



Account Management Policy

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1 Purpose of the Policy

To provide transparent information as to how EduExcellence Finance Department manages the parent's school accounts.

2 Principles Governing the Policy

Parents open an Account with the school. As long as the account remains in good standing, the Learner may receive the services offered.

Parents, and not learners, remain responsible to pay the accounts. While it may appear obtuse, learners are never expelled for non-payment of the school account but rather parents accounts are closed, where after Learners are suspended. It is the decision of the parents, based on the management of their account, that determines whether a Learner may continue to receive the services offered. EduExcellence Account Department actions will follow in accordance to this policy.

The following pieces of Legislation applies:

1. *The Constitution of the Republic of South Africa., Act 108 of 1996.*
2. *The South African Schools Act, Act 84 of 1996.*
3. *Department of Education, Language in Education Policy, 14 July 1997.*
4. *The Western Cape Provincial School Education Act, Act 12 of 1997.*
5. *Department of basic Education; Rights and Responsibilities of Independent Schools*
6. *Consumer Protection Act (CPA), Act 68 of 2008*

3 Scope of the Policy

EduExcellence Schools and EduSkills Centres are fee paying and are not subsidised in any way by government.

The policy is applicable to all parents of learners that either plan to enrol, are currently enrolled or have re-enrolled at EduExcellence.

Further, it is also applicable to EduExcellence staff that either directly or indirectly speak to, or work with Parent Accounts.

This policy should be read and understood in conjunction with:

1. *The EduExcellence Enrolment Agreement* concluded between parents and EduExcellence when agreeing to place their child(ren) with EduExcellence.
2. *The latest published EduExcellence Schedule of Fees* documents for EduExcellence Schools and EduSkills Centres.

Some provisions contained in this Policy may be duplicated in other documents that form part of the Enrolment Agreement. If any inconsistency exists between provisions contained in this Policy and such other document, the provisions contained in this Policy will prevail.

By signing the Enrolment Agreement the Parent agrees to the terms and conditions contained in this policy document. If there is any provision in this document that is not fully understood, please ask EduExcellence to explain it prior to accepting the Enrolment Agreement.

4 Definitions

In addition to the definitions contained in the Enrolment Agreement, unless the context indicates a contrary intention, the following words and expressions bear the meanings assigned to them and cognate expressions bear corresponding means:

“Account” this is the financial reflection of the Enrolment Agreement; an account is created for each family of Learner(s) and is uniquely identified by a Family Account Number

“Accounts Department” the administrative staff that deal directly with Parent's Accounts. Each Campus has a unique email address to deal with accounts:

Lynnwood Campus – lynnwoodaccounts@eduexcellence.co.za

Noordhoek Campus – noordhoekaccounts@eduexcellence.co.za

“the Agreement” means those terms and conditions and other documents that regulate the relationship between EduExcellence, the Learner, the Parent and the third party as set out and defined in the Enrolment Agreement, including this Policy;

“3-Month Notice Period” or **“Notice Period”** refers to the value of 3 months Tuition Fees that must be given in advance to removing a Learner from EduExcellence. This can be given either as a served notice or as a payment. See below for details.

“the Policy” means this Account Management Policy and any annexures and/or schedules attached thereto as it forms part of the Agreement.

5 Fees & Levies

The following Fees and Levies are described below:

1. Application Fee
2. Annual Security Retainer Fee
3. Development Levy
4. Tuition Fee
5. Phase & Programme Levies
6. AfterCare Fees
7. Additional Fees
8. Penalty Fees

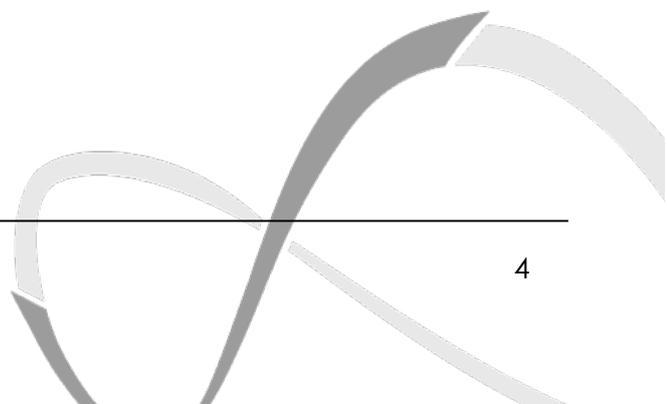
5.1 Application Fee

The Application Fee is immediately payable if parents wish to apply for enrolment at an EduExcellence School or EduSkills Centre.

