Training Course on Revenue Cycle Management in Higher Education

Professional Development Training Course Outline

Category	Educational Leadership and Management	**Duration**	5 Days
Base Fee	$1,500 USD	**Delivery Mode**	Online / On-site Hybrid

Course Introduction

In today’s rapidly evolving educational landscape, Revenue Cycle Management (RCM) has become a cornerstone of financial sustainability, strategic planning, and institutional effectiveness in higher education. As tuition revenue fluctuates, student enrollment patterns shift, and compliance regulations grow stricter, institutions must adopt data-driven, technology-enhanced, and student-centered approaches to streamline revenue collection, billing, financial aid disbursement, and student account reconciliation. Training Course on Revenue Cycle Management in Higher Education equips higher education professionals with the tools and strategies to optimize every phase of the revenue cycle and align operational outcomes with institutional goals.

Through hands-on learning, real-world case studies, and interactive discussions, participants will explore best practices in tuition and fee processing, student financial engagement, compliance auditing, and collections management. Whether you're in finance, admissions, registrar services, or IT, this course offers practical insights to transform your institution’s financial health, boost student satisfaction, and ensure long-term viability.

Programme Curriculum

Training Course on Revenue Cycle Management in Higher Education

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Course Objectives

1. Understand the complete Higher Education Revenue Cycle Framework
2. Identify key phases in tuition billing and receivables management
3. Explore digital tools for student financial services automation
4. Analyze policies and procedures for regulatory compliance
5. Improve financial aid packaging and disbursement accuracy
6. Reduce student account delinquencies and improve collections
7. Enhance data integration across financial and academic systems
8. Strengthen collaboration between finance, IT, and student services
9. Utilize KPIs for revenue cycle performance monitoring
10. Apply predictive analytics to forecast revenue trends
11. Implement student-centric payment models and counseling
12. Benchmark against national standards and peer institutions
13. Create an actionable RCM improvement roadmap

Target Audiences

1. University Bursars
2. Finance Officers in Colleges
3. Student Financial Services Managers
4. Higher Education IT Specialists
5. Enrollment Management Leaders
6. Registrars and Records Officers
7. Academic Program Directors
8. Compliance and Risk Managers

Course Duration: 5 days

Course Modules

Module 1: Introduction to Revenue Cycle in Higher Education

- Defining Revenue Cycle Management (RCM)
- Core components in higher education settings
- Differences from healthcare and corporate models
- Stakeholders and functional roles
- Risk areas and audit points
- **Case Study:** Streamlining RCM at a public university

Module 2: Tuition and Fee Structures

- Tuition pricing models and discounting
- Fee schedule management and transparency
- Impact of program types and student level
- Communication strategies for affordability
- Cross-departmental collaboration
- **Case Study:** Fee simplification and student satisfaction

Module 3: Billing, Payments, and Refunds

- Digital billing platforms
- Payment plan options
- Refund policy automation
- Real-time student account visibility
- PCI compliance and fraud prevention
- **Case Study:** Automating billing at a private college

Module 4: Financial Aid and Disbursement Integration

- Coordinating with student information systems
- FAFSA and federal aid timing
- Institutional aid packaging
- Fund disbursement workflows
- Audit readiness
- **Case Study:** Reducing disbursement delays

Module 5: Student Accounts Receivable and Collections

- Managing delinquent accounts
- Pre-collections communication strategies
- Collection agency partnerships
- Legal and ethical considerations
- Write-offs and account recovery metrics
- **Case Study:** Recovery rate improvement initiative

Module 6: Data-Driven Decision-Making

- RCM analytics dashboards
- Identifying trends in revenue loss
- Retention vs. revenue trade-offs
- Forecasting future receivables
- Benchmarking KPIs
- **Case Study:** Using predictive analytics to reduce churn

Module 7: Compliance, Risk, and Policy Alignment

- FERPA, Title IV, and IRS regulations
- Creating audit-proof documentation
- Aligning with institutional policy
- Continuous process improvement
- Responding to financial audits
- **Case Study:** Compliance overhaul at a state university

Module 8: Building an Institutional RCM Strategy

- Forming RCM task forces
- Goal-setting and metrics alignment
- Staff training and change management
- Technology roadmap
- Continuous quality improvement
- **Case Study:** Institutional transformation through RCM

Training Methodology

- Interactive lectures with real-world application
- Small group discussions and workshops

- Case study evaluations from top institutions
- Simulation of revenue cycle tools and dashboards
- Peer networking and expert panels
- Capstone project for institutional RCM action plan

Register as a group from 3 participants for a Discount

Send us an email: info@fineskilltrainingcenter.org or call *+254769199797*

Certification

Upon successful completion of this training, participants will be issued with a globally- recognized certificate.

Tailor-Made Course

We also offer tailor-made courses based on your needs.

Key Notes

a. The participant must be conversant with English.

b. Upon completion of training the participant will be issued with an Authorized Training Certificate

c. Course duration is flexible and the contents can be modified to fit any number of days.

d. The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

e. One-year post-training support Consultation and Coaching provided after the course.

f. Payment should be done at least a week before commence of the training, to Fineskill Training CenterANCY LD account, as indicated in the invoice so as to enable us prepare better for you.

Upcoming Scheduled Sessions

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Online	$1,000
23 Nov 2026	27 Nov 2026	Physical	$1,500
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$3,000
23 Nov 2026	27 Nov 2026	Physical	$6,000
23 Nov 2026	27 Nov 2026	Physical	$4,500
23 Nov 2026	27 Nov 2026	Physical	$6,000

Start Date	End Date	Location	Price
23 Nov 2026	27 Nov 2026	Physical	$6,000

Ready to enroll or request a customized program? Book online or contact us:

Register Online Now

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com