

## 7. International Refunds Policy

### 7.1 Purpose

This Policy outlines factors that will be considered when a request for a refund of international student fees is made to St Margaret's College ("SMC"). This Policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2016 and the Education Act 1989.

### 7.2 Requests for a Refund of International Student Fees

7.2.1 SMC will consider requests for a refund of international student fees provided the request is made in writing to SMC within 12 months of her date of commencement as a student at SMC.

7.2.2 A request for a refund must set out the circumstances leading to the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

### 7.3 Refund of Tuition Fees

#### 7.3.1 Requests for a refund for failure to obtain a Study Visa

If an international student fails to obtain an appropriate Study Visa, a refund of international student tuition fees will be provided less an administration fee of \$1,000.00.

#### 7.3.2 Requests for a refund for Voluntary Withdrawal

(a) If an international student voluntarily withdraws *prior to* the start date of their enrolment, a refund will be provided less a late withdrawal fee equivalent to one month's tuition fees.

(b) If an international student voluntarily withdraws *after* her date of commencement as a student at SMC, a minimum of 10 weeks notice of withdrawal must be received by SMC in writing. Where notice of less than 10 weeks is given, one full term's fees will be retained.

(c) Administration, insurance and homestay placement fees are non-refundable after the student has started the course.

(d) The school may, in its sole discretion, request further information or evidence in support of a refund request.

#### 7.3.3 Requests for a refund for failure to provide a course, cessation as a signatory or cessation to be a provider

(a) If SMC fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, SMC will negotiate with the student or their family to either:

- (i) Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
  - (ii) Transfer the amount of any eligible refund to another provider.
- (b) No refund of international student tuition fees will be made where:
- (i) A student's enrolment is brought to an end by SMC due to misconduct, absenteeism or not adhering to the rules and expectations of SMC, or
  - (ii) A student voluntarily requests to transfer to another signatory to the code.

**7.4 Refund of Other Fees**

**7.4.1 Requests for a refund of Homestay Fees**

- (a) If for any reason, an international student withdraws **after** her date of commencement as a student at SMC, any unused homestay fees will be refunded, less SMC's notice fee period.
- (b) Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less SMC's notice fee period.

**7.5 Requests for a refund of unused fees at the end of the student's SMC education**

- 7.5.1 Prepaid fees unused at the end of the student's SMC education will be refunded to the student into a nominated NZD bank account.

**7.6 Outstanding sundry and other fees**

- 7.6.1 Any unpaid fees incurred by a student during her time as a student at SMC will be deducted from any eligible refund.


**7.7 This Policy links to:**

- (a) Education (Pastoral Care of International Students) Code of Practice 2016
- (b) Education Act 1989
- (c) SMC International Enrolment Application Form
- (d) International Fees Protection Policy
- (e) Student Support Policy
- (f) Debtors Policy

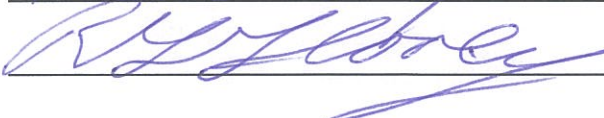
**International Refunds Policy**

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