The Application Fee must be paid in full via EFT to the appropriate campus bank account and the proof of payment uploaded with the online Application Form.

Learners and Parents will only be invited for an Interview once the Application Fee has been paid.

The Application Fee is non-refundable.



5.2 Annual Security Retainer Fee

All learners whether for new enrolment or for re-enrolment, will be charged an Annual Security Retainer. The Security Retainer is equal to one month's Tuition Fee for each learner enrolled at the school at the fee structure of the Phase or Programme they are enrolled in for that academic year.

The Security Retainer must be paid in full via EFT to the appropriate campus bank account and the proof of payment sent to the appropriate campus account's email address before the enrolment of the Learner will be finalised. Should the Security Retainer not be paid but the Enrolment Agreement has been signed and the class becomes full, EduExcellence reserves the right to place learners that have not paid the Security Retainer on a waiting list.

As soon as the Security Retainer has been paid, that Learner's place in the class will be reserved and that Learner is considered fully enrolled.

Learner's will only be allowed to start tuition once the Annual Security Retainer (see below) and the current month's invoice is paid in full and we have proof of payment for both.

The Security Retainer acts as:

1. Security for missed payments
2. Security of a learner's place at EduExcellence

If a learner moves between Phases and/or Programmes during the course of an academic year, the Security Retainer will be adjusted accordingly. This will either reflect as a credit or a debit on the Account Statement.

When, at the end of the academic year, a learner progresses from one Phase/Programme to next, the Security Retainer is retained for the next academic year and parents are invoiced to "top up" the retainer to reflect the new value.

The Security Retainer is not interest bearing nor refundable.

Should a learner leave EduExcellence before the completion of their schooling or at the end of their schooling career, the Security Retainer may:

1. Act as one month's payment towards the 3-Month Notice Period or,
2. be donated to the school

The Security Retainer does not in any way impact on the requirement for parents to provide the 3-Month Notice Period before withdrawing their child.

5.3 Development Levy

The Development Levy is an annual fee that needs to be paid in ADVANCE.

Development Levies may be paid in full via EFT to the appropriate campus bank account and the proof of payment sent to the appropriate campus account's email address.

Should a parent fail to pay the Development Levy as a single annual payment the levy will automatically revert to a monthly fee and incur the interest penalty as indicated.

EduExcellence does offer the option to pay off the Development Levy Termly or Monthly. Please note that the Development Levies attract an interest penalty for Termly and Monthly payment options of approximately 12% and 25% respectively.

Learners that enrol part way through a year will be charged the full Annual Development Levy.

5.4 Tuition Fees

The Tuition Fee covers all normal educational services across all Schools and Centres including assessments and meals.

The Tuition Fees are aligned across Schools and Centres to allow for easier transition between a School Phase and an EduSkills Centre Programme.

Payment is in ADVANCE for services rendered.

The standard Tuition Fee is a single annual amount with. Parents may choose to pay that annual Tuition Fee in either one of the following frequencies:

1. **Annual:** One (1) payment to be made by no later than the first school day of the new year. Payment via Debit Order, Stop Order or EFT. Missed payments means that payment type will automatically revert to monthly. Learners starting during the course of the year will pay a single fee equal to the remaining months of the year, including the month in which they started.
2. **Termly:** Four (4) interest free payments to be made by the first school day of each term. Payment via Debit Order, Stop Order or EFT. Missed payments means that payment type will automatically revert to monthly. Learners starting during the course of a term need to pay a pro-rata amount for the current term based on the monthly costs, including the month in which they started.
3. **Monthly:** Twelve (12) interest free payments to be made by the 1st of each month. Payment by Debit Order or Stop Order only. Learners starting during the course of the month will pay the full monthly amount for the month in which they are enrolled.

5.5 EduExcellence Schools: Phase Levies

The Phase Levy covers additional services and products, as indicated below, that are required to help the school function optimally.

The Phase Levy is an annual fee that needs to be paid in ADVANCE.

Phase Levies may be paid in full via EFT to the appropriate campus account and the proof of payment sent to the appropriate campus bank account's email address.

Should a parent fail to pay the Phase Levy as a single annual payment the levy will automatically revert to a monthly fee and incur the interest penalty as indicated.

EduExcellence does offer the option to pay off the Phase Levy Termly or Monthly. Please note that the Development Levies attract an interest penalty for Termly and Monthly payment options of approximately 12% and 25% respectively.

Inclusions:

- Different assessments are completed during the different phases, but include:
 - Development and maintenance of Individual Development Map (IDM)
 - Structure of Intellect (SOI)
 - Neurodevelopmental profile
 - Auditory Integration Training (AIT)
 - Aptitude testing
 - Strength Finder
 - Career guidance and assessment
 - TheraEd equipment
- Cambridge registration and candidate fees
- Most teacher support material
- Breakfast and lunch
- Emergency medical response and insurance
- Visiting speakers, performing groups etc.
- Connectivity and communication including:
 - D6 licenses
 - Staffroom licensing
 - SMS costs
 - Parent Learner Handbook & Diary
 - General printing and copying costs

In addition, the following is also included for the Pre-School, Primary and Secondary 1 Programmes

- Art items
- Some reading books and textbooks

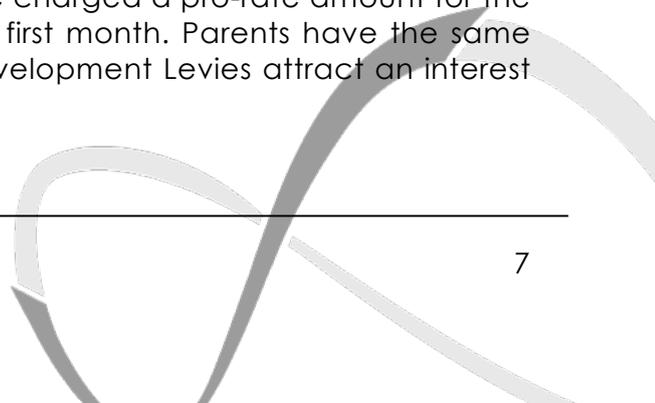
Exclusions:

The following items are examples of items specifically excluded and will either be invoiced to the parent's account or need to be procured by parents. This is not meant to be an exhaustive list but does contain typical items:

- Entrance and transport to off-campus events
- Camps
- Stationery and textbooks (lists per Year and Level)
- Uniform items
- Laboratory costs as applicable
- Tuck shop

Please note that Phase Levies attract a penalty for Termly and Monthly payment options of approximately 12% and 25% respectively.

Learners that enrol part way through a year will be charged a pro-rate amount for the Phase Levy. The starting month is considered the first month. Parents have the same payment options – Annual, Termly or Monthly. Development Levies attract an interest



penalty for Termly and Monthly payment options of approximately 12% and 25% respectively.

5.6 EduExcellence Skills Centre: Programme Levies

Due to a smaller and more beneficial teacher:learner ratio (1:8) the EduSkills Programme Levies are higher.

Should a learner transition between a School Phase and an EduSkills Centre Programme the Parents Account will be either Credited or Debited a pro-rata amount accordingly.

General Services & Products:

- Different assessments are completed during the different phases, but include:
 - Development and maintenance of Individual Development Map (IDM)
 - Structure of Intellect (SOI)
 - Neurodevelopmental profile
 - Auditory Integration Training (AIT)
 - ABET testing
 - Career guidance and assessment
 - TheraEd equipment
- Cambridge registration and candidate fees
- ASDAN registration and candidate fees
- Most teacher support material
- Breakfast and lunch
- Emergency medical response and insurance
- Visiting speakers, performing groups etc.
- Connectivity and communication including:
 - D6 licenses
 - Staffroom licensing
 - SMS costs
 - Parent Learner Handbook & Diary
 - General printing and copying costs
- Development of skills related areas
- Some consumables related to skills training

In addition, the following is also included for the Pre-Primary, Primary and Secondary 1 Schools and the Nursery and Junior Centres:

- Art items
- Some text and reading books

Exclusions:

The following items are examples of items specifically excluded and will either be invoiced to the parent's account or need to be procured by parents. This is not meant to be an exhaustive list but does contain typical items:

- Entrance and transport to off campus events
- Camps
- Stationery and textbooks (lists for the different Stages, Levels and Forms will be made available on our website before the end of the 4th term.)
- Uniform items

- Some consumables related to skills training (termly planning lists to be provided)
- Tuck shop
- Costs associated with vocational and/or avocational work including job shadowing

Please note that Programme Levies attract a penalty for Termly and Monthly payment options of approximately 12% and 25% respectively.

