



# INTERNATIONAL STUDENT REFUND APPLICATION FORM

OFFICIAL USE ONLY - ID NUMBER

DATE RECEIVED

BARCODE HERE

STAMP HERE

Please complete this form in black/blue pen only.

Incomplete or unclear forms will not be processed and will be returned.

### WHO SHOULD COMPLETE THIS FORM?

- International students applying for fees refund.

The date the International Student Refund Application is received by Academic Registry will be the date used to calculate a refund—not the last day of attendance at class. A refund will take a minimum of 3 weeks to process.

The \$150 enrolment fee is non-refundable in all circumstances.

### SECTION THREE REFUND APPLICATION TYPE

You can apply for a refund under the following seven categories. Please carefully read the information on page 03 of this form to see if you qualify for a refund before completing this form. You will need to supply all documentation requested before an application will be processed.

Please tick one box from the left hand column below. **In the right hand column next to the box you have ticked, please tick and supply the following documents with this application form.**

### SECTION ONE PERSONAL DETAILS

1.1 Title  Mr  Ms  Mrs  Miss Other

1.2 Surname or family name:

1.3 First name(s):

1.4 Student ID number:

1.5 Date of birth:

1.6 Programme of study:

1.7 Please confirm your current home address.

1.8 Street number and name

1.9 Suburb

1.10 City/Town

1.11 Postcode

1.12 Mobile

1.13 Email

### SECTION TWO REASON FOR REFUND

2.1 To enable us to process your application promptly, please describe why you are applying for a refund of your international fees:

2.2 If you are withdrawing from a programme, you will need Faculty approval. Please take this form to your Faculty/School and ask them to sign below.

Name of faculty staff member:

Signature of faculty staff member:  Date:

Please tick one box from this column.

Please tick and supply the following:

Case 1 - Withdrawal from programme

Passport showing visa/permit  
Students must go to NZ Immigration Service and obtain a visitor visa/permit, or

Copy of air ticket to return to your home country (an open ticket will not be accepted)

Faculty to sign section 2 on this form

A copy of your overseas bank statement

Once complete, go to section five

Case 2 - Offer declined by AUT

Copy of decline letter

Current visa/permit hold

Copy or air ticket to return to your home country (an open ticket will not be accepted)

A copy of your overseas bank statement

Once complete, go to section five

Case 3 - Failure to receive or maintain student visa/permit

Letter from New Zealand Immigration Service (NZIS) that states reason(s) your student visa/permit was declined

A copy of your overseas bank statement

Once complete, go to section five

Case 4 - Permanent Residency

New Zealand Permanent Resident (PR) visa/permit

A copy of your New Zealand bank slip/statement

Once complete, go to section four

Case 5 - Transferring institution

Formal Offer of Place letter from new institution, and  
 Written confirmation of the institution's bank account number

Faculty to sign section 2 on this form

Current visa/permit hold

Once complete, go to section four

Case 6 - Overpaid fees

Current visa/permit hold, and

A copy of your New Zealand bank slip/statement

Once complete, go to section four

Case 7 - Extraordinary circumstances

Supporting information in writing

Current visa/permit hold

A copy of your overseas bank statement

Once complete, go to section five



## FEES AND REFUND POLICY

### REFUND OF FEES POLICY

| DATE OF REFUND REQUEST   | EFFECT       | REFUND DUE  | ADMINISTRATION CHARGES | ACADEMIC RESULT                  |
|--|--------------|-------------|------------------------|----------------------------------|
| Up to 7 days before the start of the programme   | Cancellation | 100% (less) | \$300 NZD              | No result recorded               |
| From 7 days prior to the start of the programme until 11 days after the start of the programme | Withdrawal   | 90% (less)  | \$300 NZD              | No result recorded               |
| From 12 days after the programme start date but before 75% of class duration completed         | Withdrawal   | Nil         | Nil                    | Withdrawn result recorded        |
| After 75% of class duration completed  | No change    | Nil         | Nil                    | Did Not Complete result recorded |

#### Please note:

- The date the International Student Refund Application is received by the Registry will be the date used to calculate a refund – not the last day of attendance at class. A refund will take a minimum of 3 weeks to process.
- The University reserves the right to request additional supporting information before any refund request is considered.
- The \$150 application fee is non-refundable in all circumstances.
- Bank fees charged by the Forex dealer will be deducted from the refund.
- If you have an outstanding credit held at the University for 2 years or more, please contact Registry Services before completing this form.

