

STUDENT REFUND PROCEDURES

Title:

Student Refund Proce(TJ ET Q q 0.000008871 0 595.32 841.92 re W* n BT /F1 9.96 Tf 1 0 0 1 36 381.53 Tm 0 g 0 G [

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.

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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.

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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: