

POLICY

STUDENT FEES

(03.017)

POLICY

Northland Polytechnic shall:

1. set annual fees in compliance with the Education Act 1989 (and amendments) and the fee maxima set by the Ministerial Determination and published in the Gazette;
2. ensure fee collection and refunds are managed according to Northland Polytechnic's Academic Statute.

PURPOSE

To establish, manage, and administer student fees as set out in the attached procedures and guidelines.

APPLICATION AND SCOPE

This policy applies to all student fees and any refunds that become payable in compliance with this policy.

DEFINITIONS

- *AMFM*
The **Annual Maximum Fee Movement** allowable by the Tertiary Education Commission and set by the Ministerial Determination
- *Course Fees*
The price/cost payable by students to enter into study programmes at Northland Polytechnic, including tuition, class materials and result reporting fees
- *Domestic Student*
A person who is (a) a New Zealand citizen; or (b) the holder of a Permanent residence class visa; or (c) a person of a class or description of persons required by the Minister, by notice in the Gazette, to be treated as if they are not international students
- *Evidence of provision for fees to be paid*
Where the payer of the fees is not the individual student and a third party is involved, examples of evidence include, but is not limited to:
 - Purchase order from employer
 - Confirmation of successful study link application
 - Confirmation of Work and Income NZ funding
 - Confirmation of Scholarship awarded
- *International Student*
A foreign student who does not have citizenship or permanent residency status, studying in New Zealand on a visa from Immigration New Zealand, with the exception of students who are otherwise considered to be international students, but who are at Northland Polytechnic on the terms of an official exchange agreement with an international partner institution, are entitled to Ministry of Education domestic student funding and are not required to pay international student tuition fees, but all other international fees apply

- *Education (Pastoral Care of International Students) Code of Practice 2016 (“The Code” / “Code of Practice”)*
The Code was established under section 238F of the Education Act 1989. The Act requires that a provider must be a signatory to the Code to enrol international students. The purpose of the Code of Practice, and its subsequent revisions, is to provide a framework for Education providers for the pastoral care of international students.
- *Refunds*
Paid fees that become refundable in compliance with this policy
- *Course Fee Grand parenting*
Under the system known as course fee grand parenting, international students pay a fixed course fee during their diploma or degree that is exempt from annual fee increases, with the intent of providing financial stability for international students while studying
- *Other Fees*
Fees, other than course fees, which relate to services provided to support the student’s study at Northland Polytechnic

COMPLIANCE OBLIGATIONS

- *The Education Act 1989 (and subsequent amendments)*
- *Credit Contracts and Consumer Finance Act 2003*
- *Consumer Guarantees Act 1993*
- *Education (Pastoral Care of International Students) Code of Practice 2016*

Responsibility	Executive manager with responsibility for finance
Approval dates	May 2017
Next Review	May 2019

OTHER RELATED DOCUMENTS

Academic Statute as published in Northland Polytechnic’s Academic Calendar
 Policy: *Debtors (03.018)*
 Policy: *International Students (05.003)*
 Policy: *Student Registration and Enrolment (05.006)*
 Associated Procedures and Guidelines (Appendix 1)
 Schedule of domestic fee refunds and deductible administration fees (Appendix 2)
 Schedule of international fee refunds and deductible administration fees (Appendix 3)

APPLICABLE FORMS

010 Registry Course Transfer Application Form
 015 Registry Withdrawal Application Form
 INT003 International Student Fee Refund Request Form

PROCEDURES AND GUIDELINES

1.0 GENERAL

- 1.1 The fee setting process shall be carried out in accordance with this Policy. The provisions of the Credit Contracts and Consumer Finance Act 2003 apply to this Policy where student fees are payable under an extended payment plan. Such agreements shall be administered in compliance with the Act.
- 1.2 Fees set in accordance with this policy shall comply with Sections 159, 159L, 227, 228 and 228A of the Education Act 1989 and the AMFM.
- 1.3 Northland Polytechnic shall consider the quality of Educational services provided for students in a fee paying, client driven environment. The setting of fees shall take into account:
- the need to maintain Northland Polytechnic as a viable financial entity, capable of meeting all planned commitments and developments;
 - student and stakeholder requirements;
 - the competitive environment;
 - the need to provide a quality service that is generally affordable for students;
 - the special needs of sectors of the community;
 - the external requirements set by Government and its agencies;
 - any reductions in income generated from the Ministry of Education changes in policy and other sources.
- 1.4 **Suggested Timeframes**
- 1.4.1 In order to meet strategic priorities and Government deadlines, in April/May each year the Management Team shall establish the strategic priorities and objectives of the programmes to be offered by Northland Polytechnic in the following year.
- 1.4.2 The executive managers with responsibility for programme areas shall recommend fee levels, for the following year, to the Executive manager with responsibility for finance who shall report these to Council in June each year. Subject to Council approval, the Executive manager with responsibility for finance and Head of Finance shall translate this to a global budget and a provisional fees structure during August/September of each year.

2.0 SETTING DOMESTIC STUDENT FEES

- 2.1 When determining whether to increase domestic fees, the following shall be considered:
- The AMFM percentage increase allowable by Tertiary Education Commission (TEC);
 - The overall costs of discounted fees that limit future increases;
 - The impact that a change in fees is likely to have on student numbers.
- 2.2 All fees will be quoted in New Zealand Dollars and include GST.
- 2.3 A workload greater than the regular full-time student workload will only be agreed to in exceptional circumstances, on the recommendation of the Programme Leader. A workload significantly over one EFTS will attract additional fees.
- 2.4 Other fees, with the exception of the Compulsory Student Services fee, will be set by the executive managers with responsibility for programme areas in conjunction with the executive manager with responsibility for finance. These will be reviewed annually and may also change during the year (for example if the cost of outsourcing a service is

increased by the service provider).

- 2.5 The Compulsory Student Services fee shall be reviewed annually and comply with legislative requirements.

3.0 PAYMENT OF DOMESTIC FEE

- 3.1 All students accepted into a programme of study will be provided with a written Offer of Place.
- 3.2 On receipt by Northland Polytechnic of the Offer of Place authorised¹ by the student or guardian, an invoice itemising all fees due for one academic year or part thereof will be issued. The due date for payment, or evidence of provision for fees to be paid, is prior to programme commencement.
- 3.3 Fees that are not paid within the required period may result in a student's enrolment being cancelled and their place offered to another applicant.

4.0 DOMESTIC STUDENT CANCELLATIONS, WITHDRAWALS AND REFUNDS

- 4.1 When a course or programme is cancelled by Northland Polytechnic after paid enrolments have been received, students shall be entitled to an automatic refund of all fees, course costs and health levies, without incurring an administration fee.
- 4.2 Students may formally withdraw from a programme by completing and returning the Programme/Course Withdrawal Form. Students who withdraw within the first 10% or one month (whichever is the smaller) of the course start date will be entitled to an automatic refund of full course and other fees paid less an administration fee as per Appendix 2. The date of withdrawal is deemed to be the date the Programme Withdrawal form is signed by the student.
- 4.3 Students who have never attended class based on an audit of attendance shall be classified as a No Show and shall automatically be treated as a withdrawal with full refund.
- 4.4 Withdrawals after the period set out in clause 4.2, are not entitled to a refund. Students may apply in exceptional circumstances, using the Programme/Course Withdrawal Form and supplying sufficient documentary evidence, which will be considered by the relevant executive manager with responsibility for the programme area.
- 4.5 Withdrawals from programmes and/or courses may incur an administration fee as per Appendix 2.
- 4.6 Where a student has had his/her fees paid by an agency or benefactor, any refund shall be made to that agency or benefactor less the applicable administration fee.
- 4.7 Transfer from one programme to another within Northland Polytechnic can be carried out provided notification of the written request to transfer is received within the first two weeks of the programme start date. The transfer is to be treated as a programme withdrawal and a new study application. A Transfer Administration fee applies as per Appendix 2.
- 4.8 Transfer from one course to another course in the same programme requires completion of a Course Transfer process within the first two weeks of the course start date. A Transfer Administration Fee applies as per Appendix 2.
- 4.9 Paid fees shall not be transferred from one calendar year to another. Paid fees cannot

