

6.2 Refund Policy

Purpose of the policy

The purpose of this policy and procedures is to provide information to all students, and other interested external stakeholders, about withdrawal and refund policies and procedures that meet the requirements of section 236A of the Education Act 1989.

Policy statement

Information regarding student fees, refunds and withdrawals from programmes will be displayed in all Student Handbooks, and on the website.

Students will be advised about Imperial College of New Zealand Policy 2.4 before or at the time of enrolment.

1. As per Section 236 of the Education Act 1989, students have the following entitlements:

a. Course length less than 5 weeks

- i. Student withdrawing within the first 2 days of the course for which attendance at Imperial College of New Zealand is required will receive a refund of no less than 50% of total fees paid.
- ii. Student withdrawing more than 2 days (from 3rd day onwards), students will receive no refund, unless exceptional circumstances proven.

b. Course length between 5 and 13 weeks (35 days – 3 months)

- i. Student withdrawing within the first 5 days of the course for which attendance at Imperial College of New Zealand is required will receive a refund of no less than 75% of total fees paid.
- ii. Student withdrawing more than 5 days (from 6th day onwards), students will receive no refund, unless exceptional circumstances proven.

c. Course length of more than 3 months (greater than 13 weeks)

- i. Withdrawing within 10 days of the course student receive a minimum of 75% refund of the total fees paid and Imperial College of New Zealand may retain

administration fee of up to 25% of the total fees paid. Imperial College of New Zealand retention will be based on actual expenses incurred.

- ii. Withdrawing after 10 days of the course (from 11th day onwards), students will receive no refund, unless exceptional circumstances proven.

2. Students withdrawing before the course starts will also be subject to the above criteria, i.e they will be entitled to a refund less any amounts (such as Insurance fees if already applied by the provider, the homestay placement if already confirmed by the student) allowed to be retained.

3. A full refund of any and all course-related fees paid by students will automatically be given for courses which are cancelled by Imperial College of New Zealand, or which did not start due to an insufficient number of enrolments.

3. Imperial College of New Zealand reserves the right to cancel any course for which there are insufficient enrolments.

Procedures for the policy

1. Students wishing to withdraw from courses must complete the Course Withdrawal Request Form and make an appointment with the Administration to discuss their withdrawal, any refund of fees and implications for student visa.
2. Student withdrawals are processed and if course fees have been paid the refund application for early withdrawals or beyond the early withdrawal period with exceptional circumstances are given to the Principal for approval.
3. Refund Requests are approved or declined by the Principal or nominee based on the refund and withdrawal policy. Requests for refunds, beyond the refund period, will be considered at the discretion of the Principal or nominee.
4. Administration will notify Immigration New Zealand of the withdrawn International student on the northern region form available at <http://www.immigration.govt.nz/NR/ronlyres/6AA718E2-6C60-4415-88EC-232900CE2808/0/StudentTerminationFormNorthernRegion2010.pdf>
5. Public Trust Refund Forms are generated by the Administration for approved refunds and given to the student for signature and any relevant information.

6. Completed Public Trust refund forms are then sent to Public Trust for Authorisation and processing of fees held by Public Trust. Fees will be paid back to the student or appointed provider for the continuation of their studies (if applicable).
7. In the instance where fees have been released by Public Trust to Imperial College of New Zealand according to the payment schedule the Administration will establish the balance to be refunded from Imperial College of New Zealand back to the student or appointed provider for the continuation of their studies (if applicable).
8. All refund documents are filed and kept at the ICNZ's office for audit processes; copies are filed under the respective student's folder.
9. Students whose attendance is below the accepted percentage, or has failed to make contact with the school, despite warning letters being sent or phone calls made will be withdrawn from the course and Immigration New Zealand notified immediately, and no refund applies.