



STUDENT REFUND AND FEE PROTECTION POLICY

Section	Finance
Contact	Finance Operations
Last Review	February 2010
Next Review	February 2012
Approval	SLT 10/02/22

Purpose:

The purpose of this policy is to ensure there is a consistent understanding of the process of making refunds of fees paid by students or on behalf of students.

Policy:

General

Refund of tuition fees shall be made to students who withdraw from their paper(s) before 10% of the study period has elapsed (as defined by the paper start and end dates) in accordance with the [Enrolment Regulations](#) on student withdrawal.

Refund of tuition fees shall also be made to students who are granted a fees appeal which results in agreement to refund fees.

All refunds will be made as soon as possible after the withdrawal, or fees appeal resulting in a refund decision.

No liability will be accepted for the payment of interest or other consideration in respect to monies held, nor does Massey University acknowledge any liability for student losses arising from exchange rate movement, conversion charges, bank fees, or fees paid to recruitment Agents.

Fee categories for Refund

The quantum of any refund will depend on:

- the student status (e.g. International/ New Zealand),
- the tuition fee type (International or Domestic), and
- the fee category (e.g. compulsory non-tuition fee), and
- any obligations made to third parties on the student's behalf.

The refunds applicable are outlined in the Student Refund Procedures.

Mode of Refund

The selection of refund delivery mode will be made in consideration of undertakings to relevant third parties and security of student funds.

The decision process is outlined in the Student Refund Procedures.

Fee Protection

Massey University is governed by the Public Finance Act, the Education Act, and University Council regulations in regard to student fees. An individual fee account is maintained for each enrolled student.



Any programme or course offered by the University and listed in its calendar may be cancelled by the University as a result of insufficient resources or student demand. The Vice Chancellor confirms that Massey University has the financial resources available to refund fees to students enrolled in any cancelled programme or course.

If a programme or course is unable to proceed due to destruction or damage to buildings, plant and equipment or other tangible assets, fees may be refunded to the students affected, from insurance proceeds.

In this case the fees 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.

Communication

All students will be informed of the conditions for fee refunds at the commencement of each enrolment period.

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 Procedures and Documents:

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

[Delegations Document](#)

Aviation Practicum Policy

Student Refund Procedures



Document Management Control:

Prepared by: Manager – International Student Support Policy & Compliance

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

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