¹ "authorised" in this context means that a student can authorise their Offer of Place by email, text or some other digital means, as an alternative to physical signature.

be transferred to another Tertiary Institution.

- 4.10 All refunds shall comply with the Schedule of Domestic Fee Refunds unless exceptional circumstances have been approved by the relevant executive manager with responsibility for the programme area.

5.0 CALCULATING DOMESTIC FEE REFUNDS

- 5.1 For students who enrol on a part time basis, the start date of the individual course shall be used to calculate the refund, where the withdrawal occurs within the first 10% or one month (whichever is the smaller) of the course start date For students who enrol on a fulltime basis, the start date of the programme of study is used to calculate the refund, where the withdrawal occurs within the first 10% or one month (whichever is the smaller) of the course start date Generally, the proportion of student fee refunds and the deductible administration fees shall be as set out in Appendix 2.

6.0 SETTING INTERNATIONAL STUDENT FEES

- 6.1 In determining International tuition fees, the following shall be considered:

- Equivalent domestic income (student fees plus TEC funding component),
- Variable contribution to the International Marketing department
- Agent's commission (where applicable)
- Market competitiveness

To remain competitive, the above various components of the international fee are reviewed annually.

- 6.2 International tuition fees will be quoted on the basis of one Equivalent Full Time Student (EFTS) which is normally two semesters. International students on student visas are required to study full time. The tuition fee will not vary if the student's actual enrolment is slightly under or slightly over one EFTS due to variation in a particular programme's view of fulltime study.

- 6.3 A percentage of course fees for International students may be disbursed to International. This percentage can vary depending on the programme and is reviewed and set annually as agreed between the relevant executive manager with responsibility for the programme area and the executive manager responsible for International.

7.0 PAYMENT OF INTERNATIONAL STUDENT FEES

7.1 Academic (Mainstream) Programmes: New Students

7.1.1 All students accepted into a programme of study will be sent on Offer of Place, which includes a fees statement itemising all fees due for one academic year. The due date for payment is one month in advance of programme commencement.

7.1.2 On receipt of payment of full fees as quoted on the Offer of Place, Northland Polytechnic will send a Paid Offer letter (receipt) and Enrolment Information Letter.

7.1.3 Fee payments may be made in the student's home country before applying for a student visa.

7.1.4 Upon payment of fees and once students have arrived at Northland Polytechnic, Immigration NZ permits will be checked for confirmation of eligibility to study, as required by the *Code of Practice*. Registration and enrolment will only be undertaken once the appropriate permit has been sighted in the student's

passport and any outstanding fees are paid in full.

- 7.1.5 All tuition fees and other fees must be paid in full by the start date of the programme. If fees are not paid within the required period, students will not be permitted to attend class, and their place in the programme may be offered to another applicant.

7.2 Academic (Mainstream) Programmes: Existing/Returning Students (for programmes longer than one year)

7.2.1 Northland Polytechnic shall adopt the practice of “grand parenting” fees for international students. Fee grand parenting will only apply if the student remains continuously enrolled in one discrete programme of study. Fee grand parenting applies to tuition fees only. It does not apply to other fees.

7.2.2 All students accepted into the second or third year of a programme of study will be provided with a Continuing Enrolment Offer of Place, which includes a fees statement. The due date for payment is the start date of each year of the programme.

7.2.3 Upon payment of fees and prior to re-enrolment Immigration NZ permits will be checked for confirmation of eligibility to study, as required by the Code of Practice. Re-enrolment will only be undertaken once the appropriate permit has been sighted in the student’s passport.

