



## **INTERNATIONAL REFUND, CANCELLATION and FEE PROTECTION POLICY**

### **Refund of Student Fees**

The refund policy for fees of overseas students will be based on Section 4B (7) of the Education (No 4) Amendment Act 1991. The Principal will act as the agent of the Board of Trustees in establishing the circumstances and the level of the fees to be refunded within the spirit of this policy.

Where at any time a foreign student withdraws from a subject, course or programme at a State school, the Board may refund to the person who paid (in respect of the student's enrolment in the subject, course or programme) the amount of the fees paid (or the sum of any instalments paid in respect of those fees) any amount it thinks appropriate not exceeding the extent (if any) by which the amount paid exceeds the sum of the following amounts:

- The Principal's best estimate of the cost to the Board (including the appropriate proportion of the administrative and other general costs and the appropriate proportion of any initial or start-up costs of the subject, course or programme) of providing tuition in the subject, course or programme for one student up to that time.
- An amount that is in the Principal's opinion an appropriate reflection of the use made by one student receiving tuition in the subject, course or programme of the Board's capital facilities.
- The appropriate proportion of the amount (if any) prescribed under section 4D of this Act for a student receiving tuition at a state school in the subject, course or programme.
- All other fees (if any) prescribed by the Principal.

In order to be eligible for any refund the student or their agent must apply in writing to the Principal setting out the special circumstances of the claim. In arriving at her decision the Principal will take into consideration the special circumstances of the withdrawing student, and:

- Costs already incurred by New Plymouth Girls' High School.
- The salaries of the teachers and support staff and any other components of the fee already committed for the duration of the course or accommodation usage.
- An amount which covers use of the facilities and resources to date of withdrawal.
- Any refund of the foreign students fee, from the Government.

## Refunds and Cancellations

- If notice of cancellation is received in writing two weeks before the start of the course, full tuition fees will be refunded less any agency fee already paid and an administration fee of \$750.00.
- If a student wishes to cancel study after the course has started this must be done within the first two weeks of the course. Costs will be deducted according to the length of study already undertaken.
- Full fees will not normally be refunded after the second week of study. (Full refunds after the second week will be made only on compassionate grounds at the discretion of the Principal.

**NO** refunds will be made to parents when a student is:

- Asked to leave the School because of misbehaviour, poor attendance or violation of the rules.
- Wanting to transfer to another school for whatever reason.
- Returning home for any reason other than the student's serious illness or death or serious illness of a close member of the family.
- Acquiring permanent residence after having enrolled at the school.

## Appeal Process

If the student is dissatisfied with the Principal's decision, the student must write to the Board setting out their complaint within 28 days of the Principal's decision, and the Board at its next meeting will consider the full circumstances of the application. The student will be notified of the Board's decision as soon as possible following the meeting. There will be no appeal from the Board's decision.

## Fees Protection

The New Plymouth Girls' High School Board of Trustees guarantees a refund of unspent fees to International Students in the unlikely event of the school not being able to deliver its normal programme.

Uni-Care Travel and Medical Insurance guarantees reimbursement of non-refundable unused portion of education fees. (Reference: Uni-Care Policy Section 1B – Additional Expenses).

**Signed:**

**Date Signed:**

**Date of Ratification:** December 2017

**Next Review Date:** 2020