



St Mary's Catholic School

International Student Refund Policy

Purpose:

This refund policy outlines how the school will manage a request for a refund of international students fees. If a student withdraws from a course of study before the completion date, they may be eligible for a refund of tuition fees. In such circumstances, the following procedures and guidelines apply:

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:

Administration Fee: Administration fees meet the cost of processing an international student application. Administration fees exists whether an application is accepted or not or whether a student remains enrolled after an application is accepted.

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.

Agent Commission Fees: Any commission fees that has been paid directly to the Agent.

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 \$500.00

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 less a minimum of ten weeks tuition fee and any other 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 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 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

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.

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

If international parents and students feel that the school has not resolved your complaint, and you still wish to have it resolved, then you can contact the New Zealand Qualifications Authority (NZQA). NZQA is a government organisation. They can provide an independent assessment of your complaint and will either investigate your concerns or advise you what you can do next.

You can submit your complaint query on the NZQA website www.nzqa.govt.nz, or send an email to risk@nzqa.govt.nz. If you need more information on the complaints process, contact NZQA on 0800 697 296.

Review and Reporting

Review:

The school will review the conditions relating to this policy as part 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 has been approved by the Board of Trustees:

Approval Date: _____

This policy has been reviewed on:

Review Date: _____