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## Fees Policy

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### 1. Purpose

The purpose of this Policy is to establish the basis for fee-charging and related policies at Te Herenga Waka – Victoria University of Wellington (the University).

### 2. Application of Policy

- (a) This Policy applies to all students enrolled at the University and in courses taught by the University in conjunction with partner institutions.
- (b) The University may enrol students under a contract with another organisation. In such cases, the provisions of this policy will apply – in part or in full – in accordance with that contract.
- (c) Any variation from the Fees Policy provisions will be specified in a Fees Schedule that lists the unique provisions that will apply to that particular course or programme.

## Policy Content

### 3. Basis for Charging Fees

Students are charged fees based on:

- (a) the student's status as a Domestic or International Student;
- (b) the student's status as an Internal or Distance Student;
- (c) the courses and programmes being undertaken;
- (d) the services provided.

*Note: All fees are inclusive of GST, unless otherwise stated.*

### 4. Notification of Fees Charged

The University will provide notice of tuition fees, student fees, and charges to a student when a charge is made.

### 5. Liability for Payment of Fees

- (a) A student is liable for payment of fees (or for having confirmed their eligibility for the TEC to pay fees on their behalf) when they:
  - (i) accept an Enrolment Agreement.
  - (ii) are approved for any additional courses or change of course
- (b) Students who do not attend a course in which they have formally accepted a place will be liable for payment of the fees for that course unless the withdrawal procedures as detailed in section 14 are followed.

### 6. Fee Components

The fees charged to a student will include but are not limited to the tuition fees, student fees and charges detailed in this section and the associated Fees Schedule.

### 6.1 Tuition fees

- (a) Subject to section 9, every person enrolling at the University shall pay (or have confirmed their eligibility for TEC to pay on their behalf) the prescribed tuition fee for each course in which they are registered.
- (b) Tuition fees are calculated based on the number of points assigned to each course. The charge per point for each course is listed in Part A (Domestic Students) and Part B (International Students) of the Fees Schedule.

### 6.2 Student Hardship Fee

This fee is a contribution towards assisting students in financial difficulty who would otherwise be unable to continue their studies.

- (a) Every person enrolling at the University, excluding incoming exchange students and STAR students, shall each year at enrolment pay the prescribed Student Hardship Fee.
- (b) The charge for the Student Hardship Fee is shown in Part C of the Fees Schedule.

### 6.3 Student Services Fee

The Student Services Fee (SSF) is a contribution towards student support services delivered by and through the University to support and facilitate the best academic outcomes for all students. The Student Services Fee Procedure provides a full list of services. Additional payment may be required to access some goods, services, or amenities.

- (a) Every person enrolling at the University, excluding incoming exchange students and STAR students, shall each year at enrolment pay the prescribed Student Service Fee.
- (b) The SSF is charged on a per-point basis (with a cap of 150 points per academic year).
- (c) The charge for the Student Service Fee is shown in Part C of the Fees Schedule.

### 6.4 Administration Fees

The University reserves the right to charge the administration fees as shown in Part D of the Fees Schedule to students who apply for the relevant service.

### 6.5 Compulsory Course Costs

Some courses charge an additional compulsory course cost to cover the provision of items such as materials or field trips. These charges are detailed in the relevant course description.

### 6.6 Courses Requiring an Overseas Travel Component

A small number of courses are offered by the University at one or more overseas locations. Where course content is delivered at overseas destinations, the costs of travel may not be included in the fees for the course. Students may be responsible for their own travel (including insurance, accommodation or associated unexpected costs) arrangements. The School will advise where the responsibility of costs sits prior to enrolment.

### 6.7 Higher Doctorate Application Fee

Refer to Part D of the Fees Schedule for Higher Doctorate application fees. Exchange Students

- (a) Students enrolled in an exchange programme approved by the University will be liable to pay fees at their home institution.
- (b) Incoming exchange students will be liable only for compulsory course costs and administration fees at Victoria University of Wellington.

- (c) Victoria University of Wellington students undertaking an exchange programme approved by the University will be charged fees by the University on the following basis:
  - (i) 120 points for a full year exchange programme.
  - (ii) 60 points for a single semester or trimester exchange programme.
  - (iii) the charge per point for tuition will be set according to the subject and will be one of the rates listed in Part A or Part B of the Fees Schedule.
  - (iv) Ancillary fees will be calculated as for an internal student.

