

## Withdrawals and Refunds Policy and Procedures (MIT International Students)

### Audience and scope

This policy is relevant to staff, international students and external stakeholders.

**IMPORTANT NOTE:** This policy and procedure document applies to MIT&Unitec's MIT site only. The Unitec policy and procedure continue to operate in parallel until a single fee payment policy is established across MIT&Unitec.

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### Purpose

The purpose of this policy is to ensure that MIT&Unitec international students are treated fairly and consistently with regard to withdrawals and refunds. It also sets out the conditions under which international students will be considered for a refund of tuition fees after the cancellation of a course, a transfer between courses, or following a withdrawal from courses: either by the student themselves, or by MIT&Unitec in line with the Student Regulations.

This policy applies only to full fee-paying international students. International student fees for courses managed by way of a contract (such as NZ Aid and ITO contracts) are not covered by this policy unless otherwise stated in the contract.

## Policy

1. There is no automatic right to a refund of fees if an international student changes his/her mind about studying at MIT.
2. The policy pertaining to withdrawal and refunds of international students is reflected in the Student Regulations:
  - Section 2.9 Refusal or cancellation of enrolment;
  - Section 5 Cancellations, postponements and timetable changes;
  - Section 6 Withdrawals;
  - Section 7 Transfers;
  - Section 8 Refunding Fees; and
  - Section 9 Engagement and attendance.

*Please note that Transfers will be treated as a withdrawal from one course and an enrolment into another course.*

3. Heads of School are responsible to ensure that staff comply with MIT&Unitec Fees Payment policy: to record all Students attendance in Ontrack within 5 working days of the course, ongoing.

## Procedures

### 4. Consequences of withdrawal

- 4.1. The following table details what will be recorded on the academic record of Students who withdraw, or are withdrawn, from a course:

Date of withdrawal	Academic record
Up to 10% of the course duration	There will be no academic record for the relevant course.
After 10% and up to 80% of the course duration	The grade 'W' or 'WD' (withdrawn from course) will be recorded against the relevant course
After 80% of the course duration	The grade 'NC' or 'DNC' (did not complete course) will be recorded against the relevant course

### 5. Withdrawals made by students

- 5.1. An international student may apply to withdraw from courses that they are enrolled in by submitting an *International Student Withdrawal and Transfer Application Form* to the International Office, along with relevant supporting written information.

- 5.2. A withdrawal application must be received in the period within which the student is enrolled to study on that course, and will be actioned as at the date that the form is received by the International Office.
- 5.3. If a student starts the course after the earliest course start date, the date of the withdrawal will be processed against the earliest course start date of the student's academic year not the student commencement date.

## 6. Refunds

- 6.1. By accepting a place in a programme, international students enter a legally binding agreement with MIT&Unitec for the period specified in their student visa.
- 6.2. Refunds will be calculated from the date an *International Student Withdrawal or Transfer Application* form is received by the International Centre.
- 6.3. Fees will be refunded in the following circumstances:

Circumstances under which fees will be refunded	Refund
<ul style="list-style-type: none"> <li>▪ MIT&amp;Unitec declines or withdraws an offer of a place to the student.</li> <li>▪ Programme or course is cancelled or postponed (see section 5: Cancellations, postponements and timetable changes).</li> </ul>	<p>100% tuition fees</p> <p>100% resource fees where these apply (<i>provided physical resources are returned unused</i>)</p>
<ul style="list-style-type: none"> <li>▪ Student visa application or extension to the visa is rejected by Immigration New Zealand, and: <ul style="list-style-type: none"> <li>– Student has not commenced study for the relevant period</li> <li>– an <i>International Student Withdrawal and Transfer Application</i> form (or email notification), including appropriate evidence that the application has been rejected by Immigration New Zealand, is received by MIT&amp;Unitec within at least ten (10) working days of the student receiving notification from Immigration New Zealand.</li> </ul> </li> <li>▪ <i>International Student Withdrawal and Transfer Application</i> form (or email notification) received by MIT&amp;Unitec at least ten (10) working days before the earliest course start date.</li> </ul>	<p>100% tuition fees</p> <p>100% resource fees where these apply (<i>provided physical resources are returned unused</i>)</p> <p>A \$500 admin fee may be charged</p>
<ul style="list-style-type: none"> <li>▪ <i>International Student Withdrawal and Transfer Application</i> form requesting transfer to another institution received by MIT&amp;Unitec (including an offer letter from the other institution) at least ten (10) working days before the earliest course start date.</li> <li>▪ MIT&amp;Unitec withdraws or declines to offer a place <u>before</u> the earliest course start date because of a student supplying fraudulent information.</li> </ul>	<p>70% of tuition fees*</p> <p>100% resource fees where these apply (<i>provided physical resources are returned unused</i>)</p>

