

# International Student Withdrawals and Transfer Fees Schedule

## Student Initiated Withdrawals

- A student wishing to withdraw from a course or programme or wishing to transfer their enrolment to another course or programme must apply in writing.
- Students must discuss their wish to transfer their enrolment with their programme leader and with the international Centre prior to completing a transfer application.
- Only the Academic Director, International Director or CEO can approve a fee refund or administration fee waiver.
- Fee refunds after the start of the course or programme will only be paid in exceptional circumstances. Any application for exception circumstances must be made in writing and include documented evidence.

<b>WITHDRAWAL BEFORE COURSE/PROGRAMME START DATE</b>				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	N/A – No academic record created	\$500	One month or more prior to commencement of programme (date on Offer letter)	Full refund
International	N/A – No academic record created	\$500	Less than one month prior to commencement of programme (date on Offer letter)	70% tuition fees refund. No refund of other costs incurred
International	N/A – No academic record created	\$500	Formal withdrawal due to visa decline	Full refund

*Note: Refunds will be paid minus any administration fee incurred*

<b>WITHDRAWAL AFTER COURSE/PROGRAMME START DATE</b>				
Student	Results Penalty	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	Fail grade	\$500 if refunding fees	Written notification If claiming exceptional circumstances, written evidence must be provided e.g. a medical condition evidenced by a recommendation from a hospital/ specialist that the student is unable to continue or return within a reasonable timeframe (NOTE: statements from a G.P. will not be considered adequate evidence.)	No refund except in exceptional circumstances and at the discretion of Toi Ohomai. A refund of up to 70% of fees paid may be considered.

*Note: Refunds will be paid minus any administration fee incurred*

<b>TRANSFER WITHIN THE FIRST 10% OF THE DELIVERY PERIOD</b>				
Student	Results penalty	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	No results recorded	\$100	When transferring from one programme to another. Subject to approval by Group Leader/Head of School and the student obtaining the correct visa prior to starting the new programme.	If fees for the new course/programme are lower the difference will be refunded to the student  If fees are higher for the new course/programme the student will be invoiced for the difference in fees
		\$20 per course change	If transferring from one course to another within the same programme Subject to approval by Group Leader/Head of School. It is the student's responsibility to obtain any variation to their student visa if required prior to starting the new course/programme.	Fees can be held against an enrolment in the following intake/year (subject to availability). Any fee difference resulting from annual fee changes will be invoiced to the student.

Note: Refunds will be paid minus any administration fee incurred

## Institution Initiated Withdrawals

The institution may withdraw a student from a course or programme under the following circumstances:

- The programme is not being delivered due to insufficient numbers
- Student non-attendance in the first 10% or one month of the course/programme
- Student failing to meet expected attendance requirements or compulsory course components
- Student failing to comply with behaviours expected of a student as set out in the Student Code of Conduct
- Student supplying fraudulent documentation

<b>PROGRAMME NOT BEING RUN STUDENTS NOTIFIED BEFORE COURSE/PROGRAMME START DATE</b>				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	N/A – No academic record created	No administration fee	Alternative programme offered	Either fee transfer to next intake, transfer to alternative programme or full refund.  If fees are higher for the new course/programme, the student will be invoiced for the difference in fees

## NO SHOW STUDENTS NOT ATTENDING IN THE FIRST 10% OR ONE MONTH (WHICHEVER IS LESSER) OF THE DELIVERY PERIOD

Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	N/A – No academic record created	No administration fee	<p>Students do not participate in their scheduled learning activities and or they stop attending/ participating prior to the end of the first 10% or 1 month of the study period. Attempts will be made to communicate with students to confirm their intention of not continuing their study. If the student does not respond to communication attempts, they will be withdrawn by the institution as a No Show.</p> <p>Where student visas are issued after the extension to start date, a new Offer letter will be issued for the next intake.</p>	<p>No refund</p> <p>Either fee transfer to next intake or full refund.</p> <p>If fees are higher for the deferred intake, the student will be invoiced for the difference in fees.</p>

## WITHDRAWAL DUE TO FRAUDULENT DOCUMENTATION (ANYTIME)

Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	Fail or withdrawn grade as appropriate	\$500 if refunding fees	Evidence of fraud	No refund except in exceptional circumstances and at the discretion of Toi Ohomai, when a refund of up to 70% of fees paid may be considered.

## WITHDRAWAL DUE TO MISCONDUCT OR FAILING TO MEET COMPULSORY COURSE REQUIREMENTS ANYTIME

Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
International	Fail or withdrawn grade as appropriate	No administration fee	Disciplinary process undertaken and student notified of outcome	No refund