

# Procedures & Principles

Part B: Student Fees and Refunds – International 2019

Number: OP-07/17



<b>Policy Manager:</b>	Finance Manager	<b>Date Approved:</b>	June 2007
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<b>Authorised by</b>	Finance and Risk Committee		

## Student Fees and Refunds – International 2019

### 1. Definitions

Fees paid by international students comprise the following:

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**Code of Practice:** The purpose of this Code is to provide a framework for education providers for the pastoral care of international students. The Code is established under section 238F of the Education Act 1989. The Act requires that a provider must be a signatory to the Code to enrol international students, Code revised 2016.  
<https://www.nzqa.govt.nz/providers-partners/education-code-of-practice>

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**Independent activities:** A compulsory charge calculated at course level by a School or Centre for a consumable or service over and above what can be expected to be included in course materials. For each charge to a student there is an equal value cost to a School or Centre. The value of the total fee must comply with TEC requirements.

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**Interim Visa:** 'Interim visas' introduced by the Immigration Act for 2009 from 07 February 2011 may be granted to maintain a person's lawful status in New Zealand, where he or she:

- Holds a valid temporary visa, and
- Has applied for a further temporary visa.

The aim is to benefit visitors, foreign students and workers who wish to extend their stay in New Zealand.

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**Signatory:** Means a provider that has applied to be and has been granted approval by the Administrator as a signatory to the Code, and approved to enrol international students.

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**Tuition fees:** The fee for international students is calculated on a programme basis. For a programme of study less than or greater than 1.0 ECTS, the fee is calculated by applying the course factor to the programme fee.

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**Students Association:** These fees are now strictly voluntary. Please contact Students' Association for further information. Students' Association contact details are:

Phone: (0064) 7 838 0557  
Text: (0064) 27 324 1588  
E-mail: [sawit@wintec.ac.nz](mailto:sawit@wintec.ac.nz)  
Facsimile: (0064) 7 858 7535

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**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>

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## 2. Procedures

### 2.1. Calculation of Fees

- a) Wintec Council approves tuition fees annually.

### 2.2. Payment of Fees – New Students

- a) All international students accepted into a programme of study will be sent an Offer of Place, information pack and acceptance form and payment details.
- b) If the Student is Under 18, a parent/guardian will need to sign the Under 18 guidelines and application forms.
- c) On receipt of payment, Wintec will send a Paid receipt.
- d) Fee payments may be made in the international students' home country before applying for a student visa.
- e) Upon payment of fees and once international students have arrived at Wintec and chosen their modules, they will receive a Student Identification Card (ID Card) which gives access to Wintec services, e.g. library and computer labs.
- f) Students will be withdrawn if full payment of fees owing is not received by the due date (commencement date of classes).
- g) All students who are in receipt of an agreed full fees scholarship will be sent specific conditions related to their payment of fees.

### 2.3. Payment of Fees – Existing/Return Students

- a) All international students accepted into a programme of study will be sent an enrolment offer which must be signed and returned to Wintec.
- b) On receipt of the signed enrolment offer, Wintec will send an Invoice.
- c) The last date for payment is the start date of the programme.
- d) Fee payments can be made using: Cheque, EFTPOS, credit card and on-line facilities are also available; or fee payments can be made in person at:
  - i. A Block, Student Enrolment and Information Centre, City Campus.
  - ii. Rotokauri Hub, Rotokauri Campus.
- e) Returning international students who choose not to pay their full years fees at the beginning of the year may have the option to pay semester by semester for semester based programmes. The last date for payment is the start date of the programme in each semester. This payment option must be arranged in person at A Block, City Campus, or other locations as defined in 2.3.d, in accordance with Immigration New Zealand requirements. If any returning international student, who has commenced their programme of study, elects to have a break of more than one academic year they will have their enrolment invoice calculated with the current academic's year tuition fees.

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- f) The enrolment offer is a legally binding document and once signed, international students have agreed to be bound by Wintec's terms and conditions and must pay Wintec's fees.
- g) Upon payment of fees if previous student ID card has expired students will receive a new Student ID Card which gives access to Wintec services, e.g. library and computer labs.
- h) Students will be withdrawn if full payment of fees owing is not paid by the due date (commencement date of classes).