Learners that enrol part way through a year will be charged a pro-rate amount for the Programme Levy. The starting month is considered the first month. Parents have the same payment options – Annual, Termly or Monthly. Development Levies attract an interest penalty for Termly and Monthly payment options of approximately 12% and 25% respectively.

6 AfterCare Fees

AfterCare Fees are charged as per the Published Fees Schedule and is the same for School and EduSkills Centre learners.

All EduExcellence learners are enrolled in our biometric system as a matter of course. Should a learner still be on Campus 10 minutes after Normal Schooling Hours for that learner, they will be “logged in” to AfterCare.

Parents that have selected with Full or Gap AfterCare services when signing the AfterCare Agreement will be charged accordingly.

All other parents will be charged Ad Hoc rates in arrears should the Learner remain in AfterCare.

Please note that all learners not collected by 5:30pm will be charged an additional Ad Hoc rate to help compensate staff who had to work overtime.

7 Additional Fees

All sundry, ad hoc items or services will be charged as Additional Fees on the invoice and clearly identified. This includes, but is not limited to:

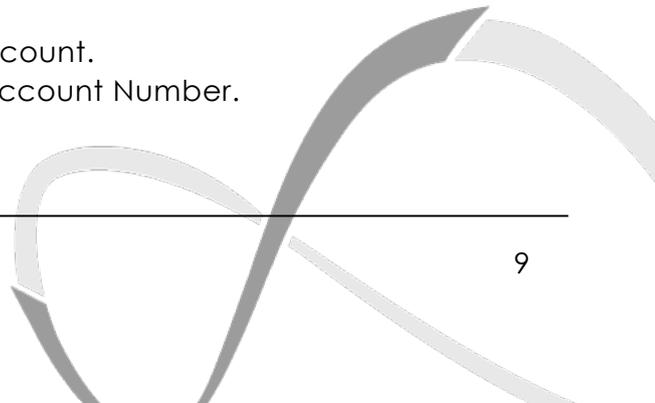
- Uniform items
- Outings

8 Penalty Fees

Financial irregularities cost all involved in both time and frustration. As such we request that parents take responsibility for complying with our payment terms and requirements.

Failure to comply will apply a Penalty Fee as per the latest published Fees document for any and all of the following;

- Payments into the incorrect school bank account.
- Payments made with the incorrect Family Account Number.



- Any bank charges that accrue to EduExcellence for payments made – i.e. international payments will accrue the penalty fee and the associated bank charge or cash deposits
- Requests for replacement or duplicate documents already handed to parents. This includes, but is not limited to, ITR DD forms or Tax Invoices.

9 Family Account Number

On placement Parents will receive their unique Family Account Number. This Account Number must be used as a reference for all payments made to EduExcellence.

Payments made with incorrect or absent Family Account Number will result in delays in processing the payment and in a Penalty Fee being charged. If the error is not picked up by Parents before month end it could result in the Account being closed and the Learner suspended.

The syntax for a family account number is CCSSNNN, where:

- CC – Is the specific campus designation such as NH or LW
- SSS – The first three letters of the learner's surname
- NNN – An incremental number determined by EduExcellence

10 Payment Options

Application Fees, Security Retainers, Development and Phase/Programme Fees, if paid as an Annual or Termly amount may be made via EFT to the relevant campus bank account. Proof of payment must be sent to the specific campus account's email address.

Monthly payments of Tuition Fees, Development Levies and Phase or Programme Levies may only be made by Debit Order (preferred) or evidence must be supplied of a Stop Order.

If a Parent wishes to pay for monthly Tuition Fees, Development Levies and Phase or Programme Levies by any other means they will need to setup a meeting with the Campus Principal. Reasons why a fixed monthly commitment to the payment cannot be made needs to be given. It is entirely up to the discretion of the Principal to accept, or not, the reasons supplied. Should the reasons be deemed unsatisfactory enrolment may be withdrawn.

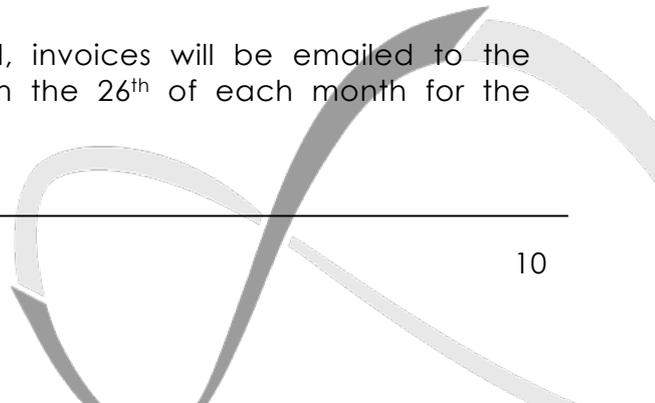
There are NO CREDIT CARD facilities available on campus. Parents wishing to pay via credit card may do so by completing the credit card details on the Debit Order form.