#### A refund of fees can be considered under the following circumstances:

##### 1. Withdrawal from a programme

An international student who wishes to withdraw from Auckland University of Technology must apply in writing using the "International Student Refund Application" and return this to the Registry.

- Documentation Required: Passport showing visa/permit – Student must go to the Immigration New Zealand (INZ) and obtain Visitors Visa/Permit or copy of air ticket for the return to your home country. Please note and open ticket will not be accepted.
- Method of Refund: The refund due will be paid by Telegraphic Transfer to a nominated bank account in the student's home country.

##### 2. Place not Offered/Offer Withdrawn by AUT

Except in the circumstances of fraudulent information (set out below), any tuition fees paid (excluding the \$150 enrolment fee) are fully refundable if AUT University:

- Does not offer a place to a student, or
- Withdraws an Offer of Place, or
- Is unable to provide the programme offered

If an offer is withdrawn or AUT University does not offer a place due to fraudulent information supplied by the student, the University reserves the right to retain the programme fee.

- Documentation Required: Copy of letter declining or withdrawing Offer of Place.
- Method of Refund: The refund due will be paid by Telegraphic Transfer to a nominated bank account in the student's home country.

##### 3. Failure to Obtain or Maintain a Student Visa/Permit

A full refund of fees will be issued in the event of a student failing to obtain a student permit/visa, provided:

- The International Student Refund Application is received by the Registry within 7 days of the student receiving notification from Immigration New Zealand (INZ) that their visa has been declined; and
- The student has not commenced study for the relevant period.

A full refund of fees will be issued in the even of a student's application for an extension to their visa/permit being refused by Immigration New Zealand (INZ), provided:

- The International Student Refund Application is received by the Registry within 7 days of the student receiving notification that their visa/permit extension has been refused; and
- The student has not commenced study for the relevant period.

In the case where a student has commenced study, and they have not maintained or obtained a student permit/visa, they shall not be entitled to a refund of any fees.

- Documentation Required: Letter from Immigration New Zealand (INZ) that states reason(s) student visa/permit declined or extension refused.
- Method of Refund: The refund due will be paid by Telegraphic Transfer to a nominated bank account in the student's home country.

#### 4. Student is granted New Zealand Resident Status

An international student who obtains permanent residency while studying on a student visa will be entitled to domestic student fees subject to the conditions detailed in the table below.

|  |   |
|--|---|
| Where the student has not commenced study* in the next period (ie. term or semester or year) of study in their programme as at the date that permanent residency is granted: | Entitled to domestic fee for the programme of study |
| Where the student has commenced study in a paper, but the refund period for that paper has not passed as at the date that permanent residency is granted:                    | Entitled to domestic fee for that paper             |
| Where the student has commenced study in a paper, but the refund period for that paper has passed as at the date that permanent residency is granted:                        | International fee is payable for that paper         |
| * "commenced study" means the commencement date of the first class in the papers which form part of the student's programme.   |   |

The amount of any refund for a paper shall be the difference between the domestic fee and the international for that paper.

- Documentation Required: New Zealand Resident visa/permit and written confirmation of bank account from student's nominated bank.
- Method of Refund: The refund due will be paid directly to a bank account nominated by the student.
- Administration Charge: A charge of NZ\$300 will be applied for processing the refund.

#### 5. Transfer to another institution

An international student who wishes to transfer to another tertiary institution may be entitled to a refund provided they inform the Registry in writing.

- Documentation Required: Current AUT student visa/permit, Offer of place from institution transferring to, bank account details of the institution being transferred to.
- Method of Refund: The refund due will be paid directly to the relevant institution by a bank transfer, less the bank transfer fees.

#### 6. Overpayment of Fees

An international student is entitled to a full refund of any fees that have been paid in excess of the total fees requested by AUT University on the offer of place. This refund will be granted provided the student holds a current AUT student permit and current Medical and Travel Insurance for the period of study.

- Documentation Required: Current AUT student visa/permit and written confirmation of bank account number from student's nominated bank.
- Method of Refund: The refund will be paid directly to a bank account nominated by the student.

#### 7. Extraordinary Circumstances

Pro-rata refunds may be granted by the Vice Chancellor in some circumstances. Application for a refund must be made in writing with supporting information to the Academic Registrar. Such refunds shall be at the sole discretion of the University.

Documentation Required: Detailed supporting information in writing.

- Method of Refund: The refund will be made by Telegraphic Transfer to a nominated bank account in the student's home country.