

## SG.23 POLICY ~ REFUND OF STUDENT FEES

APPROVED BY	EXECUTIVE LEADERSHIP TEAM	VERSION	2020 (v3)
REVIEW STAKEHOLDERS	▪ CEO AND DEAN	Last reviewed	2016
	▪ ACADEMIC DEAN	Published	22 August 2022
	▪ ACCOUNTANT	Review period	3 YEARS
	▪ TEAM LEADER, SUPPORT SERVICES	Next review	2023
PURPOSE	This policy is written to comply with the Education Act 1989 and specify the process by which a student receives a refund on fees and the extent of this refund.		

### PURPOSE

This policy is written to comply with the Education Act, 1989 and specify the process by which a student receives a refund on fees and the extent of this refund.

### POLICY

- 1 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. Fees and levies must be paid in full to cover an academic year of enrolment, unless otherwise negotiated.
- 2 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. If the student requests withdrawal from a programme or course, the Cohort Mentor/Ngā Maunga Awhina (SoSP Student Support) will assist the student with the withdrawal process.
- 3 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.
- 4 Refunds will not include Credit Recognition or Transfer fees for which the service has already been provided.
- 5 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
- 6 **Withdrawal before the start of the academic year as stated in the programme specific calendar**
  - a. Students receive a full refund if withdrawal is more than 2 weeks before the advertised programme commencement date.
  - b. If withdrawal is **less than** 2 weeks prior to advertised programme commencement date, students receive a 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.
- 7 **Withdrawal after the start of the academic year as stated in the programme specific calendar**
  - a. If a domestic student withdraws before the published withdrawal date (up to the end of the eighth working day after the start date of each semester), 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.
  - b. 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.

BTI will immediately notify Immigration New Zealand if an international student withdraws or if a student's enrolment is terminated.

- c. If a student **withdraws after** the published withdrawal date for the academic year of their programme, and fees have been paid:
    - i. there will be no refund of fees for full year or first semester courses.
    - ii. fees paid for second or subsequent semesters will be refunded less an administration fee of 10% or \$500.00, whichever is the lesser.
    - iii. if fees **have not been paid**, the full fee for that semester is still payable to BTI.
  - d. Specific dates for programmes and year groups are published on BTI Online.
- 8 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.
- 9 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.

## WITHDRAWAL PROCESS

Student requests withdrawal from Programme of Study



Student Discusses Options with Cohort Mentor/Student Support



Student proceeds with Withdrawal Process – A Withdrawal form **must** Be signed By Student, Cohort Mentor/Student Support and Head of School.



School Administrator Records Withdrawal Including the Year of Study, Fees Free etc



Finance Receives Relevant Forms and Completes Withdrawal



### Refund: International Student

The student may withdraw up until the end of the tenth working day and is entitled to receive a full refund less a deduction for costs incurred by BTI up to a maximum of 25% of fees paid. BTI must be able to justify the deduction, and the student has the right to lodge a complaint with iStudent Complaints if they believe the amount deducted was not justified.



From the eleventh working day



- i. There will be no refund in respect of the fees for full year or first semester courses.
- ii. Fees paid for second or subsequent semesters will be refunded less an administration fee of 10% or \$500.00, whichever is the lesser.
- iii. If fees have not been paid, the full fee for that semester is still payable to BTI plus the administration fee for the second or subsequent semester will also apply.

### Refund: Domestic Student

The student may withdraw up until the end of the eighth working day and is entitled to a full refund less administration costs of up to 10% of any amount paid or \$500, whichever is lesser.



From the ninth working day



# WITHDRAWAL/DEFERRAL FORM

Student/Cohort Mentor/Year Group Coordinator to complete and sign this form.

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

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

**Reason** (If alternate programme, give details):

## A. FROM PROGRAMME

Deferral 6 months to Sem.: Year:       Deferral 1 Year to Sem.: Year:       Enrol in alternate programme YES  NO   
 Withdrawal       Studentship Termination

## B. FROM COURSE

Course withdrawal for current year. (Please add any current year enrolments, or future year changes to student's ILP)							
				Sem	Year	EFTS	Credits
Code:		Course Name:		EWD/WD/LWD			
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Code:		Course Name:		EWD/WD/LWD			

**Both options, please complete the following:** Checklist to be completed by Educator

- 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
- approval e.g., Student Terminations, Programme variations to Programme Regulations

### 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

ORIGINAL (For courses actioned from this form only)				REFUND (CET Finance to complete)			
Semester 0: EWD/WD/LWD	EFTS	Cr	#papers	Semester 0: EWD/WD/LWD	EFTS	Cr	#papers
Semester 1: EWD/WD/LWD	EFTS	Cr	#papers	Semester 1: EWD/WD/LWD	EFTS	Cr	#papers
Semester 2: EWD/WD/LWD	EFTS	Cr	#papers	Semester 2: EWD/WD/LWD	EFTS	Cr	#papers
EBS Updated				Proof of Participation Attached (if necessary)			
EBS ILP Checked				BTIOne Updated			
Signed: .....				Date: .....			
Invoice Signed		YES / No		Payment Received:		YES / No	
Semester WD Date							

**NOTES:**

**EWD** (prior to 2 weeks before start date of programme/includes withdrawals for Semester 2 done in Semester 1) = check SharePoint, if no Signed Invoice/SAF (PT form) there, delete PT as applicable and cancel student enrolment. KL does not need WD form. If Signed Invoice/SAF is present, then send WD form and associated evidence to KL and follow normal procedure.

**WD** = 2 weeks prior through to withdrawal date. Follow process from Programme Administrator notes.

**LWD** = anything after the WD date for that Semester.