

## STUDENT REFUND AND FEE PROTECTION POLICY

<b>Section</b>	Operations, International and University Registrar
<b>Contact</b>	Student Administration
<b>Last Review</b>	October 2017
<b>Next Review</b>	October 2020
<b>Approval</b>	SLT 17/10/159

### 1. Purpose:

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

### 2. Definitions:

#### Enrolment Period:

Is defined by course (paper) start and end dates.

#### Refund of Fees:

The withdrawal of a charge from a student account – either through the process of reversing the transaction, such as enrolment in a paper, on which the original charge was predicated, or via the issuing of a credit note. A Refund of Fees will not necessarily result in the student’s account being in credit, i.e. a surplus of funds paid over fees charged.

#### Refund of Funds:

The payment of a credit balance of a student account, i.e. the surplus of funds paid over fees charged, to the student or other relevant party in accordance with this policy and related procedures.

#### Student:

The criteria for definition as an international or domestic student for fee charging purposes may be found in the Education Act 1989 and the University regulations.

### 3. Policy:

#### 3.1 Refund of fees

Refunds of Fees (tuition and non-tuition fees) shall be made to a student account where the eligibility criteria for refund are met. The eligibility criteria include:

- Where a student formally withdraws 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;

- Where a student is granted a Fee Appeal in accordance with the Fee Appeal regulations which results in agreement to refund fees;
- Where the programme or course is cancelled by the University;
- Where the student's enrolment is cancelled by the University;
- Where the criteria for incurring a charge or fee is not met;
- Where disputed charges are upheld in the student's favour.

Refund of fees may be unavailable, in full, or partial – commensurate with how the fee is charged. Factors include:

- The fee category, e.g. whether the fee is compulsory or non-refundable;
- Where fees are pro-rated on another basis;
- Where fees are pro-rated and time has elapsed;
- Where partial criteria has been met
- Where the fee is charged by a partner university under an exchange programme, the conditions of that agreement will apply
- Where the fee is charged on behalf of a third party under agreement, any refund will be subject to the published terms of that party.

### **3.2 Refunds of funds**

Refunds of Funds may be made where an account is in credit

Refund of funds may be in full or partial. Factors include:

- Where costs have been incurred by the University – in which case an approved fee may be charged;
- Where commissions have been paid to an International agent in good faith;
- Where fee charges may be pending.

Refunds of funds must be refunded safely and appropriately. Factors include:

- Prevention of money laundering and compliance with banking regulations;
- Payments made by third parties are returned to third parties where practicable;
- Payments made under contractual arrangements are refunded in accordance with the terms of the agreement;
- Compliance with Immigration NZ requirements;
- Supporting students to transfer institutions where appropriate.

### **3.3 Specific Conditions – International Students**

International students must hold sufficient funds in their student account to cover the relevant tuition and related fees for the duration of their visa.

Tuition fee refunds following the official university withdrawal date will not be granted to returning students who have not obtained the appropriate study visa. Obtaining the appropriate study visa through Immigration New Zealand is the responsibility of the international student, and failure to obtain the visa may not of itself warrant a tuition fee refund. International students who do not hold a visa should not be enrolled. In the event that a student has enrolled and paid fees but does not obtain a visa then that student will be withdrawn from papers without financial or academic penalty (PWMR) and a refund will be granted.

Any accommodation bond payment made to Massey will be retained by Massey for the purpose of the accommodation. Accommodation bonds will not be refunded to students unless the terms of the tenancy have been met and the refund is approved by the Accommodation and Welfare Advisor, from the appropriate campus.

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

If additional funds have been paid to Massey by or on behalf of an International Student to cover their living expenses for Visa purposes, the student is entitled to receive a refund of those living expenses in full upon request. If the student is enrolled and based in New Zealand, the refund of living expenses will be made to their New Zealand bank account. If the student has decided not to continue with their enrolment at Massey University, the refund will be made to the bank account from which the payment was made.

Refund of surplus funds to International students 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).

### **3.4 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, Home Government Scholarship) any refund of fees that results in a credit balance in the fee account, the refund of surplus funds held 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 of fees will be made via credit note to the debtor concerned. Refund of a credit account balance will be made to the relevant debtor on request.

