

		Ref No.	6 - 05
		Version No.	4
		Date Issued	17 Sept 09
Title	<b>INTERNATIONAL STUDENT WITHDRAWALS, TRANSFER AND REFUNDS</b>		
Responsibility	<b>Director</b>		

## 1. PURPOSE

To provide a system to enable international students to withdraw from programmes and courses.

To provide a system for transferring students from one programme or course to another.

To enable refunds to be made where applicable.

## 2. APPLICATION

This policy has been developed to ensure that Telford complies with all relevant provisions of the Code of Practice for the Pastoral Care of International Students 2002, and revised version of August 2003.

## 3. DEFINITIONS

Nil.

## 4. STATUTORY OBLIGATIONS

Nil.

## 5. POLICY

### Withdrawals

- 5.1 An international student may withdraw from a Telford course or programme at any time by lodging a completed withdrawal form with the Senior Administration Manager.
- 5.2 Any withdrawal from a course or programme is without prejudice to the student's right to apply for re-enrolment at a future time.
- 5.3 Provision will be made for a student withdrawing from a course or programme to apply for a refund of fees, as detailed in Policy and Procedure 5.05: Withdrawals, Transfers and Refunds.
- 5.4 Withdrawal from a course will be reported on the student's academic transcript.

### Transfers (Internal)

- 5.5 Enrolled international students may change their course or programme after completing the appropriate transfer form and paying the prescribed fee.
- 5.6 Students wishing to change their course or programme must obtain the approval of the Programme Coordinator who, if agreeable to the transfer, will sign the transfer form.
- 5.7 When considering an application for transfer, a Programme Coordinator will take account of:

- The period of time the course or programme being transferred into has been underway;
- The ability of the student to succeed in the new course or programme;
- The time required for the student to catch up on missed classes and assessable work completed;
- The level of the course or programme into which the student is being transferred;
- The amount of support that would be required by tutorial staff to promote the success of the student.

## **Refunds**

Refunds of tuition fees will only be made in accordance with the following policy:

- 5.8 By accepting a place in a programme at Telford, an international student enters a contract with Telford for the period of one academic year (or the length of the course if it is less than one year). This contract means there is an obligation to pay the fee for the year (or for the length of the shorter course).
- 5.9 No refunds will be given after course commencement.
- 5.10 There is no automatic right to a refund of fees if a student changes his or her mind about studying at Telford. With any refund application, supporting information must be submitted in writing to the Senior Administration Manager.

Applications for refunds will be considered under the following categories:

### **Full Refunds**

- 5.11 New Zealand Immigration Services has refused to grant an initial visa for study in New Zealand.
- 5.12 Visa extension is refused by New Zealand Immigration Services.
- 5.13 Telford is unable to proceed with the programme or course offered.

### **Other Refunds**

- 5.14 An international student in a semester based programme who gains permanent residency will not receive a refund of fees for the semester in which residency is granted. However, the student will be treated as a New Zealand permanent resident for the following semester, and refunded any international fees paid beyond the semester in which residency was granted.

International students in programmes designed with full-year, non-semester based courses must pay the international fees for the full year, irrespective of the date on which permanent residence has been granted during that year.

- 5.15 If a student wishes to withdraw his or her application and notice is received by the Senior Administration Manager prior to programme or course commencement, a refund of 85% of full course tuition fees will be given (the remaining 15% is retained for administrative purposes).
- 5.16 Special circumstances of a compassionate nature may necessitate a student's withdrawal from a programme or course. In such cases, supporting information must be supplied in writing. The Senior Administration Manager and Director, Finance and Administration will consider the circumstances and determine the level of any refund.
- 5.17 Refunds will be paid in NZ dollars or a nominated currency by cheque or bank draft sent to:
- The applicant's registered address (in country of origin);
  - or
  - Another institution;

Under special circumstances, the refund may be paid directly into a nominated bank account.

## Summary – International Student Refund Policy

Reason for requesting a refund	Information student must provide	Timing	Amount of refund
A visa was not granted	An official letter from NZIS indicating the rejection of the visa application	At any time	Total fees paid
Extension of visa is not granted	An official letter from NZIS indicating the rejection of the visa application	At any time	Total fees paid
Transferring to another institution	Evidence of an unconditional offer of place at the other institution	Before the course starts After the course starts	85% of fees paid No refund
TRP is unable to proceed with the course	The refund is automatic		Total fee paid (however, if the student transfers to another institution, the refund will be send to that institution)
Permanent residence is granted	Passport and visa	At any time	See under "Other Refunds"
No longer wishes to study at TRP	Certain conditions must be met	Before the course starts After the course starts	85% of fees paid No refund
Compassionate reasons	Documentation supporting application for a refund	At any time	At the discretion of TRP

Note: Students who are paying by quarterly instalments have an obligation to meet the full course fees.

### Variations To Policy

5.18 In exceptional circumstances, the Director, Finance and Administration may authorise a variation to the provisions of this policy. Requests for any variation in policy must be submitted in writing.

### 6. PROCEDURE

Nil.

### 7. RECORD MANAGEMENT

Record	Responsibility	Filed	Retention Time
Student Withdrawal Form	Senior Administration Manager	Student file	Indefinitely

### 8. ASSOCIATED DOCUMENTS

Reference	Document Title
A5 – 05A	Student Withdrawal Form

<b>REVISION HISTORY</b>			
<b>Version</b>	<b>Description of Change</b>	<b>Author</b>	<b>Effective Date</b>
1	New Document	External Consultant	April 2004
2	Triennial Review	QMS Team	June 2006
3	Alignment of the QMS with actual practices at Telford in response to the ITP Quality Audit Report, April 2007. Clause 7 added, version 3. Clause 8 added. Minor editing and reformatting. No changes to content.	QMS Policy Review Committee	1 March 2008
4	Triennial Review – minor changes	QMS Policy Review Committee	17 September 2009