7.2.4 In exceptional circumstances, and on agreement of the executive manager with responsibility for International, returning students who request in writing to pay their second or subsequent year’s fees by semester may have this option approved. The due date for payment is the start date of the programme in each semester.

7.3 Special Circumstances

7.3.1 From time to time and because of special circumstances, (such as in the case of NZAid Scholarship students and other international students who are paid a governmental scholarship from their home country), late payment of international student fees will be acceptable. Such students must provide proof of guaranteed payment by their scholarship body or sponsor, with an indication of when full fees will be paid. Approval of late payment of fees in such cases will be the decision of the executive manager with responsibility for International.

8.0 INTERNATIONAL STUDENT CANCELLATIONS, WITHDRAWALS AND REFUNDS

8.1 By accepting a place in a course at Northland Polytechnic, a student enters a contract with Northland Polytechnic for the period of one academic year (or the length of the course if it is less than one year). This means there is an obligation to pay the fee for the year (or for the length of the shorter course).

8.2 Students who wish to defer to the following semester must notify the International Office at least two weeks prior to the course commencement.

8.3 There is no automatic right to a refund of fees if a student changes his/her mind about studying at Northland Polytechnic.

8.4 No refunds will be given after programme commencement. This includes students who have remitted fees to Northland Polytechnic but have only enrolled in part of a programme, the balance of the fund sitting in the student account.

8.5 Withdrawal from courses has visa implications for International Students. Written notice of withdrawal from courses needs to be made by completing and returning the

Programme/Course Withdrawal Form. Notice of intention to withdraw from courses needs to be approved by the executive manager with responsibility for International or delegated representative.

- 8.6 Applications for a fee refund needs to be made on the International Student Fee Refund Request Form.
- 8.7 The International Office will make a recommendation regarding applications for fee refunds; however, the final decision will be made by the executive manager with responsibility for International. The outcome of the refund application will be communicated in writing to the applicant by the executive manager with responsibility for International.
- 8.8 Following approval of the refund and any administration fee deductible from the refund, the completed refund form will be submitted to the Finance Team for approval and processing the payment.
- 8.9 If a refund is given, it will be paid in NZ dollars and paid by direct credit either to:
- the original payer's nominated bank account, or
 - if the Refund Authorisation Letter is completed by the original payer, to another party's bank account.
- 8.10 Note: Refunds will not be given directly to a student or transferred to a student's bank account in New Zealand unless authorised in writing by the student's agent or, if the student is aged under 18 years, the student's parents.

8.11 **Consideration of Refund Applications**

Applications for refunds will be considered under the following categories, which may require supporting documentation:

Full Refunds

- Immigration New Zealand (INZ) has refused to grant an initial visa for study in New Zealand
- Visa extension is refused by INZ;
- Northland Polytechnic is unable to proceed with the course offered;
- If the programme contracted with Northland Polytechnic is cancelled for whatever reason.

Change in Residency Status Refunds

- An international student in a semester-based programme, who gains Permanent Residency will not receive a refund of fees for the semester in which residency is granted. However, they will be treated as a New Zealand Permanent Resident for the following semester and refunded any international fees paid beyond the semester in which residency was granted.
- International students in programmes designed with full year non-semester based courses must pay the international fees for the full year, regardless of the date Permanent Residence has been granted during that year.
- An international student in a programme of less than one semester's duration, who gains Permanent Residency during the course of the programme, will continue to be liable for full international student tuition fees.

Other Refunds

- If a student wishes to withdraw their enrolment and notice is received by Northland

Polytechnic two weeks prior to course commencement, students will receive a refund of fees paid less the registration fee, home stay or accommodation placement fee, any agency fees and a cancellation fee of 45% of the tuition fee.

- Special circumstances of a compassionate nature, as approved by Northland Polytechnic, may necessitate withdrawal from a course. Supporting information must be supplied in writing from the student, family and agent (if applicable).

