



International Student Fee Refund Policy

Rationale:

An International Student Fee Refund Policy is important to clearly outline obligations to families regarding the refund of fees and ensure that the school is compliant with the relevant legislation.

Purpose: To provide a clear outline of the circumstances where refunds will be given for international student fees. This policy is a fundamental part of the delivery of the international student program and forms part of the contract for tuition at Churton Park School.

Guidelines:

- Churton Park School undertakes to ensure that its International Student Fee Refund Policy is readily available to families prior to and during their enrolment at the school and that families understand their rights under the refund policies
- Churton Park School undertakes to ensure that its International Student Fee Refund Policy is compliant with the relevant New Zealand legislation, including The Education Act 1989, The Fair Trading Act 1986, The Consumer Guarantees Act 1993 and The Human Rights Act 1993
- Churton Park School is required to inform families when a refund of fees paid might be due.
- A signed and dated tuition agreement will indicate understanding and acceptance of the refund policies.

Refund Conditions

Applications for refunds must be in writing, to the Board of Trustees, with any supporting material within one month of the last day of attendance.

The Churton Park School Board of Trustees is responsible for determining any refund owing to international students. This will be calculated on a case by case basis and take into account the following:

1. A medical certificate must be provided if health is the reason for withdrawal.
2. If an enrolment is declined, including circumstances where the student or caregiving parent visa has been declined, the tuition fee will be fully refundable.
3. If a student chooses to withdraw from their enrolment after it has been approved, but prior to starting at Churton Park School, a refund totalling 95% of the tuition fee paid will be made.
4. If a student
 - a) chooses to withdraw from their enrolment once they have commenced their enrolment at Churton Park School, or
 - b) gains residency during their enrolment,



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the Board of Trustees will refund the tuition fee less expenses incurred, which may include:

- An administration charge of \$500.
- Any costs that the school may have incurred providing tuition for the student.
- Appropriate proportions of salaries for staff.
- Any costs that the school may have incurred for the use of facilities and resources
- Where applicable, 50% of the Educational Agent's commission.
- The proportion of the Government Levy the school is required to pay.
- Any other costs that have already been incurred during the tuition of the student.

6. Where Churton Park School

- a) ceases to operate;
- b) Is unable to provide tuition due to circumstances beyond the school's control;
- c) ceases to be a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016; or
- d) ceases to be a provider of international education,

the Board of Trustees will calculate a refund of the tuition fee, less any expenses incurred, which may include:

- Any costs that the school may have incurred providing tuition for the student.
- Appropriate proportions of salaries for staff.
- Any costs that the school may have incurred for the use of facilities and resources
- Where applicable, 50% of the Educational Agent's commission.
- The proportion of the Government Levy the school is required to pay.
- Any other costs that have already been incurred during the tuition of the student.

7. Fees will be refunded to the student's parent/legal guardian, or the Educational Agent (if applicable), unless otherwise directed by the Code Administrator or the student's parent/legal guardian.

8. Where commission was paid to an Educational Agent, 50% of this amount will be deducted from the amount refunded by the school. It is the responsibility of the Educational Agent to refund their client for the commission.

9. Refunds will not be made in the following circumstances:

- Application/Administration Fees are non-refundable.
- Where a student has been stood-down, suspended, excluded or expelled.
- Where a student returns home for any reason other than serious illness, accident or death of a close family member.
- Where the enrolment application is inaccurate, misleading or false in any way and the contract has been terminated.

10. The Board of Trustees decision is final.