
Fees Procedure

1. Purpose

The purpose of this Procedure is to give effect to, and support the implementation of, the Fees Statute (the Statute).

2. Application of Procedure

This Procedure applies to all Students enrolled at Te Herenga Waka – Victoria University of Wellington (the University) and in courses taught by the University in conjunction with partner institutions.

Note: The University may enrol Students under a contract with another organisation. In such cases, the provisions of this Procedure will apply – in part or in full – in accordance with that contract.

Procedure Content

3. Notification of Fees and Other Charges

- 3.1 The University will notify a Student of any fees or other charges when it is applied to the Student's account.

4. Student Services Fee (including the Student Hardship Fee) Charges

- 4.1 Domestic Students and International Students (including staff members enrolled in study) will be charged the Student Services Fee, including the Student Hardship Fee component, each academic year at the applicable rates specified in Part C of the Fees Schedule for that year.
- 4.2 Certificate in Deaf Studies Students enrolled solely in DEAF courses will be charged the Distance Enrolment rate regardless of their location of study.
- 4.3 The following categories of Students will be exempt from the Student Services Fee (including the Student Hardship Fee component):
- (a) Incoming Global Exchange Students
 - (b) Secondary Tertiary Alignment Resource (STAR) Students
 - (c) Students studying offshore, either in a joint programme or at a joint institute of an overseas partner
 - (d) Students only enrolled in Micro-credential courses.

5. Payment of Fees

- 5.1 Compulsory fees (as outlined in Appendix 1 of the Statute) must be paid when the fee liability arises or by the due date shown on the fees assessment or invoice, whichever is later. This includes fees paid through a Student Loan (see subsection 5.2).
- 5.2 Eligible Domestic Students may pay their fees using a Student Loan administered by StudyLink. The University follows New Zealand Government policies and processes when accepting Student Loan payments. Students who apply for a Student Loan are responsible for ensuring the loan is approved and fees are paid on time.
- 5.3 A late payment penalty, specified in Part D of the Fees Schedule, will apply if fees are not paid by the due date.

- 5.4 The University may apply a charge to recover credit and debit card transaction costs. These charges will be capped at a reasonable cost of processing those transactions.
- 5.5 Students who meet the following criteria may apply to pay their Tuition Fees by instalments, subject to approval of the Manager, Student Finance:
- (a) the Student is registered in at least two courses across at least two trimesters;
 - (b) the Student is not paying the fees by Student Loan;
 - (c) the Student is not a first-year International Student; and
 - (d) where the Student is a returning International Student, the Student has previously demonstrated a good payment history.
- 5.6 When making a decision under section 5.5, the Manager, Student Finance will determine the number of instalments, payment amounts and due dates based on the individual circumstances of the Student.
- 5.7 A Student who considers a decision regarding fees payments by instalment to be unfair may appeal that decision. An appeal must be submitted in writing within four weeks of the notification of the original decision and must clearly state the grounds for the appeal. Decisions on appeals are made by the Deputy Director, Future Students and Student Operations in consultation with the relevant Dean, where appropriate. The decision on the appeal outcome is final and not subject to any further internal review.

6. Failure to Pay in Full

- 6.1 Any Student who fails to pay all fees and charges set out in the Statute and Fees Schedule, to repay Student Hardship Fee scheme loan advances, or to pay any other amounts due to the University, including Halls of Residence charges, may be subject to student account holds, cancelled course registration (disenrollment), and debt management action.
- 6.2 Student account holds may cause Students to lose their entitlement to:
- (a) be issued with a Student ID card or to have an ID card updated;
 - (b) access University buildings and facilities or use the University Library, Digital Solutions computing services and student services covered by the Student Services Fee;
 - (c) receive grades, have a qualification conferred, obtain an academic transcript or certificate, or access certified digital documents in My eEquals;
 - (d) enrol in further University courses, or, in the case of thesis-based study, continue registration in a thesis course.
- 6.3 The University reserves the right to cancel a Student's course registration (disenrollment) in the event of outstanding fees, without affecting the Student's liability to pay those fees. Disenrollment may cause Students to lose their entitlement to:
- (a) attend lectures, laboratories, or tutorials; and
 - (b) access course content on the University's Learning Management System.
- 6.4 The University reserves the right to refer Student fee debts to an appointed debt recovery agency for collection. The University may also recover from the Student any additional costs incurred in relation to such debt collection.
- 6.5 The University reserves the right to refuse to reactivate course enrolment or to decline an application for enrolment in a subsequent academic year where a Student has previously been in default of fees or any other debt, even if that outstanding amount has since been paid.

