

## **REFUND OF INTERNATIONAL STUDENT FEES POLICY**

### **PURPOSE:**

This refund policy outlines factors that will be considered when a request for a refund of international students' fees is made to the school. 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 school will consider requests for a refund of international student fees provided the request is made in writing to the school 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.

### **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 an administration fee of NZ\$2,400 and, if applicable, a homestay administration fee of NZ\$400.

#### **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 an administration fee of NZ\$2,400 and, if applicable, a homestay administration fee of NZ\$400.

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 school in writing. Where notice of less than ten weeks is given, one full term's fees will be retained.

Administration, insurance and homestay/designated caregiver administration fees are non-refundable after the student has started their course.

The school 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 school 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 school 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 school; or
- A student changes to domestic student status during the period of enrolment; or
- 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 school's notice-period fee.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less the school's notice-period fee. They may also be used to cover outstanding school fees.

#### **Payment of Refunds**

No refund of fees or homestay money will be made directly to the student. All refunds will be paid to the person who paid the fees on behalf of the student.

#### **Outstanding activity fees or other fees**

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

### **REFUND AND REPORTING:**

#### **Review**

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

#### **Reporting**

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

This policy will be made known to all parties at enrolment time.

This policy is intended to be consistent with the requirements of the Privacy Act, 1993.

<b>New/Reviewed</b>	<b>Tabled</b>	<b>Approved and Adopted by the Board of Trustees on</b>	<b>Signed</b>
New Policy	7/2/18	7/2/18	By Robyn van der Sande, Chairperson