bethlehem tertiary institute
TE WHARE TAUIRA O PETEREHEMA

SG.23 REFUND OF STUDENT FEES

APPROVED BY	**EXECUTIVE LEADERSHIP TEAM**	Reviewed	March 2025
REVIEW STAKEHOLDERS	▪ PRINCIPAL ▪ ACADEMIC DEAN ▪ ACCOUNTANT ▪ HEAD OF ADMINISTRATION	Minor edit	Oct 2026
		Review period	3 Years
		Next review	Aug 2027

1 PURPOSE

This policy specifies the process by which an enrolled student receives a refund on fees and the extent of this refund.

2 RATIONALE

This policy has been written to ensure BTI complies with the Education and Training Act 2020.

3 POLICY

3.1. For domestic students, the withdrawal periods and refund amounts are specified by NZQA, under section 357(3) of the Education and Training Act 2020.

3.2. For international students, the withdrawal periods and refund amounts are specified by NZQA, under section 529 of the Education and Training Act 2020.

3.3. Tuition fees and levies associated with study at Bethlehem Tertiary Institute (BTI) are applied upon completion of the enrolment process by the student at the start of the academic year or part-thereof for mid- year enrolments. Fees and levies must be paid in full to cover an academic year of enrolment or part-thereof as mentioned above, unless otherwise negotiated.

3.4. Any student, who has completed the enrolment process, and who requests withdrawal from a programme or course within a programme, will meet with the Cohort Mentor/Ngā Maunga Awhina (SoSP Student Support) to discuss pastoral and academic support, as well as the financial implications of withdrawal. The Cohort Mentor/Ngā Maunga Awhina will assist the student with the withdrawal process.

3.5. Withdrawals must be made on the Withdrawal/Deferral form attached to this policy.

3.6. All eligible refunds are based on total institutional charges (tuition fees and levies), less an administrative fee pertaining to withdrawal procedures of 10% or $500.00, whichever is the lesser.

3.7. Refunds will not include Credit Recognition or Transfer fees for which the service has already been provided.

3.8. If a student pays for a course/s and is subsequently granted CRT for that course/s, the related course fees will be refunded, with no administration fee deducted.

3.9. Refunds will be returned to the person or organisation who paid the fees to BTI. For example, fees paid by StudyLink will be refunded to StudyLink

3.10. Specific withdrawal dates for programmes and year groups are published on BTI Online by administrators.

3.11. If a programme of study is under review prior to the beginning of a semester and, following that review, the Board of Examiners (BoE) terminates studentship or alters enrolment of papers within six weeks of semester commencement, then fees of future semesters and/or semester that has commenced, will be refunded with no administration fee deducted.

4 Withdrawal before the start of the semester (as stated in the programme specific calendar):

4.1. If withdrawal is prior to the advertised semester commencement date, students receive a full refund less a 10% administration fee or $500, whichever is the lesser. If fees have not been paid, the administration fee is still payable to BTI.

4.2. If an international student does not receive their student visa in time to start their studies, or if their student visa application has been declined, all fees will be refunded in full.

5 Withdrawal after the start of the semester but before the published withdrawal date (as stated in the programme specific calendar):

5.1. If a domestic student withdraws before the published withdrawal date (at least eight working days after the start date of each semester as indicated on the academic calendar), and fees have been paid, a refund will be given less an administration fee of 10% or $500.00, whichever is the lesser. If fees have not been paid, the 10% administration fee is still payable to BTI.

5.2. If an international student (including an offshore student) withdraws before the published withdrawal date (up until the end of the tenth working day after the start date of the programme), the student is entitled to receive a full refund less a deduction for costs incurred up to a maximum of 25% of fees paid, provided BTI incurred costs to this amount and can justify these costs.

6 Withdrawals after the published withdrawal date as stated in the programme specific calendar):

6.1. If fees have been paid for that semester's courses, there will be no refund of fees.

6.2. Fees paid for subsequent semesters within the academic year will be refunded in full less an administration fee of 10% or $500.00, whichever is the lesser.

6.3. If fees have not been paid for that semester, the full fee is still payable to BTI.

7 Withdrawals for micro-credentials:

7.1. Students may withdraw up until the end of the 5th day and receive a refund of 90% of any amount paid. From Day 6 onwards there will be no refund of fees for micro-credentials.

