

Policy: International Fee Paying Students

Fees, Fees Protection and Refund

Policy Statement

Manurewa High School Board of Trustees recognises its responsibility to meet the requirements of the Education (Pastoral Care of International Students) Code of Practice 2016, which stipulates that signatories must have a policy covering fees protection and refund conditions.

The purposes of this policy are:

- (i) To have a fair and transparent system for fees charged for the tuition of international students.
- (ii) To ensure that funds from international students are secure should the school cease to become a signatory or if the student is required to transfer to another institution.
- (iii) To have a fair and transparent system for refunding fees should a student withdraw before the start of the course or from their course before its completion.
- (iv) The school will provide as part of the tuition fee appropriate and current medical travel insurance for International Students while in New Zealand.

Procedural Guidelines

Fees

- (i) Fees must be paid in advance.
- (ii) Alternative arrangements for payment of fees may be arranged in extenuating circumstances with the approval of the Principal.

Fees Protection

The school will ensure that its fee protection mechanisms and accounting procedures provide the following safeguards:

- (i) The school will ensure that funds from international students paid in advance are accounted for in such a way that individual student balances are clearly identified and monitored
- (ii) The school will ensure that generally accepted accounting procedures are applied to international fees paid in advance
- (iii) The school will ensure that only those staff with appropriate authority will have access to international funds paid in advance
- (iv) The school will ensure that all international fees paid in advance shall be paid into the school's operating account or other account authorized by the Principal
- (v) The school will transfer fees paid in advance to revenues at appropriate intervals during the enrolment period for each student
- (vi) The school will ensure that it has sufficient funds available to meet any remaining international student fees paid in advance liability at anytime
- (vii) The school will ensure that the operation of this fee protection policy is audited as part of the school's audit procedures

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Refund of Tuition Fees

The school, may in its sole discretion, request further information or evidence in support of a refund request

- (i) The school will consider requests for a refund of international student fees provided the request is made in writing. A request for a refund must set out the circumstances leading to a refund, the name of the person requesting the refund, the name of the person who paid the fees, provide a bank account to receive any eligible refund and provide any supporting documentation
- (ii) If an international student fails to obtain an appropriate study visa, a refund of tuition fees will be provided less 50% of the administration fee
- (iii) If an international student voluntarily withdraws before the start of their enrolment, a refund of tuition fees will be provided less 50% of the administration fee.
- (iv) If an international student voluntarily withdraws after the start date of enrolment one full term's fees will be retained Administration, insurance and homestay placement fees are non-refundable after the student has started their course
- (v) Where a student changes to domestic student status during the period of enrolment, a minimum of one term's fees will be retained.
- (vi) 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 the international student tuition fees or other fees paid for the services not delivered OR transfer the amount of any eligible refund to another provider

Circumstances where no refund will be made:

- (i) A student's enrolment is brought to an end by the school, or
- (ii) Where a student voluntarily requests to transfer to another signatory

Refund of Homestay Fees

- (i) Students who move out of their homestay before the end of their enrolment will have the portion of their homestay fee not already used, returned to them, less the school's notice period fee.
- (ii) Prepaid fees unused at the end of the enrolment will be refunded into a nominated bank account unless otherwise directed by the parents
- (iii) Any activity or other fees incurred by a student during enrolment and unpaid at the time of withdrawal, will be deducted from any eligible refund.
- (iii) The homestay placement fee will not be refunded.

Review Schedule March 2020

ADOPTED BY BOARD OF TRUSTEES			
Date	21 August 2002	Chairperson	M J Bailey

REVIEWED	Date	17 September 2003	Chairperson	M J Bailey
REVIEWED	Date	24 November 2004	Chairperson	S Smith
AMENDED	Date	26 November 2008	Chairperson	S Smith
AMENDED	Date	31 October 2011	Chairperson	S Smith
AMENDED	Date	27 May 2013	Chairperson	S Smith
REVIEWED/AMENDED	Date	1 May 2017	Chairperson	S Smith

REVIEWED/AMENDED

Date **26 March 2018**

Chairperson **S Smith**