## 7. Research Students

- (a) Research Thesis students are charged fees based on the points value of their course, as set forth in Part A and Part B of the Fees Schedule.
- (b) Fees for Research Thesis students are based on the minimum time allowed for the thesis registration period. There is no reduction or refund for early completion.
- (c) If a student has been granted permission to extend their registration, they will be charged a fee calculated by the points value of the additional months agreed upon and the per point charges set forth in Part A and Part B of the Fees Schedule. The points value for part-time study is half of the points value of an equivalent full-time period of registration.
- (d) Fees for extended registration are charged in advance for the entire mutually-agreed period.
- (e) PhD students required by supervisors to register in supplementary courses, during the period of provisional thesis registration, may do so without paying fees in addition to those imposed above.

## 8. Concessionary Fees

- (a) From time to time the University offers concessionary fees. If offered, the concessionary fees provision is available to Domestic Students who wish to attend lectures for reasons other than working towards a University examination or a professional qualification. Students enrolling on this basis cannot attend practical classes, tutorials, workshops, laboratories, or studios, submit coursework, or sit examinations. No grade or credit will be given to graduates enrolled in courses under this provision.

*Note: No concessionary fees programmes are available in 2024.*

- (b) Secondary school students accepted for concurrent enrolment at the University under sections 8(a) and 8(b)(ii) of the Admission and Enrolment Regulations will receive a one third reduction on the advertised tuition fee and will not be charged student fees for that year.

*Note: This includes students accepted under the STAR (Secondary Tertiary Alignment Resource) agreement. It does not apply to students accepted under section 8(f) of the Admission and Enrolment Regulations.*

- (c) In accordance with delegations given by the University Council, the Vice-Chancellor may vary the fees set out in the Fees Schedule to give effect to particular contractual agreements. Payment of Fees
  - (a) Payment of all fees is due at the time liability for these is incurred as per section 5 or by the payment due date shown on the Fees Assessment or Invoice, whichever is the

latest. This includes arrangement for payment by Student Loan as per section 11 or instalments as per section 12. A late payment penalty will apply where fees are not paid by the due date (refer to Part D of the Fees Schedule).

- (b) The University reserves the right to charge a convenience fee to recover credit card transaction fees where payments are made via credit card.

## **9. Student Loans**

Student Loans are provided to Domestic Students by StudyLink. The University acts in accordance with policies and practices promulgated by the New Zealand Government. Any Domestic Student who applies for a student loan remains responsible to take all necessary steps to ensure that payment is made promptly.

## **10. Payment of Fees by Instalment**

- (a) Subject to the provisions set out below, any Domestic Student registered in at least two courses in at least two trimesters may request to pay their fees by instalments.
- (b) The Director, Titoko – Centre for Student Success (or delegate) is responsible for approving requests under clause 12(a). If a request is approved, the Director, Titoko – Centre for Student Success (or delegate) will determine the number of instalments, amounts and payment dates depending on the individual student circumstances. Any decision of the Director, Titoko – Centre for Student Success (or delegate) relating to payment of fees by instalment is final and binding and there is no internal appeal process.
- (c) Payment cannot be made by instalments where fees are to be paid by Student Loan.
- (d) Returning International Students who have previously demonstrated a good payment history may elect to pay their fees by instalments. This option is not available to PhD students. The final decision on whether to allow an instalment plan is made by the Manager, Student Finance.

## **11. Failure to Pay in Full**

- (a) Any student who fails to pay (either directly or via TEC if they are eligible for Free Fees study) all fees and charges detailed in this Policy and the Fees Schedule, to repay Student Hardship Fee scheme loan advances or to pay any other charges due and payable to the University may lose their entitlement:
  - (i) To be issued with an ID card or to have an ID card endorsed;
  - (ii) To attend lectures, laboratories, tutorials, access University buildings and facilities or use the University Library, Digital Solutions Student Computing Services and Student Services;
  - (iii) To have a qualification granted, receive grades, receive an academic transcript, or certificate, or access any certified digital documents in My eEquals;
  - (iv) To register in any other University course.
- (b) The University reserves the right to place fees debts with its appointed debt recovery agency for collection from the student. The University also reserves the right to recover any additional costs in relation to this debt collection from the student.
- (c) The University reserves the right to cancel a student's course registration in the event of outstanding fees without affecting the student's liability for payment of the outstanding fees.

