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INTERNATIONAL STUDENT PROGRAMME

OTUMOETAI COLLEGE INTERNATIONAL STUDENTS REFUNDS POLICY

Responsible For Review:	Principal / Director of International Students
Department Responsible:	Department of International Students / Senior Administration
Date of Last Review:	November 2020
Date of Next Review:	November 2021

REFUNDS POLICY GUIDELINE

Purpose:

This refund policy outlines how the school will manage a request for a refund of international students fees.

Requests for a refund of international student fees

The school will consider all requests for a refund of international student fees. Requests should be made in writing to the school as soon as possible after the circumstances leading to a request.

A request for a refund should provide the following information to the school:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

Non-Refundable Fees

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

- **Registration Fee:** Registration fees meet the cost of processing an international student application.
- **Administration Fee:** The used portion of the Administration Fee will not be refunded.
- **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of a 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 by the student. Costs incurred for arranging homestay accommodation for international students prior to 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 school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary depending on the time of year the request is received.
- **Outstanding Activity Fees:** Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.

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 **Registration Fee of \$600.00**

Requests for a refund for voluntary withdrawal:

Withdrawal Prior To Enrolment

If an international student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

Withdrawal After Enrolment

If an international student withdraws after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the school, a refund will be provided minus a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

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 or
- Make other arrangements agreed to by the student or their family and the school.

Other circumstances where a refund request may be considered:

Where a student's enrolment is brought to an end by the school

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

- Any non-refundable fees set out in this policy
- Ten weeks tuition fee
- Any other reasonable costs that the school has incurred in ending the student's enrolment

Where a student changes to a domestic student during the period of enrolment

If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the school. Unless otherwise agreed by the school, a refund will be provided minus a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

Where a student voluntarily requests to transfer to another signatory

If an international student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the school. Unless otherwise agreed by the school, a refund will be provided minus a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

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 any relevant non-refundable fees set out in this policy.

Where a student moves from a school 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 parents, prepaid fees unused at the end of enrolment will be refunded into a nominated bank account.

Outstanding activity fees or other fees

Any activity or other fees incurred by a student during enrolment and owed to the school 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 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

A decision by the school relating to a request for a refund of international student fees will be provided to the student or family 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

Students and families have the right to submit a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the school.