

Principles & Procedures

Part B: Student Fees and Refunds – Domestic 2017
Number: OP-01/07

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Student Fees and Refunds – Domestic 2017

1. Definitions

Fees paid by students comprise the following:

Tuition fees:	The base fee is calculated for each module for domestic students by applying the course factor to the per EFTS fee: as well as any other requirements requested by TEC.
Independent activities:	A compulsory charge calculated at module level by Schools and Centres for a consumable or service over and above what can be expected to be included in course materials at the time the module is created. For each charge to a student there is an equal value cost to a School or Centre; however the value of the total fee must comply with TEC requirements.
Other charges:	Other miscellaneous charges may be made from time to time and are published on the Wintec website www.wintec.ac.nz/fees

2. Procedures

2.1. Calculation of Fees

- a) All students accepted into a programme of study will be sent an Enrolment Offer (excluding short courses) which must be signed and returned to Wintec.
- b) On receipt of the signed Enrolment Offer Wintec will send an Indicator of Fees.
- c) The due date for payment is the start date of the programme.
- d) A late payment fee may apply where fees are not paid within 14 days of the payment due date.
- e) Fee payments can be made using: Cheque, EFTPOS, credit card, Study Link loan, on-line and employer invoice facilities are available, or
 - Mailed to the Student Enrolment and Information Centre, Wintec, Private Bag 3036, Waikato Mail Centre, Hamilton 3240, or
 - Made in person at: A Block, City Campus, Student Enrolment and Information Centre: Rotokauri Hub, Rotokauri Campus, Reception area: Otorohonga Campus or Thames Campus; or

- Made on-line using your credit card by logging on to our Student at Wintec website at <https://student.wintec.ac.nz> and pay by invoice under the Finance menu at the student@wintec website.
- f) Students who choose not to pay their fees by student loan have the option to pay semester by semester. The due date for payment is the start date of the programme per semester.
- g) Once the Enrolment Offer has been signed and the student has attended beyond the 10% point of the programme, the student is liable for the debt to Wintec. This liability is not reduced in any way if the student does not attend all sessions.
- h) Upon enrolment students are eligible to receive a Student ID Card which gives access to Wintec services, e.g. library, computer labs and entrance to Wintec student car parking (fees are still applicable). If fees are not paid, access will be removed accordingly.
- i) If student's fees are to be paid by a third party, Wintec requires a completed purchase order or [Student Fees Paid by Third Party form](#) (available on the Wintec website www.wintec.ac.nz/forms) on or before the programme or module commences.

2.2. Non-payment of Fees

If fees have not been paid by the due date stated on the Indicator of Fees, the debt recovery process will begin. The process is as follows:

- a) Students will be sent a First Fee Reminder on the first day of their programme.
- b) Two weeks into the programme a Final Fee Reminder is sent, advising the student may incur a late payment fee.
- c) Two weeks after the Final Fee Reminder letter, a debt collection referral letter is sent, advising that immediate payment is required, to avoid the debt being placed with the debt collection agency.
- d) If payment is not made immediately any outstanding debt will be placed with a debt collection agency.

Note: Any students accepted late into a programme and enrolled into modules after they have started will be required to pay their fees within one week after which the debt recovery process will begin.

The impact of non-payment of fees may include the following consequences:

- No further access to class
- Work will not be marked

- All results will be withheld
- Qualifications will not be awarded
- Further enrolments will not be accepted
- Academic records will not be transferred
- Access to student services such as library and computer will be removed.

2.3. Withdrawals and Refunds

- a) If a student wishes to withdraw from any Wintec programme or module, they must notify Wintec in writing by completing a [Change to Enrolment or Withdrawal \(EDC2W\) form](#) available from the Student Enrolment and Information Centre, and on the Wintec website.
- b) Students receiving a student loan or allowance and withdraw from a programme or module must contact Study Link 0800 889 900 or e-mail: Studylink@msd.govt.nz – immediately.
- c) Students will receive a full refund if Wintec cancels a module.
- d) A refund of tuition fees will only apply if the date of withdrawal occurs before the 10% point of the programme or module duration. The date of withdrawal is the date that Wintec receives written notification of the withdrawal.
- e) Where a student has not attended a module or programme at all a withdrawal may be processed by the School or Centre as part of the verification of attendance process.
- f) An administration charge will be withheld from the amount refunded.
- g) There will be no administration charge if students are transferring to another programme or module within Wintec.
- h) Refunds of departmental fees (i.e. independent activity fees, sundry fees) are at the discretion of each Centre Director or Head of School.
- i) After 10% of the programme or module, a refund will only be considered for medical or compassionate circumstances, or where the student is unable to meet the **requirements of Wintec's Child Protection policy and Drug & Alcohol policy**. Supporting documentation must be provided (e.g. medical certificate) to the Centre Director or Head of School for approval of the refund.
- j) A student accepted late into a programme or module, who begins their study after the official start date, will only receive a refund of tuition fees if the date of withdrawal occurs within:

- (i) two weeks of the date they accepted their offer for a full-year module; or
 - (ii) one week for a six-month module.
- k) A student withdrawing after the 75% point of a module will receive a DNC on their academic transcript except for medical or compassionate circumstances outlined above.
- l) If a student's fee has been paid by a recognised third party (including student loan), any refund will be paid back to the third party unless the student produces written authority from the third party authorising the payment to be paid directly to the student.
- m) The Chief Financial Officer has the authority to vary criteria in special cases, e.g. death of a student.
- n) Any credit balance up to \$10 may be written off on completion of the student's programme, or at the end of the year whichever is the earliest.
- o) Applications for refunds must be received by Wintec no later than 3 months after the start date of the programme with the exception of 2.3.i and 2.3.l.

3. Measurements of success

- Fees to students charged on consistent basis.
- Requests for refunds responded to on a consistent basis.
- Equitable approach to fee payments adopted for all students.
- Revenue from tuition fees accurately calculated.
- Internal responsibilities defined.

4. Records Management

In line with the Public Records Act 2005, Wintec is required to provide a records management programme to ensure that authentic, reliable and usable records are created, captured and managed to a standard of best practice and to meet business and legislative requirements. All records relevant to a specific policy need to be listed in every policy in the following format:

Record	Minimum retention period	Disposal Action
Enrolment applications	10 years after date of last action	Destroy
Invoicing and receipting of student fees and charges for other services	7 years after date of last action	Destroy