



INTERNATIONAL STUDENTS



ROTORUA BOYS' HIGH SCHOOL

INTERNATIONAL STUDENTS REFUND POLICY

BACKGROUND

For International Students that enrol at Rotorua Boys' High School there can be a wide number of reasons why they must withdraw from their programme of study before the schedule end. This Policy addresses this situation.

OBJECTIVES

To define the circumstances in which International Students will receive a refund of fees in the event of early withdrawal from the school and the proportion of fees that will be refunded.

This policy also seeks to ensure that Rotorua Boys' High School meets the legal requirements of The Education and Training Act 2020; The Fair Trading Act; The Consumer Guarantees Act; and The Code of Practice for the Pastoral Care of International Students.

IMPLEMENTATION



Refund Policy 2024 (Schedule Three)

Request for a refund of international student fees

1. The school will consider all requests for a refund of international student fees. Requests should be made in writing to the school as soon as possible after the circumstances leading to a request. All refunds will be settled under the terms of this policy unless otherwise agreed by the school.
2. A request for a refund should provide the following information to the school:
 - a) The name of the Student;
 - b) The circumstances of the request;
 - c) The amount of refund requested;
 - d) The name of the person requesting the refund;
 - e) The name of the person who paid the fees;
 - f) The bank account details to receive any eligible refund, including address of bank and swift code where relevant; and
 - g) Any relevant supporting documentation such as receipts or invoice.

Non-refundable fees

3. The school is unable to refund some fees. The following fees relate to expenses that the school may have paid or will incur as a result of receiving an application for enrolment and cannot be refunded:
 - a) **Administration Fee:** An Administration fee to meet the cost of processing an international student application. Administration fees exist whether an application is accepted or not or whether a Student remains enrolled after an application is accepted.
 - b) **Insurance:** Once insurance is purchased, the School is unable to refund insurance premiums paid on behalf of a student. Students and Parents may apply directly to an insurance company for a refund of premiums paid.
 - c) **Homestay Placement Fee:** A Homestay placement fee of \$500.00 is applied to meet the cost of processing a request for homestay accommodation by the student. Costs incurred for arranging homestay accommodation for international students prior to the refund request cannot be refunded.
 - d) **Used Homestay Fees:** Homestay fees paid for time the student has already spent in a homestay cannot be refunded. Used Homestay fees may also include a notice period of two weeks.
 - e) **Hostel Placement Fee:** A Hostel placement fee of \$1,000.00 is applied to meet the cost of processing a request and confirming a place for hostel accommodation for the student. Costs incurred in arranging hostel accommodation for international students prior to the refund request, cannot be refunded.
 - f) **Used Hostel Fees:** Hostel fees paid for time the student has already spent in a hostel cannot be refunded. Used Hostel fees may also include a notice period of two weeks.
 - g) **Portion of Unused Tuition Fees:** The school may retain a portion of unused tuition fees. Amounts retained will relate to costs that have been incurred or committed by the School and may vary.

Request for a refund for failure to obtain a study visa

4. If the Student fails to obtain an appropriate visa, a refund of international student tuition fees will be provided less any administration fee that has been paid. Evidence must be provided to the school of Immigration New Zealand declining to grant a visa.

Initialed by: _____ (parent) _____ (student)



Requests for a refund for enrolment of one term or less:

5. Where a student is enrolled for one term or less and withdraws early, either before or after the start date of enrolment, other than where they have failed to obtain an appropriate visa and have provided evidence of this, there will be no refund of tuition fees or other relevant non-refundable fees.
6. Where the school terminates the enrolment of a Student enrolled for one term or less, there will be no refund of tuition fees, or other relevant non-refundable fees.

Requests for a refund for voluntary withdrawal from enrolment of more than one term:

7. If the Student voluntarily withdraws **21 days or more before the start date of enrolment**, a refund will be provided less any non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the School receives written notice of the Student's intention to withdraw from enrolment.
8. If the student voluntarily withdraws **less than 21 days before the start date of enrolment**, other than where they have failed to obtain an appropriate visa and have provided evidence of this, a refund will be provided less a minimum of ten (10) weeks' tuition fees and any other relevant non-refundable fees as outlined in this policy. The 21 days will be counted from the day after the School receives written notice of the Student's intention to withdraw from enrolment.
9. If a Student voluntarily withdraws after enrolment has commenced, a minimum of 10 tuition weeks' notice is required. The notice period will begin the day after the School receives written notice of the Student's intention to withdraw from enrolment and the student may continue to attend school during the notice period.

Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider:

10. If the School fails to provide the agreed course of education or is no longer a signatory to the Code or no longer operates as an international education provider, the School will negotiate with the Student or their family to either:
 - a) Refund the unused portion of international student tuition fees or other fees paid for services not delivered, or
 - b) Transfer the amount of any eligible refund to another provider, or
 - c) Make other arrangements agreed to by the Student or their family and the School.
11. For the avoidance of doubt, this clause does not apply where the format of the education provided by the School changes (for example delivery by remote learning), but where the School continues to offer education for international students.