Where tuition fees have been paid by credit card, wherever possible the refund of a credit balance will be made to the credit card concerned.

Where tuition fees have been paid via a bank transfer, where practicable a refund of a credit balance will be made to the same bank account.

Students under the age of 18 will be required to show evidence of parental/guardian permission for withdrawal and/or refund of fees prior to a refund of funds being made to the student.

Other than the exceptions detailed above the refund of funds will be made to a New Zealand bank account in the name of the student who is registered for tuition.

### **3.5 Timing**

All refunds of fees will be made as soon as possible after the withdrawal, change of circumstances, identification or error, or fee appeal resulting in a refund decision.

Refunds of funds will be made as soon as practicable upon request.

### **3.6 Extent of Liability**

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.

## **4. 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.

## **5. Authority**

All refunds of fees and refunds of funds will be made and actioned in accordance with approved delegations as notified from time to time.

### **Communication**

All students will be informed of the conditions for refunds at the commencement of each enrolment period, including any timeframes which apply, and the required process to be followed and information to be supplied.

Third party payees will be communicated with in accordance with the terms of any agreement in place, and will be advised of any refunds due with regard to accounts that they have paid.

Where refunds are granted which impact on immigration conditions and the University is party to authenticating such immigration requirements, Immigration New Zealand may be advised.

Where refund requests do not appear commensurate with Anti-Money laundering requirements, the relevant banks may be advised.

### **Audience:**

All staff and students

### **Relevant Legislation:**

Education Act 1989

Education (Pastoral Care of International Students) Code of Practice 2016 – New Zealand Qualifications Authority

Immigration New Zealand Student Visa Requirements

### **Related Procedures and Documents:**

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

[Delegations Document](#)

Student Complaints and Grievance Procedures

Aviation Practicum Policy

Student Refund Procedures

Fee Appeal Guidelines

International Student Insurance Cover Policy

International Student Insurance Operational Procedures

### **Document Management Control:**

Prepared by: Manager – International Student Support Policy & Compliance

Owned by: Assistant Vice-Chancellor Operations, International, and University Registrar

Authorised by: SLT

Date issued: 1 September 2003

Last review: September 2017

Next review: September 2020

## STUDENT REFUND PROCEDURES

<b>Section</b>	AVCOIUR
<b>Contact</b>	Student Administration
<b>Last Review</b>	June 2017
<b>Next Review</b>	June 2020
<b>Approval</b>	SLT

### 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 type (e.g. International/ New Zealand Domestic)***

Both New Zealand (domestic) 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 course start and end dates), less a non-refundable withdrawal fee if they withdraw from all their courses in an Academic Year.

New International students who meet the criteria above, but withdraw after Receipt of Payment and prior to completing 10% of their first enrolment period will be charged a non-refundable international withdrawal fee if they withdraw from all their courses in an Academic Year.

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. Verified 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.

International student refunds over the amount of \$5000 will be managed by the International Relations Office. All other refunds are managed by the campus of enrolment International Student Support Office or PaCE. This includes the refund of StudentSafe insurance based on the criteria outlined in the International Student Insurance – StudentSafe section below.

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

Refunds for new International students paying domestic tuition fees, e.g. those paying Study Abroad Fees or international students with diplomatic status, will remain subject to the international withdrawal fee where the student withdraws from all their courses in the Academic Year of their enrolment prior to completing 10% of their first enrolment period. Australian citizens who are studying in New Zealand are classified as domestic students and are therefore subject to the domestic student withdrawal fee.

Outbound exchange students are subject to Massey's standard refund policy. Inbound Exchange students are subject to the agreement with the Exchange partner.

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 refund 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.

Other compulsory non-tuition fees are generally refundable if withdrawal is prior to the date of withdrawal without financial penalty, or 10% of the enrolment period, in any enrolment period, and non-refundable for withdrawals after this date. Some Compulsory non-tuition fees recalculate and become partially refundable if a change in enrolment reduces the course load.

- ***International Student Insurance – StudentSafe***

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. If no claim has been made and the student has travelled to New Zealand, then the refund will be pro-rated based on the time spent in New Zealand.

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

- ***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's study year/semester/term, will be deducted from the amount of any refund payable to a student who applies to withdraw for that period 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.

