APPLICATION TO STUDY AS AN INTERNATIONAL STUDENT

PLAN YOUR DEGREE AND MAJOR

We encourage students to research the Victoria degrees and majors they plan to study at the University. For a full list of degrees and subject areas offered, see www.victoria.ac.nz/international/study

Masters by research applicants are advised to contact an academic in the relevant School/Department to ensure that the area of proposed research can be supervised at Victoria University of Wellington.

PhD applicants: Do NOT use this application form. There is a completely separate application process for the PhD degree, managed by the Faculty of Graduate Research – see www.victoria.ac.nz/fgr

SUBMIT YOUR APPLICATION

Complete all sections on the attached Application Form, sign it and courier (preferably using a tracked worldwide courier service) or mail your form and supporting documents to the address on the application form so it arrives by the closing dates listed on the right.

As a minimum, you must include:
+ a completed International Student Application Form
+ official documentation of your academic results
+ a certified copy of your passport personal details

Note that some Victoria programmes have additional requirements.

If your first language is not English you must also include supporting evidence of your English proficiency – see page 2 of this form for details.

Postgraduate students must also include the items listed in the Entry Requirements for Postgraduate Study and Research on page 2 of this form.

RECEIVE OFFER OF PLACE

When we receive your application we will acknowledge it with an email. After an assessment is made, successful applicants will receive an offer of place and pre-arrival information by email, including your offer status, offered programme and start date.

VISIT THE PRE-ARRIVAL WEBSITE

It is important to review the pre-arrival information at www.victoria.ac.nz/international/pre-arrival, which includes important advice on the accommodation application process, your student visa, and medical and travel insurance.

STUDENT VISAS

Before coming to study at a New Zealand university you must have a student visa. Your nearest New Zealand Diplomatic Office can provide you with the necessary information and the forms to complete.

Full details of immigration requirements, advice on rights to employment in New Zealand while studying, and reporting requirements are available from Immigration New Zealand, and can be viewed on their website at www.immigration.govt.nz

MEDICAL AND TRAVEL INSURANCE

Most international students are not entitled to publicly funded health services while in New Zealand. If you receive medical treatment during your visit, you may be liable for the full costs of that treatment. Full details on entitlements to publicly funded health services are available through the Ministry of Health – www.health.govt.nz

International students (including group students) must have appropriate and current medical and travel insurance while in New Zealand. The Code of Practice for the Pastoral Care of International Students (The Code) guidelines state the minimum standard of insurance required for an international student – see www.nzqa.govt.nz/providers-partners/caring-for-international-students

The University offers Studentsafe-University for its international students, which meets The Code standards and provides travel and health insurance at an economical rate. Short course and family rates are also available. Payment for insurance can be made with tuition fees. The current insurance rate is published at www.victoria.ac.nz/international/pre-arrival/insurance

Most insurance policies purchased outside New Zealand do not meet The Code’s standards, so it is vital to check with Victoria International at least six weeks before your enrolment before purchasing a policy from your home country. A policy written in another language must be translated into English before Victoria International staff can check it. If you buy an insurance policy that fails to meet The Code standards, you must buy another appropriate insurance policy before enrolling.

The University receives payment from the insurer, used to improve pastoral care and services for international students at Victoria. See www.victoria.ac.nz/international/pre-arrival/insurance or email vi-insurance@vuw.ac.nz

The Accident Compensation Corporation provides accident insurance for all New Zealand citizens, residents, and temporary visitors to New Zealand, but you may still be liable for all other medical and related costs. To find out more, see www.acc.co.nz
ENTRY REQUIREMENTS

To study at Victoria University of Wellington as an international student you will need a good command of the English language and a good record of academic achievement.

IMPORTANT: These are the minimum English language and academic requirements for admission to Victoria. Where places on a degree programme are limited, higher entry requirements may be applied at the discretion of the University.

UNDERGRADUATE STUDY

ENGLISH LANGUAGE REQUIREMENTS

+ IELTS overall band of 6 with no sub-score below 5.5; or
+ TOEFL 80 on the internet-based test; or
+ a minimum of three ratings of 4 and one rating of 3 in the Victoria University English Proficiency Programme test – see Pathways Programmes in the Victoria International Prospectus, page 38; or
+ Pearson Test of English: A score of 58 (with a ‘Communicative’ score of not less than 50).