7. Research Students

- 7.1 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.
- 7.2 Fees for Research Thesis Students are based on the minimum points allowed for the thesis registration period. There is no reduction or refund for early completion.
- 7.3 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.
- 7.4 Fees for extended registration are charged in advance for the entire mutually agreed period.
- 7.5 PhD Students required by the Associate Dean (Postgraduate Research) 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. Exchange Students

- 8.1 Students enrolled in a University-approved global exchange programme will be liable for fees at their home institution.
- 8.2 Incoming global exchange Students will be liable only for compulsory course costs and administration fees at Victoria University of Wellington.
- 8.3 Victoria University of Wellington Students undertaking a University-approved global exchange programme will be charged fees by the University on the following basis:
 - (a) 120 points for a full year exchange programme;
 - (b) 60 points for a single semester or trimester exchange programme;
 - (c) Tuition Fees per point will be set according to the subject and will align with the rates specified in Part A or Part B of the Fees Schedule; and
 - (d) ancillary fees will be calculated on the same basis as for an Internal Student.

9. Entitlement to Student Services

- 9.1 Payment of the Student Services Fee entitles a Student to access University services listed on the University's [designated webpage](#) for the applicable University academic term.
- 9.2 Students who enrol after the commencement of trimester 1 for the applicable academic term are entitled to access University services from the time enrolment is confirmed and fees are paid.
- 9.3 For the purposes of this section, the standard University academic term is considered to be from the start of trimester 1 to the end of the trimester 3 summer period.
- 9.4 For PhD and Master's by thesis Students, the academic term is considered to be the 12 months from their registration date each year.
- 9.5 A Student who is fully withdrawn from study will lose entitlement to services covered by the Student Services Fee, except where services are contractually required to provide continuity of care. The University reserves the right to charge a co-payment for these services to non-students once the Student Services Fee entitlement expires.
- 9.6 A Student who is suspended from the University partway through an academic term (as per the Academic Progress for Continued Registration Procedure), but has paid the Student Services Fee in full, subject to section 9.5, will continue to have access to University services for one month from the date of suspension to facilitate the transition out of the University environment.

- 9.7 The Director, Student Experience and Success holds Delegated Authority to approve –
- (a) continued access to Student support services for a Student who has withdrawn from study, where exceptional circumstances require continuity of care; and
 - (b) an exception to the Student Services Fee charged, including whether the charge is applied at the Internal rate, the Distance rate, or waived, where a Student's circumstances significantly limit their access to services funded by the Student Services Fee.

10. Withdrawals from Courses

- 10.1 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 Tuition Fees and Student Services Fee associated with their course.

Course Duration	Withdrawal Period
One-trimester	Two full weeks from start date
More than one trimester	10% rounded up to the nearest whole or one month from start date (whichever is smaller)
Up to half a trimester duration	One full week from start date
Thesis (six- or twelve-month registration)	Four full weeks from start date

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

- 10.2 Withdrawal from a course after the relevant withdrawal period specified in 10.1 is considered a late withdrawal. Subject to the provision provided in section 11, a student will remain liable to pay fees for any course(s) late withdrawn, or if fees already paid, will not be entitled to a refund.
- 10.3 Non-payment of fees, ceasing to attend, or verbally advising a staff member will not be accepted as notice of withdrawal.
- 10.4 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).

11. Fee Reconsideration

- 11.1 Only in exceptional circumstances will fees be reconsidered if a Student withdraws from a course after the period stated in section 10.1. 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.
- 11.2 An application for a fee reconsideration must normally be submitted by the official last day of the course. Late applications may be accepted only where adequate justification is provided. Decisions on fee reconsideration applications are made by the Manager, Student Finance, who will take into account the views of the relevant Manager, Student Success and other Staff Members as appropriate.
- 11.3 A Student who considers a fee reconsideration decision to be unfair may appeal that decision to the Student Finance team. Any appeal must be submitted in writing within four weeks of the notification of the original decision and must clearly state the grounds for the appeal. Decisions on appeals are made by Deputy Director, Future Students and Student Operations in consultation with the relevant Dean and other Staff Members, as appropriate. The decision on the appeal outcome is final and not subject to any further internal review.

