

Refund Policy

REFUND POLICY

PURPOSE:

This refunds 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.

In order to be eligible for any tuition refund the Parents must apply in writing to the School's International Office, setting out the special circumstances of the claim. 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 (usually the Parents' or Student's bank account) and provide any relevant supporting documentation. 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 School'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>

A \$300 refund administration fee applies to every refund made.

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 a refund administration fee of \$300.

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 a refund administration fee of \$300.

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 10 weeks is given, one full term's fees will be retained.

Administration, course, homestay placement and insurance fees are non-refundable after the student has started their course.

NCEA fees may be refundable if these have not yet been paid to NZQA.

The school may in its sole discretion, request further information or evidence in support of a refund request.

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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
- 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 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.

REQUESTS FOR A REFUND OF CONTINGENCY FEES

If for any reason, an international student withdraws *after* the start date of their enrolment, any unused contingency fees will be refunded.

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 ADMINISTRATION FEE

For any refund made a Refund Administration Fee of \$300 will be charged.

*Source: Adapted from: SIEBA Refund Policy Guideline, 2018

Reference: NZQA Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016