

ST PAUL'S COLLEGIATE SCHOOL

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St Paul's
COLLEGIATE SCHOOL

INTERNATIONAL STUDENTS REFUND OF FEES POLICY

REQUESTS 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 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

NON-REFUNDABLE FEES

The school is unable to refund some 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:

Enrolment Fee: Enrolment fees meet the cost of processing an international student application. Enrolment fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.

Insurance: Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of a student. Students and families may apply directly to an insurance company for a refund of premiums paid.

Used Homestay Fees: Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.

- 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 or their family and the school.

OTHER CIRCUMSTANCES WHERE A REFUND REQUEST MAY BE CONSIDERED:

WHERE A STUDENT'S ENROLMENT IS BROUGHT TO AN END BY THE SCHOOL

In the event a student's enrolment is ended by the school for a breach of the Contract of Enrolment, or has broken New Zealand laws no refund will be given.

If the information provided by the family in the enrolment application is found to be in any way inaccurate the contract may be terminated and no refund of fees given.

WHERE A STUDENT VOLUNTARILY REQUESTS TO TRANSFER TO ANOTHER SIGNATORY

No refund will be provided.

IMMIGRATION NEW ZEALAND

Immigration New Zealand will be notified if any student on an international visa ceases to attend St Paul's Collegiate.

WHERE A STUDENT CHANGES TO A DOMESTIC STUDENT DURING THE PERIOD OF ENROLMENT

If an international student changes to a domestic student after the start date of their enrolment, one full terms notice in writing is required by the school plus evidence of their change in status. Unless otherwise agreed by the school, a refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

REFUND OF OTHER FEES

REQUESTS FOR A REFUND OF HOMESTAY FEES

If for any reason, an international student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

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.

REVIEW AND REPORTING

REVIEW:

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

REPORTING:

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

I have read and understood the Refunds Policy.

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Signature of Parent

Date

Full Name (please print):

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This policy has been approved by the Board of Trustees:

Approval Date: 1.7.2019

This policy has been reviewed on:

Review Date: _____