Other circumstances where a refund request may be considered:

Where a student's enrolment is ended by the school

12. In the event the Student's enrolment is ended by the School for a breach of the contract of enrolment or as a consequence of a Welfare Issue, the school will consider a request for a refund less:
 - a) Any non-refundable fees set out in this policy;
 - b) A minimum of ten weeks tuition fee from the date of termination; and
 - c) Any other reasonable costs that the School has incurred in ending the Student's enrolment

Where the Student changes to a domestic student during the period of enrolment

13. If a Student changes to a domestic student after enrolment has commenced, a minimum of ten (10) tuition weeks' notice is required. The notice period will begin the day after the School receives written notice that the Student has obtained a visa permitting them to change to domestic-student status.

Where a student voluntarily requests to transfer to another signatory

14. If the Student requests to transfer to another signatory after the commencement of their enrolment, a minimum of ten (10) tuition weeks of prior notice is required. The notice period will begin the day after the School receives written notice that the Student requests to transfer to another signatory.

Initialed by: _____ (parent) _____ (student)



Refund of other fees

Request for a refund of homestay fees

- 15. If for any reason, the Student withdraws after their stay in a School Homestay, any unused Homestay fees will be refunded, less the Homestay Placement Fee of \$500.00 and an early Withdrawal Fee of \$1,000.00.
- 16. Where the Student moves from a School Homestay and requests a refund of any unused homestay fees, these will be refunded, less the Homestay Placement Fee of \$500.00 and an early Withdrawal Fee of \$1,000.00.

Request for a refund of hostel fees

- 17. If for any reason, the Student withdraws after the start of their stay in the school hostel, any unused hostel fees will be refunded, less the Hostel Placement Fee of \$1,000.00 and an early Withdrawal Fee of \$1,000.00.
- 18. Where the student moves from the school hostel and requests a refund of any unused hostel fees, these will be refunded, less the Hostel Placement Fee of \$1,000.00 and an early Withdrawal Fee of \$1,000.00.

Requests for a refund of fees unused at the end of enrolment

- 19. Except by written request from a Student or their Parent, prepaid fees unused at the end of enrolment amounting to less than NZD\$500.00 will be refunded to the student in cash. Sums of NZD\$500.00 or greater will be refunded into a nominated bank account.

Outstanding activity fees or other fees owed to the School

- 20. Any activity or other fees incurred by the Student during enrolment and owed to the School at the time of withdrawal, will be deducted from any eligible refund.

Refunds to be made to the country of receipt

- 21. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more received from outside of New Zealand will be refunded to a nominated bank account in the source country.

Rights of families after a decision regarding a refund has been made

- 22. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or Parent in writing and will set out the following information:
 - a) Factors considered when making the refund decision;
 - b) The total amount to be refunded; and
 - c) Details of non-refundable fees
- 23. In the event the Student or the Parent is dissatisfied with a refund decision made by the School or are dissatisfied with the process the School followed when making the refund decision, they have the right to have the refund decision reviewed by the International Student Disputes Resolution Scheme or to make a complaint to the Code Administrator.



Initialled by: _____ (parent) _____ (student)

Updated December 2023

Reviewed: March 2024

Approved by the Board: _____  Date: 27 March 2024

Next Review: 2027



ROTORUA BOYS' HIGH SCHOOL

INTERNATIONAL STUDENTS FEE PROTECTION POLICY

BACKGROUND

International Student fees must be handled in a way that ensures those funds are accessed in a way that is consistent with normal accounting practice. This means that those funds are secure and are only made available to the school when they are “earned” by the school or in accordance with the Refund Policy.

OBJECTIVES

1. To ensure that if in the event that the school is unable to continue to run a course or programme that the unspent portion of the fees are available to be returned to the student.
2. To ensure that funds from international students are accounted for separately and in such a way that individual student contributions can be protected and monitored.
3. To ensure that international students' payment may be drawn down in accordance with the Refund Policy.

IMPLEMENTATION

1. Accounting procedures are in place to ensure that monies are available for release to the school as detailed above.
2. International fees shall be separately coded in the school's account and drawn down at intervals throughout the academic year when such fees have been actually “earned” by the school.
3. These monies will be audited on an annual basis.
4. These monies will be available for approved refunds resulting from withdrawal from Rotorua Boys' High School or in the event of the school not being able to provide tuition as per the Refund Policy for International Students.