8 Additional refund conditions for international students:

8.1. BTI will refund any unused portion of fees paid for services not delivered in the event of the following scenarios:

8.1.1. BTI ceases to provide a course of instruction as contracted with the international student, whether as the result of a decision by the institute or as required by an education quality assurance agency.

8.1.2. BTI ceases to be a signatory of the Code of Practice.

8.1.3. BTI ceases to be a provider.

8.2. If directed by the international student or NZQA or the agency responsible for fee protection mechanisms, the amount in question can be transferred to another signatory.

9 Disputing the refund amount

9.1. If a student is not satisfied with the refund offered by BTI, as per the terms of the SG.23 Refund of Student Fees policy, they can:

9.1.1. Contact Student Administration, BTI Administration

9.1.2. If they are still dissatisfied, then they can dispute the refund amount through Ngā Amuamu Tauira Study Complaints, a free dispute resolution scheme for domestic tertiary learners and international students: https://www.studycomplaints.org.nz/

WITHDRAWAL/DEFERRAL/CANCELLATION FORM

Student/Cohort Mentor/Programme Leader to complete and sign this form.

Student Name		**Student ID#**	
Programme and Year Group		**Programme Start Date**	
Date of student withdrawal/deferral/ cancellation		**Published Semester Withdrawal Date**	

***Please note**: an administration fee may be incurred – please see https://www.bti.ac.nz/fees--finance.html for full details.*

Please tick reason:

☐	Workload/Too many commitments	☐	Programme change	☐	Programme not met expectations
☐	Health (Personal)	☐	Transfer to other provider	☐	Programme too challenging
☐	Family illness or crisis	☐	Moving overseas	☐	Career goals fit
☐	Financial	☐	Employment	☐	Culture fit
☐	Lack of home support	☐	BOE recommended/Student review	☐	Faith/ethos/values fit

Comment:

A. FROM PROGRAMME

☐	Cancellation of enrolment (prior to WD date)	☐	Full withdrawal (after WD date)
☐	Deferral 6 months to: Sem Year	☐	Enrol in alternative programme
☐	Deferral 1 year to: Sem Year	☐	Studentship Termination

B. FROM COURSE

Course withdrawal for current year.
(Please add any current year enrolments, or future year changes to the student's ILP)

				Sem	Year	EFTS	Credits
Code:		Course Name:					
Code:		Course Name:					
Code:		Course Name:					
Code:		Course Name:					
Code:		Course Name:					

Both options please complete the following: *Checklist to be completed by Cohort Mentor or PL*

☐	Please attach copy of student's updated Individual Learning Plan (ILP)
☐	Student advised that fees may be incurred*
☐	Student reminded to return library books and proximity card if applicable
☐	If necessary, communicate the relevant decisions relating to this outcome with Academic Board for their approval, e.g. student terminations, Programme variations from Programme Regulations etc.

AUTHORISATION – Signatures please (can be digital, but written names are NOT accepted).

	Signatures	*Date*
Student		
Cohort Mentor/Ngā Maunga Āwhina		
Programme Leader		

OFFICE USE ONLY

Semester 0:	ICL/CNL	#papers		Cancelled EFTS	Cancelled Credits
	WD				
	DNC				
Semester 1:	ICL/CNL	#papers		Cancelled EFTS	Cancelled Credits
	WD				
	DNC				
Semester 2:	ICL/CNL	#papers		Cancelled EFTS	Cancelled Credits
	WD				
	DNC				

EBS Updated (NB: Credit fees if before Semester WD date)		Proof of Participation Attached (if necessary)	
EBS ILP Printed and Checked		BTIonline Updated	
Update EFTS/WD by Programme sheet		Add to deferrals sheet (if applicable)	
Notify IT Support		Notify Library (if required)	
Signed: ……..		*Date*: …….	
Invoice Signed	YES / NO	Payment Received:	YES / NO

NOTES (Regarding enrolled students)

Admin Processing in EBS	**Finance Processing (Refunds)**
ICL/CNL = Any time through to course withdrawal date (Grade blank, Progress Code ICL/CNL)	CNL = Any time through to semester withdrawal date
WD = Any time between course withdrawal date and course midpoint (Grade WD, Progress Code LWT)	WD = Any time after semester withdrawal date
DNC = Any time after the course midpoint or micros after the course withdrawal date (Grade DNC, Progress Code FIN)	