



Adopted: 1st April 2015

NAPIER BOYS' HIGH SCHOOL

INTERNATIONAL STUDENT FEE REFUND PROCEDURE

NAPIER BOYS' HIGH SCHOOL

INTERNATIONAL STUDENT: REFUND POLICY

Purpose:

This refund policy outlines how the school will manage a request for a refund of international student fees.

Requests for a refund of international student fees

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.

A request for a refund should provide the following information to the school:

- The name of the student
- The circumstances of the request
- The amount of refund requested
- The name of the person requesting the refund
- The name of the person who paid the fees
- The bank account details to receive any eligible refund
- Any relevant supporting documentation such as receipts or invoices

Non-Refundable Fees

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:

Administration Fee:

Administration fees 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.

Insurance:

Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of a student. Students and families may apply directly to an insurance company for a refund of premiums paid.

Homestay Placement Fee:

Homestay placement fees 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.

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.
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 depending on the time of year the request is received.
Outstanding Activity Fees:	Any activity or other fees incurred by a student during enrolment and owed to the school at the time of withdrawal, will be deducted from any eligible refund.

Requests for a refund for failure to obtain a study visa:

If an international student fails to obtain an appropriate study visa, a refund of international student tuition fees will be provided less an Administration Fee of NZD1,050.

Requests for a refund for voluntary withdrawal:

Withdrawal Prior To Enrolment

If an international student voluntarily withdraws prior to the start date of their enrolment, a refund of international student fees will be provided less any relevant non-refundable fees set out in this policy.

Withdrawal After Enrolment

If an international student withdraws after the start date of their enrolment, reasonable written notice of withdrawal is required by the school. Unless otherwise agreed by the school, a refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

Requests for a refund for failure to provide a course, cessation as a signatory or cessation to be a provider:

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:

- Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
- Transfer the amount of any eligible refund to another provider or
- Make other arrangements agreed to by the student or their family and the school.

Other circumstances where a refund request may be considered:

Where a student's enrolment is brought to an end by the school

In the event a student's enrolment is ended by the school for a breach of the Contract of Enrolment, the school will consider a request for a refund less:

- Any non-refundable fees set out in this policy
- Ten weeks tuition fee
- Any other reasonable costs that the school has incurred in ending the student's enrolment

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

If an international student changes to a domestic student after the start date of their enrolment, reasonable written notice of the change is required by the school. Unless otherwise agreed by the school, a refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

Where a student voluntarily requests to transfer to another signatory

If an international student requests to transfer to another signatory after the start date of their enrolment, reasonable written notice of the transfer is required by the school. Unless otherwise agreed by the school, a refund will be provided less a minimum of ten weeks tuition fee and other any relevant non-refundable fees as outlined in this policy.

Refund of other fees

Requests for a refund of homestay fees

If for any reason, an international student withdraws after the start date of their enrolment, any unused homestay fees will be refunded, less any relevant non-refundable fees set out in this policy.

Where a student moves from a school homestay and requests a refund of any unused homestay fees, these will be refunded less any non-refundable fees set out in this policy.

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

Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$500 will be refunded into a nominated NZ bank account.

Outstanding activity fees or other fees

Any activity or other fees incurred by a 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

Unless otherwise agreed in writing, all eligible refunds of fees over NZD\$500 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

A decision by the school relating to a request for a refund of international student fees will be provided to the student or family in writing and will set out the following information:

- Factors considered when making the refund decision
- The total amount to be refunded
- Details of non-refundable fees

Students and families have the right to submit a grievance to the Code Administrator or Disputes Resolution Scheme in the event they are dissatisfied with a refund decision made by the school.

Review and Reporting

Review:

The school will review the conditions relating to this policy as part the annual self-review. The school will collect and record appropriate evidence of the review.

Reporting:

The staff member in charge of international education will report directly to the school Headmaster on the operation of the school's policy for the refund of international student fees.

This refund policy has been approved by the Board of Trustees: Approval Date: 9 December 2019

This refund policy has been reviewed on: Review Date: 9 December 2019

NAPIER BOYS' HIGH SCHOOL

INTERNATIONAL STUDENT FEE PROTECTION PROCEDURE

Reviewed & Adopted: 1st April 2015

Rationale:

In order to comply with New Zealand Immigration requirements and protect the school from potential exposure to credit control issues international students are required to prepay tuition and living costs.

