



## International Student Refund Policy

The following information should be read carefully before the enrolment proceeds.

If a student withdraws from their course of study before the completion date, they may be eligible for a refund of tuition fees. The school will always investigate requests for a refund and act fairly.

This policy sets out the factors that will be considered when a request for a refund of international student fees is made to the school. All refunds of fees will be made at the complete discretion of the Board of Trustees in accordance with this policy.

The Board of Trustees determines the level of any refund, taking into account the factors set out in this policy, the costs already incurred, and an administration fee.

Immigration New Zealand is notified if any international student ceases to attend the school for whatever reason.

### **Requests for a refund**

To apply for a full or partial refund of fees, a parent or legal guardian must apply in writing to the Board of Trustees and explain the special circumstances leading to the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting information.

All requests must be made within one month of the student's last day at school.

### **Circumstances where no refund will be made**

No refund of international student fees will be made in the following circumstances:

- where a student is asked to leave the school because of misbehavior, poor attendance or violation of school rules;
- where there has been a breach of enrolment conditions;
- where a student wishes to transfer to another educational institution for any reason;
- where a student has special needs that were not explained on the enrolment form;
- if the enrolment application is found to contain false information supplied by parents;
- once the student has commenced the second half of their course (unless there are exceptional circumstances as described below).

### **Refund eligibility**

#### ***a) Where a student withdraws from their course i.e. leaves Takapuna Primary School***

Any refund calculation will be based on the date that the letter of application for the refund is received by the school together with relevant supporting documentation. If supporting documentation is not included or is determined to be incomplete by the school, the date for any refund calculations will be made from the date that the school receives all requested documentation.

The school will consider refunding part or all of the international student fees if:

- there are special circumstances (e.g. the child has a serious illness or accident, or the family needs to return home because of a family member's death). Proof of such circumstances will be required to be sighted by the school (e.g. official documents from a doctor);
- the school is closed for a period of one week or more due to force majeure (defined as an event beyond the reasonable control of the school, such as snow, earthquake, etc).

### **Refund conditions**

If an application for a refund is made before the course starts or at any time up to the end of the tenth working day after the first day on which the school requires the student to attend school, the school will refund the fees in full, less an administrative fee.

If the application for refund is made within the first half of the course, the fees may be partially refunded and calculated on weeks remaining in the contractual tuition period less:

- the administration fee;
- costs to the school already incurred;
- components of the fee already committed for the duration of the course;
- specialist fees if applicable;
- costs already incurred for the use of facilities and resources; and
- the proportion of the government levy the school is required to pay

There will be no refund for any withdrawal made while the student is in the second half of the course except under exceptional compassionate circumstances.

### ***b) Where a student becomes classified as domestic***

If a student gains permanent residency or becomes a domestic student (via a parent gaining a work visa) during the course, their international enrolment will be terminated. If the student wishes to enrol as a domestic student, they must meet the school's enrolment criteria, including living within the school's enrolment zone.

### **Refund conditions**

If documentation of the relevant residency or work visa is provided to the school within 14 days of it being granted, the refund will be calculated from the date stipulated on the documentation. If the documentation is provided after 14 days, the refund will be calculated from the date that the documentation is provided to the school.

The fees will be partially refunded and calculated on weeks remaining in the contractual tuition period less:

- the administration fee;
- costs to the school already incurred;
- components of the fee already committed for the duration of the course;
- specialist fees if applicable;
- costs already incurred for the use of facilities and resources; and
- the proportion of the government levy the school is required to pay

### **Administration Fee**

The school expends significant time and effort in the early stages of the international student application process. Accordingly, the Board will deduct the administration fee from any refund granted. This administration fee is determined by the school and as at January 2025 is \$1,200.00. The Board may increase the administration fee at its complete discretion.

### **Failure by a student to obtain a study visa**

If a student fails to obtain an appropriate study visa before their course starts, the school will refund the fees, in full, less the administration fee.

If a student has to withdraw from the course after it has started due to the failure of obtaining a study visa, then a partial refund may apply. Any refund calculation will be based on the date that the letter of application for the refund is received by the school together with relevant supporting documentation, provided that this is supplied within 14 days. If supporting documentation is not included or is determined to be incomplete by the school, the date for any refund calculation will be made from the date that the school receives all requested documentation. Any refund will be less the administration fee.

### **School ceases to provide an education programme, ceases to be a signatory or ceases to be a provider**

If the school ceases to provide the agreed educational programme, ceases to be a signatory to the Code of Practice or ceases to be a provider, the school will manage the fees paid for services not delivered or the unused portion of fees by:

- Refunding the amount in question; or
- Transferring the amount to another signatory as agreed with the student (as specified in the Code).

### **Acceptance of terms and conditions**

I understand and accept these tuition fee refund terms and conditions.

<b><u>Parent name:</u></b>	
<b><u>Parent signature:</u></b>	
<b><u>Date:</u></b>	