Reviewed: March 2024

Approved by the Board:  Date: 27 March 2024

Next Review: 2027



ROTORUA BOYS' HIGH SCHOOL

INTERNATIONAL STUDENTS ACCOMMODATION POLICY

BACKGROUND

Rotorua Boys' High School undertakes to comply with the accommodation provisions set out in Part 6 of the Ministry of Education Code of Practice for the Pastoral Care of International Students. The categories of accommodation that will be accepted by the Rotorua Boys' High School are:

- i) Living with a parent
- ii) Living with a designated caregiver
- iii) Living in a homestay
- iv) School hostel

OBJECTIVES

1. To provide a suitable living environment conducive to study and a safe and supportive home life.
2. To involve the residential carer in the welfare of a student away from the student's family and home country.
3. To assist the student to successfully integrate into the New Zealand lifestyle.
4. To work towards the overseas parents' peace of mind knowing that the student is well cared for and happy in New Zealand.

IMPLEMENTATION

1. Provision of Accommodation

- Rotorua Boys' High School will arrange accommodation for international students.

2. Use of Accommodation Agents

- Rotorua Boys' High School may from time to time make use of accommodation agents to organise and monitor student accommodation according to the Code of Practice for the Pastoral Care of International Students.

3. Administrative Requirements and Understandings

- Students under 18 years will not be permitted to rent a flat/room/house/apartment or live on their own.
- Students aged -18 and over, are allowed to make their own accommodation arrangements, but they must be approved by the Director of International Students.
- All accommodation queries and issues will be dealt with initially by the designated person/unit for accommodation. Pastoral care issues or concerns arising from accommodation arrangements will be referred to the appropriate pastoral care person/unit.
- For each student, the full name, current address, contact phone number, occupation and relationship to student of the residential caregiver will be held.
- Any serious concerns relating to accommodation will be reported to the Dean of International Students.

4. Students not living with a parent

- Any accommodation to be used by international students will have:
 - i. An on-site assessment to determine that living conditions are of an acceptable standard.
 - ii. An assessment to determine that the accommodation type is not a boarding establishment.
 - iii. An assessment of the residential carers suitability and whether they will provide a safe physical and emotional environment.
- Each student will be interviewed at least quarterly to ensure that their accommodation is suitable.
- All accommodation residences will be visited at least twice yearly to ensure that they remain suitable.
- Police vetting will be carried out on all adults aged 18 years and over living in a homestay, boarding establishment or designated caregiver accommodation used by a student every three years.
- The Dean of International Students will conduct follow up visits if there are reasonable grounds to suspect that the accommodation has become unsuitable.

5. Homestay

- Students in the school homestay programme must make homestay payments in advance.
- Students must not make their own private homestay arrangements without the approval of the Dean of International Students.
- Students staying in a homestay are required to exhibit appropriate behaviour.
- Where a student's behaviour or demands are such that homestay hosts cannot reasonably be expected to have the student continue in their care, they must notify the Dean of International Students immediately. The homestay may be discontinued and the student may be sent home.
- Where the homestay student wishes to withdraw from the programme, at least two weeks' notice must be given to the Dean of International Students.
- Advice and support for homestay carers will be provided by the Director of International Students.

6. Designated Caregivers

- Parents of each student living with a designated caregiver are required to sign an indemnity document stating that the designated caregiver is a relative or close family friend and that the parents have selected the accommodation for their child, subject to the Dean of International Students approving the accommodation.
- On or before enrolment the Dean of International Students will meet and establish communication with the designated caregiver.
- The relationship between the designated caregiver and student's parents will be checked to confirm that they are a bona fide relative or parent's friend.

7. Divisions of Responsibility

a. Rotorua Boys' High School

Rotorua Boys' High School will be responsible for:

- Providing a 24/7 emergency contact person for problems with accommodation.
- Monitoring the activities of any Accommodation Agents at least once a quarter.
- Selecting, monitoring and approving all accommodation.
- Providing a support infrastructure for homestay carers.
- Recording the results of all accommodation assessments.
- Recording the results of all quarterly student interviews.

b. Accommodation Agent

The Accommodation Agent will be assigned by the Dean of International Students the responsibilities as set out in the Accommodation Agents agreement.

c. Caregivers

All residential caregivers are expected to:

- Provide a safe and friendly living and studying environment.
- Provide day to day care including:
 - 3 meals a day and access to snacks
 - own room
 - bed and bedding
 - study desk and chair
 - adequate bedroom furniture to store clothes, books etc.
 - lamp and adequate lighting
 - adequate heating
 - transport arrangements to and from school
 - bathing/showering/bathroom access
 - laundry
- Treat the student with respect.
- Make the student feel comfortable and part of the family.
- Notify the Dean of International Students if there are any changes or additions to the household.
- Notify the Dean of International Students immediately if there are any problems with the student e.g. medical condition, misconduct.
- Notify the Dean of International Students immediately if the student seems very homesick or depressed.
- Look after the student in their home to the best of their ability.

Host Families will not be expected to:

- Pay for an internet connection for the student.
- Pay for toll or mobile phone calls.
- Cook special food.
- Insure the student's goods.
- Pay for property the student damages or loses.
- Offer accommodation to visiting friends or relatives.
- Comply with unreasonable requests.

Reviewed: March 2024

Approved by the Board: _____  **Date: 27 March 2024**

Next Review: 2027