The following programmes have specific English language requirements:
+ Undergraduate teaching degree programmes may require a minimum IELTS overall band of 7.0 with no sub-score below 7.0.

ACADEMIC REQUIREMENTS

See qualifications for entry table overleaf.

If you have studied a university foundation programme outside of New Zealand, it must be recognised by Victoria and you will need to have successfully completed the programme with at least a 75% average or equivalent. Applications are assessed on a case-by-case basis.

Academic credit transfer and exemptions

Undergraduate applicants who already have a tertiary-level qualification or even part of one may be eligible for academic credit transfer and/or exemptions from required courses at Victoria. Please note that academic credit transfer and exemptions are not applicable for postgraduate applications.

The assessment process usually takes up to six weeks, so you are strongly encouraged to apply for this with your initial International Student Application to study at Victoria.

ACADEMIC CREDIT TRANSFER recognises previous study at another recognised institution and adds university points (credit) to a degree at Victoria University. Credit transfer can make a difference to the number of courses required to complete a degree. In some cases, it may be possible to complete a degree in two years, instead of three.

Any student who has more than the minimum entrance requirements for an undergraduate degree can apply for credit transfer on their application form. Full official documentation from previous studies must be provided, including an original academic transcript, signed and dated by the issuing institution, or a certified copy of the original. Detailed course descriptions of previous study are also required.

If you have already completed a course that is equivalent to one required at Victoria for a prerequisite, major or degree, you may be considered for an EXEMPTION so that you do not have to take it again. An exemption does not necessarily carry credit or points. You may be considered for an exemption as part of the credit transfer assessment.

POSTGRADUATE STUDY + RESEARCH

ENGLISH LANGUAGE REQUIREMENTS

+ IELTS overall band of 6.5, no sub-score below 6; or
+ TOEFL 90 on the internet-based test with at least 20 in writing; or
+ a minimum of two ratings of 5 and two ratings of 4 in the Victoria University English Proficiency Programme test – see Pathways Programmes in the Victoria International Prospectus, page 38; or
+ Pearson Test of English: A score of 65 (with a ‘Communicative’ score of not less than 58).

The following programmes have specific English language requirements:
+ Postgraduate teaching degree programmes and all Graduate School of Nursing, Midwifery and Health programmes require a minimum IELTS overall band of 7.0 with no sub-score below 7.0.
+ Master of Laws requires a minimum IELTS overall band of 7.0 with writing score of 7.0 with no sub-score below 6.5; or TOEFL or Victoria University English Proficiency Programme equivalent.
+ Master of Information Management requires a minimum IELTS overall band of 6.5 with writing score of 7.0 with no sub-score below 6.0; or TOEFL or Victoria University English Proficiency Programme equivalent.
+ Master of e-Government requires a minimum IELTS overall band of 6.5 with writing score of 6.5 with no sub-score below 6.0; or TOEFL or Victoria University English Proficiency Programme equivalent.

ACADEMIC REQUIREMENTS

Academic entry requirements for Victoria’s postgraduate programmes vary. You will need to have successfully completed a New Zealand Bachelor’s degree or its overseas equivalent from a recognised tertiary institution; and, for some programmes, evidence of relevant work/research experience may be necessary.

In general, for applicants who have a Bachelor’s degree graded in a GPA system, the GPA should be at least 3.0 out of 4.0. For applicants with a Bachelor’s degree graded in the British system, including India, the Bachelor’s degree must be in the first or upper second class. Please note some programmes may require a higher entry requirement.

In addition to this application, applicants should include:
+ Graduation certificates and full academic transcripts.
+ Official outlines for most of the advanced courses completed in Bachelors degree, where available.
+ Two Academic References.
+ Your Curriculum Vitae.
+ A study plan or research proposal.

PROOF OF ENGLISH LANGUAGE PROFICIENCY

When applying for admission, please provide a copy of your latest IELTS or TOEFL test score, if available. Please note that test results are only valid for two years.

