

Rationale

The College undertakes to comply with the Student Support, Advice and Services, Managing Withdrawal & Closure and Grievance Procedures outcomes of the Code of Practice. This policy should be read in conjunction with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021 and the Education Act 1989.

Purpose

This refund policy outlines how the college will manage a request for a refund of international student's fees.

Guidelines

Request for a refund of international student fees

- The college will consider all requests for a refund of international student fees. Requests should be made in writing to the college as soon as possible after the circumstances leading to a request. All refunds will be settled under the terms of this policy unless otherwise agreed by the school.
- A request for a refund should provide the following information to the college: a) The name of the student b) The circumstances of the request c) The amount of refund requested d) The name of the person requesting the refund e) The name of the person who paid the fees f) The bank account details to receive any eligible refund, including address of bank and swift code where relevant g) Any relevant supporting documentation such as receipts or invoice.

Non-refundable fees

The college is unable to refund some fees. The following fees relate to expenses that the college may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:

- **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether or not a student remains enrolled after an application is accepted.
- **Insurance:** Once insurance is purchased, the college is unable to refund insurance premiums paid on behalf of the student. Students and families may apply directly to an insurance company for a refund of premiums paid.
- **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation. Costs incurred for arranging homestay accommodation for the student before the refund request, cannot be refunded.
- **Used Homestay Fees:** Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
- **Portion of Unused Tuition Fees:** The college may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the college and may vary.

Request for a refund for failure to obtain a study visa

If the student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less any Administration Fee that has been paid. Evidence must be provided to the school of Immigration New Zealand declining to grant a visa.

Requests for a refund for voluntary withdrawal (Enrolments of more than one term)

If an international student voluntarily withdraws, whether before or after the start date of their enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of ten weeks tuition fees and other any relevant non-refundable fees as outlined in this policy. The minimum ten week notice period will begin the day after the date on which the school receives written notice of the student's intention to withdraw.

Requests for a refund for enrolment of one term or less

Where a student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.

Where the school terminates the enrolment of a student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

Requests for a refund where the college fails to provide a course, ceases as a signatory or ceases 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, or
- Make other arrangements agreed to by the student or their family and the college.

Requests for a refund where the student's enrolment is ended by the college

In the event the student's enrolment is ended by the college for a breach of the Contract of Enrolment, the college will consider a request for a refund less:

- Any non-refundable fees set out in this policy.
- A minimum of ten weeks tuition fees from the date of termination.
- Any other reasonable costs that the college has incurred in ending the student's enrolment.

Requests for a refund where the student changes to a domestic student during the period of enrolment

If the student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the college. Unless otherwise agreed by the college, a refund will be provided less a minimum of ten weeks tuition fees and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the college receives written evidence of the student's domestic student status. As a domestic student, the student will be required to live within the school's zone.

Requests for a refund where a student voluntarily requests to transfer to another signatory

If the student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the college. Unless otherwise agreed by the college, a refund will be provided less a minimum of ten weeks tuition fees and any other relevant non-refundable fees as outlined in this policy. The ten weeks will begin the day after the college receives written notice of the student's intended withdrawal.

Request for a refund of homestay fees

- If for any reason the student withdraws after the start of their stay in a college homestay, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
- Where a student moves from a college homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

Requests for a refund of fees unused at the end of enrolment

Except by written request from the student or their parent or legal guardian, prepaid fees unused at the end of enrolment amounting to less than NZD\$500 will be refunded in cash. Sums of NZD\$500 or greater will be refunded into a nominated bank account.

Outstanding activity fees or other fees owed to the college

Any activity or other fees incurred by the student during enrolment and owed to the college at the time of withdrawal, will be deducted from any eligible refund.

Refunds to be made to the country of receipt

Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

Rights of families after a decision regarding a refund has been made by the college

A decision by the college relating to a request for a refund of international student fees will be provided to the student or their parent or legal guardian in writing and will set out the following information:

- Factors considered when making the refund decision.
- The total amount to be refunded.
- Details of non-refundable fees.

In the event the student or their parent or legal guardian is dissatisfied with a refund decision made by the college or are dissatisfied with the process the college followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.

Review Schedule

Annually

	NEW/REVIEWED
Initial table of document	25 July 2016
Annually thereafter	February 2017
	February 2018
	September 2020
	October 2021

Board Chair	
Name	Lauren Albrey
Date	26 October 2021