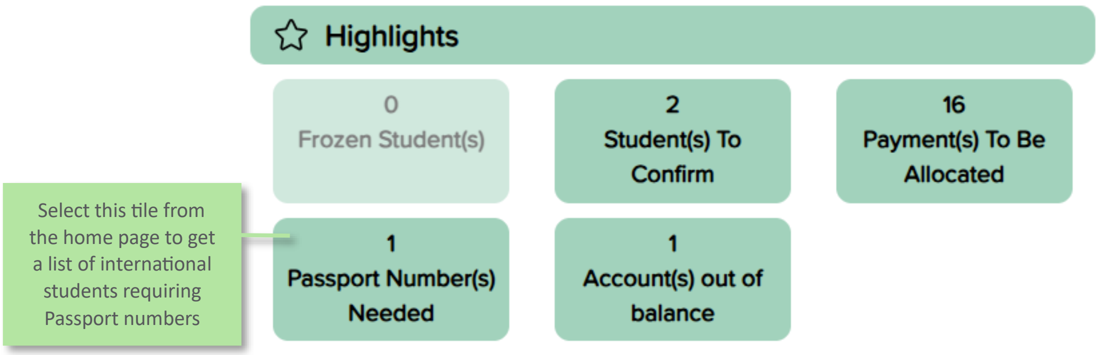
Questions about the Education Export Levy and which fees are included or excluded should be directed to the Ministry of Education international.division@education.govt.nz.

If you do not have international students or do not 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 before being able to send the Student Acknowledgement Form so that payments can be authorised.

A reminder to supply any outstanding passport numbers will be displayed on the 'Highlights' dashboard on your homepage. You can click on the tile to be taken to a list of students needing passport numbers added.



Uploads from Student Management Systems

If your Provider uses student management software systems such as Take2, ENROLpro or SELMA, 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 excel spreadsheet that, which enables you to upload multiple students and payment schedules. This can be downloaded from the 'More…' tab.

Once downloaded, the bulk student loader spreadsheet has a help file explaining clearly how to use it. If you have any problems accessing the buttons, please mark the file as trusted in the general settings against the file.

Fee Protect Public Trust

Fee Protect Student Uploader

Validate Data | Send Data | Show Help | Validate Selected Cells

Student Details	1	2	3	4
Student Name	Online Manual			
Student Id	111222333			
Date of Birth	12 Mar 1990			
Gender (M/F/O or blank)	f			
Student Loan (Y/N)	n			
International Student (Y/N)	y			
Citizenship	Korea, Republic of			
Passport Number				
Course Details				
Course Title	Website User Manual			
Course Start Date	29 Oct 2025			
Course Length (weeks)	6			
Fee Details				
Tuition Expense	$1,000.00			
MoE Tuition Expense Subtotal				
Accomodation Expenses				
Living Expenses				
Bailment Expense				
Health & Travel Insurance				
Insurance paid directly (Y/N)	N			
Total Fee Expected	**$1,000.00**			
Payment Details				
Accomodation Start Date				
Accomodation Duration (weeks)				
Living Expenses Start Date				
Living Expenses Duration (weeks)				

Delete a student

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

Deletions can be made through the Payment Schedules screen **provided you have not already allocated fees** received to the student. **To delete a student record:**

Select the Payment Schedules menu and View Schedules, which will take you to the list of students associated with your organisation. There is a search option available, and you are also able to click of the column titles to change the sorting options. All fields on display in this table can be searched.

Payment Schedule Code	Name	Course Name	External ID	Total Expected Fees	Start On	End On	Smart Status	Submitted On	
P0002146	Alan Parker	Aviation		$10,000.00	21/07/2025	29/08/2025	Active	17/07/2025 11:38 AM	View

Select View to open the payment schedule and view student details

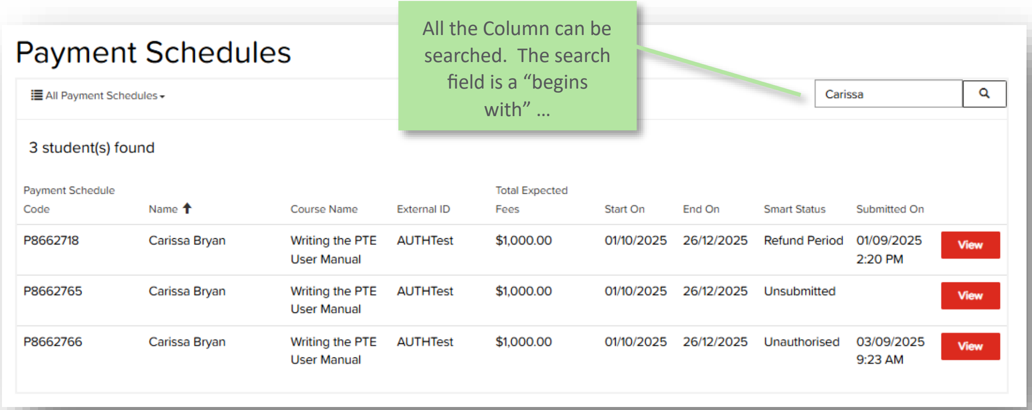
At the top of the student details and payment schedule, there is an option to Delete this record, you will be prompted to confirm, and after selecting Yes, you will receive confirmation the record has been deleted.

Save | Delete | Back to List

Note: If you delete a student record/payment schedule by mistake, please contact Fee Protect with the details, and they can reactivate the record for you.

Search for a student record

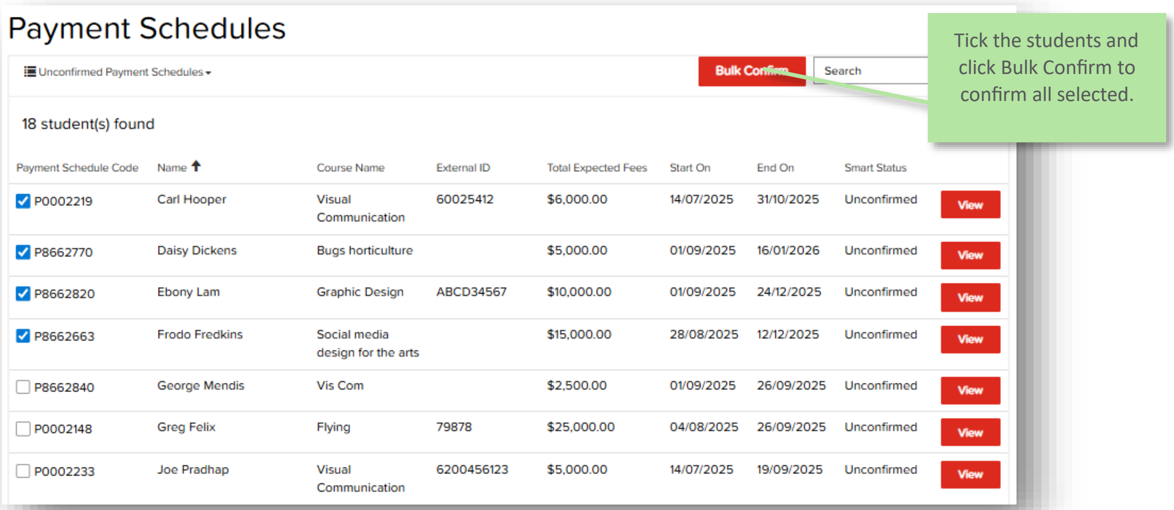
Select the ‘Payment Schedules’ menu and select ‘View Schedules”. This will list all students associated to your Provider. Each column displayed can be searched on. That is, you can search a P number, Name, Course Name, External ID etc. The search field is a “begins with” field, which means you have the option of only entering the start of the search text or date, for example, entering the students first name will result in a list of all students with the same first name (see image below).



Payment Schedule Code	Name	Course Name	External ID	Total Expected Fees	Start On	End On	Smart Status	Submitted On	
P8662718	Carissa Bryan	Writing the PTE User Manual	AUTHTest	$1,000.00	01/10/2025	26/12/2025	Refund Period	01/09/2025 2:20 PM	View
P8662765	Carissa Bryan	Writing the PTE User Manual	AUTHTest	$1,000.00	01/10/2025	26/12/2025	Unsubmitted		View
P8662766	Carissa Bryan	Writing the PTE User Manual	AUTHTest	$1,000.00	01/10/2025	26/12/2025	Unauthorised	03/09/2025 9:23 AM	View

Bulk Student Actions

- Bulk Upload Students and Payment Schedules, as detailed above.
- Bulk confirm attendance

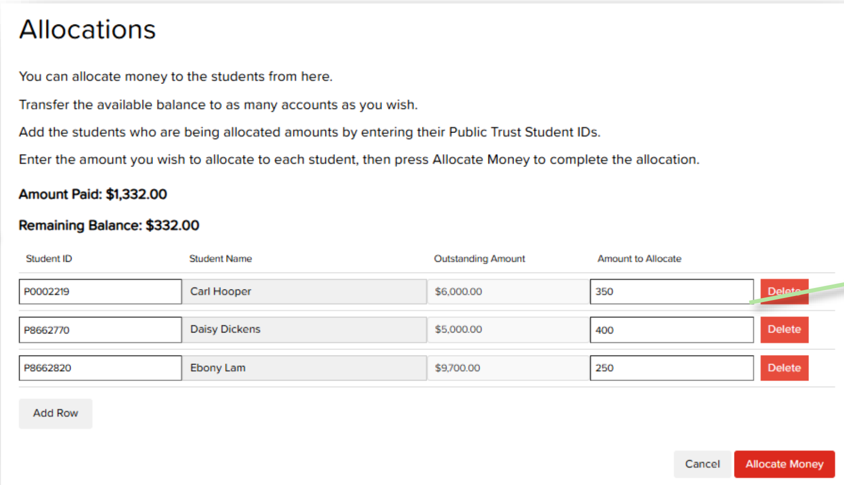


Payment Schedule Code	Name	Course Name	External ID	Total Expected Fees	Start On	End On	Smart Status	
☑ P0002219	Carl Hooper	Visual Communication	60025412	$6,000.00	14/07/2025	31/10/2025	Unconfirmed	View
☑ P8662770	Daisy Dickens	Bugs horticulture		$5,000.00	01/09/2025	16/01/2026	Unconfirmed	View
☑ P8662820	Ebony Lam	Graphic Design	ABCD34567	$10,000.00	01/09/2025	24/12/2025	Unconfirmed	View
☑ P8662663	Frodo Fredkins	Social media design for the arts		$15,000.00	28/08/2025	12/12/2025	Unconfirmed	View
☐ P8662840	George Mendis	Vis Com		$2,500.00	01/09/2025	26/09/2025	Unconfirmed	View
☐ P0002148	Greg Felix	Flying	79878	$25,000.00	04/08/2025	26/09/2025	Unconfirmed	View
☐ P0002233	Joe Pradhap	Visual Communication	6200456123	$5,000.00	14/07/2025	19/09/2025	Unconfirmed	View

- Bulk allocate student payments

The balance will dynamically update as you enter in the amount to allocate

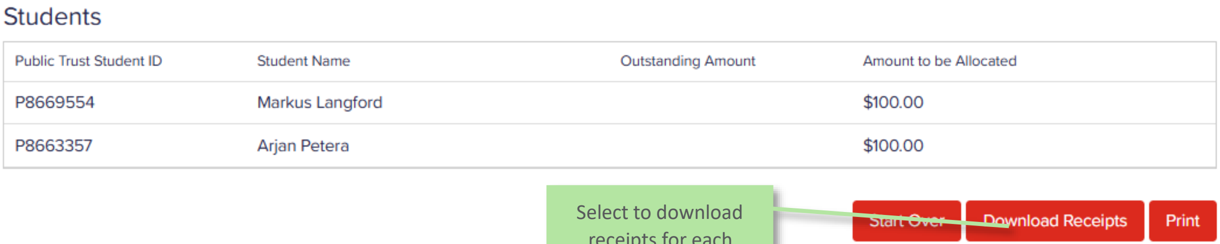
You can continue to add students to allocation the amount paid.



Search for Students and enter the amount to allocation.

Select Allocate Money to complete all the allocations entered.

- Download Multiple Student Allocation Receipts


Students

Public Trust Student ID	Student Name	Outstanding Amount	Amount to be Allocated
P8669554	Markus Langford		$100.00
P8663357	Arjan Petera		$100.00

Select to download receipts for each allocation – NB: it will only download receipts per screen

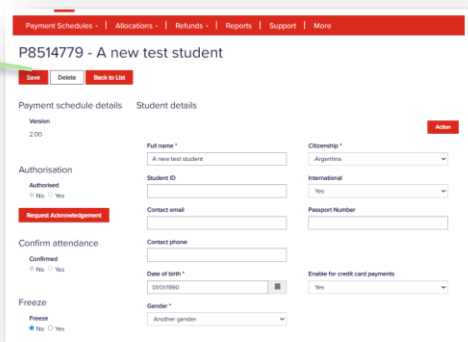
Changing student information or entering additional information

Once you have located and opened a student record you will 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 and the student has been confirmed.
- Changes made to the programme course duration, total fees and the fee breakdown, will need to be submitted before saving

Select Save to save changes, Back to List to abandon changes and Delete to remove the student record

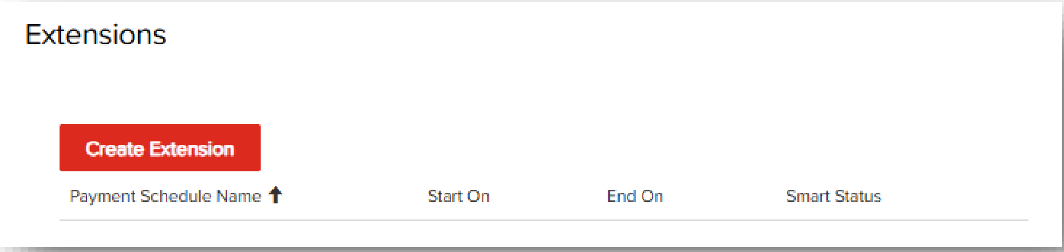


> **Note: Once you've "processed" any changes you must regenerate a new Student Acknowledgement Form. Each time you make changes to a student account the version number of the form changes.**

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.

With the student record, you can "Create Extension".



Enter the new details including extra fees payable and time period, (if it is longer than 20 weeks you will need to set them up as a new student), and click 'Save changes & Process'. Note – this process is the same as manually adding a "Payment Schedule".

An additional Student Acknowledgement Form (digital authorisation 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 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:

P0001614	Brian Collingwood	Neo-Crayon Graphics
E0001617	Brian Collingwood	Neo-Crayon Graphics

Student Payment Schedule

The Student Payment Schedule and Student record are stored in the same area.

Payment Type	Amount	Expected Payment Date ↑	Actual Payment Date	Payment Approval Date	Payment Type Details	Status Reason
Tuition	$1,000.00	14/09/2020			Initial Tuition	Unpaid
Tuition	$747.25	16/09/2020				Unpaid
Tuition	$307.69	23/09/2020				Unpaid
Tuition	$307.69	30/09/2020				Unpaid
Tuition	$307.69	07/10/2020				Unpaid
Tuition	$307.69	14/10/2020				Unpaid
Tuition	$307.69	21/10/2020				Unpaid
Tuition	$307.69	28/10/2020				Unpaid
Tuition	$307.69	04/11/2020				Unpaid
Tuition	$307.69	11/11/2020				Unpaid
Tuition	$307.69	18/11/2020				Unpaid
Tuition	$307.69	25/11/2020				Unpaid
Tuition	$175.85	02/12/2020				Unpaid

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, insurance, living and accommodation expenses.