Circumstances under which fees will be refunded	Refund
<ul style="list-style-type: none"> <li>▪ Student has paid one year's tuition fees to be granted a student visa and does not complete the full year of study.</li> <li>▪ Student is on a student visa and fails to enrol at MIT&amp;Unitec before the start date of the earliest course.</li> <li>▪ <i>International Student Withdrawal and Transfer Application</i> form is received by MIT&amp;Unitec less than ten (10) working days before the earliest course start date.</li> <li>▪ Student has started study but has not obtained or maintained a student visa or has had their visa application rejected;</li> <li>▪ Student has deferred their study for an enrolment period (see Student Regulations section 7.4: Deferral of study of international students) but does not enrol and/or attend as agreed; or</li> <li>▪ Where Immigration New Zealand requires the enrolment of the student with a special visa application under section 61 of the Immigration Act 2009 to be cancelled.</li> <li>▪ Enrolment is cancelled because of misconduct (see Student Regulations section 15: Student misconduct).</li> </ul>	No tuition or resource fees will be refunded
<ul style="list-style-type: none"> <li>▪ Compassionate or exceptional circumstances (see Student Regulations section 8.4.3: Refunds on compassionate or exceptional grounds).</li> </ul>	As determined by [Delegated Authority]

6.4. MIT&Unitec will not reimburse students any commission or fees paid to an agent. Students must seek reimbursement directly from the agent for any fees they have paid. Any commission or fees paid by MIT&Unitec relating to the student recruitment, enrolment or accommodation will be deducted from the amount of any refund payable. This includes (but is not limited to):

- Agent fees;
- Homestay placement fees;
- Airport shuttle fees;
- Insurance; and
- Any Visa administration fees.

6.5. Refunds will be paid to international students upon their return to their home country, except when they transfer to another institution within Aotearoa New Zealand (see Student Regulations section 7.3: Transfers of international students) or obtain a changed immigration visa. MIT&Unitec must be provided with appropriate evidence that the student has ceased studying in New Zealand. This includes documentation showing the cancellation of their student visa and confirmation of their return home, or verification of the changed immigration visa.

6.6. Refunds will be paid in New Zealand dollars or, at the reasonable discretion of the student or recognised third party (see Student Regulations section 8.3.4), in another

nominated currency at the prevailing exchange rate. MIT&Unitec accepts no liability for any exchange rate fluctuations or bank fees incurred in the processing of refunds. Agent commissions are non-refundable.

6.7. Refunds will be paid as follows:

- Directly into an overseas nominated bank account in the same jurisdiction from where the funds originated;
- To another institution, if requested in writing with the applicant's signature and supported by evidence of an offer of place by the other institution and a Student Visa for that institution; or
- To the student's bank account in New Zealand on sighting a changed immigration visa.

6.8. Where it is known that student fees have been paid by a recognised third- party, any refund will be paid back to that third-party and not to the student, unless the student produces a written authority from the third-party authorising payment directly to them (see Student Regulations section 8.16).

6.9. International students who gain residency after the start of a course will not receive a refund for that course. However, they will be treated as a domestic student for courses that start after they gain residency, whether in the same or a different programme (see Student Regulations section 4.1.2: Domestic student - eligibility for domestic fees). Any international fees paid in advance for courses that have not yet commenced will be refunded, provided the student notifies MIT&Unitec and provides sufficient evidence of their changed residency status).

6.10. Any entitlement to refund will be calculated as follows:

- For withdrawal requests initiated by students, from the date that MIT&Unitec receives notification of withdrawal by the student;
- For withdrawal requests initiated by MIT&Unitec, from the date that the withdrawal is processed by MIT&Unitec (unless otherwise specified in this policy).

6.11. Students must provide a copy of a bank statement or bank deposit slip along with any additional information requested in a timely manner, to facilitate a refund within the year that the refund has been processed.

6.12. A refund may take up to three weeks to be processed following receipt of complete paperwork.

6.13. Refunds made on compassionate or exceptional grounds (Student Regulations section 8.4) may take longer than three weeks.

## **7. Refunds to Companies or Other Third Parties**

7.1. Section 9 of the MIT&Unitec Fees Payment Policy applies to Companies paying fees on behalf of a student.

7.2. Refunds to third parties will be made in accordance with section 8 of the Student Regulations.

## 8. Complaints and Appeals

8.1. Students who believe they have been treated unfairly by any decision, action or omission in respect of the administration of this policy and procedure should seek to have their complaint dealt with in accordance with the provisions of MIT&Unitec's Student Concerns, Complaints and Appeals Procedures.

## Exemptions and dispensations

[Provide information any blanket exemptions or dispensation from the policy and the approval process for seeking any one of exemptions]

## Definitions

See the *Glossary for MIT&Unitec Academic Policies, Procedures and Associated Documents*.

## Evaluation / outcomes

The extent to which the implementation of this policy and the associated procedures achieve their intended outcomes will be subject to evaluation and review by the MIT&Unitec Executive Leadership Team.

## Delegations

Authority	Delegated authority	Supporting endorsement

## Relevant legislation

- Education and Training Act 2020 *and all subsequent amendments*.
- Public Records Act 2005

## Related documents

- Student Regulations
- Fee Payment Policy and Procedure
- Cancellations, Withdrawals and Transfers Policy for International Students 1 Jan 2026 (MIT)
- Admissions and Enrolments Policy and Procedures
- MIT&Unitec Withdrawal and Transfers Application

## Document management and control

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<b>Policy sponsor:</b>	DCE Academic
<b>Policy owner:</b>	General Manager Academic Services

## Amendment history

<b>Document Version</b>	<b>Effective Date</b>	<b>Approver</b>	<b>Amendment details</b>
V1.0	2026-01-01	TTG	New document MIT&Unitec transition