The objective of this procedure is to promote safeguarding tuition fees and living costs paid by international students.

1. Definitions

- a) An international student means a person who is studying in New Zealand on a student permit under the Immigration Act 1987; and is enrolled by a provider (Napier Boys' High School) and in relation to the provider, is a foreign student as defined in section 2 or 159 (which ever is applicable) of the Education Act 1989.
- b) Tuition and living costs refer to those costs paid to enable the international student to study at the school and reside within the country. It includes costs such as: school tuition fees, accommodation, uniform and stationery fees.
- c) The Napier Boys High School group comprises Napier Boys High School (together with its trading activities), Napier Boys High School Hostel, and Napier Community High School.

2. Processes and Procedures to safeguard fees

Processes and procedures in place to safeguard tuition fees and living costs paid by international students include the following:

- a) Operating a school account for each individual international student from which receipts and payments pass. At all times an accurate, complete and transparent audit trail of all transactions is to be maintained to enable the balance of each students account to be determined promptly.
- b) At least every 12 months a summary of receipts and payments passing through the international students school account shall be sent to the parent(s) or guardian(s) of the international student.
- c) The Napier Boys High School group's annual financial statements shall be subject to external audit to obtain an independent opinion as to the truth and fairness of the financial performance and financial position of the group.
- d) Prudent financial management is to be exercised by the group at all times and shall include:
 - Regular monitoring of the financial performance and position of the group and taking all reasonable steps to ensure the operation of the group as a going concern.
 - Preparation of financial statements of the school and hostel on a monthly basis. The financial statements of the other entities making up the group shall be prepared as a minimum on a quarterly basis.
 - Committing no more than 50% of total projected international student fee revenue in any one year to funding capital projects or revenue expenditure of the school.
 - Ensuring that the group has adequate insurance as part of its commitment to managing risk.
 - Operating effective internal controls to safeguard school and international student funds.
- e) Board Guarantee:

That the Napier Boys' High School Board of Trustees guarantees to refund all fees associated with the academic programmes of the school should the school be unable to deliver the courses or programmes accepted at the time of enrolment/entry. Fees (including Homestay fees) will be banked into the individual international students hostel account as recorded in the hostel accounts receivable module.
- f) Requiring all international students to have appropriate travel insurance.

NAPIER BOYS' HIGH SCHOOL

INTERNATIONAL STUDENT ACCOMMODATION PROCEDURE

Reviewed & Adopted: 1st April 2015

Rationale:

Napier Boys' High School has International students from a variety of countries. The school utilises host families who are sensitive to cultural preferences and who earnestly try to meet students' varied needs.

Quality pastoral care for International students is vital for student safety. A key aspect of quality pastoral care is a high standard of residential facilities available with homestay families, and the various adults that the international students will come into contact with on a regular basis as a function of their residential accommodation.

The school aims to identify high quality Homestay destinations for its International Students while they are studying at Napier Boys' High School.

1. DEFINITIONS

International student: means a person who is studying in New Zealand on a student permit under the Immigration Act 1987; and is enrolled by a provider; and, in relation to the provider, is a foreign student as defined in section 2 or section 159 (whichever is applicable) of the Education Act 1989.

- a) *Code* means the Code of Practice for the Pastoral Care of International Students.
- b) *Designated Caregiver* means a person designated in writing by the parents of an international student as the caregiver for that student.
- c) *Homestay Caregiver* means a supplier of homestay accommodation to international students.
- d) *Homestay family* means the complete family environment of the homestay caregiver.
- e) *Homestay Co-ordinator* means the person employed by Napier Boys' High School for a range of services including the selection and monitoring of homestay carers and the quality of the service provided
- f) *Legal Guardian* means the parent or legally appointed guardian of an international student
- g) *CYFS* means The Department of Child Youth and Family Services.