You may be exempt from the English language requirements if your previous studies were undertaken in a native English-speaking country. However, this still may not guarantee entry to the University without an IELTS or TOEFL test score.
MINIMUM ACADEMIC REQUIREMENTS FOR UNDERGRADUATE ADMISSION

New Zealand
Entry from NCEA:
+ Attained NCEA Level 3; and
+ Achieved 14 credits at NCEA Level 3 in each of three subjects from the list of approved subjects; and
+ Achieved University Entrance Literacy requirements: 10 credits at Level 2 or higher, made up of 5 credits in reading and 5 credits in writing from specific standards; and
+ Achieved University Entrance Numeracy requirements: 10 credits at Level 1 or higher from specific achievement standards, or three specific numeracy unit standards.

Successful completion of the NZ Diploma in Business; or
Successful completion of one year of full-time study toward the NZ Diploma in Business with a B- average
Successful completion of the Victoria University of Wellington Foundation Programme; or
Successful completion of a New Zealand university foundation programme – for grade requirements contact the Admissions team
Successful completion of a diploma rated Level 4 or higher by NZQA and taught by a NZ polytechnic or university; or
Successful completion of one year of full-time study towards such a diploma, with at least a B- average

For more information visit: www.nzqa.govt.nz/qualifications-standards/awards/university-entrance

Completion of the High School Diploma with an average of 3.5 or better
Achievement of the International Baccalaureate Diploma.

Forberedelseseksamen; a grade of 7 of higher in English fulfills the English language requirement.

Successful completion of a New Zealand university or Wellington Foundation Programme; or
Successful completion of a two-or-three year diploma from a recognised institution*

Successful completion of the Diploma
Successful completion of the Victoria University of Wellington Foundation Programme; or
Successful completion of a New Zealand university foundation programme – for grade requirements contact the Admissions team
Successful completion of a diploma rated Level 4 or higher by NZQA and taught by a NZ polytechnic or university; or
Successful completion of one year of full-time study towards such a diploma, with at least a B- average

Australia
Completion of Year 12 with an ATAR of at least 75

Brazil
Successful completion of one year of tertiary study at a recognised institution*

Canada
Average of 65% across six subjects (including English) in the Grade 12 High School Diploma – requirements may vary from Province to Province. Ontario: Senior Secondary School Diploma with a minimum average of 65% in six subjects in Grade 12

China PRC
Senior High School Graduation minimum 75%, plus one year of Bachelor’s study at a recognised university; or
Successful completion of a two-or-three year diploma from a recognised institution*

Denmark
Successful completion of Studentereksamen or Højere Forberedelseseksamen; a grade of 7 of higher in English fulfills the English language requirement.

Fiji
Certificate of Matriculation plus the Upper Secondary School Certificate – a grade of 8 or better in English fulfills the English language requirement

Finland
Baccalaureat

France
Abitur/Zeugnis der Allgemeinen Hochschulereife – a grade of 13 in English fulfills the English language requirement

Germany
Hessen/Zeugnis der allgemeinen Abitur – a grade passed in the English examination

Hong Kong
Hong Kong Diploma in Secondary Education (HKDSE) with 3 subjects achieved at level 4 or better including English language and two elective subjects; or
Three Hong Kong Advanced Level passes at grade C or higher

India
At least a 75% average in Year 12 CBSE, HSC, or ISC. A grade of 65% in English fulfills the English language requirement

Indonesia
SMU 3 with a Grade Point Average of 7.0 and one year of study at a recognised institution*; or
SMU 3 with a Grade Point Average of 8.0 or higher

International Baccalaureate
Achievement of the Diploma

Iran
Iranian High School Diploma Grade 15 or higher, plus one year of study at a recognised institution*

Japan
Completion of the High School Diploma with an average of 3.5 or better

Korea
At least 80% in the Korean University entrance examination; or High School Diploma plus one year of successful study at a recognised university*

Malaysia
Three passes in STPM exam at C or better; or
A maximum score of 18 points over 6 academic subjects in the UEC; or
Three Advanced Level passes at grade C or better; or
Successful completion of an Australian Matriculation programme with an ATAR of at least 75; or
Successful completion of a Canadian Matriculation programme with an average of 65% across six subjects in Grade 12; or
Achievement of the International Baccalaureate Diploma.
To fulfil the English language requirements: STPM English grade of B or higher; SPM English grade of A+, A or A- (or A1 or A0); UEC English grade of B4 or higher

