



Fees Policy

Rationale

This policy sets out the procedures for all Foundation Studies Limited [hereafter referred to as FSL; otherwise known as University of Otago Language Centre and Foundation Year (UOLCFY)] fees. The specific guidelines and processes for each fee category will be detailed separately in the procedures.

Principles

1. The types and amount of fees will be clearly documented.
2. The process for the payment of fees will be clearly outlined.
3. Procedures for credits, refunds or transfer of fees are detailed.
4. There will be a process for reviewing and setting fees.
5. Decisions regarding fees can be appealed.

Definitions

(Academic) Term

The duration of tuition between the first and last day of classes of a specific academic period, for a specific programme. The term dates are published on the FSL website.

Acceptance of an offer

A binding contract, between FSL and the student, that occurs upon the payment of full fees and fulfilment of all conditions (if any) on an offer.

Appeal

A formal process initiated by the student and assisted by Student Support, to assess that correct procedures have been followed.

Appeals Committee

The Appeals Committee is the CEO and one other senior manager.

Board

Board of Directors of Foundation Studies Ltd

BP

Bridging Programme

Cancellation Fee

LC and BP - Two weeks of tuition fees

CEO

Chief Executive Officer

Course

The combination of papers being studied by a student at a particular point in time, that contributes to a programme.

Course Change

(Student terminology) The process of issuing a new offer when students apply for a change in the details of an offer that has not been accepted yet.

Credit

Money that is being held in a FSL student's account that is not committed for any other purpose.

Current Student

A student enrolled beyond the induction period.

EFO

English for Otago (forms its own term within the LC academic calendar)

Enrolment

A list of administrative procedures (including registration) that staff complete for students to make them officially a student at UOLCFY.

Exceptional Circumstances

Unanticipated circumstances that prevent a student from completing the course. These may include:

- Serious illness or disability of the student
- Death of the student or close family member (parent, sibling, spouse or child)
- Civil disturbance or natural disaster that prevents the arrival of the student
- Inability to obtain a student visa

Extension

(Student terminology) A new offer that is issued for LC students when they apply to continue studying after they have completed a course.

Fees

Any monies payable to FSL.

Fees Schedule

A list of fees approved by the Board.

FY

Foundation Year Department

FSC

Foundation Studies Certificate, also known as the Foundation Year Programme.

FSL

Foundation Studies Limited, incorporating UOLCFY

Homestay

Part of the accommodation service provided by FSL.

Individual Programme (IP)

A FSC programme for students that is different to the standard programme and is approved as such by the Admissions Committee

Induction Period

The period during which a new student may withdraw and expect to have a substantial portion of their fees refunded. The period begins from the course start date, and is the duration specified below, unless there are special circumstances as approved by the CEO:

- LC and BP - 5 days
- FY – 21 days

Invoice

The administrative process of recording a charge on the FSL financial system.

Late Enrolment

An enrolment that occurs after the stated course start date on the offer.

LC

Language Centre Department

New Student

A student who has not previously enrolled in the programme, and has not completed the induction period.

Offer (of Place)

An offer of a place in a FY or LC programme, course or papers, and notification of the applicable fees. This is not an invoice.

Paper

A discrete unit of curriculum that contributes to a student's course and to a programme.

Programme

The combination of things a person will study or do while at LC or FY.

Refund

The payment of money held in credit by FSL.

Registration

The process of a student completing the registration paperwork and beginning their programme.

Returning student

Any student previously enrolled in the same programme type (i.e. English Language Studies, Bridging Programme or Foundation Year).

The University

The University of Otago

Transfer

(Student terminology) The process of withdrawing/being withdrawn from one LC or FY enrolment and entering another LC, FY or University enrolment.

TEC

Tertiary Education Commission

UOLCFY

University of Otago Language Centre and Foundation Year (otherwise known as FSL)

Withdrawal

The processing of terminating a student's enrolment, by the student or FSL.

