



**STUDENT REFUND PROCEDURES**

<b>Section</b>	Finance
<b>Contact</b>	Finance Operations
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**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 status (e.g. International/ New Zealand)***

Both New Zealand 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 10% of an enrolment period (as defined by the paper start and end dates).

International students who meet the criteria above, but withdraw after Confirmation of Place and prior to completing 10% of their first enrolment period will be charged a non-refundable withdrawal fee of NZ\$500

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 date for Withdrawal without Financial Penalty or 10% of an enrolment period for the paper for which they are applying for the refund. Evidence of the award must be presented to enrolment staff prior to the completion of the relevant enrolment period for which the refund is requested.

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

Refunds for International students paying domestic tuition fees, or those paying Study Abroad Fees will remain subject to the \$500 withdrawal fee where the student withdraws prior to completing 10% of their first enrolment period.



Eligibility for refund for students attending Massey University on an Exchange Programme will be subject to the agreement with the Exchange partner. Refunds for withdrawing Massey students attending a partner university on exchange will be subject to normal criteria.

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 criteria.

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

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

The Student Association Fee is fully refundable for withdrawals prior to the date for withdrawal without financial penalty, and recalculates and become partially refundable if a change in enrolment reduces the course load – subject to Student Association policy as amended from time to time.

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

Other compulsory non-tuition fees are generally refundable if withdrawal is prior to the date of withdrawal without financial penalty in any enrolment period and non-refundable for withdrawals after this date.

- ***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, will be deducted from the amount of any refund payable to a student withdrawing prior to completion of the first year 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.

## **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).



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

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 policy and be classified as a consequential loss. Under such conditions the University may be unable to meet normal timeframes for Fee refunds.

## **Audience:**

All staff and students

## **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 paper start and end dates

## **Relevant Legislation:**

Education Act 1989

Code of Practice for the Pastoral Care of International Students (Revised 2003)



## **Related Procedure/Documents:**

University fee payment regulations disclosed in the [University Calendar](#).

[Delegations Document](#)

Aviation Practicum Policy

[Student Refund and Fee Protection Policy](#)

## **Document Management Control:**

Prepared by: Manager – International Student Support Policy & Compliance

Owned by: Assistant Vice-Chancellor Finance, IT, Strategy, Commercial

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