- 11.4 Where a Student has fully withdrawn from study and a 100% fee reconsideration is approved, the University will reverse the full amount of Tuition Fees charged to the Student, less \$100.
- 11.5 Regarding the Student Services Fee charge, if a Student submits a Tuition Fee reconsideration request and that request is approved for a 100% Tuition Fee refund, the following arrangements will apply:
- (a) Those who receive 100% Tuition Fee reconsideration for one or more courses but remain registered in other courses in the same academic year that incur a Student Services Fee charge, will receive 100% Student Services Fee refund for the value of the course points approved for fee reconsideration.
 - (b) Those who receive 100% Tuition Fee reconsideration for one or more courses and are not registered in any other courses in the same academic year that incur a Student Services Fee charge, as per section 11.4, and have not engaged with Student Services Fee-funded services will receive 100% Student Services Fee refund for the value of the course points approved for fee reconsideration. If they have engaged with Student Services Fee-funded services, the Student Services Fee refund will be 50%.

12. Change in Student Status

- 12.1 An International Student enrolled in a trimester-based programme who obtains a residency permit (or otherwise meets Domestic Student criteria) during the course of their study will be considered an International Student for the trimester in which the residency is granted, unless the residency is granted within the dates prescribed in section 10.1. The Student will be treated as a Domestic Student from the following trimester.
- 12.2 An International Student who is enrolled in a programme that is not trimester based, for example thesis study, and who obtains a residency permit (or otherwise meets Domestic Student criteria) during the course of their study will be treated as a Domestic Student from the following month after the date on which the residency is granted, as shown in their visa documentation.
- 12.3 If a Domestic Student or International Student changes their location of study during the academic year resulting in a change in the Student's status from Internal to Distance (or vice versa), the following arrangements apply:
- (a) If the free withdrawal period for the relevant trimester has already ended when the Student changes location, the corresponding Student Services Fee charge for that trimester will remain charged at the initial rate.
- Note: If a Student changes from Internal to Distance after the free withdrawal period due to exceptional circumstances and specific factors outside of their control, the Student Services Fee rate will be charged at the distance rate.*
- (b) If the trimester has not yet commenced or its free withdrawal period has not yet ended when the Student changes location, the corresponding Student Services Fee charge for that trimester will be revised based on the Student's new status.
 - (c) If a thesis Student changes location, the corresponding Student Services Fee charge for the enrolment period following the location change will be revised based on the Student's new status. The revised Student Services Fee rate will be applicable from the start of the next 1-month enrolment period following the location change.
 - (d) Retrospective study location changes, or changes made late due to exceptional circumstances, will be considered case-by-case by the Manager, Student Finance.
- 12.4 The University reserves the right to cross-reference data collected to ensure Students' study behaviours and engagement align with their declared study location. This could include, but is

not limited to, address details, tutorial and lecture engagement information, and access to University networks.

Note: If through this process a Student is identified to be on campus, but their declared study location is distance, the University reserves the right to modify the student's study location and campus code details to that of an internal student, with the Student Services Fee charged at the internal student rate.

- 12.5 In some instances, for Students charged at the domestic fee rate, a change in study location may result in the Student no longer being eligible for Domestic Student status. This includes, but is not limited to, non-New Zealand citizens studying from outside of New Zealand. Students who no longer meet the criteria of a Domestic Student will be charged fees at the International Student rate from the trimester their eligibility changed.
- 12.6 An International Student who is enrolled in a PhD and living in New Zealand is charged Tuition Fees at Domestic Student rates. 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.

