



NEW PLYMOUTH BOYS' HIGH SCHOOL

TE KURA TAMATĀNE O NGĀMOTU

International Student Refund Process:

1. Overview and Application Process

The School will consider all written requests for a refund of international student fees. Requests should be submitted to the School as soon as possible after the circumstances leading to the request arise. All refunds will be settled under the terms of this policy unless otherwise agreed by the School. The refund will be processed six weeks after the student's date of departure from the school.

Required Information for Refund Requests

A formal written request for a refund must include the following details:

- **Student Name:** Full legal name of the student.
- **Circumstances:** Detailed description of the reason for the refund request.
- **Refund Amount:** The specific amount requested.
- **Requestor Details:** Name of the person submitting the request.
- **Payer Details:** Name of the person or entity who originally paid the fees.
- **Bank Account Details (for receiving eligible funds):**
 - Name of Bank and Bank Address
 - Name of Bank Account Holder
 - Bank Account Number
 - SWIFT Code
 - Address of Bank Account Holder
- **Supporting Documentation:** Any relevant receipts, invoices, or official letters.

2. Non-Refundable Fees

The School is unable to refund certain fees that cover administrative or third-party costs already incurred or committed:

Fee Type	Policy Details
Administration Fee	Covers the cost of processing international applications. Non-refundable regardless of whether an application is accepted or if a student remains enrolled.
Insurance	Non-refundable once purchased by the School. Students and parents must apply directly to the insurance provider for premium refund requests.
Homestay Placement Fee	Covers the cost of processing accommodation requests. Costs incurred for arranging Homestay prior to the refund request cannot be refunded.
Used Homestay Fees	Fees paid for time already spent in a Homestay are non-refundable. Used fees may include a mandatory 4-week notice period.
Used Boarding Fees	Fees paid for time the student has spent in boarding are non-refundable. Unused boarding fees will be repaid with a 10-week notice period.
Unused Tuition Fees (Portion)	The School may retain a portion of unused tuition fees relating to costs incurred or committed. Unused tuition fees will be repaid subject to a 10-week notice period.

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3. Failure to Obtain a Study Visa

If a student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided **less any administration fee** paid. Official written evidence from Immigration New Zealand confirming the visa declined status must be provided to the School.

4. Short-Term Enrolment (One Term or Less)

1. **Voluntary Withdrawal:** Where a student enrolled for one term or less withdraws early (before or after the start date), no refund of tuition fees or other non-refundable fees will be provided (unless due to an evidenced visa refusal).
2. **Termination by School:** If the School terminates the enrolment of a student enrolled for one term or less, no refund of tuition fees or non-refundable fees will be provided.

5. Voluntary Withdrawal (Enrolment of More Than One Term)

For students enrolled for more than one term, the counting of notice days begins the day *after* the School receives written notice of the intention to withdraw:

1. **30 Days or More Before Start Date:** A refund will be provided less non-refundable fees.
2. **Less Than 30 Days Before Start Date:** A refund will be provided less non-refundable fees and a minimum of 10 weeks' tuition fees (unless due to an evidenced visa refusal).
3. **Withdrawal After Enrolment Commences:** A minimum of **10 tuition weeks' notice** is required. The student may continue to attend school during this notice period.

6. Failure of School Supply or Status Changes

If the School fails to provide the agreed educational course, ceases to be a Code signatory, or ceases operating as an international provider, the School will negotiate with the student or family to:

1. Refund the unused portion of tuition or service fees paid; **OR**
2. Transfer eligible refunded amounts to another provider; **OR**
3. Make alternative arrangements mutually agreed upon by the family and the School.

Note: This section does not apply if the delivery format changes (e.g., transition to remote learning) while the School continues offering education to international students.

7. School-Initiated Termination of Enrolment

If enrolment is ended by the School due to a breach of the Contract of Enrolment or a Welfare Issue, any refund consideration will be reduced by:

1. Non-refundable fees set out in this policy;
2. A minimum of **10 weeks' tuition fees** from the date of termination; and
3. Any additional reasonable costs incurred by the School in ending the enrolment.

8. Status Changes and Provider Transfers

Change to Domestic Student Status

- Requires a minimum of **10 tuition weeks' notice**, starting the day after the School receives written proof of the visa permitting domestic status.
- The student must formally reapply as a domestic student for the following academic year.

Transfer to Another Signatory

- Requires a minimum of **10 tuition weeks' prior written notice**, starting the day after the notice is received by the School.

9. Written Decisions and Dispute Resolution

Written Notification

The School will issue its decision in writing to the student or parent, detailing:

1. Factors considered during the decision process and total refund amount payable;

Review and Complaint Rights

If the student or parent is dissatisfied with the refund decision or the procedure followed, they have the right to:

- Have the decision reviewed by the **International Student Disputes Resolution Scheme (iStudent Complaints)**; or submit a formal complaint to the **Code Administrator (NZQA)**