

INTERNATIONAL FEE-PAYING STUDENTS - REFUND OF FEES POLICY

RATIONALE:

The Education (Pastoral Care of International Students) Code of Practice 2016 requires that institutions provide information regarding the signatory's refund policy.

PURPOSE:

1. To provide a clear, fair and reasonable basis for refunding fees for international students.
2. To safeguard the College's financial interests.

GUIDELINES:

If a student withdraws from his/her course of study before the completion date, he/she may be eligible for a refund of tuition fees. If a refund is requested the following procedures and guidelines apply. In every case the College undertakes to consider fairly any application for a refund of fees.

To be eligible for any refund:

To be eligible for a refund parents must apply in writing to the Board of Trustees setting out the special circumstances of the claim WITHIN ONE MONTH of the last day of attendance or giving one term's notice of withdrawal of the student from the College.

The student must have completed the formal leaving process from school. This includes notifying the College of the intention to leave early, completing the leaver's form and returning all text books, library books and any other College resources. All outstanding fees, such as subject fees, to have been paid.

If the application for refund is made before the student begins study:

- Fees will be refunded in full less an amount equivalent to the administration fee.

If the application for refund is made when the student withdraws after the start of the course but before the course is half completed, fees will be refunded less:

An amount equivalent to the administration fee; and

- Tuition fees for the current term and for one additional term (e.g., where written notice is given in Term One, tuition fees for Terms One and Two will be recovered and tuition fees in respect of Terms Three and Four will be refunded).

If the application for refund is made when the student withdraws after the half way point of the course:

There will be no refund except under the exceptional circumstances as set out in Compassionate Refunds.

Compassionate Refunds:

In exceptional circumstances refunds may be granted on compassionate grounds. All such refunds will be at the discretion of the Board of Trustees. Medical evidence should be included with the application for refund.

- Serious illness or accident to the student which prevents study.
- Serious illness, accident or death of a close family member in the home country which means the student must return home.
- Acts of God - Natural events that prevent the student from reasonably continuing with their programme of learning.

If a student receives permanent residency or a parent receives a work permit or business visa during the course:

- One term's notice must be given to the College in writing. Any refund will be based on the date that the letter of application for a refund is received. The letter of application must be accompanied by a copy of the relevant visa(s).
- The new resident must abide by the enrolment scheme which the College may have in place by contacting Ormiston Senior College, PO Box 217104, Botany Junction, Auckland 2164, New Zealand, phone +64 9 5512430, Email: info@ormiston.school.nz.
- Evidence of the visa change must be given to the College within 14 days of it being granted.
- Fees will be refunded less:
 - An amount equivalent to the administration fee; and - tuition fees for the current term and for one additional term (e.g., where written notice is given in Term One, tuition fees for Terms One and Two will be recovered and tuition fees in respect of Terms Three and Four will be refunded).

The Board of Trustees will make no refund:

1. When a student is required to leave the school for a breach of the rules and conditions of enrolment or has broken the New Zealand law.
2. When a student has been suspended or expelled.
3. When a student returns home for any reason other than compassionate reasons.
4. If false or inaccurate information or records are presented for consideration in the application for enrolment process.
5. Where students wish to leave the school or transfer to another school for whatever reason other than the student's serious illness or death or serious illness of an immediate member of the family. Any refund will be based on the date that the letter of application must be accompanied by a copy of the relevant visa(s).
6. Where students' parents acquire Permanent Residence, Work Permits or Long Term Business Visa and the letter of application for a refund is received after the first day of Term 3.
7. Where fees have been paid for less than one whole academic year.

Homestay Fees:

If a student moves out of the homestay before the end of their contract, all unused homestay fees will be refunded, provided two weeks' notice has been given to the College. If two weeks' notice is not given then two weeks' fees will be deducted from the refund.

Payment of Refunds:

No refund of fees or homestay money will be made directly to the student. All refunds will be paid to the person who paid the fees on behalf of the student.

Fees Protection:

- The College has a fee protection policy to safeguard the fees paid by International students. This policy ensures that the College retains sufficient funds to meet the requirements of any refund.
- New Zealand Immigration Service will be notified when any student ceases to attend Ormiston Senior College.

The parents/caregivers of the student will sign they agree with these conditions as follows:

Parent/Caregiver's Signature: _____ Date: _____ [Print]

Parent/Caregiver's Full Name: _____

Notwithstanding any of the above, the Board of Trustees at its absolute discretion may make a full or partial refund of fees in exceptional circumstances. This policy will be made known to all parties at enrolment time. This policy is intended to be consistent with the requirements of the Privacy Act, 1993.