

## ***Controlled Document – refer to Intranet for latest version***

Category: Business and Finance	Date Created: May 2003
Responsibility: Director Student Information	Date Last Reviewed: November 2016
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## **Purpose**

To provide the framework for assessing applications for refund of fees for international students.

## **Scope**

This is a UCOL wide policy.

## **Responsibility**

Student Information are responsible for the implementation of this policy.

## **Requirements**

### **1. Payment of fees**

- 1.1 UCOL must receive payment in full of the tuition fees from an International Student no later than the first date teaching starts for the programme of study the International Student is enrolled in. If an International Student is permitted by UCOL to commence study after the first date teaching starts for the programme of study the International Student is enrolled in, payment in full of the tuition fees must be received by UCOL no later than the date that UCOL has advised the student in writing that they must start.
- 1.2 No refunds of tuition fees will be paid to International Students, except as expressly provided for in this policy.

### **2. Withdrawal**

- 2.1 An International Student can only withdraw from a course(s) or qualification at UCOL by completing, signing and returning to the UCOL Information Centre or Student Registry Services a UCOL Change of Details/Circumstances form.
- 2.2 Except as expressly provided for in this procedure, no refund will be granted to an International Student who does not withdraw from a course in accordance with Clause 2.1 above.

### **3. Refunds as a Result of Withdrawal from a Course or Qualification**

- 3.1 The amount of a refund (if any) will depend on the Date of Withdrawal and/or the reason(s) for Withdrawal. Please refer to the table in Schedule A of this policy for the relevant Dates of Withdrawal and Partial Refunds that will be granted.
- 3.2 The Date of Withdrawal is the date that UCOL receives the Change of Circumstances/Student Withdrawal form signed and completed by the International Student.
- 3.3 Immigration NZ will be informed of a student's withdrawal from a programme of study.

#### **4. Refunds as a Result of a Change in Residency Status**

- 4.1 If an International Student gains Permanent Residency during their programme of study, the student **will not** receive a refund of fees for the enrolment period in which residency was granted unless:
- (i) Residency was granted before the end of two weeks from the Course Commencement Date; and
  - (ii) UCOL is able to access funding for the International Student as an equivalent full-time student; and
  - (iii) The International Student has Withdrawn in accordance with Clause 2.1 of this Policy and has enrolled at UCOL as a Domestic Student.
  - (iv) Domestic fees will apply for the following semester's enrolment. No rebate will be offered for fees paid for the prior semesters' study.

#### **5. Refunds in Other Circumstances**

- 5.1 At law, UCOL has the discretion to grant a full or partial refund to any student.
- 5.2 International Students are expected to seek redress from their insurer for situations which may be covered before applying to UCOL for a refund as outlined in 5.3.
- 5.3 In special circumstances comprising reasons of a compassionate nature, UCOL at its sole option may grant a refund of a greater amount than is stated in this procedure and/or may grant a refund outside the required timeframe for Withdrawal as stated in this policy. If an International Student believes that special circumstances of a compassionate nature exist, they must apply in writing to UCOL, enclosing supporting evidence of the special circumstances claimed and they must provide all other evidence requested by UCOL. UCOL will consider the request and may or may not grant a refund in an amount that UCOL deems appropriate
- 5.4 If UCOL does not proceed with a course offered and UCOL has received tuition fees from an International Student for that course, UCOL will notify the International Student in writing that UCOL will not be proceeding with the course. Pursuant to Clause 5.1 above, UCOL will grant a full refund of the tuition fees received by UCOL from the International Student for that course but UCOL shall not be liable to compensate the student for any fluctuations in currency in the intervening period or for any other costs incurred by the student whatsoever.

#### **6. Payment of Refunds**

- 6.1 Refunds to International Students can be made by cheque or direct credit and will be returned to the original payee (less an administration fee) or as directed in writing by the International Student if they were the original payee. If UCOL does not receive such reasonable written directions within seven days of the Date of Withdrawal, UCOL will forward payment of the refund to the residential address of the International Student inserted on the International Student's Enrolment Form. Refer to Creditor Supplier Payments Procedure, clause 1, for verification of bank account details requirements.

### **Relevant Legislation**

- Education Act 1989 and amendments
- Human Rights Act 1993 and amendments
- New Zealand Bill of Rights Act 1990
- Judicature Act 1903

## **Related Documentation**

- [Education \(Pastoral Care of International Students\) Code of Practice 2016](#)
- International Student Contract Disputes Resolution Scheme (DRS) 2016
- UCOL International Prospectus: International Student Fee Refund
- [Admission and Enrolment Policy](#)
- [International Student Procedure](#)
- [Student Complaints Policy](#)
- [Student Concerns and Complaints Procedure](#)
- [Student Financial Relief Policy](#)
- [Student Financial Relief Procedure](#)
- [Creditor Supplier Payments Procedure](#)

## Schedule A

Reason for Withdrawal	Date of Withdrawal	Amount of Refund
Refusal by New Zealand Immigration Service to grant an initial visa for study in New Zealand	<b>Prior</b> to the Course Commencement Date	<b>100%**</b> (see (1) below) of the tuition fees received by UCOL from the International Student for the course Withdrawn from.  <b>Note</b> prospective students should not pay fees until such time as they have approval in writing of a "Visa in Principle" from the New Zealand Immigration Service.
The Student has decided not to study at <u>any</u> New Zealand Tertiary Institution for that particular Academic Year	<b>Prior</b> to the Course Commencement Date	<b>100%**</b> (see (1) below) of the tuition fees received by UCOL from the International Student for the course/qualification withdrawn from.  <b>Note</b> if the student has already arrived in New Zealand they will be required to provide proof that they have returned to their normal Country of Residence.
The Student has decided to study at another New Zealand Tertiary Education provider	<b>UP to</b> the Course Commencement Date	<b>100% **</b> (see (1) below) of the tuition fees received by UCOL from the International Student for the course/qualification withdrawn from.
The Student has decided to study at another New Zealand Tertiary Education provider	<b>Up to two weeks after</b> the Course Commencement Date	(i) Where this would have been the students <u>first year of study at UCOL</u> – <b>100% **</b> (see (2) below) of the tuition fees received by UCOL from the International Student for the course/qualification withdrawn from.  (ii) Where this would have been the students <u>second or subsequent year of study at UCOL</u> - <b>100% **</b> (see (2) below) of the tuition fees received by UCOL from the International Student for the course/qualification withdrawn from.
Student has decided to return home	<b>Within the first two weeks</b> after the Course Commencement Date	<b>100% **</b> (see (2) below) of the tuition fees received by UCOL from the International Student for the course withdrawn from.  <b>Note</b> if the student has already arrived in New Zealand they will be required to provide proof that they have returned to their normal Country of Residence.
Any reason	<b>More than two weeks</b> after the Course Commencement Date	<b>Nil</b> – no refund will be provided

**\*\*NB: An administration fee for processing refunds will be charged as follows:**

- \$500** where withdrawal from a programme is received prior to the date of course commencement; or
- \$2000** for a late withdrawal within the first two weeks of the course, or if the student is entering the second or subsequent year of study at UCOL.