

Cambridge Middle School
International Students Fees Refund Policy

Introduction

The International Students Fees Refund Policy seeks to define:

- The circumstances in which international students will receive a refund of fees in the event of early withdrawal from the roll.
- The proportion of fees that will be refunded.

It also seeks to ensure that the school meets with the legal requirements of The Education Act; The Fair Trading Act; The Consumer Guarantees Act; The Code of Practice for the Pastoral Care of International Students.

Tuition Fees

1. If a student withdraws from their course of study before the agreed completion date they may be eligible for a refund of school fees.
2. An application for refund of fees must be made in writing. The student or his parents must write to the Board of Trustees explaining why he has withdrawn from the course and his reasons for seeking a refund.
3. On request the school will put the student in touch with a translator if the student is in New Zealand. The student must pay for any costs of the translator's service.
4. If the application is made before the start of a course, fees will be refunded in full less an administration charge of \$500.00 to cover costs – incurred by the school
5. If the application is made after the start of the course, but before it has entered its second half, fees will be refunded less:
 - Costs to the school already incurred for tuition.

This will be calculated in whole weeks as a proportion of the total time the student was originally intending to study at the school. For example, a student who leaves in the 9th week of a 39 week course would be entitled to a refund of 30/39 of his tuition fees. Further reductions, as shown below would be subtracted from the figure.

- An administration charge of \$500.00
- Components of the fee already committed for the duration of the course, including appropriate proportions of salaries of teachers and support staff.

A calculation will be made at the start of the year to arrive at a total figure for the salaries and support staff committed to the International Student Programme: This should be the sum of the salaries of all staff members involved in the International Student Programme in proportion to time that each devotes to the programme.

The total will be divided by the number of international students enrolled for a term or more.

The resulting figure should be multiplied by this fraction:

Number of weeks of the student's programme remaining at the time of termination.

Total number of weeks of a student's programme.

This figure will be deducted from any refund.

- Costs already incurred for the use of facilities and resources.
To be calculated in the same way as the deduction for salaries, having totalled the cost of all materials purchased for use in the current academic year.
The proportion of the Government Levy the school is required to pay.

- Any other costs already incurred.

6. If the application is made after the second half of the course has begun, no refund will be granted other than in exceptional circumstances.

These might include:

- *The student suffering serious injury or illness.*
- *A member of the student's close family suffering serious injury, illness or death.*
- *Circumstances in which it is considered advisable for a refund to be made in order for the school to meet its legal obligations.*

7. No refund will be made to a student who is expelled from school by the Board of Trustees.

Homestay Fees

1. If the student moves out of her homestay before the end of the contract the portion of the homestay fees not already used will be returned. The Homestay Arrangement Fee of \$250.00 will not be refunded.
2. To have homestay fees returned, the student must write to the Board of Trustees giving two weeks' notice, or pay two weeks' fees in lieu of notice.
3. If the homestay contract is cancelled before the student moves into homestay, fees will be refunded in full less the Homestay Arrangement Fee of \$250.00

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Contract with the parents/legal guardians of international students.

If the contract is signed by a legal guardian, proof of legal guardianship must be attached.

This document is a contract between the student, parents (or legal guardians) and Cambridge Middle School.

Tuition and Pastoral Care:

1. The school will provide tuition in accordance with the programme in the school's prospectus.
2. The school reserves the right to modify the student's placement or programme of study at any time during the period of enrolment.
3. The school will provide pastoral support in accordance with the *Code of Practice for the Pastoral Care of International Students*.

Conduct and Attendance:

1. The student will accept and abide by the school's rule and all instructions given by members of staff.
2. The student will attend school on all occasions when it is open unless prevented by illness or other urgent cause.
3. Tuition may be terminated if the student fails to comply with the school's rules or breaches the conditions of the visa.
4. International students will be treated in the same way as New Zealand students regarding termination of tuition, with the additional requirement to observe visa conditions.

Fees:

1. Tuition fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies)
2. Homestay fees will be paid in full before enrolment, or before enrolment is renewed (whichever applies)
3. All additional costs (as outlined in the school prospectus) will be paid promptly, as required.

