

# TERMS AND CONDITIONS 2019 for International Students at Auckland Campus



## FEES

Confirmation of enrolment will be provided in the form of an invoice.

Payment is due within 14 days of the date of the invoice and NO LATER than the programme start date. Any student who wishes to dispute the fees due must do so within one month of receiving the invoice or statement. A request to review the fees or account balance must be made within this month, in writing to the Campus Office, Otago Polytechnic Auckland International Campus. At the discretion of Otago Polytechnic, and with just cause, this period may be extended. Once the request is received, the review will be completed within seven (7) working days. Once the review is completed, any outstanding balance is due immediately. Depending on the programme or course, fees charged will be one or several of: Student fee, Internet fee, ID card/Library Card fee, Examination fee(s), Student Health Levy, NZQA Unit Standard fees, and Application Processing fee. Failure to pay any invoice(s) by the due date means you will then be liable for all costs and expenses (including legal costs, debt collection agent fees, and this may affect your credit rating) which may be incurred in the recovery or attempted recovery of the overdue amount from you. Under these circumstances Otago Polytechnic may give to, or obtain from, any relevant third party information held about your personal or commercial credit arrangements. Academic Results for a student will be withheld for any course or programme where fees or any other debt remains unpaid. A student will be prevented from graduating or receiving their award(s) until their debt has been paid in full. The student will also be prevented from re-enrolling in further courses of study.

## CANCELLATION OF PROGRAMME OR COURSE

Enrolment in a programme or course is conditional upon and subject to sufficient numbers of students enrolling in the programme or course.

## TRANSFERS

Transfers are negotiated with the Academic Leader. There are no penalties; however, there may be additional fees required or a refund may be due.

## WITHDRAWALS AND/OR REFUNDS

The key points of Otago Polytechnic's refund policy MP0357 Cancellations, Withdrawals and Transfers of International Students for Auckland International Campus, are summarised below. If you have any questions, contact the Campus Office. Make sure you understand the refund policy before enrolling.

If you want to leave your programme or course, you must formally withdraw by filling out a withdrawal form (available from the Campus Office) and then returning it to the Campus Office. Withdrawal is confirmed from the date this form is received by Otago Polytechnic, and will be used when processing your withdrawal in the Student Management System (SMS). The final date for withdrawing from courses in a programme that commences in 2019 and receiving a refund will be identified on the student's invoice. NB The administration fee is included in the fees paid but is separated from the fees refund if a student withdraws before the last date for withdrawal with a refund.

Please note: If you have more than four consecutive weeks of non-attendance in classes, or non-participation in required online activities associated with your programme or course, and we are unable to contact you, you will be withdrawn and Immigration New Zealand notified.

DATE OF ADVICE OF WITHDRAWAL	CLASSIFICATION	REFUND DUE (OF FEES PAID)	LESS ADMINISTRATION CHARGE PER WITHDRAWAL FORM	ACADEMIC RESULT
Notification within 7 days of visa/permit having been declined, and before programme start date	Not started	100%	\$100 GST incl	No result recorded
Before the programme start date	Not started	75%	Nil	No result recorded
After start date and within first 2 weeks	Programme commenced	75%	Nil	No result recorded
After programme start date, withdrawal due to academic or disciplinary procedures	Programme commenced	Nil	Nil	Did Not Complete (DNC) or grades attained (refer to grade table)
After programme start date and visa/permit not obtained	Programme commenced	Nil	Nil	
<b>Fees set by external bodies</b>				
Before cut-off date		100%	\$50 GST incl	
NZQA credit fees		100%	Nil	
Agent fees		Nil	Nil	

**Stand Alone/Short Courses:** for a stand alone course which is part of a programme and for short courses, the last date for withdrawal with a refund is usually the first day of the course or short course which equates to 10% of the course. A \$50 GST incl administration fee will be charged for a withdrawal after the course starts and before 10% elapses.

**Compassionate consideration:** if you withdraw after the last date for withdrawal with a refund has passed you may be eligible to apply to the Campus Office for compassionate consideration. Compassionate consideration may be considered for the following reasons:

- Medical, supported in writing by a health professional
- Work related, supported by a letter from an employer

The Campus Office will advise the result of the application for compassionate consideration.

**An exit interview with a staff member will be required as a part of the withdrawal process.**

## PRIVACY (PERSONAL INFORMATION)

The Polytechnic collects and stores information about students to comply with various statutes and/or regulations, to enable us to make decisions regarding your academic progress, and to provide you with evidence of your academic achievements. This information may be also shared with other Otago Polytechnic schools/areas on a "need to know" basis, and is used to arrange appropriate support for students. After Graduation your contact information is used for the graduate destination survey and provided to the Alumni office.

Where it is relevant, personal information may be disclosed to other agencies such as, but not limited to: Immigration New Zealand, the Ministry of Education, Audit New Zealand, New Zealand Qualifications Authority, Industry Training Organisations, industry licensing and registration bodies, other tertiary institutions and providers of work experience for students in courses with a practical component. Upon failure to comply with AP0710 International Student Attainment and Attendance policy, information may also be provided to the parent, guardian or caregiver of an International student. In addition, when required by law, we will release information as directed. We will provide information to Otago Polytechnic Students' Association for its membership records.

Students have the right to request to see and correct if necessary the information you have provided. If you wish to enquire about personal information held by Otago Polytechnic please contact the Campus Office. You will be required to provide some form of valid ID such as a drivers licence or passport if you wish to access your personal information.