



Sunnybrae Normal School

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INTERNATIONAL REFUND POLICY

PURPOSE:

This refund policy outlines factors that will be considered when a request for a refund of international students fees is made to the school. This policy should be read in conjunction with the Education (Pastoral Care of International Students) Code of Practice 2021 and the Education Act 1989.

As per section 235A(1)(a) and (b) of the Education Act and as set out in the Education (Refund Requirements for International Students) Notice 2012.

The Board of Trustees will ensure that there is a reserve of funds to cover International Students' prepaid tuition fees in the event that a refund should be necessary.

Requests for a refund of international student fees:

The school will consider requests for a refund of international student fees provided the request is made in writing to the school.

Refunds must be applied for in writing to the Board of Trustees and must set out the circumstances leading to the refund, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation. Refunds will be dated from the date that the school is informed in writing; or the final date of attendance whichever is latter.

The school will consider a refund of fees if:

- There are special circumstances, for example, the student has a serious illness or accident, or the parents need to return home with the child because of the death or serious illness of a close family member.
- The student gains the status of a domestic student (time-bound).
- The student fails to obtain a student visa.
- The student voluntarily withdraws.

In these cases the parent will need to provide evidence of the circumstances, and the school will retain from the balance of tuition fees - the following amounts listed in Section A:

Section A

1. a withdrawal charge of \$ 575.00 (gst inclusive)
2. portion of fees for which tuition has been given (the end of the term in which withdrawal takes place).
3. any sums owing in regard to loss of textbooks, stationery, class trips, activities, and expenses including and not limited to costs such as marketing and recruitment
4. any payments made to agents in the form of commission
5. any costs incurred in relation to the programme and/or ESOL support for the student
6. administration fees are non-refundable after the student has completed enrolment

Special circumstances:

If there are special circumstances, for example, the child has a serious illness or accident, or the parent needs to return home with the child because of the death or serious illness of a close family member then official documents from the Doctor will need to be sighted to support this. In this case a refund of tuition fees will be provided less costs outlined in Section A and Immigration New Zealand will be notified of change of conditions.

Where the Student's enrolment is ended by the School:

In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, the School will consider a request for a refund less:

- any non-refundable costs listed in Section A
- ten weeks tuition fee
- any other reasonable costs that the school has incurred in ending the students enrolment

Where the Student voluntarily requests to transfer to another signatory:

If the Student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the School. Unless otherwise agreed by the School, a refund will be provided less a minimum of ten weeks tuition fee and any other relevant non-refundable fees as outlined in this policy.

Declared Emergencies, Epidemics and Natural Disasters:

School closure due to Government declared local or national emergencies, epidemics, pandemics and public health emergencies will not be refunded. School closure due to natural disasters, large-scale outages of essential utilities, volcanic eruptions, tsunamis, cyclones and floods and other severe and abnormal weather events will not be refunded.

REVIEW AND REPORTING

Review:

The school will review the conditions relating to this policy as part of the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting:

The staff member in charge of international education will report directly to the school Principal on the operation of the school's policy for the refund of international student fees.

This policy has been approved by the Board of Trustees:

Approval Date: 10 November 2022

Policy has been reviewed on:

Review Date: October 2022