International students whose enrolment has been cancelled due to their student visas expiring following the date for withdrawal without financial penalty, and who fail to obtain the renewal of the appropriate student visa, will not be

eligible for a fee refund and will not be considered under the Fee Appeal process. International students who do not hold a visa should not be enrolled. In the event that a student has enrolled and paid fees and does not obtain a visa then that student will be withdrawn from papers without financial or academic penalty (PWMR) and a refund will be granted.

### **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). If for exceptional circumstances the refund cannot be paid into the bank account from the home country, then the student will be asked to complete a statutory declaration to have the refund paid into a New Zealand bank account.

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

International students who have paid their fees from their home country, but have transferred more than what is required to cover their tuition, non-tuition, and living expenses, and apply to have the remaining balance refunded, will have that balance refunded back to their home country bank account (or under exceptional circumstances to a New Zealand bank account if a home country bank account is not feasible).

More detailed information about International student refunds are outlined on a checklist – Appendix one.

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

### **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 course start and end dates

**Audience:**

All students and staff.

**Related procedures / documents:**

University fee payment regulations disclosed in the University Calendar.  
Delegations Document  
Aviation Practicum Policy  
Student Refund and Fee Protection Policy  
Academic Grievance Procedures

**Document Management Control:**

Prepared by: Operations Manager, International Office  
Authorised by: SLT 17/10/159  
Date issued: 1 September 2003  
Last review: October 2017  
Next review: October 2020

## FEE APPEAL GUIDELINES

<b>Section</b>	AVC OI&UR
<b>Contact</b>	Student Administration
<b>Last Review</b>	June 2017
<b>Next Review</b>	June 2020
<b>Approval</b>	SLT

### DEFINITIONS:

Definitions used in these guidelines are defined by the glossary to the calendar.

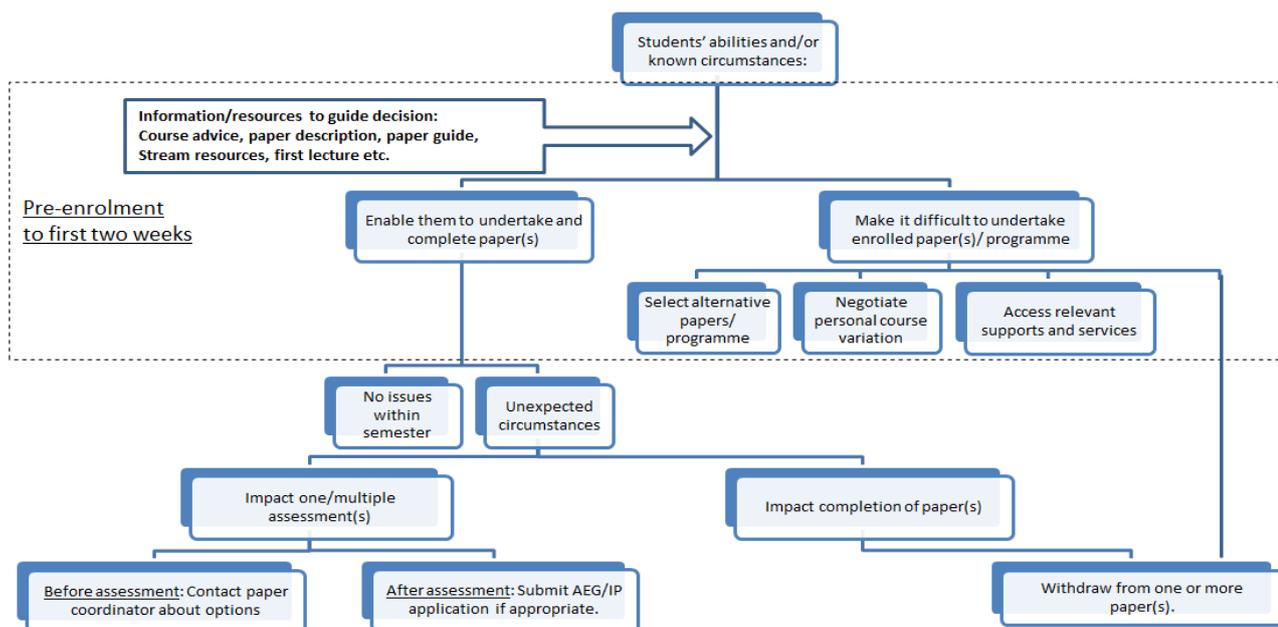
### PROCEDURES:

The Fee Appeal Guidelines guide staff in the consideration and processing of Fee Appeals.

