

# INTERNATIONAL STUDENT FEE REFUND POLICY



## PURPOSE

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

## SCOPE

This is a UCOL wide policy.

## POLICY STATEMENTS

### 1. POLICY STATEMENT

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.

1.3 This policy statement replaces all former UCOL policies and statutes in respect of refunds applying to International Students.

### 2. WITHDRAWAL

2.1 An International Student can only Withdraw from a course(s)/ 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 policy, no refund will be granted to an International Student who does not Withdraw from a course/qualification in accordance with Clause 2.1 above.

### 3. REFUNDS AS A RESULT OF WITHDRAWAL FROM A COURSE/ 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.

### 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- (iii) The International Student has Withdrawn in accordance with Clause 2.1 of this Policy and has enrolled at UCOL as a Domestic Student.

### 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 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 policy 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.

5.3 If UCOL does not proceed with a course/qualification offered and UCOL has received tuition fees from an International Student for that course/qualification, UCOL will notify the International Student in writing that UCOL will not be proceeding with the course/qualification. 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/qualification 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 will be paid in New Zealand Dollars by cheque or bank draft and as directed in writing by the International Student. 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.

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## 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	Prior to the Course Commencement Date	95% of the tuition fees received by UCOL from the International Student for the course/qualification 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	Prior to the Course Commencement Date	80% 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	More than One Month Prior to the Course Commencement Date	80% 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	Less than One Month Prior to the Course Commencement Date up to two weeks after the Course Commencement Date	(i) Where this would have been the students first year of study at UCOL – 20% 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 second or subsequent year of study at UCOL - 70% of the tuition fees received by UCOL from the International Student for the course/qualification withdrawn from.
Student has decided to return home	Within the first two weeks after the Course Commencement Date	70% 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.
Any reason	More than two weeks after the Course Commencement Date	Nil – no refund will be provided

## Changing Details or Courses?

### CHANGING YOUR DETAILS/CIRCUMSTANCES

You must fill out the UCOL Change of Details/Circumstances Form, sign it, date it and return it to Student Registry Services or UCOL Information Centre if you:

- (a) Wish to withdraw from or change your course(s), subject(s) or any qualification(s) you wish to study towards at any time after you have provisionally enrolled at UCOL; and/or
- (b) Change your name, contact details, residency or citizenship; and/or
- (c) Wish to enrol in any additional course(s) or study for additional qualification(s).

These forms are available from our Information Centre or Student Registry Services or by phoning UCOL on 0800 GO UCOL (0800 46 8265) (if calling from within New Zealand) or +64 6 952 7000.

### CHANGING COURSES AND/OR QUALIFICATIONS

If you wish to change course(s)/qualification(s) after you have provisionally enrolled then you must withdraw from the course(s)/qualification(s) you no longer wish to take and go through the enrolment process for the new course(s)/qualification(s). UCOL's Withdrawal Policy and Refund Policy for International Students will apply in respect to the course(s)/qualification(s) you withdrew from. If you change course(s)/qualification(s) after the relevant refund period for International Students then you will have to pay the tuition fees and all other UCOL fees for the course(s)/qualification(s) you first enrolled in and the full fees for the course(s)/qualification(s) you transfer to. You must also have your student visa altered to permit your study in the new qualification.

## Definitions

**Course Commencement Date** – This is the first day on which teaching starts on the programme of study that the International Student is enrolled in.

**Enrolment Form** – This is the form that the International Student signed in order to enrol at UCOL.

### International Student

An International Student is a person:

- (i) Who is a foreign student as defined in Section 2 or Section 159 of the Education Act 1989 and who is studying in New Zealand on a student permit under the Immigration Act 1987; and
- (ii) Who has entered into an enrolment agreement with UCOL for the period of one academic year (or the length of the course if it is less than one year).

**Partial Refund** - A partial refund is the payment of a certain percentage of the tuition fees received by UCOL from the International Student in accordance with this Policy.

**Withdrawal** - A Withdrawal is whereby UCOL's Information Centre or Student Registry Services receives a signed, completed Change of Details/Circumstances form in accordance with Clause 2.1 of this Policy.

