

STUDENT REFUND PROCEDURES

Section	Student Registry
Contact	February 2022
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Next Review	SLT
Approval	Student Registry

Title:

Student Refund Procedures

Purpose:

The purpose of these procedures is to outline the specific factors to be taken into account when processing refunds of fees paid by students or on behalf of students.

Procedures:

Where a staff member is referred a student withdrawal or request for fee refund, they must incorporate the following factors into their assessment of funds due:

Fee categories for Refund

The quantum of Refund will depend on the following factors:

- ***the student type (e.g. International/ New Zealand Domestic)***

Both New Zealand (domestic) and International students will normally qualify for a full refund of tuition fees paid if their withdrawal is prior to the date for Withdrawal without Financial Penalty or 17% of an enrolment period (as defined by the course start and end dates), International students may be charged the International Administration Fee if they withdraw from all their courses in an Academic Year.

New International students who meet the criteria above, but withdraw after Receipt of Payment and prior to completing 17 of their first enrolment period will be charged the International Administration Fee if they withdraw from all their courses in an Academic Year.

International Students who change their status to Domestic upon being awarded NZPR may apply to have the difference between the relevant international fee and domestic fee refunded, provided they qualified for such change (evidenced by the date of award in their passport) prior to the start of study date for the paper for which they are applying for the refund. Verified evidence of the award must be presented to Student Registry staff prior to the completion of the relevant enrolment period for which the refund is requested.

International student refunds are managed by Student Registry. This includes the refund of StudentSafe insurance based on the criteria outlined in the International Student Insurance – StudentSafe section below.

- ***the tuition fee type (International or Domestic)***

Refunds for new International students paying domestic tuition fees, e.g. those paying Study Abroad Fees or international students with diplomatic status, will remain subject to the International Administration Fee where the student withdraws from all their courses in the Academic Year of their enrolment prior to completing 17% of their first

enrolment period. Australian citizens who are studying in New Zealand are classified as domestic students and are therefore subject to the domestic student withdrawal fee.

Outbound exchange students are subject to Massey's standard refund policy. Inbound Exchange students are subject to the agreement with the Exchange partner.

New Zealand students paying International Fees, such as NZ Permanent Residents studying overseas, will be eligible for a full refund of tuition fees should they meet the refund criteria.

- ***the fee category (e.g. compulsory non-tuition fee)***

Some fees such as the International Administration Fee (if charged) are non-refundable, and the current status of all fees should be checked prior to a refund being made.

Other compulsory non-tuition fees are generally refundable if withdrawal is prior to the date of withdrawal without financial penalty, or 17% of the enrolment period, in any enrolment period, and non-refundable for withdrawals after this date. Some Compulsory non-tuition fees recalculate and become partially refundable if a change in enrolment reduces the course load.

- ***International Student Insurance – StudentSafe***

International Student Insurance purchased through Massey University, is non-refundable for withdrawals prior to the date for withdrawal without financial penalty if a claim has been made. If no claim has been made and the student has travelled to New Zealand, then the refund will be pro-rated based on the time spent in New Zealand.

A withdrawal after the date of withdrawal without financial penalty will also render the insurance premium non-refundable.

- ***any obligations made to third parties on the student's behalf***

Any commission paid to a Recruitment Agent in good faith by Massey University in relation to a student's study year/semester/term, will be deducted from the amount of any refund payable to a student who applies to withdraw for that period of study.

Fee Appeal Process

Once the date for withdrawal without financial penalty for each enrolment period has passed, any refund requests will only be considered under the Fee Appeal process.

Where a programme does not proceed, or there is evidence that the programme was misrepresented by Massey or its agents, fees will be considered for waiver under the Fee Appeal process.

International students whose enrolment has been cancelled due to their student visas expiring following the date for withdrawal without financial penalty, and who fail to obtain the renewal of the appropriate student visa, will not be

eligible for a fee refund and will not be considered under the Fee Appeal process.

New international students who do not hold a visa should not be enrolled. In the event that a student has enrolled and paid fees and does not obtain a visa then that student will be withdrawn from papers without financial or academic penalty (PWMMR) and a refund will be granted.

Mode of Refund

Where tuition fees have been paid by student loan or scholarship and the University is party to such agreement (e.g. Studylink, Saudi Arabian Government Scholarship) the refund will be made directly to the third party involved, or in a manner directed by the specific agreement.

Where tuition fees have been invoiced to a third party the refund will be made via credit note to the debtor concerned.

Where tuition fees have been paid by credit card, wherever possible the refund will be made to the credit card concerned.

Students under the age of 18 will be required to show evidence of parental/guardian permission for withdrawal and/or refund prior to a refund being made to the student.

International student refunds will be made to a bank account in the student's name in their home country unless the amount is inconsequential, the student is still enrolled as an internal student, or they provide evidence of having obtained a suitable visa/permit to remain in New Zealand long term (other than a visitor visa/permit). If for exceptional circumstances the refund cannot be paid into the bank account from the home country, then the student will be asked to complete a statutory declaration to have the refund paid into a New Zealand bank account.

International students seeking to transfer to another New Zealand tertiary institution will have their refund transferred to the institution concerned on evidence of an Offer of Place and appropriate student visa/ permit.

International students who have paid their fees from their home country, but have transferred more than what is required to cover their tuition, non-tuition, and living expenses, and apply to have the remaining balance refunded, will have that balance refunded back to their home country bank account (or under exceptional circumstances to a New Zealand bank account if a home country bank account is not feasible).

More detailed information about International student refunds are outlined on a checklist – Appendix one.

In all other cases the refund will be made to a New Zealand bank account in the name of the student who is registered for tuition.

Where a programme or course is unable to proceed due to destruction or damage to buildings, plant and equipment or other tangible assets, fees will be refunded to the students affected from insurance proceeds. In this case the fee refund would be covered by the University's Industrial Special Risks Insurance policy and be classified as a consequential loss. Under such conditions the University may be unable to meet normal timeframes for Fee refunds.

Definitions:

New Zealand Student:

- A New Zealand citizen, which includes citizens of the Cook Island, Niue and Tokelau
- A New Zealand permanent resident currently living in New Zealand
- An Australian citizen currently living in New Zealand
- An Australian permanent resident who has a returning resident's visa and is currently living in New Zealand

International Student:

All other students. The following categories of International student may still be eligible to pay domestic fees (Domestic tuition type):

- Certain exchange students
- Certain dependants of diplomatic personnel

- A learner with refugee status who is required to undertake a prescribed course of study or training to satisfy residency requirements
- An international student enrolling in a recognised doctor of philosophy (PhD) programme in a New Zealand university from 19 April 2005 and supervised by a leading New Zealand university researcher.

Enrolment Period:

- Is defined by course start and end dates

Audience:

All students and staff.

Related procedures / documents:

University fee payment regulations disclosed in the University Calendar.

Delegations Document

Aviation Practicum Policy

Student Refund and Fee Protection Policy

Academic Grievance Procedures

Document Management Control:

Prepared by: Head of Student Registry

Authorised by: SLT

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