2. Guidelines:

- a) All Homestays, including Designated Caregivers will complete an application form to be a Homestay Family. This will be stored with the international student's file.
- b) Homestay families will be vetted by the Homestay coordinator.
- c) All Homestay Families (including Designated Caregivers) will be visited and reviewed twice a year by the Homestay Co-ordinator
- d) The homestay arrangements will be decided by the Homestay Co-ordinator in consultation with the Headmaster and the Director of International Student.
- e) The Homestay Co-ordinator will recommend changes to the Homestay arrangements of any student.
- f) All adults that have regular contact with the International Student in their Homestay environment will be Police vetted.
- g) Any complaint that concerns the conduct or performance of a Homestay Family (and the Code) will be dealt with in accordance with the schools complaints procedure.
- h) Homestay families will be provided with appropriate opportunities for guidance and advice.
- i) Section 18.1 of the Code (revised December 2010) allows parents to select accommodation for their children. However, Napier Boys' High School still has responsibility for international students in this type of accommodation.
- j) To fulfil obligations (in 18.1) under the Code, the school must:
 - Have an indemnity document signed by the parents.
 - Meet the designated caregiver.
 - Visit the designated caregiver's home to ensure it is suitable.
 - Meet with the student once a term to discuss the accommodation.
- k) The school will also undertake a police vet of the designated caregiver.
- l) The Homestay Co-ordinator will meet each student once a term to discuss his homestay arrangements.
- m) Serious concerns arising from the meeting with the student should be followed up immediately with (as appropriate):
 - The designated caregiver
 - The Headmaster or Director of International Students
 - The School Counsellor
 - The student's parents
 - CYFS and/or the New Zealand Police.

NAPIER BOYS HIGH SCHOOL

MEDICAL AND TRAVEL INSURANCE FOR INTERNATIONAL STUDENTS PROCEDURE

Reviewed & Adopted: 1st April 2015

Finance and Administration Division

Rationale

Napier Boys High School has developed a Medical and Travel Insurance procedure for the following reasons:

- To ensure the safety, well-being and the financial protection of the international students studying at Napier Boys High School.
- To ensure compliance with the Ministry of Education's Code of Practice for the Pastoral Care of International Students (revised December 2010) (The Code of Practice). Copies of the Code are available on request from Napier Boys High School or from the New Zealand Ministry of Education website at <http://www.minedu.govt.nz/goto/international>.

1. Procedure Requirement Advice

- a) All students are required to have appropriate and current medical and travel insurance for the duration of their planned study in a particular school year, as specified in The Code of Practice.
- b) Napier Boys' High School shall advise all prospective students of the standard wording of the Insurance procedure, and provide information on the school's medical and travel insurance requirements.
- c) Students purchasing insurance through a New Zealand insurer must purchase insurance cover at the time of fee payment and before they leave their home country. On request Napier Boys High School can arrange medical and travel insurance.
- d) In the case of overseas medical and travel insurance policy providers international students must provide Napier Boys High School with the policy details in English before the payment of fees to Napier Boys High School.

Verification of Medical and Travel Insurance Policies

The Code of Practice (December 2010 version) requirement in respect of medical and travel insurance for international students is as follows:

Section 7.4 When enrolling international students, signatories must ensure that international students have appropriate and current medical and travel insurance for the duration of their planned period of study.

Verification of medical and travel insurance policies will be undertaken prior to enrolment by the Finance Manager (or delegate) and as appropriate during the year.

As part of the verification process, Napier Boys High School shall ensure that:

- The insurer/re-insurer is a reputable and established company with substantial experience in the Travel Insurance business, and has a credit rating no lower than A from Standard and Poors, or B+ from A M Best.
- The Insurer is able to provide emergency 24-hour, 7 day per week cover.
- Students have a "certificate of insurance" and policy wording from the insurance company stating that the student has purchased the cover for the duration of the planned period of study during the applicable school year. The certificate and policy wording must also detail medical sums insured, repatriation benefits and the like.

Where a student is not in possession of an appropriate and current medical and travel insurance policy Napier Boys' High School undertakes to:

- Advise the student of the medical and travel insurance requirement.
- Provide the student with a default policy which meets the requirements of the Code of Practice Guidelines. The cost of the insurance will be met by the student.

Recording of Medical and Travel policy Details

For each international student Napier Boys' High School shall record the:

- a. Name of the Insurer
- b. Policy number
- c. Policy start and end dates.

Medical and Travel Policy Renewals

For each international student, prior to the expiry of their medical and travel insurance policy, Napier Boys High School shall issue a written reminder to the international student (or parents/caregivers) advising that medical and travel insurance policy renewal must be completed (or liase with the international student to determine whether the renewal is required and arrange for the renewal of the medical and travel policy).