## 2.4. Non-payment of Fees – Applies for Existing/Returning Students Only

If fees owing have not been paid by the due date (commencement date of classes), Wintec will withdraw the student from the programme of study.

## 2.5. Withdrawals and Refunds

By accepting a place in a programme at Wintec, an international student enters into a contract with Wintec for the period of the programme. This means there is an obligation to pay the fee for at least one year or the length of the programme if less than one year.

- a) If an international student wishes to withdraw from any Wintec programme, they must notify SEIC immediately in writing by completing the online [Change to Enrolment and Withdrawal Form](#) on the Wintec website.
- b) Handover of care process for international students Under the age of 18 after enrolment ends. Under 18 students must inform the International student Services advisor if they withdraw from the program.
- c) Students studying English who achieve an IELTS of 6.0 or required English level for mainstream study at Wintec may be entitled to a refund for any additional English courses/blocks not yet commenced, less agent fees. If students meet the English language and academic entry requirement set for the programme of study at Wintec only.
- d) If an international student wants to change from a Wintec program to another Wintec programme, they must notify the Student Enrolment and Information Centre (SEIC) immediately in writing by completing the online [Change to Enrolment and Withdrawal Form](#) on the Wintec website. The International Centre must be informed of the withdrawal request. There is an administration fee associated with changes to programmes – this is detailed in the Table of Fees on the Wintec public website.
- e) A student who wants to transfer to another education provider must withdraw at least two weeks prior to the programme commencement date and provide evidence of being unconditionally accepted into a programme with the new institution. In accordance with Code of Practice, Wintec must meet with the student to discuss their career/study intentions. If the student is eligible for a refund of tuition fees, these may be transferred to the new education provider, less agent fees (if applicable) and the approved administration fee. Written consent must be obtained from the student and

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the person who paid the fees initially. Wintec has the right to decline request to transfer tuition fees to another education provider.

- f) If Wintec cancels a programme, applicable students will receive a full refund.
- g) If a student currently enrolled in a programme has a subsequent visa renewal declined, and in the opinion of Immigration New Zealand, the decline is not on the basis that the student submitted fraudulent documents or provided false or misleading information, the balance of course fees will be refunded, agent fees (if applicable) and the approved administration fee will be deducted once the student has returned home and notified SEIC by providing a copy of their stamped passport and boarding card as proof, or obtained an appropriate visa (if the student is in New Zealand).
- h) If the international student's visa renewal submission is beyond the expiration date (i.e. Section 61 of the NZ Immigration Act 2009) and the student cannot obtain an Interim visa, the international student will not be able to attend classes because of their unlawful status. The student will need to notify SEIC immediately who will assist. A refund of fees will not be issued.
- i) If an international student wishes to withdraw their application, and the withdrawal form is received by the SEIC before two weeks prior to the programme start date, a refund of tuition fees less agent fees (if applicable) and the approved administration fee will be deducted. Students must provide a copy of the arrival stamp in their passport and boarding card as evidence that they have returned to their country of residence, this will be required by SEIC prior to processing the refund. Refunds will be paid in NZ\$, with proof of identification to a bank account in their home country to whoever paid the student fees. SEIC will inform Immigration New Zealand (INZ) that the student has terminated their studies. If the student is in New Zealand, evidence of a valid appropriate visa is required to be provided to SEIC.
- j) In cases of medical, compassionate or other special circumstances such as serious illness, the student can apply for a fee refund and must do so within 1 month of the last recorded day of attendance of the programme (any extension to this timeframe is at the discretion of the International Director). SEIC will present the refund which must be supported by the appropriate documentation e.g. fees receipt and offer-of-place letter or medical certificate to the International Director.
- k) Students must provide Wintec with full and honest information. This might include health, behaviour or academic issues. Wintec reserves the right to terminate enrolment for any non-disclosure of issues at the time of enrolment.
- l) An international student who gains New Zealand residency will not receive a refund of fees for the semester in which residency is granted. If they are in a semester-based programme, they will be treated as a New Zealand resident for the following semester(s) and entitled to a refund of fees over and above any domestic fees, agent fees (if applicable) and the approved administration fee will be deducted.
- m) International students who change their programme of study after receiving their paid offer letter will be required to pay the approved administration fee for each

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programme change. Students must obtain a variation of conditions on their visa prior to the start of the programme. Students are to take full responsibility for their variation of conditions visa process with Immigration New Zealand.