KEYWORDS

Student Fees

Domestic

International

Refunds

Withdrawals

Cancellations

Course Fees

Administration Fees

REVISION HISTORY			
Version	Description of Change	Author	Effective date
1	New (<i>Domestic Student Fees</i>) – replaced <i>F99/02 Student Fees Refund</i>	QMS Team	February 2009
2	Review – Management structure changes	QMS Team	January 2011
3	Review – International fees included: new title <i>Domestic and International Student Fees</i>	QMS Team	June 2012
4	Review – new title: <i>Student Fees</i>	CS Team	June 2016
5	Change to title of <i>Code of Practice for the Pastoral Care of International Students to Education (Pastoral Care of International Students) Code of Practice 2016</i>	QMS team	May 2017
6	Review of Procedures and Guidelines; amendment to withdrawal period without penalty; review of International Fees Refund table	QMS/Finance Teams	February 2018

SCHEDULE OF DOMESTIC FEE REFUNDS AND DEDUCTIBLE ADMINISTRATION FEES

Applicable Administration Fees will be deducted prior to any refund due being processed.

Programme Length	Timing	Refund Due	Administration Fee *	Academic Record
Full-time (0.8 EFTS load per year / 0.4 EFTS per semester)	10% or one month (whichever is the smaller) of the course start date	Full	\$100.00	No Academic Record
	After 1 st day of week 3 of the course	Nil	Nil	Withdrawn (WD)
	After 75% of course	Nil	Nil	Fail
Part-time enrolments in one or more papers/ courses but not a full time programme	10% or one month (whichever is the smaller) of the course start date	Full	\$50.00	No Academic Record
	After the designated withdrawal period	Nil	Nil	Withdrawn (WD)
	After 75% of course	Nil	Nil	Fail
No Shows	On Audit of Attendance	Full	Nil	No Academic Record
Short course (Less than 20 hours)	Before 10% of the programme completed.	Full	\$25.00	No Academic Record
	After 10% of the programme completed	Nil	Nil	Withdrawn (WD)
All enrolments	Cancelled prior to commencement by Northland Polytechnic	Full	Nil	No Academic Record
All enrolments Instalment Administration fee	When an instalment arrangement is agreed on	No refund	\$50.00	
All enrolments Write off of credit balances	When fees have been paid in full	No refund	\$10.00	
Programme/Course Transfer	When programme / course transfer is approved	Difference between the programme / course fees if applicable	\$25.00	
International Students, all courses <i>Refer to Appendix 3</i>	After start of programme	No refund	Nil	

* Sums deductible from approved fee refunds.

SCHEDULE OF INTERNATIONAL FEE REFUNDS AND DEDUCTIBLE ADMINISTRATION FEES

Reason for wanting a refund	Information student must provide	Timing	Amount of refund
A visa was not granted	An official letter from INZ indicating the rejection of the visa application	At any time	Total tuition fee minus registration fee and bank charges
Extension of visa is not granted	An official letter from INZ indicating the rejection of the visa application	At any time	Total tuition fee minus registration fee and bank charges
Northland Polytechnic is unable to proceed with the programme	No documentation required from the student	The refund is automatic	Total fee paid (however if the student transfers to another institution, the refund could be sent to that institution on the request of the student)
Student no longer wishes to study at Northland Polytechnic	A letter from the student outlining the reason for their change of circumstances. Northland Polytechnic will advise INZ and request cancellation of student visa	Two weeks or more before the commencement of the course	Total fee paid less the registration fee, accommodation placement fee, any agency fees
		Within the two weeks prior to commencement of the course	Total fee paid less the registration fee, accommodation placement fee, any agency fees, and a cancellation fee of 45% of the course fee
		After the commencement of the course	No refund
Compassionate reasons (serious illness etc.)	Documentation supporting application for a refund	At any time	At the discretion of Northland Polytechnic and the relevant Executive manager with responsibility for the programme area