

Part B: Student Fees and Refunds – Domestic 2022
Number: OP-01/07

Policy Manager:	Finance Manager	Date Approved:	August 2001
Category:	Operational	Date Last Revised:	June 2021
Refined category:	Finance & Legal	Next Review Date:	Transitioning to Te Pūkenga
<hr/>			
Authorised by	Finance and Risk Committee		

Te Pūkenga is currently creating their national policy framework. As per the [grandparenting policy](#) any gaps in policy while the framework is being formalised will be addressed by the existing policy at this business division (Te Pūkenga ki Waikato). Unless a policy or procedure is identified as a risk to ākongā, kaimahi and Te Pūkenga, all existing Te Pūkenga ki Waikato policy will remain current until they are replaced or reformed under Te Pūkenga's policy framework. Where risk is identified the policy and or procedure will be reviewed by the appropriate business division policy manager.

Student Fees and Refunds – Domestic 2022

1. Definitions

Fees paid by students comprise the following:

Tuition fees:	The base fee is calculated for each module for domestic students by applying the course factor to the per EFTS fee: as well as any other requirements requested by TEC.
Independent activities:	A compulsory charge calculated at module level by Schools and Centres for a consumable or service over and above what can be expected to be included in course materials at the time the module is created. For each charge to a student there is an equal value cost to a School or Centre; however, the value of the total fee must comply with TEC requirements.
Other charges:	Other miscellaneous charges may be made from time to time and are published on the Wintec website https://www.wintec.ac.nz/table-of-fees

2. Procedures

2.1. Calculation of Fees

- All students accepted into a programme of study will be sent an Enrolment Offer (excluding short courses) which must be accepted by the student.
- On receipt of the accepted Enrolment Offer Wintec will send an Invoice.
- The due date for payment is the start date of the programme.
- Fee payments can be made using EFTPOS, credit card, StudyLink loan, on-line and employer invoice facilities are available, or fee payments can be
 - Made in person at: A Block, City Campus, Student Enrolment and Information Centre: Rotokauri Hub, Rotokauri Campus, Reception area.
 - Made on-line using your credit card by logging on to our Student at Wintec website at <https://student.wintec.ac.nz> and pay by invoice under the Finance menu at the student@wintec website.

- e) Students who choose not to pay their fees by student loan have the option to pay semester by semester. The due date for payment is the start date of the programme per semester.
- f) Once the Enrolment Offer has been accepted and the student has attended beyond the 10% point of the programme, the student is liable for the debt to Wintec. This liability is not reduced in any way if the student does not attend all sessions.
- g) Upon enrolment students are eligible to receive a Student ID Card which gives access to Wintec services, e.g. library and computer labs. If fees are not paid, access will be removed accordingly.
- h) If student's fees are to be paid by a third party, Wintec requires a completed purchase order or [Student Fees Paid by Third Party form](#) (available on the Wintec website www.wintec.ac.nz/forms) on or before the programme or module commences.

2.2. Non-payment of Fees

If fees have not been paid by the due date stated on the invoice, the debt recovery process will begin. The process is as follows:

- a) Students will be sent a First Fee Reminder at the 10% point of their programme.
- b) Two weeks later a Final Fee Reminder is sent.
- c) Two weeks after the Final Fee Reminder letter, a debt collection referral letter is sent, advising that immediate payment is required, to avoid the debt being placed with the debt collection agency.
- d) If payment is not made within one week any outstanding debt will be placed with a debt collection agency.

Note: Any students accepted late into a programme and enrolled into modules after they have started will be required to pay their fees within five working days after which the debt recovery process will begin.

The impact of non-payment of fees may include the following consequences:

- No further access to class
- Work will not be marked
- All results will be withheld¹
- Qualifications will not be awarded
- Further enrolments will not be accepted
- Academic records will not be transferred
- Access to student services such as library and computer will be removed.

¹ Excludes unit standard achievement reporting to NZQA, in accordance with the requirements of the [Consent to Assess](#) Rules
© Waikato Institute of Technology

2.3. Withdrawals and Refunds

If a student wishes to withdraw from any Wintec programme or module, they must notify SEIC in writing by completing a [Change to Enrolment and Withdrawal Form](#) available on the Wintec website. Applications for refunds will not be considered if submitted more than 3 months after the start date of the programme or module with the exception of 2.3.i and 2.3.l.

- a) Students who are receiving a student loan or allowance and withdraw from a programme or module must contact StudyLink 0800 889 900 or email: Studylink@msd.govt.nz – immediately.
- b) Students will receive a full refund if Wintec cancels a programme or module.
- c) A refund of tuition fees will only apply if the date of withdrawal occurs before the 10% point of the programme or module duration. The date of withdrawal is the date SEIC receives written notification of the withdrawal via the online Change to Enrolment and Withdrawal form – this date will also be verified against the last recorded date the student attended a class or interacted with Moodle.
- d) Where a student has not attended a module or programme, or fails to participate, a withdrawal may be processed by the School or Centre as part of the verification of attendance process.
- e) An administration charge may be withheld from the amount refunded.
- f) There will be no administration charge if students are transferring to another programme or module within Wintec.
- g) Refunds of departmental fees (i.e. sundry fees) are at the discretion of each Centre Director or Head of School.
- h) After 10% of the programme or module, a refund will only be considered by the Dean or Chief Financial Officer for medical or compassionate circumstances or where the student is unable to meet the requirements of Wintec's Child Protection policy. Supporting documentation must be provided (e.g. medical certificate) with the withdrawal application if a refund is sought.
- i) A student accepted late into a programme or module, who begins their study after the official start date, will only receive a refund of tuition fees if the date of withdrawal occurs within:
 - (i) two weeks of the date they accepted their offer for a full-year module; or
 - (ii) one week for a six-month module.
- j) A student withdrawing after the 10% -74% will receive a Withdrawn grade (W) and a student withdrawing after the 75% point of a module will receive a Did Not Complete (DNC) on their academic transcript except for medical or compassionate circumstances

outlined in (h).

- k) If a student's fee has been paid by a recognised third party (including student loan), any refund will be paid back to the third party unless the student produces written authority from the third party authorising the payment to be paid directly to the student.

- l) The Chief Financial Officer has the authority to vary criteria in special cases, e.g. death of a student.

- m) Any credit balance up to \$10 may be written off on completion of the student's programme, or at the end of the year whichever is the earliest.

3. Measurements of success

- Fees to students charged on a consistent basis.
- Requests for refunds responded to on a consistent basis.
- Equitable approach to fee payments adopted for all students.
- Revenue from tuition fees accurately calculated.
- Internal responsibilities defined.

4. Records Management

In line with the Public Records Act 2005, Wintec is required to provide a records management programme to ensure that authentic, reliable and usable records are created, captured and managed to a standard of best practice and to meet business and legislative requirements. All records relevant to a specific policy need to be listed in every policy in the following format:

Record	Minimum retention period	Disposal Action
Enrolment applications	10 years after date of last action	Destroy
Invoicing and receipting of student fees and charges for other services	7 years after date of last action	Destroy