Confirming student attendance

To ensure payments are released to your Provider you must confirm 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.

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

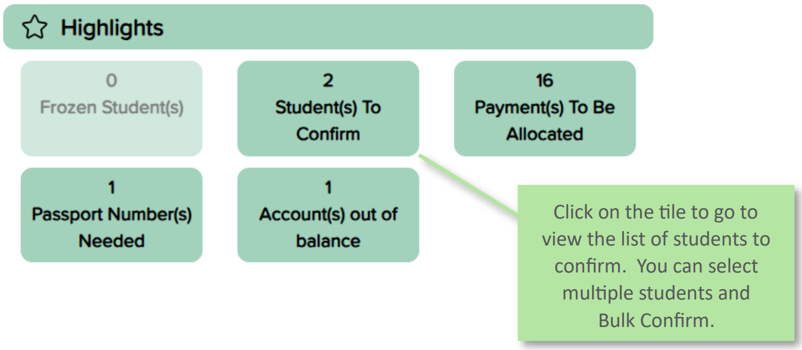
Attendance can be confirmed online after:

— 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 waiting to have their attendance confirmed will be available to view from your ‘Highlights dashboard on the home page.



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

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.

Manual Student Allocations

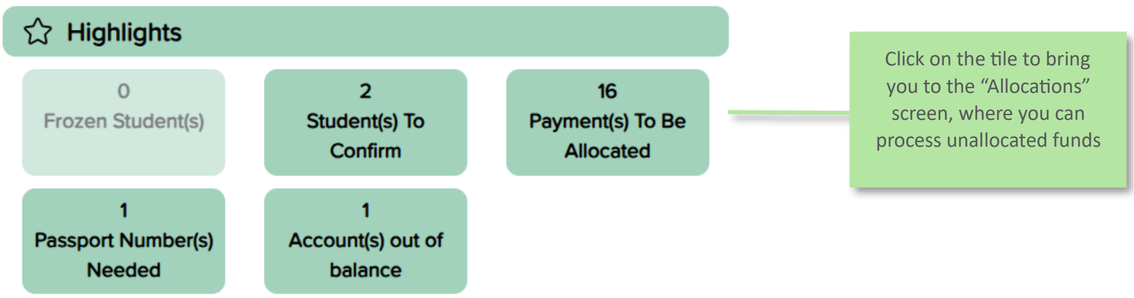
Any unallocated student payments in your account to be processed will be displayed on the ‘Highlights’ dashboard. You’ll also receive a weekly report by e-mail showing the payments still to be allocated.

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.

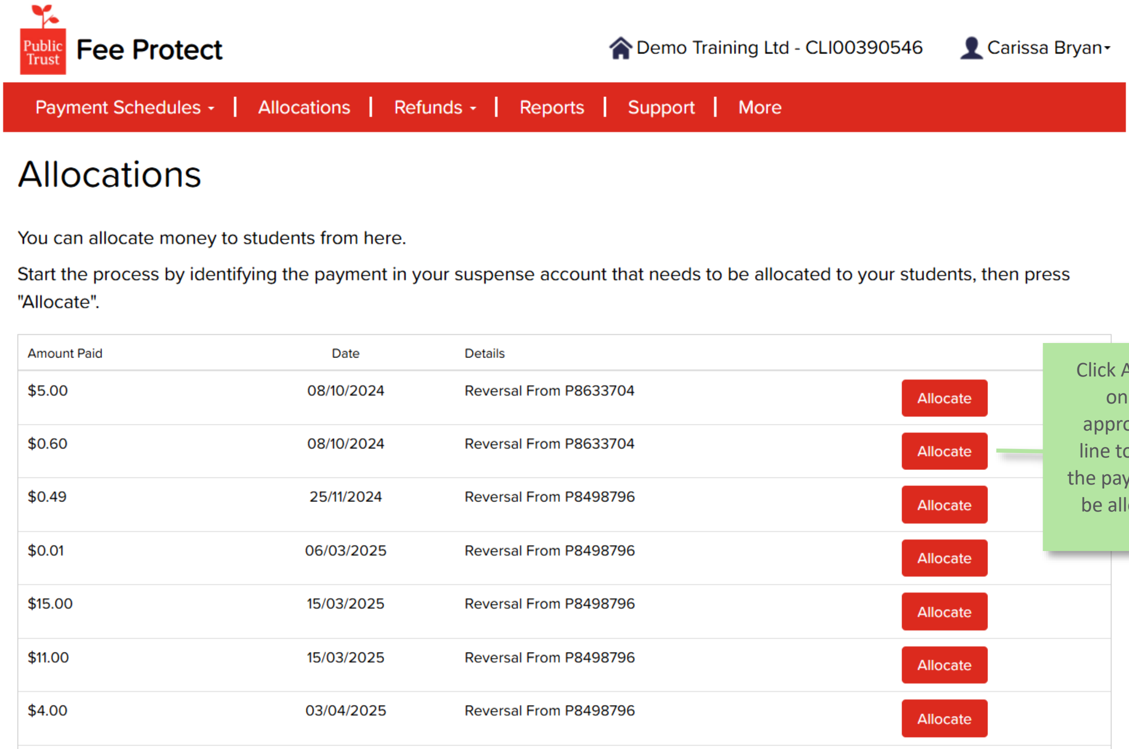
We recommend you deposit funds using the ‘drop box’ at the bank as these deposit slips are scanned and therefore eliminate the possibility of human error at the bank.

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 allocated to the student record, you will need to manually complete the allocation process.



Alternatively, you can click on the ‘Allocations’ menu when you have the necessary information to correctly identify the students to which the payments relate to. You will then see the screen shown below.

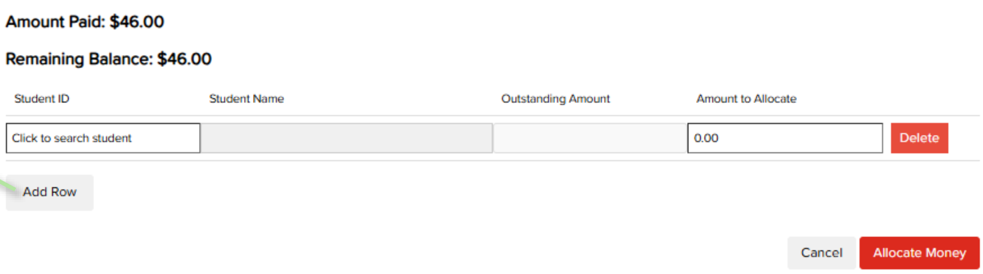


Click Allocate on the appropriate line to select the payment to be allocated

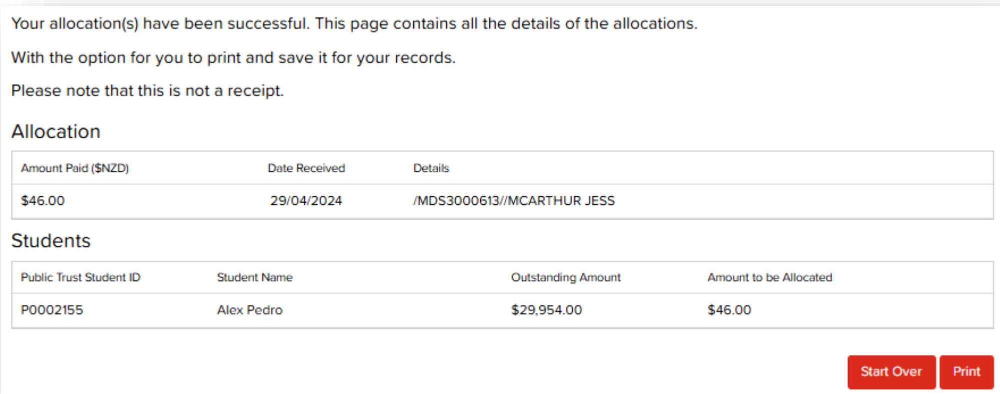
Note: An amount shown may apply to more than one student. It will be the total of all monies banked on the same day. The system allows you to split the deposit into the individual student accounts as you process it. You can also allocate multiple amounts to the same student.