Paying fees

1) Payment of fees

- All fees are charged in New Zealand dollars and will be rounded up to the nearest dollar.
- All fees, with the exception of Homestay Accommodation Fees, are inclusive of GST.
- All fees on an offer must be paid in full, OR evidence of a financial guarantee OR evidence of StudyLink funding OR evidence of TEC fees-free eligibility must be provided before admission to the first class, unless there are special circumstances.

2) Special circumstances for late payment of fees

- Students who are waiting for LC or BP results will be allowed 5 working days after results have been released to make payment.
- Domestic students who are waiting for StudyLink or TEC fees-free approval will be allowed 4 weeks to provide evidence of approval.
- When there is a dispute over the receipt of fees believed to have been paid.
- Other circumstances as agreed by the CEO

3) Payment of Fees in Advance

- Once the student has paid the fees on his/her offer, he/she will not be required to pay any subsequent fees increases that may apply to the period covered by the payment.
- However, if they change programme or extend their study period, then any increased fees associated with the change or extension will apply.
- This does not apply to Homestay fees.

4) Methods of Payment

- Telegraphic transfers
- Bank deposit
- EFTPOS
- Guarantees of payment through StudyLink or scholarship financial guarantees or TEC fees-free eligibility.
- Credit card*
- Bank drafts/cheques
- Cash

*If payment is made by credit card, 2% of the total fees will be added to the amount paid.

5) Payment of fees by instalment

In exceptional circumstances, the Operations Manager may approve the payment of fees by instalment in accordance with an agreed schedule signed by both the Operations Manager and the student. Any application to pay in instalments must be agreed and signed within 5 days of the start of the students course.

6) Payment of fees by scholarship providers, Study-Link and TEC fees-free.

The financial policies of scholarship providers and StudyLink will be considered by the CEO and if agreed, applied. If a scholarship provider or StudyLink or the TEC does not make payment, the student is liable for the unpaid fees.

7) Guarantee of place

A place in a programme is only guaranteed when all conditions on the Offer have been met and the total fees on the Offer have been paid in full, OR evidence of a financial guarantee OR Study-Link funding OR evidence of TEC fees-free eligibility has been provided. An Offer alone does not guarantee students a place in the programme.

8) Non-payment of fees

If any fees are outstanding after a student registers, including to a University of Otago Department, Residential College or FSL Homestay, one or more of the following actions will be taken:

- Results and reports withheld;
- Non-participation in course completion or graduation ceremonies;
- Student services withdrawn;
- Student barred from classes;
- Student withdrawn from the course
- If any fees are outstanding over 30 days from the course start date, our Debt Collection Policy will be enforced.

Arriving late, Changing or Withdrawing from a course

9) Late enrolments

- Late Enrolments for the Foundation Studies Certificate and Bridging Programmes must be approved in advance by the Academic Manager.
- If a student enrolls late (after his/her offer start date), he/she will not receive a credit of fees for any days missed.

10) Course changes

- Any student who is currently enrolled in any Language Centre programme and transfers his/her enrolment to another UOLCFY or University of Otago programme, can apply to have any remaining fees transferred to the new enrolment. A refund is not available.
- For currently enrolled Language Centre students, fees available for transfer will be calculated from the start of the new enrolment, as students are expected to stay enrolled in the current Language Centre programme until their new programme commences.
- For students who do not wish to continue with their current Language Centre enrolment while waiting for their new programme to commence, the standard withdrawal process will apply.
- Only students who have successfully completed EFO and are waiting to enrol in University will have their fees available for transfer calculated from the end of their EFO enrolment.
- All course changes for BP and FSC made after the induction period will incur the Administration Part Fee.
- Students must pay the difference for any increase in tuition fees but are not eligible for any credit for any decrease in tuition fees as a result of their course change.

11) Withdrawal/ Cancellation by a student

Before the course:

- Where students have confirmed their place by payment of fees but do not register, a full refund, minus the Refund Administration fee will apply.
- If FSL cancels a programme then the affected students will receive a credit of any fees paid.