The following principles will apply:

1. Applications must be consistent with the timeframes outlined in the Enrolment and Fee Appeal Regulations;
2. Applications will be considered on the merits of, the context of, and the evidence for, each situation;
3. Where appropriate a Refund of Fees is the preferred option for redress.

The diagram below outlines the options available to students:



### Consistency with Enrolment and Fee Appeal Regulation Timeframes

Check that the student has withdrawn from the course(s) between the Dates for Withdrawal without Financial Penalty and the Final Examination, or end-date for the paper if no examination. The Enrolment Regulations specify the Dates for Withdrawal without Financial Penalty and the Dates for Withdrawal without Academic Penalty. These may change from time to time and staff are advised to check these regulations periodically to ensure activities are undertaken in accordance with approved timeframes.

If no withdrawal has occurred, the student should be referred to the Academic Standing process so an appeal can be made via this route. Should the Academic Standing Hearings Committee refer a student appeal to the Fee Appeal process, the requirement to comply with withdrawal timeframes may be waived.

*At a glance:*

Date of Withdrawal	Mitigating Factor	Outcome
Prior to Date of Withdrawal without Financial Penalty		No Financial Penalty applies therefore not eligible for Fee Appeal
Withdrawal between Date of Withdrawal without Financial Penalty and the Final Examination, or end-date for the paper if no examination		Eligible to be considered for Fee Appeal if other criteria met
No withdrawal or late withdrawal	Referred to Fee Appeal process by the Academic Standing Hearings Committee	Eligible to be considered for Fee Appeal if other criteria met

### Exceptional Personal Circumstances

Fee Appeals are considered when Exceptional Personal Circumstances prevent the student from completing their study. A check must be made that the student has not already applied for and received a concession, an Aegrotat or Impaired Performance, or a Fee Appeal, on the same grounds.

### Situational Merit, Context, and Evidence

There are three factors to consider:

1. Student Enrolment/ Academic Standing History
2. Situation Experienced by Student
3. Specific Programmes

### 1. Student Enrolment History

It is important that Fee Appeals are not used to avoid the justified application of an academic penalty or an academic progress restriction. If a student submits a Fee Appeal and there is any evidence of the following, consultation should take place with the Director of Teaching and Learning for the relevant College, or nominee, and the Student Success and Engagement Coordinator:

- Repeated Fee Appeal(s)
- Repeated Enrolment and Withdrawal
- Previous Exclusion status
- Academic Standing is 'At Risk'

This will ensure that a multiple applications/appeals are not submitted on the same grounds and if so, that the students application for consideration is referred to the most appropriate route, i.e. AEG/IP, Study extension, Academic Standing/ Exclusion Appeal, or Fee Appeal, for consideration.

### 2. Situation Experienced by Student

The following are some common situations identified by applicants, the evidence that may be sought to support these, and the options for outcomes:

Situation	Procedure to Verify	Potential Outcomes
<b>Financial Reasons:</b>		
Personal Bankruptcy	Court records	Advise Credit Control
Can't Afford	N/A	Not generally an acceptable reason for Fee Appeal; however the underlying cause may be. If not upheld, WD or DNC is awarded.
Third party (e.g. employer) refuses to pay/ scholarship falls through	Evidence that an agreement was in place that should have reasonably been able to be relied upon.	If Massey is party to the agreement, pursue payment through contractual means. If Massey is not a party to the agreement, a fee appeal may be considered. If upheld, the enrolment may be cancelled as not a valid enrolment.
Redundancy	Evidence including the date of advice and the date redundancy has occurred/will occur must be supplied on official letterhead from the employer.	A fee appeal may be considered; if upheld a WD may be awarded.
<b>Enrolment Issue</b>		
Late Enrolment	Enrolment records, transaction dates, advice provided, correspondence.	If the student has elected to enrol late and has been advised of possible consequences, award of WD or DNC is appropriate outcome.

