

International

Policy:	Student Fees, Refunds and Withdrawal Policy – International 2022
Approved By:	Board of Directors
Date of Approval:	02 June 2022
Review Date:	09 February 2024
Policy Owner:	Quality Assurance Manager

Purpose and Scope

- The Student Fees and Refunds Policy has been developed to:
 - Ensure that international fees to students are charged on a consistent basis
 - Respond to requests for international refunds on a consistent basis.
 - Enable revenue from international full fee paying students to be accurately calculated for budgeting purposes.
 - Define internal responsibilities
- This policy will apply to full fee paying students.

Policy Statement

Tuition fees for International students enrolled in Ama Training Group programmes will be determined annually and approved by the Ama Training Group Board.

Other charges, including independent activity fees may be made from time to time and are included in a schedule published on Ama Training Group's website.

International fees may according to the requirements of the student include airport levies, health insurance or other charges appropriate for the needs of the student.

All fees and charges 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.

Procedures

Calculation of Fees

- Ama Training Group Board approves tuition fees annually.

Payment of Fees – New Students

- a) All international students accepted into a programme of study will be sent an Offer of Place, information pack and acceptance form and payment details.
- b) On receipt of payment, Ama Training Group will send a 'paid receipt'.
- c) Fee payments may be made in the international student's home country before applying for a student visa
- d) Students will be withdrawn if full payment of fees owing is not received by the due date i.e. the commencement date of classes.

Withdrawals and Refunds

By accepting a place in a programme at Ama Training Group, an international student enters into a contract with Ama Training Group for the period of the programme. This means there is an obligation to pay the fee for at least one year or the length of the programme if less than one year.

- a) If an international student wishes to withdraw from any Ama Training Group programme, they must notify Ama Training Group immediately in writing by completing the Withdrawal Form on the Ama Training Group
- b) If an international student wants to change from a Ama Training Group programme to another Ama Training Group programme, they must notify Ama Training immediately in writing by completing the online Change to Enrolment and Withdrawal Form on the Ama Training Group website. There is an administration fee associated with changes to programmes
- c) A student who wants to transfer to another education provider must withdraw prior to the programme commencement date and provide evidence of being unconditionally accepted into a programme with the new institution. Ama Training Group must meet with the student to discuss their career/study intentions. If the student is eligible for a refund of tuition fees, these may be transferred to the new education provider, less agent fees (if applicable) and the approved administration fee. Written consent must be obtained from the student and the person who initially paid the fees. Ama Training Group has the right to decline a request to transfer tuition fees to another education provider.
- d) If Ama Training Group cancels a programme, applicable students will receive a full refund.
- e) If a student currently enrolled in a programme has a subsequent visa renewal declined, and in the opinion of INZ, the decline is not on the basis that the student submitted fraudulent documents or provided false or misleading information, the balance of course fees will be refunded. If applicable, agent fees and the approved administration fee will be deducted once the student has returned home and has notified Ama Training Group by providing a copy of their stamped passport and boarding card as proof or obtained an appropriate visa (if the student is in New Zealand).
- f) If an international student's visa renewal submission is beyond the current visa's expiration date and the student cannot obtain an Interim Visa, the international student will be deemed unlawful (under Section 61 of the NZ Immigration Act 2009) and will not be able to attend classes. In such cases a refund of fees will not be issued.
- g) If an international student wishes to withdraw their application, and the withdrawal form is received by Ama Training Group prior to the programme start date, a refund of tuition fees will be granted, less agent fees (if applicable) and the approved administration fee. Refunds will be paid in NZ\$, with proof of identification to the bank account of whoever paid the student fees. Ama Training Group will inform INZ that the student has terminated their studies. If the student is in New Zealand, evidence of an appropriate and valid visa is required to be provided to Ama Training Group.

- h) In cases of medical, compassionate or other special circumstances such as serious illness, the student can apply for a fee refund and must do so within one (1) month of the last recorded date of attendance of the programme. Ama Training Group will present the application, which must be supported by the appropriate documentation e.g. fees receipt and offer-of-place letter or medical certificate, to the Ama Training Group Director for a decision.
- i) Students must provide Ama Training Group with full and honest information at the time of enrolment. This might include health, behaviour or academic issues. Ama Training Group reserves the right to terminate enrolment for any non-disclosure of issues.
- j) An international student who gains New Zealand residency will not receive a refund of fees for a course than is less than 1 year.
- k) International students who change their programme of study after receiving their paid offer letter will be required to pay the approved administration fee for each programme change. Students must obtain a variation of conditions on their visa prior to the start of the programme. Students are to take full responsibility for their variation of conditions visa application with INZ.
- l) International students in programmes of one year or less, who have been granted transfer of credit will not receive a refund of these fees. International students will be able to use these funds to enrol in additional modules during their year of study. Fees not used within 12 months of the completion of the programme are non-refundable and cannot be transferred to another person or another institute
- m) International students who withdrawal from a course up to the end of the tenth working day after the first day on which the Ama Training Group requires the student to attend the establishment, Ama Training Group will deduct up to 25 per cent of the fees paid and refund 75%.
- n) International students who withdraws after the tenth working day after the first day on which the Ama Training Group requires the student to attend the establishment will not be entitled to a refund.

Process For Withdrawal

1. Student must complete the Withdrawal Form available from Ama Training Group.
2. Any required evidence or documentation including a refund application, medical certificates, payee form, official print out of bank account details and any additional documentation required must be submitted either in person to Ama Training Group directors or online to admin@amatraining.co.nz
3. The refund will be considered as per the refund policy. Up to six weeks should be allowed for processing.
4. Students will be advised via email from Ama Training Group when an outcome on their request has been decided.