After the course has started but within Induction Period:

- Any LC or BP student who withdraws within the induction period will be charged the Cancellation Fee and receive a credit for any remaining fees, including the Student Services fee and insurance if purchased through FSL.
- Any FY student who withdraws within the induction period will receive a full refund of fees paid, less the Refund Administration fee

After the course has started and After Induction Period:

- Any current LC student who withdraws forfeits the remaining fees for the half term in which he/she is currently enrolled and will receive a credit of any remaining tuition fee and Student Services fee
- Any LC student who does not withdraw by the Wednesday of the recess week between half and full terms will be considered to be enrolled in the following term (of his/her programme). EFO will form its own term within the academic calendar.
- Any BP student who withdraws forfeits the fees for the entire enrolment.
- Any FY student who withdraws forfeits the fees for the current term, and will receive a credit of any remaining tuition fee and Student Services fee
- Under special circumstances, the CEO may approve a transfer of the student's enrolment to another FSL programme.

12) Withdrawal by FSL

- Withdrawal by FSL takes precedence over withdrawal by a student
- Any student withdrawn by FSL for attendance, disciplinary, and/or a cancelled visa will forfeit all fees. The CEO has discretion to transfer any remaining fees to the immediate enrolment of another FSL programme.

13) Credits

The following will be considered when calculating the amount of credit available for a transfer or refund:

- The provisions of the Education Act 1989
- Costs incurred by the student during his/her time at FSL
- Any other associated costs FSL has already met excluding agent commission fees (see Agent's Policy);

Specific situations that will not contribute to a Credit are as follows:

- Closure for statutory holidays which fall within a teaching week;
- Closure in emergency situations or situations out of the control of FSL; and
- If exchange rates cause the amount of payment to be greater than the amount invoiced.

14) Refund applications

- Refunds are only paid if the students account is in credit at the time of the application.
- Refunds will not be paid to students who received TEC fees-free funding for tuition and student services fees.

- Any Refund will be paid in NZ dollars only, to the payer only (this includes a scholarship provider), unless the payer advises otherwise, in writing.
- All Refund payments (made to a New Zealand bank account) under \$100 will incur the Administration Part Fee; otherwise the Administration Full Fee applies.
- All Refund payments (made to an overseas bank account) under \$100 will incur the Administration International Transaction Part Fee; otherwise the Administration International Transaction Full Fee applies.

Exceptional circumstances

Exceptional circumstances are unanticipated circumstances that are out of the control of the student and prevent them from completing their course. In these circumstances the Operations Manager has the discretion to make a variation to the policy regarding any credit, transfer or refund of fees.

Students are able to meet with a Student Support Officer for help in submitting an application if required.

There is no obligation to grant a refund in exceptional circumstances.

Appeals

If a student is unhappy with how FSL processes were followed, the following appeal process applies:

- Attempt to resolve the issue informally by discussing the matter with the Student Support Officers.
- If the student is not satisfied that the issue is resolved, he/she can write a letter of concern to the FSL Appeals Committee outlining the reasons for appeal.
- If the application is again declined, a further appeal can be addressed to the FSL Board Chairperson.
- For international students, if the application is again declined, a further appeal can be made to the NZQA.

Homestay fees

1) Bookings

The minimum period of booking is:

- Eight weeks for LC students (or the duration of their course if enrolled for less than 8 weeks).
- Four weeks for FY students and other University of Otago students.
- The CEO has discretion to allow variations to booking lengths.
- There is no minimum period for extensions.
- If a student is on holiday for 21 nights or longer he/she may apply for a holding rate on his/her room (if the Host consents).
- Any changes to bookings require a written application and 7 night's prior notice. The 7 night's notice period is to be paid to the Host.