This will take you to the screen below:

Continue to add students to complete multiple allocations.



Locate the student to allocate the payments to, and the amount to allocate. After selecting Allocate Money, the following confirmation screen will appear.



Print a copy for your records, takes you to the receipts download below

Student Allocation Receipts

Download Selected	Student Name	Public Trust Reference	Date	Amount	Download
☐	Alex Pedro	P0002155	10/09/2025	$46.00	Download

Download a copy of the receipt, or you can select multiple allocations to download

The staff member that allocated the money will also receive a receipt via email.

Kia ora,
Here is a summary of allocations processed.

Allocation Date	Student ID	Student Name	Description	Amount Allocated
2026-03-26	P8667336	[redacted]	Allocated To P8667336	$4292

Ngā mihi,
Fee Protect team at Public Trust
Please don't reply to this email. This email address is not monitored.

Printed receipt

Receipt

From: Public Trust - Student Fee Protection

To: Test Student 30 May

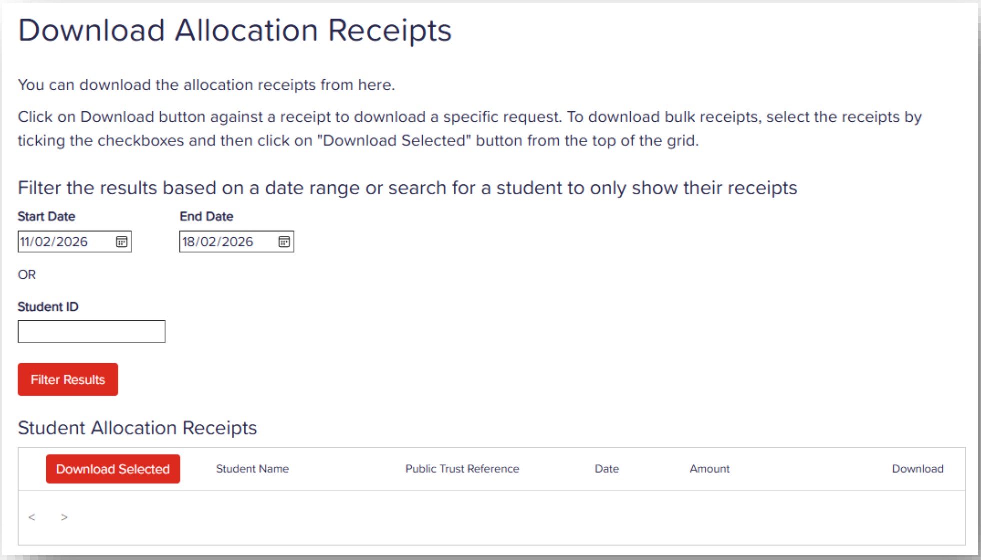
Date: 16/09/2025

This receipt acknowledges that Public Trust has received money relating to your course with Demo Training Ltd.

Please keep this receipt for your records.

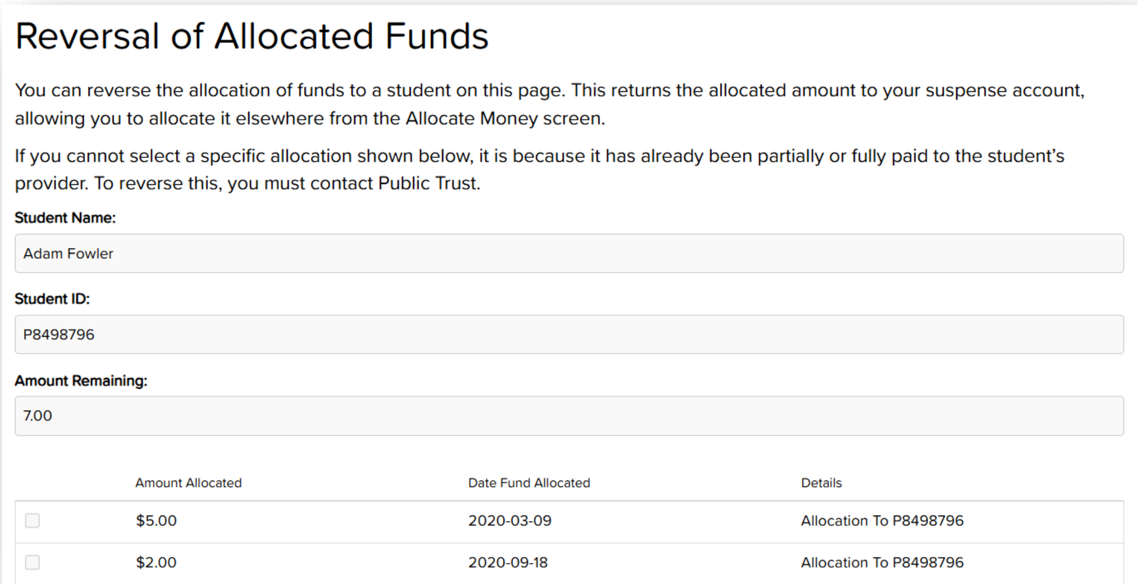
Amount received $NZ	Date received	Course start date	Course end date	Course cost	Ref#
$1.00	16/09/2025	01/05/2025	17/09/2025	$161.00	P8664041
Course details					
Testing May					

To access receipts at any time, go to Allocations > Download Receipts. NB: You can enter the Student ID **OR** Start and End Date, not both. Download the selected receipts one page at a time.



Incorrect allocations reversals

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



The funds then reappear in the allocations page. Only full payments can be reversed, please contact us if you require a partial reversal.

Freezing Students

You can freeze accounts. To do this open the student's record, select "Yes" 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 hours).

Student details are entered onto the website in the usual manner, producing an acknowledgement form to be emailed and accepted.

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 Drawdown form is produced by opening the student record (payment schedule) and scrolling down to Tuition Fees Course Related Costs and selecting the "Add Drawdown" option.