- (d) The University reserves the right to refuse to re-activate registration or to decline an application for registration in a subsequent academic year for a student who has been in default of fees even if the outstanding amount has since been paid.

## 12. Withdrawals from Courses

- (a) A student who completes a withdrawal online or by way of written application through their Faculty Student Success Office within the withdrawal periods below will no longer be liable for the fees associated with that course.

Course duration	Withdrawal period
One-trimester	Two full weeks from start date
More than one trimester	10% rounded up to the nearest whole day or one month from start date (whichever is smaller)
Up to half a trimester duration	One full week from start date

*Note: Specific dates for the withdrawal deadlines will be published each year on the University website.*

- (b) Non-payment of fees, ceasing to attend, or verbally advising a member of staff will not be accepted as a notice of withdrawal.
- (c) Only in exceptional circumstances will fees be reconsidered if a student withdraws from a course after the dates shown in section 14(a). Any application for a fee reconsideration must be accompanied by suitable documentation that provides both evidence of the exceptional circumstances and supports the date of withdrawal.
- (d) An application for a fee reconsideration must normally be submitted by the last day of the official exam period for the trimester in which that course was held. Late applications require justification and are accepted at the discretion of the Director, Tītoko – Centre for Student Success (or delegate).
- (e) Decisions on applications for a fee reconsideration are made by the Manager, Student Finance who will take into account the views of the relevant Manager, Student Success, Associate Director (Student Operations) or other staff as appropriate.
- (f) A student who considers a fee reconsideration decision to be unfair may appeal that decision. Any appeal must be submitted in writing within four weeks of the notification of the initial decision and must clearly state the grounds for the appeal. Decisions on appeals are made by the Director, Tītoko – Centre for Student Success (or delegate) in consultation with the relevant Dean.
- (g) Subject to section 16(f), if a student has given notice of withdrawal from all of their courses after the dates outlined in section 14(a) and a full fee reconsideration has been approved, the University will reverse the full tuition fees liable to the student, less \$100. A percentage refund of non-tuition fees may be applicable (refer to the Student Services Fee Procedure for details).
- (h) A student enrolled in a PhD or Master's degree by thesis for six or twelve months, who gives written notice of withdrawal from enrolment within four weeks of having been enrolled, shall cease to be liable for the fees associated with that course.
- (i) A student who gives written notice of withdrawal from a supervised individual

research paper/project, practicum, dissertation, or similar course within four weeks of the start date for that course shall cease to be liable for the fees of that course.

- (j) A student enrolled in the CertEnglProf, who gives written notice of withdrawal within two weeks of commencement of the programme, will receive a full refund of fees less an administration fee (if applicable).

### **13. Refunds**

- (a) Refunds of fee payments derived from the Student Loan scheme will be credited to StudyLink. Where fee payment has been derived only in part from the Student Loan scheme, refunds will be credited back to StudyLink to the value of the Student Loan payment and any balance then refunded to the student.
- (b) Refunds of fee payments derived from a contract will be credited back to the organisation that has set up the contract with the University.
- (c) Refunds of fee payments where payment was made by an interested party, must be returned to the interested party, or to the student at the interested party's request.
- (d) Refunds will not be made to students if there are fees remaining to be paid for their current academic year or if they have an outstanding debt to the University.
- (e) Refunds to individual students during an academic year that total in excess of \$1,000 will be subject to an administration fee. The charge is not applicable if a credit results from Fees Free allocation, an approved fee reconsideration or Student Loan. Any exceptions will be at the discretion of the Manager, Student Finance.

