

# **Heretaunga College**

## **International Students**

### **Fee Protection and Refund Policy**

#### **RATIONALE**

The college is required to ensure that all student's fees are protected in the event that the school is unable to continue to offer tuition to International Students or in the event that a student is required to return home or is transferred to another educational institution.

#### **FEE PROTECTION**

- Fees paid by international students are kept secure and protected against the possibility of non-completion of a student's course. International fees are kept in separate bank accounts to main school accounts.
- Tuition Fees received in advance should only be used by the school as the fees are earned during the course. A portion of advance fees is transferred to the school's main bank account in instalments. Remaining fees paid in advance are available to be refunded as outlined in this policy.
- Homestay fees are paid to the homestay according to the agreed rate on a fortnightly basis.
- Internal procedures assist the school in monitoring income and expenditure to ensure that money is controlled appropriately.
- Our fee refund policy is provided to parents before a contract is signed, and is included in the contract signed upon enrolment.

#### **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:

Administration Costs: The cost of processing an international student application. Administration costs exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.

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 Set-up Costs: There is a cost of processing a request for homestay accommodation by a student. This acknowledges time spent finding a homestay and doing the required

checks and visits. 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.

## **REFUND OF TUITION FEES**

- If a student withdraws from the course before coming to New Zealand a full refund shall be made.
- If an international student voluntarily withdraws after arrival in New Zealand but prior to the start date of their course, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.
- 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 less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.
- If an international student fails to obtain an appropriate study visa to extend their stay, a refund of international student tuition fees will be provided less any relevant non-refundable fees as outlined in this policy and less any costs incurred in the VISA application process.
- 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.

### *Where a Students 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 less 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 less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

## **REFUND OF OTHER FEES**

### *Request 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.

### *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. If a student retains unpaid for uniform items these will be deducted from any eligible refund.

## **REFUNDS PROCESS**

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

### **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 amounting to less than NZD\$250 will be refunded to the student in cash. Sums greater than NZD\$250 will be refunded into a nominated bank account.

### **Refunds to be Made to the Country of Receipt**

Unless otherwise agreed in writing, all eligible refunds of fees over NZD\$250 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 can seek a review by the school's Board of Trustees if they are unhappy with the refund decisions made by the school.

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 and reviewed by the Board of Trustees.