



# Blue Mountain College International Students

## REFUND POLICY FOR INTERNATIONAL STUDENTS

This policy is based on the relative section of the Education Act, the Fair Trading Act 2022, the Consumer Guarantees Act 1993 and accords with the Education (Pastoral Care of International Learners) Code of Practice 2021.

### Policy Statement

Blue Mountain College has established the following policy for tuition refunds of International pupil fees as stated in the Tuition Agreement

- 1.1 Either party may terminate the Agreement at any time by giving the other party one month written notice.
- 1.2 On termination by the College the student is entitled to a refund of a portion of the tuition fee paid. This portion shall be calculated on the basis of the proportion that the number of College days remaining in the contracted tuition period, counting from the day after the student last attends the College, less twenty College days, bears to the total number of days in the contracted tuition period.
- 1.3 In accordance with the Code, if this agreement is terminated due to the College ceasing to provide a course of educational instruction as contracted with the student, or due to the College ceasing to be a signatory to the Code, the College will:
  - a) refund to the student or the student's parents the amount of any fees paid for services not delivered or the unused portion of fees paid; or
  - b) if directed by the student or the code administrator or the agency responsible for fee protection mechanism, transfer the said amounts to another signatory as agreed with the student or the student's parents.
- 1.4 Should the termination of enrolment be due to students continued misconduct, expulsion or failure to provide true and accurate information on enrolment, there will be no refund of fees other than homestay fees.
- 1.5 On termination by the student:
  - a) Where the tuition period is for six months or longer
    - (i) In the first two months of the tuition period the student is entitled to a refund of 50% of the tuition fee paid;
    - (ii) After the first two months of the tuition period no refund of the tuition fee shall be made.
  - b) Where the tuition period is for less than six months, no refund of tuition fee shall be made.
- 1.6 In addition to the amounts calculated under 1.2, 1.3 or 1.4 above, the student shall be entitled to a refund of any unused portion of any homestay fees paid.

1.7 Notwithstanding the conditions of clauses 1.4 and 1.5 above, in exceptional circumstances (such as a serious illness to the enrolled student or a member of the student's immediate family resident overseas) the College may decide to grant a refund greater than the amount to which a student may otherwise be entitled.

1.8 In the event of the College needing to be closed for a period longer than five consecutive days within a College year due to unforeseen circumstance, causing the College to be unable to provide tuition, the College will refund a fair proportion of the tuition fees, as calculated by the College, reflecting the period of the closure (excluding the first five days).

### **Refund Procedures**

Blue Mountain College has established the following procedures with regard to tuition refunds.

1. A copy of the refund policy will be given to parents prior to enrolment.
2. An application for tuition refund must be made in writing by the student's parents to the Board of Trustees of Blue Mountain College explaining the reason/s for why a refund is requested, including any special circumstances.
3. The criteria for refund as detailed in the Refund Procedures will be applied by the Board of Trustees of Blue Mountain College. The decision on the application for refund will be in writing.
4. If there is a dispute in the decision on the refund, then the process outlined in the Grievance Procedures must be followed.

### **Evaluation**

The Principal and Finance Manager will report to the Board of Trustees annually with reference to the effectiveness of the policy.

**Date approved:** \_\_\_\_\_ **Approved by:** \_\_\_\_\_

**Date to be reviewed: 2023**

### **Practice**

Blue Mountain College has agreed to observe and be bound by the **Code of Practice for the Pastoral Care of International Students**. Copies of the Code are available on request from this institution or from the New Zealand Qualifications Authority – website at [Code of Pastoral Care for international students :: NZQA](#)