NO CASH amounts of greater than R100 will be accepted on the Campus. This is done to protect both learners and staff.

NO CHEQUES are accepted.

11 Invoices & Statements

Regardless of the payment frequency selected, invoices will be emailed to the Account Payer as a courtesy, by no later than the 26th of each month for the



following month. **Payment is due regardless of whether the invoices were sent by our Accounts Department or received by the Account Payer.** To be clear, non-receipt of an invoice is no excuse not to pay the contractually agreed fees.

The invoices will reflect:

- o all outstanding monies due in advance – including, but not limited to; tuition fees, AfterCare fees, outing and camp costs etc.
- o all fees charged in arrears – including, but not limited to; Ad Hoc AfterCare fees, uniform fees, penalty fees etc.

Invoices will reflect any concessions or discounts.

Invoices need to be settled by the 1st of each month.

Statements will be sent out to parents by the 8th of each month. A statement is NOT another invoice but rather a record of debits and credits on your school account. The onus is on the Parent to ensure that the statement reflects all payments made accurately. Any issues should be raised with the Accounts Department immediately.

Statements will also reflect any credits or other account adjustments.

All transactions may be viewed via the link to the SAGE Customer Zone found in the invoice and statement emails.

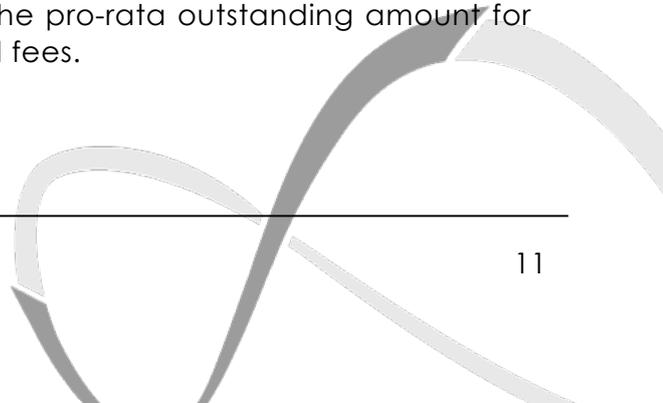
12 Notice Period

EduExcellence makes a commitment to Parents to provide educational services for the full duration of the year. We therefore often incur costs related to that Learner for the full year regardless of whether the learner remains enrolled at EduExcellence for the full period.

Should you wish to withdraw your child from EduExcellence the following process must be followed. Either:

1. Served Notice Period: The campus Principal must be emailed stating clearly that you wish to withdraw your child from EduExcellence. A full 3 **(three) calendar** months' notice will then commence. For example; if written notice is given in July the account payer will still be liable for the August, September and October invoices. The month in which the notice is given does NOT count as one of the three months.
OR
2. Notice via Payment: The campus Principal must be emailed stating that you wish to withdraw your child with immediate effect. Payment equal to **3 months'** Tuition Fees must be paid in full via EFT to the appropriate campus account and the proof of payment sent to the appropriate campus account department's email address.

Should a parent remove a learner during the 3-Month Notice Period or without giving notice, the account holder will remain liable for the pro-rata outstanding amount for the three months and the full amount of all annual fees.



All parties who have signed the Enrolment Agreement will remain liable for the payment of all outstanding accounts, unless other written agreements are lodged with the administration office. All payments received will be applied firstly to interest/penalties, fees in lieu of notice, sundry charges and then outstanding tuition fees. Please note that as a rule no refund (pro-rata or otherwise) is given on annual Levies including the Development and Programme Levies.

13 Late Payments and Breach of Contract

It is EduExcellence's policy to ensure that Parent's levels of indebtedness do not exceed one month's Tuition Fees. The monies associated with the indebtedness can be for any combination of Fee (Tuition or Additional Fees) and/or Levies. This is done to protect both EduExcellence and the Parents.

Accounts not settled in full within 30 days of invoice will be SUSPENDED. As such the Learner will not be allowed on the Campus from the 1st day of the following month and will be suspended.

If relevant, any Security Retainer will immediately be forfeited.

