

Finance Policy	
Tuition Fees and Refunds	
1_F_POL_TuitionFeesandRefunds_190401	
1. Policy Statement	The School of Audio Engineering (NZ) Ltd, trading as SAE Institute (SAE), is committed to adhering to all compliance accountability. This policy governs the administration of tuition fees and refunds relating to programmes offered by the institute.
2. Purpose	The purpose of this policy is to details processes employed to ensure all relevant legislation, rules and regulations surrounding student fees are complied with.
3. Scope	This policy applies to all students enrolled in an accredited programme at SAE.
4. Associated Policies and Procedures	This policy should be read in conjunction with the following policies and procedures: <ul style="list-style-type: none"> ● Student Admission policy ● International Students policy
5. Associated Documents	This policy should be read in conjunction with the following documentation; <ul style="list-style-type: none"> ● Student Fee Protection Rules 2013 ● The Education Act 1989 ● The Code of Practice ● Studylink MoU and VoS Rules and Processes ● The Trust Deed ● Registration Agreement ● Fee Protect Student Acknowledgement Form ● Declaration of Understanding ● NZQA Refund of student fees flowchart ● Public Trust Fee Protect Manual ● Student Handbook
6. Policy	6.1 Definitions SAE Institute uses the following terms associated with student enrolment: <ul style="list-style-type: none"> ● Census date - The end of the withdrawal period in which students are eligible for a refund, that being: <ul style="list-style-type: none"> ○ up to the end of the <u>eighth calendar day</u> after the start of the programme for Domestic students ○ up to the end of the <u>tenth working day</u> after the start of the programme for International students ● Cancellation - A student withdrawing from a programme <u>prior</u> to census date OR SAE Institute withdrawing a student from a programme <u>prior</u> to census date. (Withdraw before start)

- **Withdrawal** - A student withdrawing from a programme after census date.
- **Termination** - SAE Institute withdrawing a student from a programme after census date.

6.2 Tuition Fees

Students must pay all tuition fees of the courses in which they are enrolled before the commencement of the programme. In the case of multi-year programmes, tuition fees are due annually.

Students may pay from personal funds directly into Public Trust.

Student loan applications via Studylink must be made prior to commencement of study.

Fee free eligibility via Tertiary Education Commission (TEC) needs to be determined prior to commencement of study.

Students must have paid all outstanding payments and returned all resources belonging to SAE Institute before any withdrawal is processed.

6.3 Conditional Offers of Place

For those students under conditional offers of place who have paid their fees but do not meet the entry requirements will be refunded the full amount paid. This will be entered into the SAE Institute Student Management system as a cancellation.

6.4 International Students

International students will be refunded on the basis of the New Zealand dollar amount received at the time of payment.

International students whose visa is declined will be refunded the full amount paid.

If an International Student attains Permanent Residence status during an programme of study, fees will not be adjusted and no refunds are applicable within the year they are studying. Further years of study after obtaining permanent residency should result in domestic tuition fees being applied, as at the discretion of the Campus Director.

SAE Institute is not liable to pay for any transfer fees and charges incurred in any refunds.

6.5 Withdrawal before start

Students are entitled to a refund if they withdraw from a programme or training scheme as per section 235 of the Education Act 1989, and if:

- the programme is of three months duration or more
- the withdrawal occurs up to the end of the eightth calendar day after the start of the programme for Domestic students
- the withdrawal occurs up to the end of the tenth working day after the start of the programme for International students

Any advance programme fee payments will be refunded less the administration fee of \$500. (Administration fee only applicable to Level 5 programmes).

6.6 Withdrawals and Terminations

As outlined in section 5 of the the Registration Agreement, if a student withdraws from a programme after the census date no refund is applicable. This is recorded in SAE's Student Management System as withdrawn.

As outlined in section 6 of the the Registration Agreement, if SAE withdraws a student from a programme after census date, no refund is applicable. This is recorded in SAE's Student Management System as terminated.

6.7 Refund entitlements

For student withdrawing prior to the census date, any advance programme fee payments will be refunded less the administration fee of \$500. (Administration fee only applicable to Level 5 programmes).

Students withdrawing after the census date the eighth calendar day (Domestic Students) or tenth working day (International Students) from the commencement of a programme are not eligible for any refund.

In exceptional circumstances, students may apply to the Campus Director for a fee refund if they withdraw or have their enrolment terminated after the census date. Students would be required to submit evidence for any consideration of mitigating circumstances leading to their withdrawal after census. Any refunds is at the discretion of the Campus Director and may require Executive approval as per the Delegations of Authority.

6.8 Programme cancellation

In the event of a programme being cancelled by SAE Institute prior to the commencement, students will be granted a full refund of any fees paid. Students have the option to transfer those funds to the next available intake.

In the unlikely event of a programme being cancelled after commencement, a proportional refund of fees will be made from the point of cancellation.

	<p>In the unlikely event of the closure of SAE Institute, any refund due to the student will be made via Public Trust in accordance with the Act and the current NZQA student fee protection rules.</p> <p>6.9 Student Fee Protection All tuition fees and refunds are processed through Public Trust in accordance with the Student Fee Protection Regulations.</p> <p>All private training establishments (PTEs) registered with New Zealand Qualifications Authority (NZQA) are required to offer protection for student fees paid. SAE uses Public Trust to act as an independent trustee to administer this protection.</p> <p>As soon as fees are deposited with Public Trust, they are protected. Then as a programme is completed, fees are systematically paid to the SAE. In the unlikely event that SAE is unable to complete the programme (due to closure, insolvency or programme cancellation), Public Trust will refund any fees owed, or if a student has a loan, pay them back to Studylink.</p> <p>6.10 External agencies Once SAE processes a withdrawal through its Student Management System the following applicable agencies will be notified accordingly:</p> <ul style="list-style-type: none"> ● Studylink will be notified via SAKBase and/or Verification of Study (VoS) portals. ● The Tertiary Education Commission (TEC) will be notified via the monthly Fees Free report and applicable SDR submission. ● Immigration New Zealand will be notified in the case of an international student withdrawal. <p>6.11 Student acknowledgment Upon the signing the Registration Agreement, Fee Protect Student Acknowledgement Form and/or the Declaration of Understanding the student agrees to the terms and conditions outlined in this policy.</p>
<p>7. Records</p>	<p>1_F_POL_TuitionFeesandRefunds_190401</p> <p>DRAFT released for consultation 22 May 2019</p> <p>FINAL approved by Board of Directors 4 June 2019 and released</p>



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