		<p>If student has enrolled late with no counselling a fee appeal may be considered; an award of WD may be granted if upheld.</p> <p>If student enrolment was delayed by University a fee appeal may be considered; if upheld, the enrolment may be cancelled as not a valid enrolment.</p>
Failed attempt at Withdrawal	Check contact records, system log, or request online log from ITS to determine whether a withdrawal has been requested.	<p>If the student has attempted to withdraw prior to 10% of the elapsed course, the enrolment may be cancelled as not a valid enrolment.</p> <p>If the Student has attempted to withdraw after 10% of the elapsed course, a fee appeal may be considered; an award of WD may be granted if upheld.</p> <p>If no evidence of withdrawal attempt, the likely outcome is a decline.</p>
<b>Study Concern</b>		
Course Content different to Expectation	Explanation/ evidence of how course is inconsistent with published material or advice provided; seek validation from relevant College Director of Academic Programmes or similar.	<p>Grounds for Fee Appeal. If upheld, the enrolment may be cancelled as not a valid enrolment.</p> <p>If not upheld, WD or DNC may be awarded.</p>
Study Materials/ Texts not available	Check availability of Stream site, study materials, or textbooks (via University bookseller).	<p>Grounds for Fee Appeal. If upheld, the enrolment may be cancelled as not a valid enrolment.</p> <p>If not upheld, WD or DNC may be awarded.</p>
Massey has admitted fault, student tried to persevere with study, but now withdrawn.	<p>Seek relevant evidence:</p> <p>Names of Massey staff they have received advice from.</p> <p>Copies of correspondence.</p> <p>Detailed written explanations.</p> <p>Contact records, Student letters</p>	<p>Grounds for a Fee Appeal. If upheld, the enrolment may be: cancelled as not a valid enrolment, or a WD may be awarded.</p>
Grievance – action of the University has caused the student disadvantage		Refer to Student Complaints and Grievance Procedures
<b>Other Commitments</b>		
Work Commitments	Request letter on official letterhead from employer including dates that work circumstances changed and if	<p>A fee appeal may be considered; if upheld a WD may be awarded.</p> <p>Confirm that previous fee appeals have not been made on this ground.</p>

	<p>possible when work commitments are likely to ease.</p> <p>If the student is self-employed or the Director/CEO of the company request a sworn affidavit. This must be signed and dated by a Lawyer, Justice of the Peace. Corroborating evidence may assist.</p> <p>With appropriate evidence a partner's change in work circumstances may be considered if it impacts heavily on the students' ability to study.</p>	
Attending another Training/Educational Institute	<p>Request <b>evidence of attendance</b> (NB: Evidence of enrolment only is not enough) at other training/educational institute. Acceptable evidence is verified copies of academic transcripts, exam result slips, and a letter from the tertiary institute's registry office. Evidence of fee payment is not sufficient.</p>	<p>Grounds for Fee Appeal. If upheld, the enrolment may be cancelled as not a valid enrolment. If not upheld, WD or DNC may be awarded.</p>
Sporting, Military, Navy, Airforce, and Police commitments	<p>Request evidence of reason from commanding officer, superior, coaches or union of sport with reason for inability to continue study, including dates that the student's ability to study was affected and if possible when they will be able to commence study.</p>	<p>A fee appeal may be considered; if upheld a WD may be awarded.</p> <p>Confirm that previous fee appeals have not been made on this ground.</p>
<b>Medical</b>		
Temporary Medical Condition (including immediate family)	<p>Request medical evidence on official letterhead from the student's DR, GP or medical professional detailing the dates that the student's ability to study was affected.</p> <p>If the student's evidence advised that their illness was less than one week the student must provide a letter/email from their paper co-ordinator stating that the student had fallen too far behind due to the illness and is not able to catch up with the work.</p>	<p>A fee appeal may be considered; if upheld a WD may be awarded.</p> <p>Confirm that previous fee appeals have not been made on this ground.</p>

