

C.5 ISL REFUND POLICY

Rationale

As a signatory to the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021, St Clair School must ensure that fees paid to the school by International School Learners are secure and protected in the event of learner withdrawal and that the parents of International School Learners (ISLs) are provided with sufficient information to understand their rights and obligations under this Refund Policy.

Purpose

- To outline how St Clair School will respond to situations specified in the Code (Clause 80–81)
- To define the process that the school will follow when a request for a refund of international fees is made by Long-stay (LS) and Short-stay (SS) ISLs
- To ensure clarity and transparency in handling requests for a refund of international fees.

Guidelines

1. The school will ensure ISLs and their parents are informed of their right to a refund on the website, in the international prospectus and during orientation.
2. The school will consider all requests for a refund of international fees, which must be requested in writing within twelve months after the final enrolment date of the ISL. This includes a refund request for ISLs travelling together but enrolled for *one full term or longer*.
3. A request for a refund must be detailed on the **C5.2 Refund Form**
4. The school, may, in its sole discretion, request further information or evidence in support of a refund request.

Non-refundable Fees

5. The school is unable to refund some fees. The following fees relate to expenses that the school may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:
 - i. **Administration Fee:** Administration fees meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a student remains enrolled after an application is accepted.
 - ii. **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of a student. Students and families may apply directly to an insurance company for a refund of premiums paid.
 - iii. **Portion of Unused Tuition Fees:** The school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary depending on the time of year the request is received.
 - iv. **Homestay Placement Fee:** Homestay placement fees meet the cost of processing a request for homestay accommodation for the student prior to the refund request and cannot be refunded.
 - v. **Used Homestay Fees:** Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used homestay fees may also include a notice period of two weeks.
 - vi. **Outstanding Tuition Fees:** The school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the school and may vary.
5. Any refunds paid are subject to request for a refund. ISLs and families are informed by agents as well as in the ISL Prospectus about the rights, conditions and procedures for requesting a refund, as well as, how to seek resolution of any contractual or financial dispute with the school (the Disputes Resolution Scheme–DRS).
6. Refund requests fall under the following categories:
 - i. Failure of ISL to obtain a study visa or for reasons relating to COVID-19
 - ii. Request for a refund for voluntary withdrawal before enrolment

- iii. Request for a refund for voluntary withdrawal after the start date of enrolment
 - iv. Request for a refund for failure by the school to provide a course, cessation as a signatory or cessation to be a provider
 - v. When the ISL's enrolment is ended by the school
 - vi. When the ISL becomes a domestic student during the period of enrolment
 - vii. When the ISL voluntarily requests to transfer to another signatory school
 - viii. Funds unused at the end of enrolment
7. Where an ISL's withdrawal from school is due to unforeseen or unfortunate events the principal may refund more fees than specified in the policy and procedures where the ISL's withdrawal is due to unforeseen or unfortunate circumstances, such as death in the family, illness.
 8. Where a request is made for a refund of homestay fees when an ISL withdraws after the start of their stay in a school homestay, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.
 9. Where an ISL moves from a school homestay to stay with either parents/legal guardian or designated caregiver, and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.
 10. Unless otherwise agreed in writing, all eligible refunds of fees of more than NZD\$500.00 received from outside of New Zealand will be refunded to a nominated bank account in the source country.
 11. A decision by the school relating to a request for a refund of international fees will be provided to the parents in writing setting out the following information and will be detailed on the Refund Form:
 - i. Factors considered when making the refund decision
 - ii. The total amount to be refunded
 - iii. Details of non-refundable fees
 12. In the event the parent/legal guardian is dissatisfied with a refund decision made by the school or is dissatisfied with the process the school followed when making the refund decision, they have the right to have the refund decision reviewed. The Dispute Resolution Scheme (DRS) rules applying to **contractual** or **financial** disputes between an international learner and an education provider (the school) are dealt with by **Study Complaints**. For information about how ISLs and their families can make a complaint, see: <https://www.studycomplaints.org.nz/> and specifically, to lodge a complaint: <https://www.studycomplaints.org.nz/make-complaint>
(Failure by the school to comply with DRS rules is a breach of the Code of Practice and could result in sanctions).

Supporting Documents

C5.1 ISL Refund Procedures

C5.2 Refund form

This policy has been approved by the St Clair School Board:

Approval Date:

Next review:

Signature of Presiding Member of Board: