

International Learner Fee Protection and Refunds

This topic outlines how we intend to meet the requirements of Code Outcome 20 in our school-specific fee protection and fee refund policies.

At Ruawai College we ensure fees are protected once received and that they are correctly receipted so that refunds can be made back to the appropriate party if necessary.

Fee protection

As required by the Code, Part 7, Outcome 20, clause 80, Ruawai College ensures that the **international learner fees** they receive are secure and protected in case the learner withdraws, the educational instruction ends, or the school closes. Internal procedures help the school monitor income and expenditure to ensure that money is controlled appropriately.

Fees received in advance should only be recognised as income earned by the school as each term commences. A portion of advance fees is transferred to the school's main bank account in instalments. Remaining fees paid in advance are available to be refunded if necessary.

Fee refunds

As required by the Code, Part 7, Outcome 20, clause 81, our refund policy is reasonable and meets legal requirements, including an outline of the refund conditions for the following situations:

- failure by a learner to obtain a study visa
- voluntary withdrawal by a learner
- the school ceasing to provide the agreed educational programme
- the school ceasing to be a signatory to the Code of Practice
- the school ceasing to be an education provider.

If the school ceases to provide the agreed educational programme or ceases to be a signatory to the Code of Practice, Ruawai College will deal with the fees paid for services not delivered or the unused portion of fees by:

- refunding the amount in question to the learner (or the learner's parent or legal guardian)
- transferring the amount to another signatory as agreed with the learner (as specified in the Code).

The school will always investigate requests for a refund and act fairly.

Refund Policy

Our fee protection and refund policy is provided to parents at enrolment.

See our school [Refund Policy](#) .

How to apply for a full or partial refund of fees

To apply for a full or partial refund of fees, a parent (legal guardian) must apply in writing to the principal within one month of the learner's last day at school (or within one month of the learner gaining permanent residency) explaining the special circumstances.

Related topics

- [International Enrolment](#)
- [International Learner Fees](#)
- [Managing Withdrawal and Closure](#)

Legislation

- Education and Training Act 2020
- Education (Refund Requirements for International Students) Notice 2012
- Fair Trading Act 1986
- Consumer Guarantees Act 1993
- Human Rights Act 1993

Resources

- NZQA | Mana Tohu Matauranga o Aotearoa: [Fee protection for international learners](#) 

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