2) Payment of homestay fees

- All Homestay fees must be paid in advance and by the date specified on the Homestay Booking Form.
- Students who pay estimated Homestay fees before the fees for that year are set, must pay the difference for any increase in Homestay fees, when the fees for that year have been determined, from 1st January of that year.
- Placement will normally commence once fees are received. However, in exceptional circumstances, the CEO has discretion to allow placement prior to receiving payment. Examples of exceptional circumstances are;
- Delay due to international banking issues;
- Emergency in accommodation;

- Large group bookings.
- Extensions and changes to bookings will incur the Administration Part Fee.
- A late penalty of 10% of the invoiced amount will be charged on all extensions that are not paid within 7 days of the date on the invoice.

3) Cancellations and changes to bookings

The Homestay Placement and Extension fee is non-refundable.

Pre Arrival:

- If a student cancels a Homestay booking prior to their start date, they will receive a credit of the Accommodation fees paid minus the Placement fee.

Post Arrival:

- All changes to bookings require 7 nights notice that will be paid to the Host.
- If a student has commenced Homestay and cancels their accommodation during the minimum booking period, they will receive a credit for any unused nights after the minimum booking period has ended.
- If a student has commenced Homestay and cancels his/her accommodation after the minimum booking period, he/she will receive a credit for any unused nights.
- If a student is accepted into a University of Otago Residential College he/she will receive a credit on any unused nights, less the Homestay placement fee (if paid). This credit is to be transferred to the Residential College and is not available for refund.
- All Refund payments (made to a New Zealand bank account) under \$100 will incur the Administration Part Fee; otherwise the Administration Full fee applies.
- All Refund payments (made to an overseas bank account) under \$100 will incur the Administration International Transaction Part Fee; otherwise the Administration International Transaction Full Fee applies.

Insurance fees

The New Zealand Government requires that all international students have appropriate and current medical and travel insurance while studying in New Zealand. FSL's preferred insurance provider is Studentsafe-University, and will be underwritten by Allianz Insurance Ltd. For the schedule of benefits check the Studentsafe website: http://www.studentassist.co.nz/sf_university.asp

1) Insurance fees

- All international students enrolled to study at FSL must have current medical and travel insurance that meets all the conditions of the Guidelines for the Code of Practice.
- All students must pay the insurance amount stated on their invoice/letter of offer (this is to purchase a compliant policy) or provide an alternative policy that can be assessed FSL 8 weeks prior to the start date of their course.
- An independent insurance assessor will be used to check alternative policies for compliance with the Code of Practice Guidelines.
- Students who do not have a compliant insurance policy will not be admitted to class.
- In some circumstances, international students may be exempt from providing insurance. Each situation will be individually assessed by the Student Support Officers upon advice from NZQA and Immigration New Zealand.

2) Cancellation, credit or refund of insurance

- The invoiced and paid insurance fee will be refunded in full if an alternative compliant policy has been approved within 8 days of course commencement.
- Students who withdraw themselves from study prior to their course start date and have paid insurance fees will receive a full refund of the insurance premium paid. All bank charges are to be paid by the student.
- Students who withdraw from study after their course start date may be eligible for a refund on the remaining unused insurance.
- Applications for refunds are made to StudentSafe University. The Student Support Officers can help lodge an application. A refund is granted at the discretion of the insurer, StudentSafe University. Guidelines on refund calculations are available at <http://www.studentassist.co.nz/faqs/general-faqs>
- For students who leave their course of study earlier than their intended leave date, the insurance policy will expire at the expiry of their student visa.

Student activity fees

- The total activity fee and the withdrawal date will be published in the advertising for each activity and on the activity sign-up sheet.
- Each time students sign up for an activity they will receive a form which:
- Sets the deadline for payment of fees to guarantee a place in a student activity.
- Advises students of the withdrawal date (if any); and
- Advises students of circumstances where a credit may/may not be granted.
- If FSL cancels an activity, the fees paid will be credited in full
- If a student withdraws from an activity after the published withdrawal date there will be no credit of fees

Student online visa fees

- The Student Visa Processing fee is published on the student online visa application form. If a student pays for visa processing but the application is declined by Immigration New Zealand he/she will not be granted a refund