	Ensure an AEG/IP has not been submitted.	
Long Term Medical Condition (Physical, Terminal illness – including family and close friends)	Request medical evidence from the student’s Medical Professional on official letterhead including the date of incapacity and the fact that the student will not recover sufficiently to be able to resume studying.	A fee appeal may be considered; if upheld a WD may be awarded.
	If the student is appealing on the grounds of a family member or close friend’s illness they will need to supply evidence stating that their ability to study has been affected by this, including dates from when this affected their study.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.
Temporary Mental Health Condition (Stress, etc.)	Request medical evidence from a General Practitioner, Medical Professional, Psychiatrist or counsellor, including the date that the student’s ability to study was affected.  Ensure that the counsellor is suitably qualified.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.
Long Term Mental Health Condition	Request evidence from Dr, GP, psychiatrist or medical professional on official letterhead that includes a statement regarding the fact that this is a long-term mental illness and the student is unfit for study. If the student suffered from the mental illness before they enrolled the statement must include dates that the illness affected the student ability for the current academic year.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.
<b>Personal Matter</b>		
Relationship Breakdown (Student/ Student’s Parents)	Request evidence from an appropriate source – medical, counsellor or solicitor, sworn affidavit, church counsellor, court documents, women’s refuge. This evidence must state dates that the relationship breakdown affected the student’s ability to study.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.

Relationship Breakdown (Close family and friends)	Request evidence from the above list, or if that is not possible a sworn affidavit. This evidence must state dates that the relationship breakdown affected the student's ability to study and if possible a date that the student may resume study.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.
Sensitive Issue – Student's family members included (sexual abuse etc)	Request evidence from a Dr, GP, Medical Professional, Councillor or ACC on official letterhead including dates that the student's ability was affected. Stress to student that information will remain confidential. If the student requests the documentation back do not keep a copy and send all evidence back. Record on student notes on the Fee Appeal Restricted area that the evidence has been cited.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.
<b>Bereavement</b>		
Death of Student	Request the Death Notice of the student from the University Library. If there is not a death notice, request a copy of the death certificate.	Set student flag appropriately so no continued contact from University. Fee Appeal may be upheld with WD awarded. Send letter/Card to the next of Kin advising.
Death of a family member or friend	Need evidence of the relationship and death certificate. Contact the Library for the death notice. The funeral service sheet is also acceptable if includes name of student. If student is unable to prove relationship then a sworn affidavit is acceptable.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.
<b>Disaster</b>		
Natural Disaster/ Act of God (Fire etc)	Request evidence of insurance inspectors report, police report or report from Civil defence or a newspaper article naming the student.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.
Civil Unrest – Riots and Mutiny	Request evidence that proves the student was in that country/region at the time. Travel documents are acceptable, letter from the New Zealand consulate or a sworn affidavit.	A fee appeal may be considered; if upheld a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.

<b>Immigration Criteria</b>		
A returning student was not granted a visa	N/A	Not generally grounds for appeal. Student is required to hold valid visa prior to commencement of enrolment period. Award of WD or DNC is appropriate.
Visa not obtained	N/A	New International students should not be enrolled without a visa. In the event a student enrolls and pays fees without obtaining a visa then the student will be withdrawn without academic or financial penalty, and a refund will be provided.
Visa Revoked	Correspondence from Immigration New Zealand.	A fee appeal may be considered; If upheld, the enrolment may be cancelled as not a valid enrolment, or a WD may be awarded.  Confirm that previous fee appeals have not been made on this ground.
Unable to study in mode offered	Verification from International Student Support or International Admissions.	Grounds for Fee Appeal. If upheld, the enrolment may be cancelled as not a valid enrolment.

#### Outcomes of Fee Appeals

The outcomes listed above are only a guide and the decision will be based on the factors outlined in the sections prior. Possible outcomes include:

<b>Decision</b>	<b>Evaluation</b>	<b>Award</b>	<b>Fees</b>
Fee Appeal Upheld	Does not meet threshold for valid enrolment	N/A: withdraw enrolment	Full refund
	Meets threshold for valid enrolment	WD	Full or partial refund
Fee Appeal Declined	Withdrawal prior to Date for Withdrawal without Academic Penalty	WD	No refund
	Withdrawal after Date for Withdrawal without Academic Penalty	DNC	No refund

#### **Audience:**

University Staff.

#### **Related procedures / documents:**

Student Complaints and Grievance Procedures

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

Academic Progress regulations disclosed in the University Calendar.

---

[Delegations Document](#)

Student Refund and Fee Protection Policy

**Document Management Control:**

Prepared by: Operations Manager, International Office

Authorised by: SLT

Date issued: 1 September 2003

Last review: September 2017

Next review: September 2020