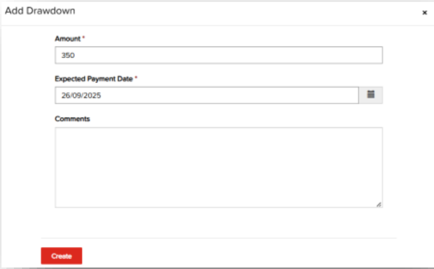
Tuition Fees Course Related Costs

Add Drawdown

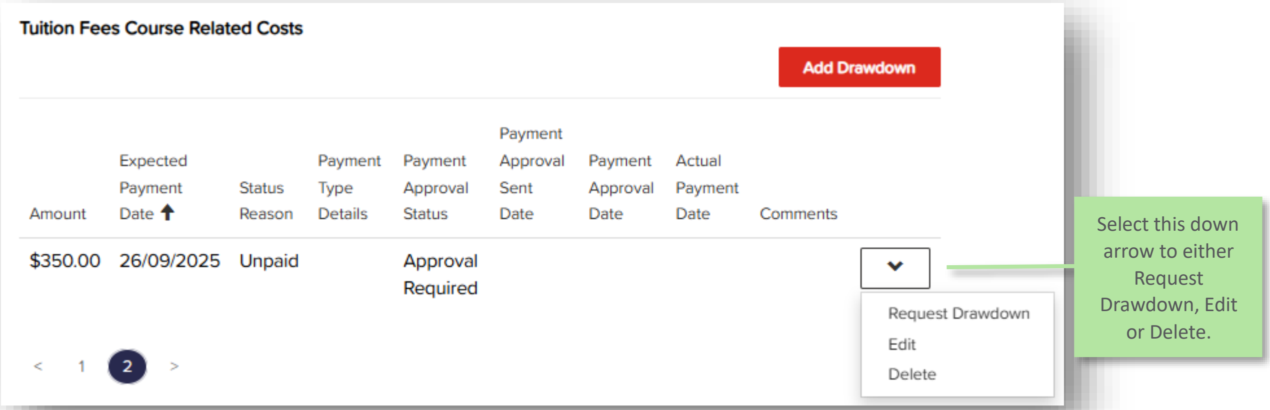
Amount	Expected Payment Date	Status Reason	Payment Type Details	Payment Approval Status	Payment Approval Sent Date	Payment Approval Date	Actual Payment Date	Commer
$3,000.00	04/05/2022	Unpaid	Initial Tuition	Parent Approval				
$5,000.00	19/05/2022	Paid		Parent Approval		23/05/2022	23/05/2022	
$5,000.00	20/06/2022	Paid		Parent Approval		21/06/2022	21/06/2022	
$4,516.90	01/08/2022	Paid		Parent Approval		03/08/2022	03/08/2022	

Select Add Drawdown to send Milestone Release form to student to accept

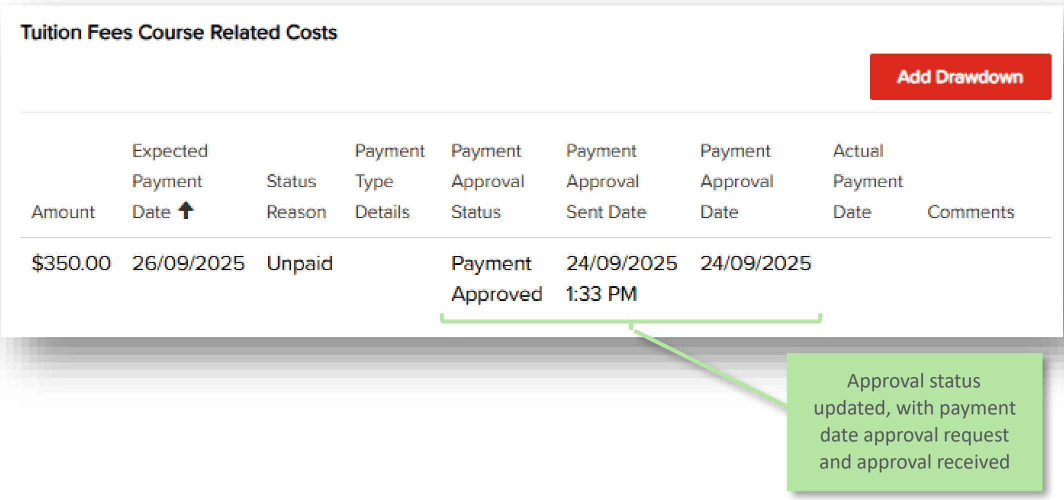
Enter the amount and the expected payment Date and select create,



A payment line will appear in your Tuition Fees Course Related Costs, waiting for approval from the student.



To generate an email to be sent to the student for acceptance, select the down arrow beside the line created, and opt for "Request Drawdown", once they have accepted or declined, the PTE who generated the form will get an email with the outcome. If they have declined, then a new form will need to be generated, if they have accepted, then the payment will display in the portal as follows.



Now this payment has a status of approved, it will be picked up in the twice daily batch file and sent to our financial management system to process the payment. Once the payment has been made the Actual Payment Date will be updated.

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.

— Send a telegraph transfer (international students).

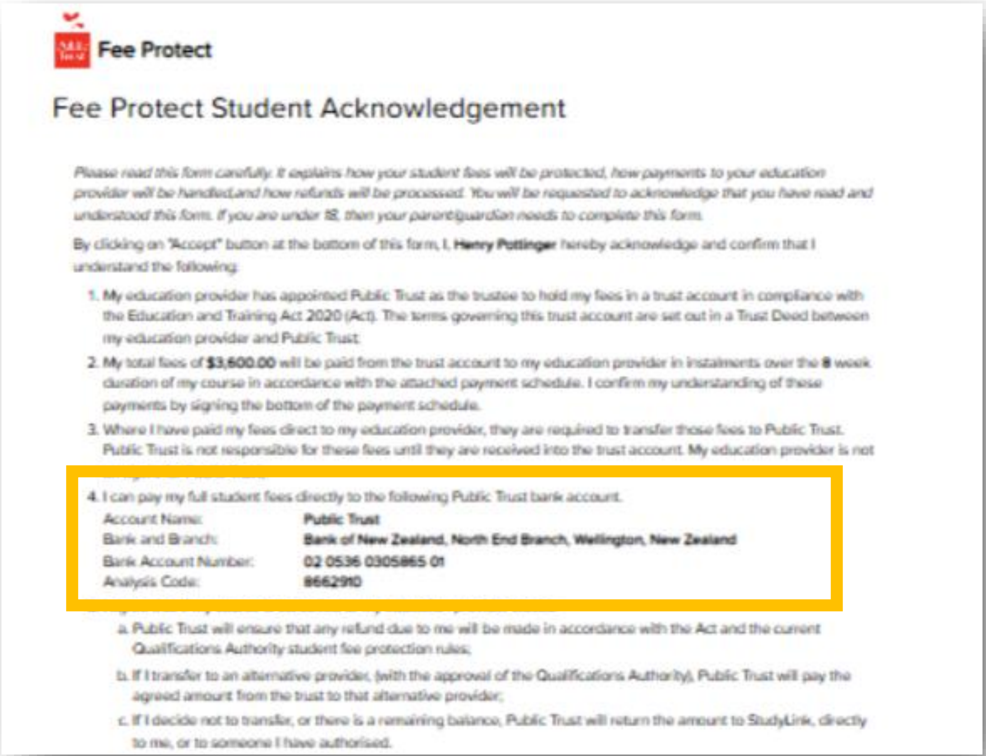
— Pay by credit card via Fee Protect portal/Pay Station

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 digital Student acknowledgement form:



Fee Protect

Fee Protect Student Acknowledgement

Please read this form carefully. It explains how your student fees will be protected, how payments to your education provider will be handled,and how refunds will be processed. You will be requested to acknowledge that you have read and understood this form. If you are under 18, then your parent/guardian needs to complete this form.

By clicking on "Accept" button at the bottom of this form, I, **Henry Pottinger** hereby acknowledge and confirm that I understand the following:

1. My education provider has appointed Public Trust as the trustee to hold my fees in a trust account in compliance with the Education and Training Act 2020 (Act). The terms governing this trust account are set out in a Trust Deed between my education provider and Public Trust.
2. My total fees of **$3,600.00** will be paid from the trust account to my education provider in instalments over the **8** week duration of my course in accordance with the attached payment schedule. I confirm my understanding of these payments by signing the bottom of the payment schedule.
3. Where I have paid my fees direct to my education provider, they are required to transfer those fees to Public Trust. Public Trust is not responsible for these fees until they are received into the trust account. My education provider is not
4. I can pay my full student fees 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:	**02 0536 0305865 01**
Analysis Code:	**8662910**

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;

b. If I transfer to an alternative provider, (with the approval of the Qualifications Authority), Public Trust will pay the agreed amount from the trust to that alternative provider;

c. If I decide not to transfer, or there is a remaining balance, Public Trust will return the amount to StudyLink, directly to me, or to someone I have authorised.

