

C04 International Student Fee Policy

Policy

- C04:1 International student fees at Diocesan School for Girls (the School) are payable in full on enrolment and prior to the commencement of the School year.
- C04:2 Fees will be reviewed annually.
- C04:3 Fee Protection: To protect international student fees, they are held in a school account and at the beginning of each term, one term's fees are deducted from the account for each student.

Procedure

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 Principal as soon as possible after the circumstances leading to a request. All refunds will be settled under the terms of this policy unless otherwise agreed to by the School.

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 including bank address and swift code where relevant.
- 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:

- Registration and Enrolment Fee: These fees meet the cost of processing an international student application. The 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 by the School, the School is unable to refund insurance premiums paid on behalf of a student.
Homestay Placement Fee:	Homestay placement fees meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for international students prior to the refund request, cannot be refunded.
Boarding Fees:	Boarding fees paid for time the student has already spent in Boarding cannot be refunded. A refund of unused Boarding fees will be provided less a minimum of 10 weeks Boarding fee.
Used Homestay Fees:	Homestay fees paid for the time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
Portion of Unused Tuition Fees:	The School may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary depending on the time of year the request is received.
Old Girls' League Membership:	This is a payment for a lifetime membership of our alumnae association and is non-refundable.
Outstanding Activity Fees:	Any activity or other fees incurred by a student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

Requests for a refund for failure to obtain a study visa:

If an international student fails to obtain an appropriate study visa, a refund of international student fees will be provided less the Registration and Enrolment fee that has been paid. Evidence must be provided to the School of Immigration New Zealand declining to grant a visa.

Requests for a refund for the enrolment of one term or less:

Where an international student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees set out in this policy.

Where the School terminates the enrolment of an international student enrolled for one term or less there will be no refund of tuition fees or other relevant non-refundable fees set out in this policy.

Requests for a refund for voluntary withdrawal from enrolment of more than one term:

If an international student voluntarily withdraws 21 days or more prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy. The 21 days will be counted from the day after the School receives written notice of the student's intention to withdraw from enrolment.

If an international student voluntarily withdraws less than 21 days prior to the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of 10 weeks tuition fees and any other relevant non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the School receives written notice of the student's intention to withdraw from enrolment.

If an international student voluntarily withdraws after the start date of their enrolment, reasonable written notice of withdrawal is required by the School. A refund will be provided equal to the balance of the unused portion of the fees less a minimum of 10 weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

Requests for a refund 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, reasonable written notice including evidence of the change is required by the School. A refund will be provided equal to the balance of the unused portion of the fees less a minimum of 10 weeks tuition fee and any other relevant non-refundable fees as outlined in this policy. The 10 weeks will begin the day after the School receives evidence that the student has obtained a visa permitting them to change to domestic student status.

Requests for a refund 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 as a consequence of a Welfare Issue, the School will consider a request for a refund of the balance of the unused portion of the fees less a minimum of 10 weeks tuition fee, any non-refundable fees set out in this policy and any other reasonable costs that the School has incurred in ending the student's enrolment.

Requests for a refund for failure of the School to provide a course, cessation as a signatory or cessation to be a provider:

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 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.

For the avoidance of doubt, this clause does not apply where the format of the education provided by the School changes (for example delivery by remote learning), but where the School continues to offer education for international students.

Requests for a refund of other fees:

Homestay fees

If for any reason, an international student withdraws from the School 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 to another School approved accommodation and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

Moving from the Boarding house to other School approved accommodation:

Where a family requests a student to move from the Boarding house to another School approved accommodation, a refund of boarding fees will be provided from the end of that current term.

Unused fees at the end of enrolment

Prepaid fees unused at the end of enrolment will be refunded into a bank account nominated by the Parents.

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.

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