

INTERNATIONAL STUDENT REFUND POLICY

NAG 6

Purpose

St Heliers School Board of Trustees recognises its responsibility to meet the requirements of the Education Act 1989, and the Education (Pastoral Care of International Students) Code of Practice 2016, by ensuring that signatories understand refund processes and conditions.

Guidelines

1. St Heliers School will only refund international student fees under exceptional circumstances.
2. Only the following circumstances are deemed to be exceptional:
 - When a student returns home due to a serious illness of the student. A medical certificate is required.
 - When a student returns home due to the serious illness or death of a parent. A medical certificate is required.
 - The student fails to obtain a student visa.
 - The school fails to provide the agreed course of education, is no longer a signatory to the Code, or no longer operates as an international education provider.
 - Voluntary withdrawal from the course by a student before commencement of study.
3. **No refunds will be made:**
 - For the voluntary withdrawal of the student from the course after commencement of study.
 - For a student transferring to another school or educational institution.
 - For a student enrolled as an international student who subsequently obtains permanent residence, or the parent obtains a work visa which gives the student domestic status.
 - For a student who has been stood-down, suspended or excluded for any reason.
 - When the parent or the child are in breach of the Immigration Act.
 - When the parents have deceived or misled the school in any documentation related to the enrolment, or when the enrolment application is found to be inaccurate in any way and the contract is terminated.
 - Where there has been failure to disclose relevant information on the application form about special learning, medical, psychological, or behavioural needs.
 - Where a student is required to leave the school for breach of the rules and conditions of enrolment of the school or has broken a New Zealand law.
 - When a student decides to return to his/her home country because he/she is unable to settle successfully into residential caregiver accommodation.
 - Where a student's behaviour or demands with a residential caregiver are such that the residential caregiver cannot reasonably be expected to have the student continue in their care and the student is sent back to their home country.

Refund Process and Conditions

4. Where a written application for a refund is received before the stated commencement date, tuition fees will be refunded in full, less the administration fee, which is non-refundable.
5. Where a written application for a refund is made after the stated commencement date, and is approved as an exceptional circumstance as stated in Guideline 2, the refund will be made as follows:
 - The administration charge is non-refundable.
 - Tuition fees for the period of completed study are non-refundable.
 - When the student has withdrawn part way through a term, the number of weeks completed (part week included) will be recalculated and charged at the weekly tuition fee rate.
 - The student's share of the Foreign Fee Levy paid to the Government will be deducted from the refund amount.
 - Agent commission paid by the school will be deducted from the refund amount.
 - Other costs incurred by the school for the use of facilities, resources, and the tuition surcharge for Year 1 students, may be deducted from the refund at the discretion of the school.
6. Payment of refunds will be made directly to either of the parents or to an agent with written authority from the parents.
7. New Zealand immigration will be notified if any student ceases to attend St Heliers School without exception.
8. When student fees have been refunded, any subsequent re-enrolment will be treated as a new enrolment and administration charges will apply.
9. To be eligible for a refund under the exceptional circumstances stated in Guideline 2, the parents or designated agent with written authority from the parents must apply in writing to the Principal no later than one month after the student's final date of attendance, explaining why the student has withdrawn from the school and the reasons for seeking a refund.