- n) International students in programmes of one year or less, who have been granted transfer of credit will not receive a refund of these fees. International students will be able to use these funds to enrol in additional modules during the year of their study. Fees not used within 12 months of the completion of the programme are non-refundable and cannot be transferred to another person or another institute.

### 3. Measurements of success

- Fees to international students charged on consistent basis
- Requests for international student refunds responded to in a timely manner
- Internal operational responsibilities defined
- Revenue from international tuition fees accurately calculated
- International students are treated equitably and fairly under this policy; however, each refund request is treated on a case by case basis and the decision is at the discretion of the International Director.
- International students are informed of the refund policy and its process prior to the acceptance of the offer of place.

### 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:

<b>Record</b>	<b>Minimum retention period</b>	<b>Disposal Action</b>
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

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## Refund Table

The decision on the outcome of each application is at the discretion of the International Director. The below table provides an indication to students of refund application outcomes. All refund applications must be received within the same calendar year as the date of withdrawal unless otherwise stated below.

REASON FOR REFUND APPLICATION	REFUND ELIGIBILITY		ADMIN FEE	DOCUMENTATION STUDENT TO PROVIDE
<b>Voluntary withdrawal by a student (no longer wish to study at Wintec)</b>	Before programme start date (date on paid offer letter).	100% refund less agent and admin fees (if applicable)	\$1,000	<ul style="list-style-type: none"> <li>- Completion of withdrawal form to be provide to SEIC.</li> <li>- Copy of arrival stamp in passport and boarding pass as evidence of arrival back in home country or evidence of obtaining an appropriate visa (if student remains in NZ).</li> <li>- SEIC will inform student if any further documentation is required.</li> </ul>
	After programme start date (date on paid offer letter)	No refund	n/a	
<b>Exceptional circumstances (e.g. serious personal illness)</b>	At the discretion of the International Director			<ul style="list-style-type: none"> <li>- Authorised documentation proving the situation (e.g. medical certificate)</li> <li>- SEIC will inform student if any further documentation is required.</li> </ul>
<b>Student wishes to transfer to another institution</b>	Before programme start date (date on paid offer letter).	100% refund less agent and admin fees (if applicable)	\$1,000	<ul style="list-style-type: none"> <li>- Unconditional offer of place from the new education provider.</li> </ul>
	After programme start date (date on paid offer letter)	No refund	n/a	
<b>INZ has refused to grant a student visa, or extend a student visa BEFORE student arrives in New Zealand</b>	100% refund less agent and admin fees		\$500	<ul style="list-style-type: none"> <li>- Official letter from INZ indicating the rejection of student visa application (this must be provided within 30 days of the student receiving notification from INZ).</li> </ul>
<b>INZ has refused to grant a student visa, or extend a student visa AFTER student arrives in New Zealand</b>	100% refund less agent and admin fees (if applicable unless student has been fraudulent in which case no refund will be given).		\$500	<ul style="list-style-type: none"> <li>- Official letter from INZ indicating the rejection of student visa application (this must be provided within 30 days of the student receiving notification from INZ)</li> <li>- Evidence of arrival back to home country or evidence of obtaining an appropriate visa (if</li> </ul>

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				the student remains in New Zealand).
<b>Wintec cancels a programme/module</b>	100% refund		No fee	- Confirmation of bank details.
<b>Residency granted</b>	During first semester of study	Refund of tuition fees for second semester (less Agent commission)	\$100	- Proof of New Zealand residency.
	During second semester of study	No refund	n/a	
<b>Student is withdrawn by Wintec</b>	At discretion of International Director			- SEIC will inform student if any documentation is required.

## PROCESS FOR WITHDRAWAL

- 1 Student must complete the online [Change to Enrolment and Withdrawal Form](#) on the Wintec website .
- 2 If the Student is Under 18, the student must tell the Under 18 International Student Advisor so that a hand-over of care plan can be put in place for the end of enrolment.
- 3 Any required evidence or documentation including your bank account details must be submitted either in person at SEIC or online to the [withdrawals@wintec.ac.nz](mailto:withdrawals@wintec.ac.nz). (i.e. medical certificates).
- 4 The refund will be considered as per the refund policy. Please allow up to six weeks for processing.
- 5 Students will be advised via email from SEIC when an outcome on their request has been decided.