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)

Telegraphic transfers

Instructions to Providers for completing telegraphic transfers.

You can produce a personalised Telegraphic Transfer form by downloading from Support for Training Providers or request a 'Telegraphic Transfer Form' from the Fee Protect team by email feeprotect@publictrust.co.nz

The team will email you a copy of 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 is sent to the student with the invoice for fees.

It is 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 before the form is sent to the student or agent to pay.

Online Credit Card facility

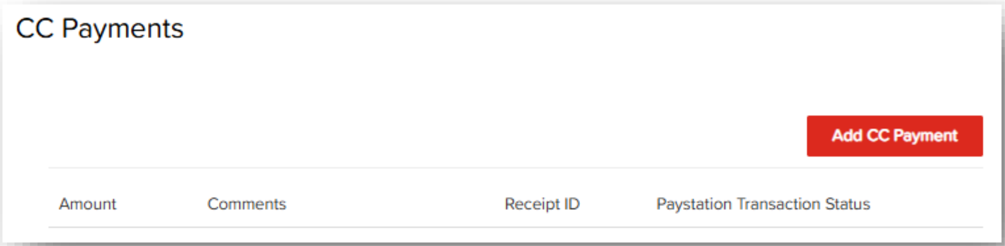
For Providers, who request this facility, this can be set-up with a credit card payment option on the Fee Protect website to let your students pay their fees by credit card direct to their Public Trust account. There are two options available for when a student is present and when they are not.

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 BNZ transaction fee for any fees paid by credit card.

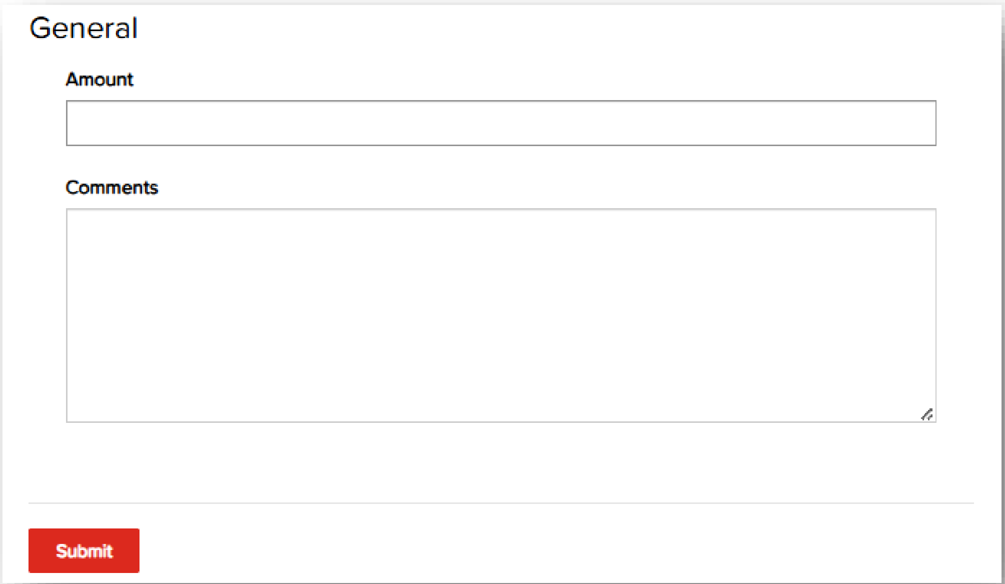
How it works

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:

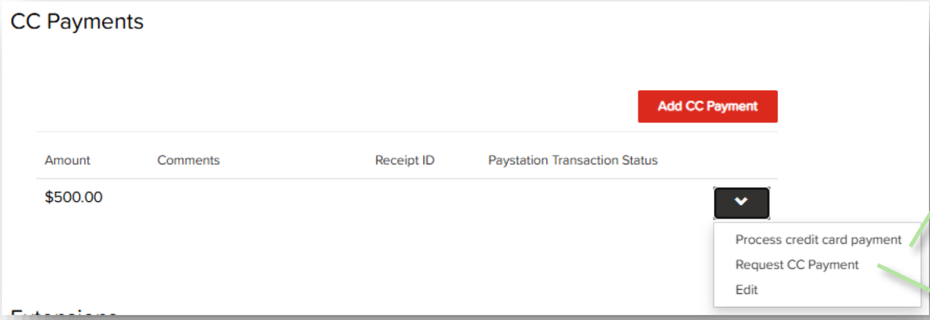
1. Log in to the Fee Protect website.
2. Enter the details of a new student in the usual way. You can also call up the details of any student that you have set up already, as long as they have an outstanding payment.
3. Scroll to the CC Payments and select Add CC Payment.



4. The following screen will be available to add the amount to be paid by credit card and submit.



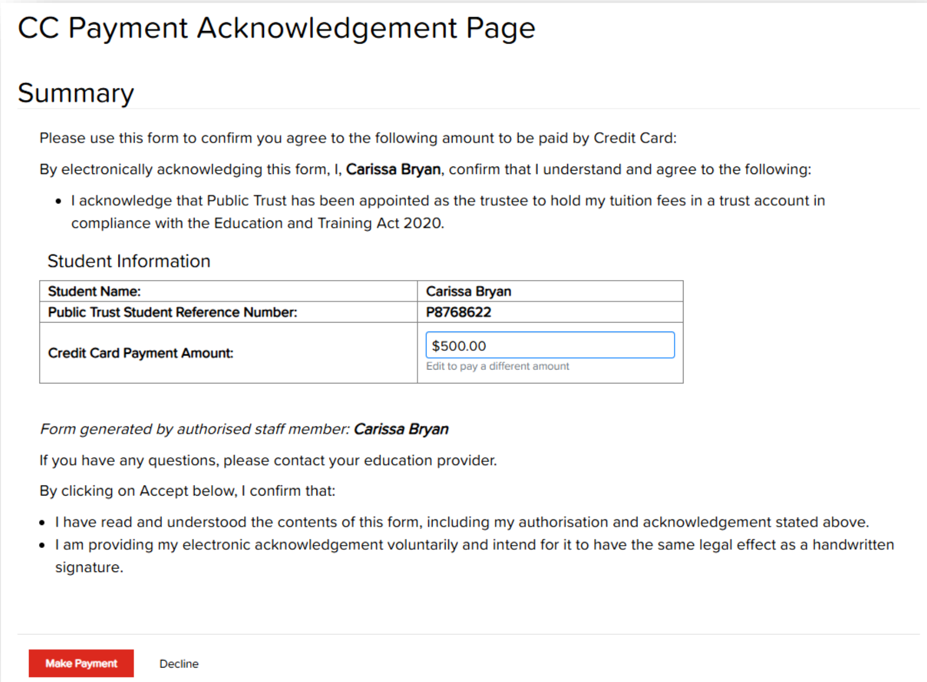
5. This will add a line into the CC Payments screen. From here there are two options to follow, for whether a student is present or not present.



Student Present – select this option, which will take you to the PayStation system to process the CC payment

Student Not Present – select this option, and an email will be sent to the student with a link to PayStation to process the CC payment

6. Student present – Process credit card payment will produce the following screen, select Mak the PayStation payment system.



CC Payment Acknowledgement Page

Summary

Please use this form to confirm you agree to the following amount to be paid by Credit Card:

By electronically acknowledging this form, I, **Carissa Bryan**, confirm that I understand and agree to the following:

- I acknowledge that Public Trust has been appointed as the trustee to hold my tuition fees in a trust account in compliance with the Education and Training Act 2020.

