



**SAMUEL
MARSDEN**
COLLEGIATE SCHOOL

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POLICY ON INTERNATIONAL STUDENTS REFUNDS 2019

PURPOSE

The purpose of this policy is to outline the conditions and requirements for the School making a refund of any fees for International Students.

SCOPE

This policy follows the New Zealand Qualifications Authority guidelines and is in line with the Code of Practice International Students 2016 (and Amendments to the Code 2019). The policy also takes into account immigration rules and refunds in connection with tuition and homestay fees.

Samuel Marsden will consider each refund request in a fair and reasonable way, and follow the same procedure for each request. This is not to say that the outcome will be the same, however, the same factors will be considered in all requests.

GUIDELINES

All refunds should be applied for in writing to the School. The Principal and Board of Management have final say on any refunds made on compassionate grounds.

PROCEDURES

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.

If a student withdraws from their course of study before the completion date, they may be eligible for a refund of tuition fees. To be eligible for a refund:

- Parents must apply in writing to the Principal giving one term's notice of leaving. If notice is not given, one term's fees will be charged in lieu of notice. In every case, the School undertakes to look fairly at applications for a refund of fees or part-fees.
- If the application is made before the start of the course, fees will be refunded in full, less the Administration Fee. This includes if a student is not granted a student visa to attend Samuel Marsden Collegiate School.
- If the application is made after the mid-point of the course, there will be no refund, except under exceptional circumstances. See Compassionate Refunds below.
- If the application is made after the start of the course (i.e. Terms 1 or 2), but before the mid-point of the course (i.e. Terms 3 or 4), fees will be refunded less:
 - o The Administration Fee
 - o Costs to the School already incurred for tuition
 - o Components of the fee already committed for the duration of the course (e.g. contract for ESOL instruction until the end of term)
 - o Specialist fees, including any counselling or services from other persons
 - o Appropriate proportions of salaries for teachers and support staff already committed to the course
 - o Costs already incurred for the use of facilities and resources
 - o Any other costs already incurred
 - o Payments made to any other party i.e. agent's fees.
 - o Insurance costs already incurred.
 - o Homestay costs incurred in arranging homestay accommodation prior to the refund request.

Compassionate Refunds

In exceptional circumstances refunds may be granted on compassionate grounds. Examples of compassionate grounds are the death of a close family member, serious illness, accident. Some instances outside these situations may occur and all refunds will be at the discretion of the Principal.

Gaining Residency

If an international fee-paying student gains residency during their course, no further international fees are to be paid. The new resident may then be enrolled as a domestic student. Documentation of residency must be provided within 14 days of it being granted. If residency has been obtained, then no refund of fees will be made for course fees charged while the student was classed as an international student, unless otherwise agreed by the School.

Unless otherwise agreed by the School, a refund will be provided less a minimum of one term's fees and any other relevant non-refundable fees as outlined in this policy.

Homestay Fees

If a student moves out of the homestay before the end of their contract, then:

- Any fees paid by the School to the Homestay will be deducted from any refund.
- All other unused homestay fees will be refunded, provided the homestay has been given two weeks' notice that the student is leaving.
- If a student does not give two weeks' notice, then two weeks' homestay fees will be deducted from any refund.
- If a student returns home during the holidays, 50% of the homestay fees will be charged for the duration of the student's absence.

Cessation of a Course

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/family/agent and the School.

No refund will be made if:

- A student's enrolment is terminated by the School for a breach of the rules and conditions of enrolment, a breach of School policy and procedures or if the student has broken a New Zealand law. The School may consider a request for a refund less any non-refundable fees on a case by case basis as part of a fair and reasonable process.
- A student has been stood-down, suspended or excluded. **See Disciplinary Policy.**
- A student fails to meet the attendance requirements for international students.
- A student returns home for any reason other than serious illness, accident or death of a close family member.
- A student fails to meet the attendance requirements of their student visa.
- The enrolment application is found to be inaccurate in any way or there has been a failure to disclose information, including information on health and wellbeing, on the application and the contract is terminated.
- A student wants to transfer to another school or educational institution – unless at the discretion of the Principal or Academic Director, who will sign to state the agreement.
- A student acquires permanent residency after completion of the course.

Payment of Refunds

All refunds will be paid to either the parents of the student or to an agent with written authority from the parents. No refunds will be given directly to the student.

Immigration Rules

The New Zealand Immigration Service will be notified if any student ceases to attend Samuel Marsden School. The School will notify Immigration New Zealand when terminating the enrolment of a foreign national holding a student visa. This will be done through the Immigration New Zealand website.

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.

Complaints Procedure for International Students

Information on the procedure for making a complaint for international students will be provided to prospective students through links to information about the Dispute Resolution Scheme.

Information about iStudent Complaints, including hotline and link addresses will be displayed on noticeboards around the School and in newsletters to international students regularly.

Students or representatives can contact NZQA on 0800 697296 or email gadrisk@nzqa.govt.nz for further assistance. If it is a financial or contractual dispute, the student can contact iStudent Complaints by phone on 0800 00 66 75. More information is available on the iStudent Complaints website <http://www.istudent.org.nz/istudent-complaints>. Complaints and advice can be obtained via phone, email, post and is also available on social media, facebook www.facebook.com/istudent.complaints and We Chat (search for “NZ iStudent Complaints” (Chinese language only).

Review

This policy will be reviewed every three years or where legislative changes require a review. The Director of International Students will report directly to the Principal on the operation of the School’s policy for the refund of international student fees.

References:

Homestay Policy

Provision of Information to International Students Policy

Attendance Requirements & Withdrawals Policy

Disciplinary Policy

Code of Conduct Policy