

# EDU EXCELLENCE

## *Account Management Policy*





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## Account Management Policy

### *Purpose:*

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

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 inconsistencies 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.



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## Account Management Policy continued...

### *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.
- "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;
- "1-Month Notice Period" or "Notice Period" refers to the value of 1 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.



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### *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. AfterCare Fees
6. Additional Fees
7. Penalty Fees

### *Application fee*

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

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

*The Application Fee is non-refundable.*

### *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 bank account and the proof of payment sent to the Accounts Department 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.

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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.

Learners 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
3. Offset against final amounts on account closures

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 1-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 1-Month Notice Period before withdrawing their child.*



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### *Annual 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 bank account and the proof of payment sent to the Accounts Department 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.

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

### *Tuition Fees*

The Tuition Fee covers all normal educational services across all Schools and Centres including EduExcellence therapies 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. Parents may choose to pay that annual Tuition Fee in either one of the following frequencies:

- **Annual:** One (1) payment to be made by no later than the first school day of the new year. Payment via Stop Order or EFT. Missed payments also mean 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.

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- **Termly:** Four (4) payments to be made by the first school day of each term. Payment via Stop Order or EFT. Missed payments means that the payment type will automatically revert to monthly. Learners starting during the course of a term may be subject to a pro-rata amount based depending on when in the month they began.
- **Monthly:** Twelve (12) payments to be made by the 1st of each month. Payment by EFT 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.

### *AfterCare fees:*

AfterCare Fees are charged as per the Additional Fees Policy on our website and is the same for School and Skills Centre learners.

All EduExcellence learners not collected within 15 minutes of their school day ending, will be signed in to AfterCare.

Parents that have selected the 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.

*Note: All learners not collected by 5:30pm will be charged an additional Late Penalty fee to help compensate staff who had to work overtime.*

### *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/ Camps

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



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### *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.

### *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





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### *Payment options:*

Application Fees, Security Retainers, and Development Levies, 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 Account Department's email address.

Monthly payments of Tuition Fees, and Development Levies may only be made by EFT (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.

Campus Principals will present to the Group Members the reasons, and a decision will be made from there.

There are NO CREDIT CARD facilities available on campus.

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.

### *Invoices & statements:*

Regardless of the payment frequency selected, invoices will be emailed to the Account Payer as a courtesy, by no later than the 25th 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:

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



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Invoices will reflect any concessions or discounts.

Invoices need to be settled by the 3rd of each month.

Statements will be sent out to parents by the 12th 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.

### *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 1 (one) 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 invoices. The month in which the notice is given does NOT count as the one month. **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 1 months' Tuition Fees must be paid in full via EFT to the appropriate bank account and the proof of payment sent to the Account Department's email address.

*Should a parent remove a learner during the 1-Month Notice Period or without giving notice, the account holder will remain liable for the pro-rata outstanding amount for the full month and the full amount of all annual fees.*

## Account Management Policy continued...

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 Accounts Department. All payments received will be applied firstly to interest/penalties, fees in lieu of notice, sundry charges and then outstanding tuition fees.

*Note: As a rule no refund (pro-rata or otherwise) is given on annual Levies including the Development Levies.*

### *Late payments & 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 1-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 Acknowledgment of Debt. Any deviation of the Payment Plan will result in the account being closed and handed over and the Learner suspended.



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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 1-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 1-Month Notice Period will not carry over to a new academic year as a credit to the Account.

### *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 by email.

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.

### *Fee increases:*

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%.



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## Account Management Policy end.

### *Refunds & 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.

For all Account queries, please contact the Accounts Department via the email address below or alternatively, through your Campus Front Office.  
[accounts@eduexcellence.co.za](mailto:accounts@eduexcellence.co.za)