Student Information

Student Name:	**Carissa Bryan**
Public Trust Student Reference Number:	**P8768622**
Credit Card Payment Amount:	$500.00 Edit to pay a different amount

Form generated by authorised staff member: ***Carissa Bryan***

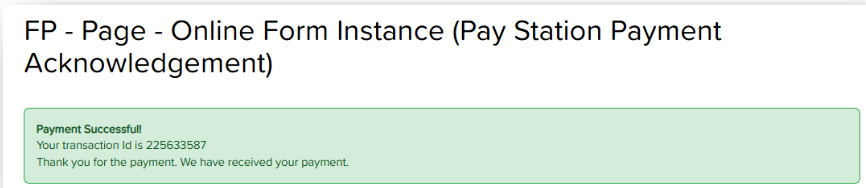
If you have any questions, please contact your education provider.

By clicking on Accept below, I confirm that:

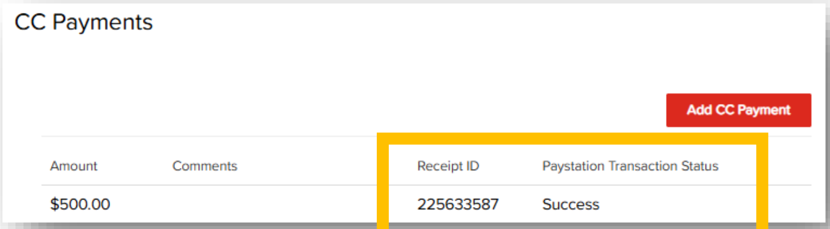
- I have read and understood the contents of this form, including my authorisation and acknowledgement stated above.
- I am providing my electronic acknowledgement voluntarily and intend for it to have the same legal effect as a handwritten signature.

Make Payment Decline

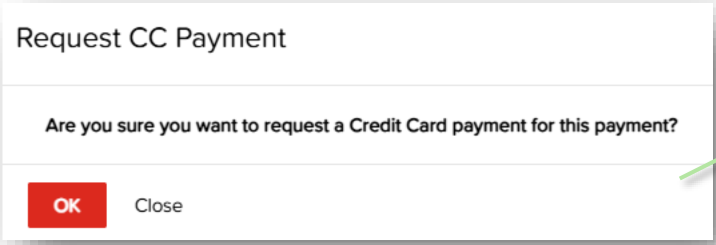
7. Enter the credit card details, noting the amount to be paid cannot be updated. If the payment is successful, the following screen will pop to the screen.



8. The Credit Card details on the Student record will display that the payment was successful. Please note, this will be allocated to the student record automatically overnight.



9. If the Student is not present, select "Request CC Payment" from the drop-down menu, and you will receive a prompt to approve and send the request for Credit Card payment, which will send the student an email with a link to the PayStation system to enter their own credit card details.

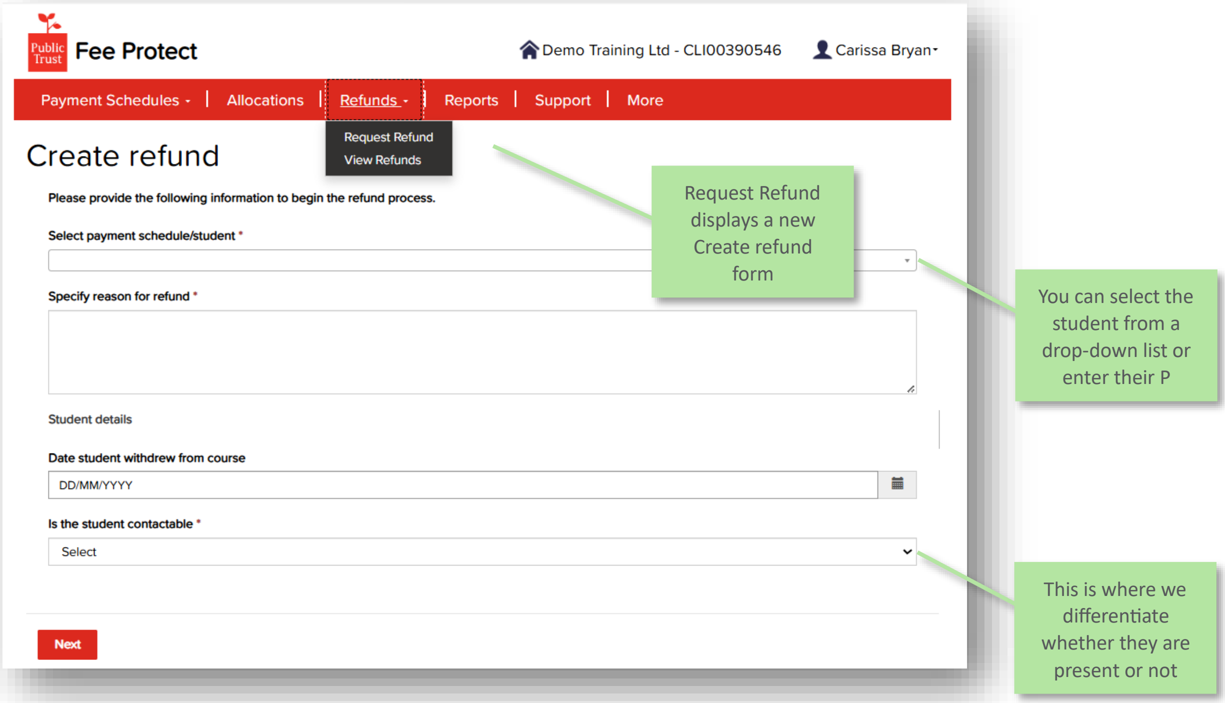


Note - This will sent an email to the address entered against the student account.

Refunds

There is now only one refund form, whether the student is present or not present.

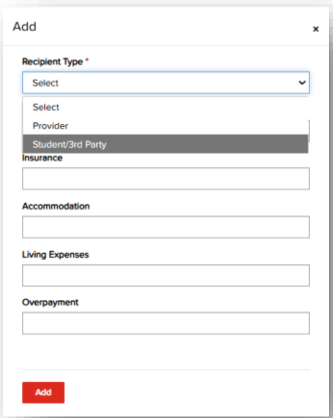
In the portal, select Refunds from the top menu. You can view current outstanding Refunds and their status, along with requesting a new Refund for a student.

