



TE AWAMUTU COLLEGE

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Refund Policy for International Students

Te Awamutu College's Refund Policy for international Students is based on Section 4 B (7) of the New Zealand Education Act 1989.

The guidelines for refund of fees are as follow:

1. In order to be eligible for any refund the student, parent or guardian shall apply in writing to the Principal, explaining reason(s) for withdrawal from the course, and why a refund is requested, including any special circumstances. The application letter should be made two weeks before the last day of attendance and no later than two weeks from the last day of attendance. Changing school is normally not sufficient grounds for a refund, particularly after tuition has started.
2. The Principal may consider the special circumstances of the withdrawing student but shall ensure that costs and commitments are funded before approving a refund. Such costs may include:
 - capital facilities (buildings, grounds, resources), staffing of teaching programmes, application fee and administration costs, marketing payments and fees to the government.
3. Full refunds, less the non-refundable administration fee and homestay placement fee, will only be given in the following circumstances:
 - New Zealand Immigration Service (NZIS) has refused a student visa for study in New Zealand.
 - Te Awamutu College is unable to provide a place in the desired study programme.
 - Te Awamutu College ceases to be a signatory to the Code of Practice for Pastoral Care of International Students.
4. Except in exceptional circumstances, no refund is payable to a student who withdraws in the second half of the course.
5. A refund, if approved by the Principal, shall apply from the withdrawal date as notified officially in writing by the student and/or caregiver. The decision on the application for a refund will be in writing.
6. No refund will be made:
 - Where a student has been stood-down, suspended, excluded or expelled.
 - Where a student returns home for any reason other than serious illness or death of a close family member.
 - If the enrolment application is found to be inaccurate in any way and the contract is terminated.
7. Homestay payments and expenses will be refunded in full once costs are deducted. The annual Homestay placement fee is not refundable. The Homestay has to be given two weeks' notice that the student is leaving, otherwise two weeks' Homestay fees will be deducted from any refund.

Any dispute arising from the decision of the refund application should be referred in the first instance to the Board of Trustees with an explanation in writing of the grounds for the dispute.