### **14. Additional Information for International Students**

- (a) A student enrolled in a trimester-based programme who obtains a residency permit during the course of their study will be considered an International Student for the trimester in which residency is granted, unless the residency is granted within the dates prescribed in section 14(a). The Student will be treated as a Domestic Student from the following trimester.
- (b) A student who is enrolled in a programme that is not trimester based and who obtains a residency permit will be given a refund (pro rata) from the week after the date on which residency is granted, as shown in their passport.
- (c) An International Student who withdraws from the University and transfers to another institution must inform Wellington University International and Student Finance in writing and provide copies of their new Offer documents. The refund of fees will be sent directly to the relevant institution less an International Transfer fee (refer to Part D of the Fees Schedule).
- (d) An International Student that has not had their tuition fees administered through an external contract is entitled to a full refund of all money that remains in their account after enrolment. This refund, subject to section 15, will be granted provided the student has paid their fees in full and holds a valid student visa for the period of study. The monies up to a value of \$15,000 per academic year will be paid directly to the student. Any monies to be refunded over and above this amount will be refunded to the originating bank account. Any exceptions will be at the discretion of the Director, Tītoko – Centre for Student Success or Associate Director (Student Operations) and Manager, Student Finance if approval has been delegated.
- (e) Subject to subsections (a), (c) and (d) of this section, all refunds will be paid by bank transfer (upon production of appropriate photo ID).

- (f) Full refunds will also be made pursuant to the relevant clauses of this Policy under the following circumstances:
  - (i) The University is unable to proceed with the course offered;
  - (ii) The student is unable to take up the Enrolment Agreement;
  - (iii) Immigration NZ has declined a student a visa for study in New Zealand (provided that the student has not commenced study outside New Zealand);
  - (iv) A student's application for a visa extension is declined by Immigration NZ;

*Note: For programmes that are not trimester-based, the University will offer a refund (pro rata) from the week after the date on which the visa or visa extension was declined until the end of their programme.*

- (g) Should a student completely withdraw or temporarily cease studying at the University and seek a refund, they will be required to provide proof that they are no longer on a Victoria University of Wellington student visa prior to their refund being authorised.
- (h) Subject to subsections (c) and (f) of this section, international students that have prepaid tuition fees who travel to New Zealand and do not complete their enrolment or who have given notice of withdrawal from all of their courses on or before the dates outlined in section 14(a) will receive a 100% refund of pre-paid tuition fees less an administration fee. The monies will be refunded to the originating bank account.
- (i) Students receiving Federal Loans from the US Government for payment of their study at the University are subject to special withdrawal and refund procedures and policies. Details are available from Wellington University International.
- (j) An International Student who is enrolled in a PhD and resident in New Zealand is charged domestic tuition fees. If such a student does not reside in New Zealand for the agreed proportion of their candidature, they may be charged fees at the rate specified in Part B of the Fees Schedule as for 400 and 500 level courses in their discipline.

## 15. Definitions

In this Policy, unless the context otherwise requires:

**Distance Student** means a student studying primarily from outside the Wellington region or from off-shore and is not able to attend most lectures and tutorials in-person.

**Domestic Student** means a person who is a citizen, resident or permanent resident of New Zealand, Australia, Cook Islands, Niue, Tokelau Islands, or a citizen of other countries who is resident in New Zealand as a consequence of assignment to a diplomatic or consular post, and their immediate dependents. (A new letter issued by the Ministry of Foreign Affairs and Trade's Protocol Division confirming this entitlement to domestic student status, must be presented to the Enrolment Office for every year of enrolment.).

*Note: New Zealand permanent residents and citizens of Australia who study extramurally while living outside of New Zealand will be treated as international students in line with the requirements of the Ministry of Education.*

Internal Student	means a student who undertakes their study primarily from within the Wellington region and is able to attend most lectures and tutorials in-person if required.
International Student	means any student who is not a domestic student.
TEC	refers to the Tertiary Education Commission, which is responsible for the implementation of the Government's Fees Free tertiary education initiative.

### Related Documents and Information

#### 16. Related Documents

[Education and Training Act 2020](#)  
[Victoria University of Wellington Act 1961](#)

[Student Services Fee Procedure](#)

[Fees Schedule 2023](#)  
[Fees Schedule 2024](#)  
[Key dates for current year](#)  
[Study Link](#)  
[Wellington University International](#)

#### 17. Document Management and Control

*Essential Record*

Approver	Tumu Whakarae – Vice-Chancellor
Approval Date	6 December 2021
Effective Date	6 December 2021
Review Date	6 December 2024
Sponsor	Deputy Vice-Chancellor (Students)
Policy Owner	Associate Director, Student Operations
Policy Contact	Manager, Student Finance (Extension 5370)

*Modification History*

Date	Approval Agency	Details
9 January 2024	Policy Sponsor	Editorial and formatting corrections. Ownership transferred from the Provost to DVC Students upon mutual agreement.
18 September 2023	University Council	Major amendments and editorial corrections.