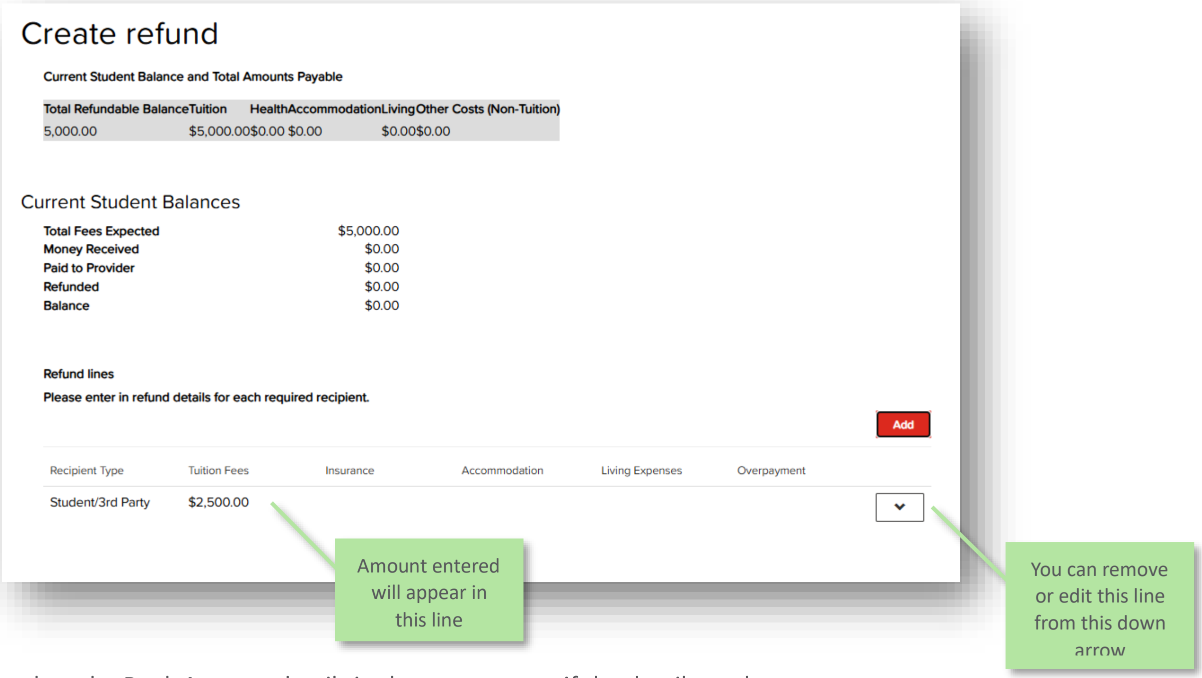


Note: the option to make a refund to StudyLink will appear on the online form if the student has a student loan, as indicated on their student details.

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.

After completing the details of the refund, you will need to select what the refund is for and who should receive it, then enter the amounts against each payment type and select Add.





Create refund

Current Student Balance and Total Amounts Payable

Total Refundable Balance	Tuition	Health	Accommodation	Living	Other Costs (Non-Tuition)
5,000.00	$5,000.00	$0.00	$0.00	$0.00	$0.00

Current Student Balances

Total Fees Expected	$5,000.00
Money Received	$0.00
Paid to Provider	$0.00
Refunded	$0.00
Balance	$0.00

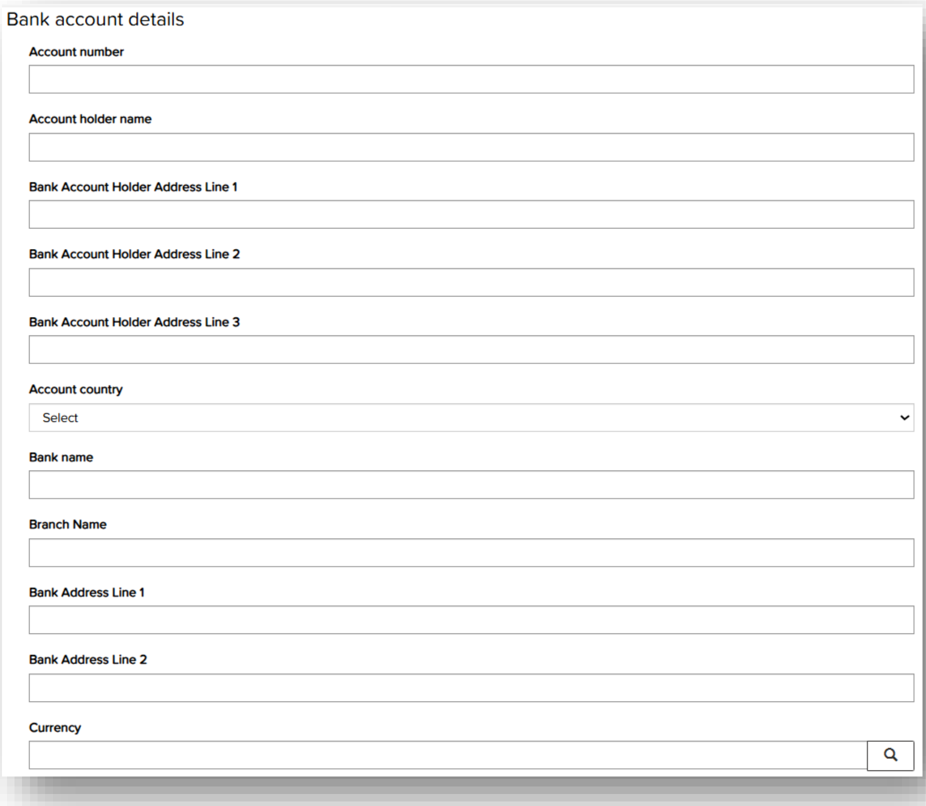
Refund lines

Please enter in refund details for each required recipient.

Add

Recipient Type	Tuition Fees	Insurance	Accommodation	Living Expenses	Overpayment
Student/3rd Party	$2,500.00				

Complete the Bank Account details in the same screen if the details are known



Bank account details

Account number

Account holder name

Bank Account Holder Address Line 1

Bank Account Holder Address Line 2

Bank Account Holder Address Line 3

Account country

Select

Bank name

Branch Name

Bank Address Line 1

Bank Address Line 2

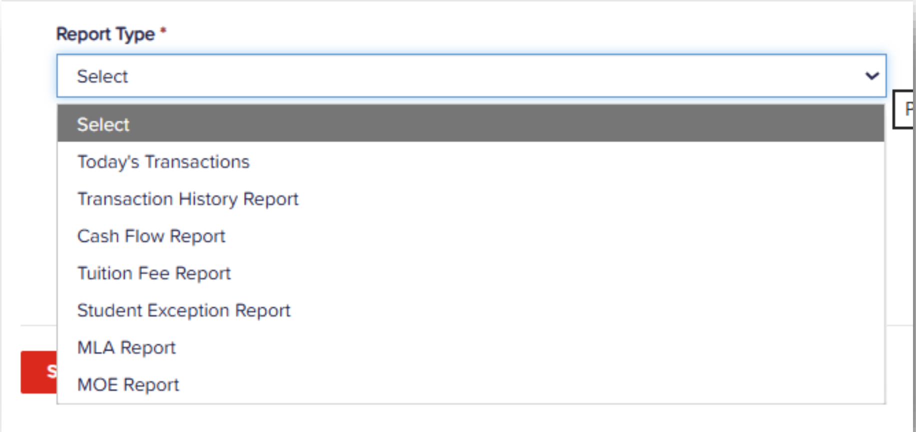
Currency

Once submitted, you will receive a Refund reference number and confirmation of the refund details, and a Refund request form will be emailed to the student (if appropriate). Once they receive the form, you will get confirmation of whether it was accepted or not. If it is accepted, the email should be forwarded to feeprotect@publictrust.co.nz with supporting documentation, so it can go through the internal approval process.

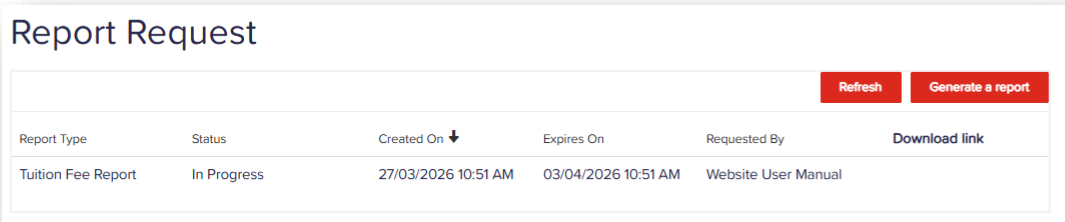
Reports

Manual reports available on request

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



- **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 – with the ability to run against a specific student or all students.
- **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 or select a specific student by entering the P (or E) Number, that need to be authorised, confirmed, or have insufficient/excess funds.
- **Transaction report (and Today's Transactions) -** You can request information using transaction start date, transaction end date. This report is provided in Excel format, allowing you to analyse or summarise the figures.
- **Tuition Fee Report -** Shows all Provider Tuition Fee information in an excel spreadsheet format. Select weekly, fortnightly or monthly. While the report is generating, you can continue with other portal work and return to download via the link.



For all the reports, you can select the column to change the sort, and search within the results for a specific record.

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.

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.