



## **RATIONALE**

This refunds policy outlines factors that will be considered when a request for a refund of international students fees is made to the College. This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 and the Education Act 1989.

## **REQUESTS FOR A REFUND OF INTERNATIONAL STUDENT FEES**

The College will consider requests for a refund of international student fees provided the request is made in writing to the College within twelve months after the final enrolment date of the student.

A request for a refund must set out the circumstances leading to the refund, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

Unless otherwise agreed in writing, all eligible refunds will be refunded to the same nominated bank account in that they were received from.

## **REFUND OF TUITION FEES**

### **REQUESTS FOR A REFUND FOR FAILURE TO OBTAIN A STUDY VISA**

- If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less the charged administration fee.
- Any unused Homestay funds will be refunded once confirmation of bank details have been received from Parents or Agents. If these details have not been received within a two year period the college will reserve the right to retain the funds.

### **REQUESTS FOR A REFUND FOR VOLUNTARY WITHDRAWAL:**

- If an international student voluntarily withdraws prior to the start date of their enrolment, a refund will be provided less the charged administration fee.
- If an international student voluntarily withdraws after the start date of their enrolment, a minimum of ten weeks' notice of withdrawal must be received by the College in writing. Where notice of less than 10 weeks is given, one full term's fees will be retained.
- Administration, insurance and homestay placement fees are non-refundable after the student has started their course.
- The College, may in its sole discretion, request further information or evidence in support of a refund request.

**REQUESTS FOR A REFUND FOR FAILURE TO PROVIDE A COURSE, CESSATION AS A SIGNATORY OR CESSATION TO BE A PROVIDER:**

If the College fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the College will negotiate with the student or their family to either:

Refund the unused portion of international student tuition fees or other fees paid for services not delivered or transfer the amount of any eligible refund to another provider.

**CIRCUMSTANCES WHERE NO REFUND WILL BE MADE:**

No refund of international student tuition fees will be made where:

- A student's enrolment is brought to an end by the College, or
- Where a student changes to domestic student status during the period of enrolment, or
- Where a student voluntarily requests to transfer to another signatory.

**REFUND OF OTHER FEES**

**REQUESTS FOR A REFUND OF HOMESTAY FEES**

- If for any reason, an international student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less the College's notice-period fee. The notice period fee is to cover caregiver's expenses, and is based on a week's homestay fee.
- Where a student moves from a College homestay and requests a refund of any unused homestay fees, these will be refunded less the College's notice-period fee.

**REQUESTS FOR A REFUND OF FEES UNUSED AT THE END OF ENROLMENT**

Prepaid fees unused at the end of enrolment amounting to less than NZD\$500 may be refunded to the student in cash by request with seven days' notice and written direction from the Parents or Agents. Sums greater than NZD\$500 will be refunded into the source bank account.

**OUTSTANDING ACTIVITY FEES OR OTHER FEES**

Any textbooks, sports uniform, activity or other fees incurred by a student during enrolment and unpaid at the time of withdrawal, will be deducted from any eligible refund.

**REVIEW:**


The College will review the conditions relating to this policy as part of its annual self-review. The College will collect and record appropriate evidence of the review.

**REPORTING:**

The International Student Director will report directly to the College Principal on the operation of the College's refunds policy for international fee paying students.

Review schedule: Annually

	<b>New/Reviewed</b>	<b>Next Review Date</b>
Initial table of document	October 2008	
Annually thereafter	July 2016	June 2017
	February 2017	June 2018

Chairperson Signature	
Date	25 June 2018