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Fee Protection Policy

Purpose:

To show in the Board's financial policy, a statement outlining how the Board will deal with the income from International Student fees so that there are good fiscal control mechanisms in place.

All students are required to have an insurance policy that includes full fees protection.

Insurance:

1. All students are required to have travel and medical insurance for the duration of their period of enrolment at the school. The school may arrange insurance unless students choose to make their own arrangements, in which case proof must be provided that the insurance purchased is adequate.
2. All travel insurance policies must include fees protection.
3. Fees are separately coded and audited.
4. Fees are not spent in advance on the premise that future students will attend CMS.
5. That the Board will always have sufficient reserves to be able to return to students their fees in the event of a student refund being required or because the school is unable to provide or continue a course or programme.

Accommodation:

1. All international students must live in one of the following types of accommodation:
 - An approved homestay
 - With their parents or legal guardians (proof of legal guardianship must be supplied)
 - With a designated caregiver chosen by their parents/legal guardians. All accommodation offered by designated caregivers must be approved by the school, as required by the Code of Pastoral Care of International Students.
2. If the student is away from the homestay during short vacations, they will not be eligible for a homestay fee refund. If they are away over the summer vacation, and wish to retain the accommodation, they must pay \$25.00 per week holding fee.

Grievances and Disputes:

1. All disputes will be dealt with in New Zealand law.
2. The school's complaints procedure for international students will be used to deal with grievances.

Essential Information:

1. Parents must inform the school of their address, telephone number, fax number and e-mail address (whichever applies)
2. The student and/or parents will advise the school of any change in the contact details of the student or parents.
3. The student and/or parents will provide academic, medical and other information to the school that is relevant to the wellbeing and course placement of the student.

4. The Cambridge Middle School BOT guarantees to hold in reserve sufficient funds to meet any refund requirements should the school not be able to continue tuition e.g. natural disaster.

The Code of Practice for the Pastoral Care of International Students:

The school has agreed to observe and be bound by the Code of Practice for the Pastoral Care of International Students published by the Minister of Education. Copies of the Code are available on request from the institution or from the New Zealand Ministry of Education website at www.minedu.govt.nz

Conclusion:

The BOT fee protection guarantee will ensure that there are sound fiscal control mechanisms in place to protect student's investment.

Parent's Declaration:

I/We have read, understood and accept the terms of enrolment at Cambridge Middle School.

Signature.....

Name.....

Relationship to Student.....

Address:.....

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Telephone.....

Fax.....

E-mail.....

School's Declaration

Signature.....

Name.....

Student's Declaration:

Signature.....

Name.....

Cessation of Attendance

Every classroom teacher calls the attendance roll twice daily; first thing in the morning and straight after lunch. Non-attendance by international students will be noticed and acted upon quickly. Non attendance slips from every classroom are handed in to the school front office by 9am daily.

Class teachers monitor student progress continually. Students are formally assessed in every curriculum area throughout a unit of work. We have formally assessed in every curriculum area throughout a unit of work. We have formal parent/teacher/student interviews during Term 1 and 2. We have a written report that goes home at the end of Term 4. Any time throughout the year parents are able to make an appointment to see the class teacher. We also have a special portfolio of the student's work that goes home at the end of every term. The International Student Co-ordinator is informed of any issues concerning international students as soon as they become apparent.

Non-attendance by students will be quickly picked up by the daily roll procedures. Students and homestays (or other caregivers) will be contacted as soon as it becomes clear that that a student is absent without explanation.

The support services available to international students will be used to attempt to resolve any problems that have caused the student's absence. Parents will be consulted.

If the student leaves Cambridge the New Zealand Immigration Service will be informed. The police will be informed if we believe that the student's situation may be unsafe.

If an international student withdraws, or has their tuition terminated, NZIS will be informed. The school will continue to offer support, to ensure that the student is living in a safe place and will help them to arrange a safe passage back to their home country, if necessary. However, the school will not be responsible for students living with parents or designated caregivers who delay their departure unreasonably, or who attempt to prolong their stay in New Zealand.