



## INTERNATIONAL STUDENT REFUND POLICY

NAG 6

### Purpose

St Heliers School Board of Trustees recognises its responsibility to meet the requirements of the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021. The aim of this policy is that the request for a fee refund should be fair and reasonable.

### **Guidelines:**

#### **Request 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 event leading to a request.

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

- a. The name of the student
- b. The reason for the request
- c. The name of the person requesting the refund
- d. The bank account details to receive any eligible refund.

Requests should be made in writing to the School as soon as possible no later than one month after the Student's final date of attendance. To be eligible for a refund, the parents, or designated agent, with an authority from the parents, must apply in writing to the Principal, no later than one month after the Student's final date of attendance, explaining why the Student has withdrawn from the school and the reasons for seeking a refund.

#### **Non-refundable 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 exist 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 to by the School and may vary.

#### **Other costs to the School:**

- The student's share of the Foreign Fee levy paid to the government will be deducted.
- Agent commission paid by the School.
- Other costs incurred by the School for the use of facilities, resources, and the unused portion of the Year 1 teacher aid surcharge may be deducted.

#### **Request for a refund for failure to obtain a study visa**

If the Student fails to obtain an appropriate study visa, a refund of international student tuition fees will be made, less the Administration Fee.

### **Request for a refund due to illness**

If a student returns home due to serious illness of the student or because of the serious illness or death of a close family member a refund will be made less any relevant non-refundable fees set out in this policy. The request for a refund must be supported by medical evidence.

### **Requests for a refund for voluntary withdrawal from enrolment - Withdrawal prior to enrolment**

If the 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.

### **Request for a refund for voluntary withdrawal from enrolment - Withdrawal after enrolment**

If the Student withdraws on or after the start date of their enrolment, 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 fees and any other relevant non-refundable fees as outlined in this policy. If the Student withdraws part way through the term, the number of weeks completed (part week included) will be recalculated at the weekly tuition rate.

### **Request for a refund where the School fails to provide a course, ceases as a signatory or ceases 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 refund the unused portion of international student tuition fees or other fees paid for services not delivered.

### **Where the Student's enrolment is ended by the School**

If the 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:

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

### **Where the Student changes to a domestic student during the period of enrolment**

If the Student changes to a domestic student after the start date of their enrolment, the school requires written notice and the refund will be calculated from the date on which the domestic Student visa is sighted 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. The Student will then abide by the school enrolment scheme for domestic students.

### **Where the Student voluntarily requests to transfer to another signatory**

If the 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 any other relevant non-refundable fees as outlined in this policy.

### **Where the Student is unable to attend school due to an entire or partial school closure**

If the Student is unable to attend the school because the school is entirely or partially closed, due to unforeseen events, the Student will not be entitled to a refund of fees for the period of closure, where online learning and support has been provided to the Student.

### **Rights of families after a decision regarding a refund has been made by the School**

A decision by the School relating to a request for a refund of international student fees will be provided to the Student or Parents in writing and will set out the following information:

- a. Factors considered when making the refund decision
- b. The total amount to be refunded
- c. Details of non-refundable fees

The Student and their family has the right to take a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the School.

New Zealand Immigration will be notified if any student ceases to attend St Heliers School without exception.

When student fees have been refunded, any subsequent re-enrolment will be treated as a new enrolment and administration charges will apply.