

Refund Procedure

In accordance with the Education Amendment Act (No 4) 1991, an International Student enrolled for a course of study at Cashmere High School and wishing to withdraw, is entitled to:

- withdraw before 7 days of course commencement
 - full payment of tuition fees minus NZ\$250 enrolment fee
- withdraw within 7 days of course commencement
 - refund of remaining fees minus administration fee of \$500.
- withdraw any time after 7 days of course commencement
 - no refund on the current term and following term fee.
 - a refund of remaining fees minus an administration fee of \$500 and any other costs incurred on behalf of the student e.g. agent's commission, government levy.
- withdraw after end of Term 2
 - no refund of tuition fees.
- no refund when enrolment is withdrawn by the school
- no refund when passport status has been changed to permanent residence

In order to be eligible for any refunds, the student must apply in writing to the Principal, stating the reasons for withdrawal from the course of study.

Grievance Procedures

Cashmere High School has established guidelines for students who have a complaint or grievance against the school. The procedure for dealing with such an issue is:

1. International students who consider that they have a concern, complaint or grievance with Cashmere High School should in the first instance discuss the concern with the Director of International Students.
2. If the matter is not resolved to the satisfaction of the student, the student or their authorized agent/representative should then take up the matter with the Principal.
3. If the matter is still not resolved satisfactorily, the student should put their concern in writing to the Board of Trustees of Cashmere High School. The board will then consider the matter and come to a decision.
4. If, at this stage, the student is still not satisfied with the outcome, the complaint should be taken to the International Education Appeal Authority (IEAA). The IEAA will receive and adjudicate on complaints received from International Students or their authorized agents/representatives concerning breaches of the Code of Practice for the Pastoral Care of International Students. Information about the IEAA is available in the International office, or by mail at:

The International Education Appeal Authority
C/- Ministry of Education
PO Box 1666
Wellington
New Zealand