

STUDENT REFUND AND FEE PROTECTION POLICY

1.

Definitions:

Enrolment Period:

Is defined by course (paper) start and end dates.

Refund of Fees:

The withdrawal of a charge from a student account either through the process of reversing the transaction, such as enrolment in a paper, on which the original charge was predicated, or via the issuing of a credit note. A Refund of Fees will not necessarily

Refund of Funds:

The payment of a credit balance of a student account, i.e. the surplus of funds paid over fees charged, to the student or other relevant party in accordance with this policy and related procedures.

Student:

The criteria for definition as an international or domestic student for fee charging purposes may be found in the Education Act 1989 and the University regulations.

3. Policy:

3.1 Credit of fees

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Related Procedure and Documents:

University fee payment and Enrolment regulations disclosed in [the University Calendar](#)
[Delegations Document](#)

Student Complaints and Grievance Procedures

Aviation Practicum Policy

Student Refund Procedures

Fee Appeal Guidelines

International Student Insurance Cover Policy

International Student Insurance Operational Procedures

Document Management Control:

Prepared by: Head of Student Registry

Owned by: Deputy Vice-Chancellor Students and Global Engagement

Authorised by: SLT

Date issued:

Last review:

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STUDENT REFUND PROCEDURES

Section	StudentRegistry
Contact	February 2022
Last Review	February 2025
Next Review	SLT
Approval	StudentRegistry

Title:

Student Refund Procedures

Purpose:

The purpose of these procedures is to outline the specific factors to be taken into account when processing refunds of fees paid by students or on behalf of students.

Procedures:

Where a staff member is referred a student withdrawal or request for fee refund, they must incorporate the following factors into their assessment of funds due:

Fee categories for Refund

The quantum of Refund will depend on the following factors:

- ***the student type (e.g. International/ New Zealand Domestic)***

Both New Zealand (domestic) and International students will normally qualify for a full refund of tuition fees paid if their withdrawal is prior to the date for Withdrawal without Financial Penalty or 17% of an enrolment period (as defined by the course start and end dates), International students may be charged the International Administration Fee if they withdraw from all their courses in an Academic Year.

New International students who meet the criteria above, but withdraw after Receipt of Payment and prior to completing 17 of their first enrolment period will be charged the International Administration Fee if they withdraw from all their courses in an Academic Year.

International Students who change their status to Domestic upon being awarded NZPR may apply to have the difference between the relevant international fee and domestic fee refunded, provided they qualified for such change (evidenced by the date of award in their passport) prior to the start of study date for the paper for which they are applying for the refund. Verified evidence of the award must be presented to Student Registry staff prior to the completion of the relevant enrolment period for which the refund is requested.

International student refunds are managed by Student Registry. This includes the refund of StudentSafe insurance based on the criteria outlined in the International Student Insurance StudentSafe section below.

- ***the tuition fee type (International or Domestic)***

Refunds for new International students paying domestic tuition fees, e.g. those paying Study Abroad Fees or international students with diplomatic status, will remain subject to the International Administration Fee where the student withdraws from all their courses in the Academic Year of their enrolment prior to completing 17% of their first

enrolment period. Australian citizens who are studying in New Zealand are classified as domestic students and are therefore subject to the domestic student withdrawal fee.

to the agreement with the Exchange partner.

New Zealand students paying International Fees, such as NZ Permanent Residents studying overseas, will be eligible for a full refund of tuition fees should they meet the refund criteria.

x ***the fee category (e.g. compulsory non-tuition fee)***

Some fees such as the International Administration Fee (if charged) are non-refundable, and the current status of all fees should be checked prior to a refund being made.

Other compulsory non-tuition fees are generally refundable if withdrawal is prior to the date of withdrawal without financial penalty, or 17

Mode of Refund

Where tuition fees have been paid by student loan or scholarship and the University is party to such agreement (e.g. Studylink, Saudi Arabian Government Scholarship) the refund will be made directly to the third party involved, or in a manner directed by the specific agreement.

Where tuition fees have been invoiced to a third party the refund will be made via credit note to the debtor concerned.

Where tuition fees have been paid by credit card, wherever possible the refund will be made to the credit card concerned.

Students under the age of 18 will be required to show evidence of parental/guardian permission for withdrawal and/or refund prior to a refund being made to the student.

amount is inconsequential, the student is still enrolled as an internal student, or they provide evidence of having obtained a suitable visa/permit to remain in New Zealand long term (other than a visitor visa/permit). If for exceptional circumstances the

- x A learner with refugee status who is required to undertake a prescribed course of study or training to satisfy residency requirements
- x An international student enrolling in a recognised doctor of philosophy (PhD) programme in a New Zealand university from 19 April 2005 and supervised by a leading New Zealand university researcher.

Enrolment Period:

- x Is defined by course start and end dates

Audience:

All students and staff.

Related procedures / documents:

University fee payment regulations disclosed in the University Calendar.

Delegations Document

Aviation Practicum Policy

Student Refund and Fee Protection Policy

Academic Grievance Procedures

Document Management Control:

Prepared by: Head of Student Registry

Authorised by: SLT

Date issued:

Last review:

Next review:

DEFINITIONS:

considered; an award of WD may k

possible when work commitments
are likely to ease.

	<p>OE I } Á v ((š š ž •</p> <p>ability to study and if possible a date that the student may resume study.</p>	<p>Confirm that previous fee appeals have not been made on this ground</p>
<p>Sensitive Issue ^ š μ v š [• (members included (sexual abuse etc)</p>	<p>Request evidence from a Dr, GP, Medical Professional, Councillor or ACC on official letterhead including š • š Z š š Z • š μ v š [affected. Stress to student that information will remain confidential. If the student requests the documentation back do not keep a copy and send all evidence back. Record on student notes on the Fee Appeal Restricted area that the evidence has been cited.</p>	<p>A fee appeal may be considered; if upheld a WD may be awarded.</p> <p>Confirm that previous fee appeals have not been made on this ground</p>

Bereavement
Death of Student

Request the Death Notice of the student from the University Library. If there is no 4 Tf 1 0is no 4 Tf (If th

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Appendix 2 Previous Policy, Procedures and Guidelines