



International Student Refund Request Form

International student's agent or parent can apply for a partial fees refund. Please see our Fees & Refund Policy below. A refund will take a minimum of 10 working days to process.
The Administration Fee is non-refundable in all circumstances.

SECTION ONE: STUDENT DETAILS

Surname:

Official First Name:

Student ID:

Year Level:

SECTION TWO: REASON FOR REFUND

To enable us to process your application, please check the reason for your refund request:

Withdrawing Application

Failure to receive or maintain a student visa

Permanent Residency

Transferring Schools in NZ

Completed programme at Rosmini College

Extraordinary circumstances

SECTION THREE: PAYMENT INSTRUCTIONS (Choose ONE)

I/We, the parents/legal guardians, authorize Rosmini College to pay any eligible refund to:

The Parent/Guardian

The Education Agent

- Agent Name/Company: _____

(Note: Parent signature at the bottom of this form confirms consent for the school to pay the Agent directly.)

The Student (My Child)

- Student Full Name: _____

(Note: This option is typically only for balances under \$500. Large tuition refunds must be paid to the Parent or Agent.)



SECTION FOUR: REFUND PAYMENT DETAILS

Account holder name:	<input type="text"/>
Account holder address:	<input type="text"/>
Account holder phone no.:	<input type="text"/>
Bank account no.:	<input type="text"/>
Name of bank:	<input type="text"/>
Bank branch:	<input type="text"/>
Bank address:	<input type="text"/>
Swift code:	<input type="text"/>
Country:	<input type="text"/>

SECTION FIVE : DECLARATION

I hereby authorize Rosmini College to refund to the above stated Bank Account:

Signature:	<input type="text"/>
Full Name:	<input type="text"/>
Date Signed (DD MM YY):	<input type="text"/>
Email Address:	<input type="text"/>
Phone No.:	<input type="text"/>

OFFICIAL USE ONLY

Request Received (DD MM YY):

Fees to be refunded:

Contingency fees: Amount:

Tuition fees: Amount:

Homestay fees: Amount:

Support fees: Amount:

NCEA fees: Amount:

Insurance fees: Amount:

Amount to be refunded:

Less any school charges owed:

Total amount to be refunded:

International Director Signature:

Date Signed (DD MM YY):

Refund Policy

(Schedule Three)

Request for a refund of international student fees

1. The School will consider requests for a refund of international student fees. Requests must be made in writing to the School by completing the Official School Refund Request Form as soon as possible, and no later than five (5) working days after the circumstances leading to the request. This form must be signed by the parents or legal guardians to confirm the bank account details and the authorized recipient of the funds. The date of receipt of this written request will be used to determine any applicable notice periods or eligible refund amounts.
2. A request for a refund should provide the following information to the School:
 - a. The name of the student
 - b. The circumstances of the request
 - c. The amount of refund requested
 - d. The name of the person requesting the refund
 - e. The name of the person who paid the fees
 - f. The bank account details to receive any eligible refund
 - g. Any relevant supporting documentation such as receipts or invoice.

Non-refundable fees

3. 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:
 - a. **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.
 - b. **Insurance:** Once insurance is purchased, the school is unable to refund insurance premiums paid on behalf of the Student. Students and families may apply directly to an insurance company for a refund of premiums paid.
 - c. **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 the Student before the refund request, cannot be refunded.
 - d. **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.

Notice Period: Once a homestay placement is confirmed, a **two-week notice requirement** applies to any cancellation or withdrawal.

Request for a refund for Visa Failure, Medical, and Immigration Status

4.
 - a. **Failure to Obtain a Study Visa or Pre-Enrolment Medical Withdrawal:** If the Student fails to obtain an appropriate study visa, or withdraws prior to the commencement of their enrolment due to significant medical or travel conditions, a refund of tuition fees will be provided. This refund is subject to the deduction of an administration fee, homestay arrangement fee, and insurance fee.
 - b. **Change in Immigration Status:** Once the course has commenced, no refunds will be issued in the event of a change in the applicant's immigration status. This remains the case even if the visa status of the student's parents or guardians changes during the enrolment period.

Requests for a refund where the School fails to provide a course, ceases as a signatory or ceases to be a provider

5. 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:
 - a. Refund the unused portion of international student tuition fees or other fees paid for services not delivered or
 - b. Transfer the amount of any eligible refund to another provider or
 - c. Make other arrangements agreed to by the student or their family and the school.

Where the Student's enrolment is ended by the School

6. In the event the Student's enrolment is ended by the School for a breach of the Contract of Enrolment, no refund will be issued for the period in which the student has been enrolled.

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

7. If a student changes to domestic status after the start date of their enrollment, no refund will be issued for the period in which the student was enrolled as an international student. A one-year notice period (**during which international tuition fees continue to apply**) is required from the date the school receives written notice and confirmation of the relevant visa granted to the student's parents. Therefore, it is crucial to inform us if your parents intend to apply for a work visa or resident visa or if you have any opportunity to become a domestic student through other means.

No Refund for Change of Intent

8. Except as provided in Clause 9 regarding homestay fees, once full payment has been made, no refunds will be provided for the current period of enrolment. This policy applies to any change of intent, including withdrawals due to personal lifestyle changes, a desire to transfer to another school, or a change in personal preference, even if the student chooses to withdraw before the end of the enrolled period. However, the School will consider requests for a pro-rata refund in exceptional or compassionate circumstances, such as serious illness or family bereavement, at the School's discretion.

Request for a refund of homestay fees

9. Should the Student withdraw after full payment has been made, unused homestay fees will be refunded, minus any applicable non-refundable fees. The Student must provide a minimum of two weeks' notice; failure to give this notice will result in the Student being charged for the two-week notice period.
10. 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 procedure.

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

11. Except by written request from parents, prepaid fees unused at the end of enrolment amounting to less than NZD\$500.00 may be refunded directly to the student, [Name of Student], in cash or via electronic transfer. Sums of NZD\$500.00 or greater, or any refund requested to be paid to an Education Agent, will only be paid into a bank account nominated by the parents/legal guardians in the Official Refund Request Form.

Outstanding activity fees or other fees owed to the School

12. Any activity or other fees incurred by the 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

13. Unless otherwise agreed in writing, all eligible refunds of fees of NZD\$1,000.00 or more 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 by the School

14. A decision by the School relating to a request for a refund of international student fees will be provided to the Student or their parent or legal guardian 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
15. Parents/Legal Guardians must review and become familiar with this Refund Policy before the enrolment contract is signed. A decision by the School relating to a refund will be provided in writing. While the School's internal decision is documented, families have the right to an external review. If you are dissatisfied with the outcome or the process followed, you may contact **Study Complaints | Ngā Amuamu Tauira** (the appointed Dispute Resolution Scheme) at www.studycomplaints.org.nz or call **0800 00 66 75**. You also have the right to make a complaint to the Code Administrator (NZQA).

Initialed by: _____(parent)