13. Refunds

- 13.1 Refunds of fee payments received 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.
- 13.2 Refunds of fee payments derived from a contract will be credited back to the organisation that has set up the contract with the University.
- 13.3 Refunds of fee payments where payments were made by an interested party, must be returned to the interested party, or to the Student at the interested party's request.
- 13.4 Refunds will not be made to Students if there are fees remaining to be paid for the current academic year or if they have an outstanding debt to the University.
- 13.5 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 an approved fee reconsideration or Student Loan (where the Student Loan is the sole payment type). Any exceptions will be at the discretion of the Manager, Student Finance.
- 13.6 Subject to any applicable subsections of this section, enrolled International Students can request a refund of up to \$15,000 per academic year to 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 Deputy Director, Future Students and Student Operations.
- 13.7 Should an International Student completely withdraw or temporarily cease studying at the University and seek a refund, the Student account credit will be refunded to the originating bank account.
- 13.8 Subject to subsection 13.9, 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 10.1 will receive a 100% refund of pre-paid Tuition Fees less an administration fee. The monies will be refunded to the originating bank account.
- 13.9 An International Student who withdraws from the University and transfers to another institution must inform the International Office 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).

13.10 Refunds will be provided in accordance with this Procedure and are exempt from administrative fees in the following circumstances:

- (a) The University is unable to proceed with the course offered;
- (b) The Student is unable to take up the Enrolment Agreement due to exceptional circumstances;
- (c) The Student's application for a visa to study in New Zealand is declined by Immigration New Zealand (provided that the Student has not commenced study outside New Zealand);
- (d) The Student's application for a visa extension to study in New Zealand is declined by Immigration New Zealand.

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.

13.11 All refunds will be paid by bank transfer (upon appropriate verification of the Student).

13.12 Students receiving Federal Loans from the U.S. Government for payment of their study at the University are subject to special withdrawal and refund procedures and policies. Details are available from the International Office.

14. Definitions

In this Procedure, unless the context otherwise requires:

Delegated Authority	has the meaning given in the Delegations Statute.
Distance/Distance Enrolment	means an enrolment where the Student studies primarily from outside the Wellington region or from offshore and is not able to attend most lectures and tutorials in person.
Domestic Student	has the meaning given in the Fees Statute.
Global Exchange Student	means a Student studying at Victoria University of Wellington for one or more trimesters, as part of a reciprocal exchange programme with an overseas institution, or a Victoria University of Wellington student studying for one or two trimesters at an overseas institution.
Micro-credential	has the meaning given in the Fees Statute.
Internal/Internal Enrolment	means an enrolment by a Student who studies primarily within the Wellington region and is able to attend most lectures and tutorials in person.
International Student	has the meaning given in the Fees Statute.
STAR Students	means students who are nominated by their secondary school to attend the University as an extension of their school study.
Wellington Region	refers to the definition provided by the Greater Wellington Regional Council and includes Wellington City, Lower Hutt, Porirua, Upper Hutt, Kapiti Coast, South Wairarapa, Carterton, Masterton, Tararua.
Withdraw/Withdrawal	is when a Student ceases to participate in a course, programme or Micro-credential (regardless of whether they have been refunded any fees) by providing written notice to the

University that they wish to withdraw from participation, study and/or enrolment.

Student	has the meaning given in the Fees Statute.
Student Services Fee	has the meaning given in the Fees Statute.
Tuition Fee	has the meaning given in the Fees Statute.

Related Documents and Information

15. Related Documents

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

[Academic Progress for Continued Registration Procedure](#)
[Admission and Enrolment Regulations](#)
[Delegations Statute](#)
[Fees Statute](#)

[Fees Schedule](#)

16. Document Management and Control

Essential Record

Approver	Tumu Whakauru – Deputy Vice-Chancellor (Students)*
Approval Date	14 September 2026
Effective Date	14 September 2026
Next Review Date	14 September 2029
Policy Sponsor	Tumu Whakauru – Deputy Vice-Chancellor (Students)
Policy Owner	Deputy Director, Future Students and Student Operations**
Policy Contact	Mata Tahua Tauira – Manager, Student Finance

Modification History

Date	Approval Agency	Details
14 September 2026	Te Rūnanga – Council	Student Services Fee Procedure replaced by the new Fees Procedure

* As the Te Hiwa Sponsor for the Fees Statute

** Policy Owner of the Fees Statute