Further to this, accounts will be handed over to our appointed Debt Collection Agencies. The account will at that stage also automatically attract our 3-Month Notice Period Fee as no advanced notice was given for closing the account.

Should the account payer become aware that for whatever reasons full payment will not be made they should contact the Accounts Department immediately to avoid the account being closed and the Learner suspended.

Settlement of any negotiated Payment Agreement for outstanding fees must be by signed Debit Order Authorization only. Any deviation of the Payment Plan will result in the account being closed and handed over and the Learner suspended.

Should a suspended account be settled, either directly with EduExcellence or via our debt collection partners, the account may then be re-opened and the suspension lifted. Any monies paid towards the settlement of the 3-month notice period will be credited to the account. The account will then incur the Application Fee and a new Security Retainer along with the current month's invoice.

Monies paid toward the 3-Month Notice Period will not carry over to a new academic year as a credit to the Account.

Interest will be charged on all overdue accounts at a rate of Prime + 4%. Whereby the Prime Rate will be the rate as advertised by EduExcellence's bankers. Interest will be charged immediately following the due.

14 Communication

All communication with parents will be recorded on our Learner Management System (LMS). The school reserves the right to record any correspondence or conversations with any Parent or person(s) attending a meeting to discuss the Account.

All communications concerning arrangements for the payment of outstanding Accounts will be confirmed in writing by EduExcellence and will be sent either by email or registered post to the address held on the LMS data base.

Email is not a guaranteed delivery service. EduExcellence applies a best effort to ensure that all emails are sent to our Internet Service Provider (ISP) but cannot guarantee that your ISP receives such an email. The onus remains on the Parent to check their email service and SPAM settings. If you have not received expected communication (invoice, statement etc.) please contact EduExcellence immediately to arrange for another attempt or for printed copies.

15 Fee Increases: Schools

Although the Directors will endeavour not to increase School Tuition Fees during a school year, it reserves the right to do so if circumstances require it.

An increase in fees can reasonably be expected each year to provide for inflation and other costs beyond our control and can be assumed to be in the order of 10%.

16 Fee Increases: Centres

Although the Directors will endeavour not to increase EduSkills Centre Tuition Fees during a school year, it reserves the right to do so if circumstances require it.

Parents need to take note that EduExcellence is following a process to equalise fees between the Schools and the EduSkills Centres. As such Tuition Fees for the equivalent School Phases and the EduSkills Programmes have been equalised in 2017. The intention is for Programme Fees in Centres to be priced at 1.33 times that of the equivalent School Phase Fees. This is to accommodate the improved teacher:learner ratio of 33%, i.e. 1:8 instead of 1:12.

To minimise the price shock associated with this change in pricing policy, the Programme Fee adjustments will be phased in over the 2017 and 2018 and possibly the 2019 academic years before normal annual fee increase (approx. 10%) will resume.

17 Refunds and Credits

Any refunds or credits of Fees or Levies will be made as credits to the Learner's account and will NOT be paid over to an external account.

Any credit balances on the account of a Learner who leaves EduExcellence will be refunded to the Parent responsible for the account within two months after the Learner has left EduExcellence.

18 Outings & Camps

It is EduExcellence policy that only learners whose Account is current and in good standing may attend school outings and/or camps.

19 Bank Account Details

To avoid unnecessary Penalty Fees please ensure that published fees are:

1. Paid into the correct bank account
2. All payments use the correct Family Account Number.

	NOORDHOEK	LYNNWOOD
Bank :	FNB	FNB
Account number:	6251 4494 799	6250 755 8643
Account type:	Business Cheque Account	Business Cheque Account
Branch code:	25 06 55	25 06 55

For all account enquires please contact the Accounts Department or, preferably, via email the address below:

noordhoekaccounts@eduexcellence.co.za or
lynnwoodaccounts@eduexcellence.co.za

20 Document Classification

Document Details	PUBPOL003 Account Management Policy.docx /Users/nealbresler/odrive/GDrive - EduExcellence/8. EduExcellence HR & Marketing Workspace/2017 Public Documents/PUBPOL003 Account Management Policy.docx
Created by	Neal Bresler
Created date	2016/09/07 14:25
Last saved by	Neal Bresler
Document classification	<input checked="" type="checkbox"/> Public <input type="checkbox"/> Confidential <input type="checkbox"/> Restricted
Document Owner	Group Operations Leader or as delegated
Document Version	07/10/2016 15:35:00

