

TERMS AND CONDITIONS 2012 for International Students at Auckland International Campus



FEES

Confirmation of enrolment will be provided in the form of a Statement of Fees. Payment must be made before you can obtain a visa. Any student who wishes to dispute the fees due must do so within one month of receiving the Statement of Fees. A request to review the fees or account balance must be made within this month, in writing to the Customer Services Manager, Otago Polytechnic. 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, Clinical Access fee, and Application Processing fee. Failure to pay any Statement of Fees 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 Head of School or Programme Manager. 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 Auckland International Campus refund policy are summarised below. If you have any questions, contact the Auckland office or Customer Services, Forth Street, Dunedin. 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 Auckland office) and then returning it to the Auckland office or Customer Services, Forth Street, Dunedin. 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). NB The administration fees are deducted from the fees refund.

International students are required to attend all classes.

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.

DATE OF ADVICE OF WITHDRAWAL	CLASSIFICATION	REFUND DUE (OF FEES PAID)	LESS ADMINISTRATION CHARGE PER WITHDRAWAL FORM	ACADEMIC RESULT
Notification within 30 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	100%	25%	No result recorded
After programme started, for first two weeks	Programme commenced first two weeks	75%	25%	No result recorded
After programme start date, withdrawal due to academic or disciplinary procedures	Programme commenced	Nil	Nil	Did not complete
After programme start date and visa/permit not obtained	Programme commenced	Nil	Nil	Did not complete
Fees set by external bodies				
Before cut off date		100%	\$50 GST incl	
NZQA credit fees		100%	Nil	
Agent fees		Nil	Nil	

Compassionate/Exceptional consideration: if you withdraw after the after the programme starts you may be eligible to apply to either the Auckland International office or Customer Services for compassionate consideration. Compassionate consideration may be considered for a range of reasons outside the student's control. Evidence such as a medical certificate is required: Customer Services will advise the result of the application for compassionate consideration.

An exit interview with the Student Support Advisor 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.

Where it is relevant, personal information may be disclosed to other agencies such as, but not limited to: the Ministry of Education, Audit New Zealand, New Zealand Qualifications Authority, Skill New Zealand, Industry Training Organisations, industry licensing and registration bodies, other tertiary institutions and providers of work experience for students in courses with a practical component.

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 Customer Services. 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.