

Western Springs College Refund Policy for International Students

REFUND OF TUITION FEES

1: In order to be eligible for any tuition refund the Parents must apply in writing to the Western Springs College International Office, setting out the special circumstances of the claim. If the Parents are not satisfied with the decision made by the International Office, they may write to the Principal or the Board of Trustees. If the issue is not resolved via the College's internal process, the Parents may lodge a formal complaint by filling in the following form:

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Code-of-Practice/formal-complaint-form.pdf>

- 2: If the withdrawal is prior to the Student coming to New Zealand or before the course commencing date that is specified in the Unconditional Offer of Place to the Student, the tuition fee paid will be refunded in full.
- 3: If the Student wishes to withdraw after arriving in New Zealand and commencing the course or programme, tuition fee will not be refunded except in the case of the Student needing to return home due to The Student's ill health which cannot be treated in New Zealand, or due to a death or proven serious illness of a close family member, which requires the Student's immediate and permanent attention and where a temporary leave from school is not possible to help deal with the issue. In that event the refund will be calculated in accordance with No. 4 below.
- 4: Where the Student withdraws from the courses offered at the College and is eligible to receive a tuition fee refund, the Board of Trustees ("The Board") may refund to the person who paid the fees in respect of the subject, course or programme at any amount of the fees it thinks appropriate but any such amount will not exceed the sum of the following amounts:
 - 4:1 The Board's best estimate of the cost to the College of providing tuition in the subject, course or programme for one student up to that time;
 - 4:2 An amount that in the Board's opinion reflects the use made by one student in the subject, course or programme of the College's capital facilities;
 - 4:3 The appropriate proportion of the amounts paid by the Board in respect of foreign students;
 - 4:4 All other fees prescribed by the Board.

NO TUITION FEE REFUND

- 1: Where the Student is asked to leave the College because of false information provided for the application or false pre-entry assessment results provided in order to attend the College.
- 2: Where the Student is asked to leave the College because of the breach of Contract between Western Springs College and the Student.
- 3: Where the Student wishes to transfer to another educational institute for whatever reason.
- 4: Where the Student returns home for any reason other than the student's serious illness, which cannot be treated in New Zealand, or the death or serious illness of a close family member that requires the

Student's immediate temporary or permanent attention so that a temporary leave is not possible to resolve the issue.

- 5: Where the Student acquires permanent residence after having enrolled at the College.

REFUND OF HOMESTAY / HOMESTAY PLACEMENT / CONTINGENCY FEES

- 1: Even when the Student has not arrived in New Zealand, not started living with the host family, and not started the course offered at Western Springs College, the Homestay Placement Fee or Accommodation Assessment Fee will not be refundable because the College has started the homestay placement process once an offer to the Student has become unconditional or even earlier.
- 2: If the Student cancels a homestay contract before getting into the Homestay house, the homestay fees will be refunded in full if the Student has given written notice to International Office two weeks in advance before the pre-scheduled homestay starting date.
- 3: If the Student moves out of the Homestay house before the end of the contracted period with the conditions that two weeks' notice in advance has been given to International Student Office and the host family, the portion of unused homestay fees will be refunded to the Student.
- 4: In order to have Homestay fees refunded, the Student must write to the International Student Office and give two weeks' notice of intention to move, or pay two weeks fees in lieu of notice.
- 5: The leftover Homestay or Contingency Fees can be used to cover any outstanding fees that the student is responsible for, including but not limited to the following costs:
 - Unreturned books/textbooks/stationery received
 - Unpaid fees for PE uniforms, Sports Club(s), camping, or consumables for school trips
 - Extra homestay placement fee
 - Transportation services to/from airport/homestay
 - Loss or damage to homestay or school's property
 - Cleaning service fee at the homestay if the Student's bedroom or other parts of the homestay property are left in an unsatisfactory state and require professional cleaning.

REFUND OF OTHER FEES

- 1: After the Student has started, the Course Fee is not refundable because the College has started planning the course. If the Student has not yet started, the Course fee may be partially refunded.
- 2: The NCEA Exam Fee is refundable if it has not yet been paid to NZQA.
- 3: Part of the Insurance Fee is refundable but will be dependent on the Student's application for an insurance refund and the insurance company's decision.
- 4: The Enrolment/ Administration Fee may be partially refunded based on the College's best estimate of the enrolment and administration costs to the College on behalf of the Student.

REFUND ADMINISTRATION FEE

- 1: For any refund made a separate Refund Administration Fee of \$300 will be charged. The timing of the refund payment will be at the discretion of the College and the Agent will be informed of when the refund payment can be expected.