

SG.23 REFUND OF STUDENT FEES

| | | | |
|------------------------|--|---------------|----------------|
| APPROVED BY | STRATEGIC LEADERSHIP TEAM | VERSION | 2016-v1 |
| REVIEW STAKEHOLDERS | • DEAN | Last reviewed | 2016 |
| | ▪ HEAD OF OPERATIONAL SERVICES | Published | December 2016 |
| | • FINANCE OFFICER | Review period | 3 YEARS |
| | ▪ STUDENT ADMINISTRATION MANAGER | Next review | 2019 |
| 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. | | |

1 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.

2 POLICY

1. The tuition fees and levies associated with study at Bethlehem Tertiary Institute (BTI) are considered to be fully incurred upon completion of the registration procedures 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 registration process, and who wishes to withdraw from a programme or course within a programme shall apply to their Year Group Coordinator / Cohort Mentor by completing the relevant 'Withdrawal from Study' form. Such applications shall be presented to the Academic Board for ratification (see also General Academic Regulations -4.2). Distance students may send an email to the same effect to their Year Group Coordinator / Cohort Mentor who will complete the form at BTI.
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 CRT fees for which the service has already been provided.
5. Refunds will be paid back to the person or organisation who paid the fees to BTI
e.g. fees paid by StudyLink will be refunded to StudyLink
6. Withdrawal before the start of the academic year
 - a. If a student withdraws more than 2 weeks prior to the start date for the academic year of their programme, and fees have been paid, a full refund will be given with no administration fee charged. If fees have not been paid, none are payable
 - b. If a student withdraws within 2 weeks before the start date for the academic year of their programme, 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 administration fee is still payable to BTI.
7. Withdrawal after the start of the academic year
 - a. If a student withdraws before the published withdrawal date (generally within 8 days of 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 administration fee is still payable to BTI.
 - b. 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 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.
 - c. Specific dates for programmes and year groups will be published on the Student Website and available via the www.btistudent.ac.nz and www.BTlonline.ac.nz websites.
- 8. If a student programme is under review prior to the beginning of a semester and following that review the 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 it / them, the related course fees will be refunded, with no administration fee deducted.