

Policy title	International Fee Policies
Policy area	TLC International students/Management
Policy available for Students	Yes
Policy detail	<p>Pre-paid Tuition Fees:</p> <p>To be granted a student visa, international students are required by Immigration New Zealand to pre-pay one year’s tuition fees to The Learning Connexion Ltd (TLC). These funds are held against the student’s name until they complete their enrolment.</p> <p>Students who do not complete enrolment at TLC must apply in writing for a refund of their pre-paid tuition fees to the Managing Director of The Learning Connexion.</p> <p>The Learning Connexion will notify Immigration New Zealand that the student has not fulfilled the obligations of their visa by completing their enrolment at The Learning Connexion.</p> <p>Withdrawals, Refunds, Student Fee Protection and Student Fee Indemnification:</p> <p>To withdraw from programme students must apply in writing to the TLC Academic Board. To receive a full refund of fees, this must be done within the first ten working days of the programme. After the tenth working day (i.e. from working day 11), there is no refund.</p> <p>The New Zealand Qualifications Authority (NZQA) requires that a Private Training Establishment (PTE) has arrangements in place to protect student fees in a programme closure event. The Learning Connexion’s Trust Account also protects students’ fees should a programme close. Programme closure events are events outside of a student’s control, such as a cancellation of a programme, the withdrawal of accreditation or programme approval by the Qualifications Authority. In the situation of a programme cancellation, the student will receive a full refund.</p> <p>The Accounts Department of The Learning Connexion will arrange for the refund. The person to contact is Raewyn Wilks – Phone 04 5600260. Raewyn Wilks is the first point of contact for students should any other programme closure event occur.</p> <p><i>The Learning Connexion Ltd adheres to section 236A of the Education Act 1989 and subsequent amendments. It has an approved Trust Account for Student Fee protection and Student Fee Indemnification (the remaining portion of a student’s fee at any point of the programme). The Trust Account is sufficient to cover the full amount of student fees. It is administered by Peter Nankivell of Count On Us Ltd.</i></p>

International Students Refund Administration Charge

An administration charge of 10%, including GST, may be withheld from the refund of pre-paid tuition fees for students who decide not to enrol at The Learning Connexion prior to completing their enrolment or during the withdrawal period.

TLC will advise Immigration NZ when they have terminated the enrolment of a student.

TERMINATION OF ENROLMENT OF FOREIGN NATIONAL HOLDING A STUDENT PERMIT

This INZ form is filled in electronically and sent via email to the correct regional mailbox.

[://www.immigration.govt.nz/NR/rdonlyres/421C2042-BFD9-437B-B897AEE51DD01051/0/StudentTerminationFormCentralRegion2010.pdf](http://www.immigration.govt.nz/NR/rdonlyres/421C2042-BFD9-437B-B897AEE51DD01051/0/StudentTerminationFormCentralRegion2010.pdf)

Related Procedures

Where a refund administration fee is charged the student will be given a refund letter including a breakdown of expenses i.e.

Admin fee

Pastoral care fee

Overhead expenses

Context

Compliance requirements of the Code of Practice for the Pastoral Care of International Students

Review Date

September 2013

Next Review Date

September 2014. Please ask TLC's international pastoral care person if there are new Code compliance requirements.

Links

www.immigration.govt.nz/forms