Netherlands
VWO Gymnasium A or B

Norway
Vitnemål fra den Videregående. A grade of 4 or higher in English fulfills the English language requirement

Philippines
At least two years’ study at a recognised university* with an average grade of at least B-/2.0

Samoa
See South Pacific Nations

Saudi Arabia
Successful completion of one year of Bachelor’s study at a recognised university; or
Successful completion of a two- or three-year Diploma from a recognised tertiary institution

Singapore
Three H2 Level passes at grade C or better; or
18 points where A=10, B=8, C=6 etc

South Africa
Successful completion of the National Senior Certificate having achieved an aggregate of at least ‘C’, with at least a ‘D’ in English. The certificate must state your eligibility to study in a South African university.

South Pacific Nations
South Pacific Senior Secondary Certificate with 3 B/Merit grades plus a minimum grade of 5 in PSSC English and 6 in PSSC Maths; or
University of the South Pacific Foundation year with a minimum of C in Communication; or
National University of Samoa Foundation Certificate with an average grade B3; or
A score of 250 or higher in the Fiji 7th Form Certificate with passes in 4 subjects; or
Tonga National Form 7 Certificate with 3 B grades plus a minimum grade of 5 in PSSC English and 6 in PSSC Maths

Sri Lanka
Three Advanced Level passes at grade C or better

Sweden
Successful completion of Avgångsbetyg, or Slutbetyg from a Gymnas; or
A Slutbetyg grade of 4 – VG in English fulfills the English language requirement

Taiwan
A+ average in the Senior High School Diploma, plus one year of study from a recognised institution*

Thailand
M6 with a GPA of 3.2 or higher; or
One year of study from a recognised institution* with a GPA of 2.5 or higher

Tonga
See South Pacific Nations

United Kingdom
Three Advanced Level passes at grade C or better

USA
High School Diploma plus SAT score higher than 1650 with at least 500 in each of ‘critical reading’, ‘math’ and ‘writing’; or
An ACT score of 24 or higher

Vietnam
Tot nghiep pho thong or ‘Universal Graduation’ with a grade of 18 points where A=10, B=8, C=6 etc

*To find out if yours is a “recognised institution”, please contact Victoria International Admissions, email victoria-international@vuw.ac.nz

www.victoria-international.ac.nz
This application form is to be used by all international students applying to study for a degree programme at Victoria, with the single exception of the PhD. There is a completely separate application process for PhD applicants, managed by the Faculty of Graduate Research – see www.victoria.ac.nz/fgr.

ALL sections must be completed. Please print clearly in block letters using a pen. Enclose one set of supporting documents with this application – all documents must be originals or certified copies. This application will not be processed unless full documentation is attached.

Submission Details
This application is submitted by
☐ Self (direct applicant)
☐ Representative

E-mail Address for Correspondence (representative or student)

Postal Address for Correspondence (representative or student)
*Please note that we cannot courier/FedEx to PO Box numbers. If a PO Box number is provided this may delay postage time.

Student Personal Details
Family Name (as shown on student passport)

Given Name(s) (as shown on student passport)

Gender  ☐ Male  ☐ Female

Date of birth (D D / M M / Y Y)

Nationality (as shown on student passport)

Are you also a New Zealand citizen/Permanent Resident?  ☐ Yes  ☐ No

Student Telephone

Student Email Address (if not already given above)

Disability support questions
Do you have a disability, impairment, long-term injury or chronic medical condition?  ☐ Yes  ☐ No
Are you deaf?  ☐ Yes  ☐ No

Some additional costs may apply, so it is important that you contact us at victoria-international@vuw.ac.nz to discuss your needs.

Funding of study
How do you intend to pay for your studies?
☐ Private funds
☐ Home government scholarship (please specify scholarship type)
☐ NZ ASEAN, Pacific, Development or Commonwealth Scholarship (specify)
☐ Other (please specify below)

Proficiency in English
To study at Victoria you MUST be proficient in English. For details of requirements, see www.victoria-international.ac.nz

Documentary evidence of the following information is required.
☐ English was the language of instruction in previous studies completed in a native English speaking country.
☐ I will study/am studying in the VUW English Proficiency Programme
☐ I will sit/have sat an English proficiency test (IELTS or TOEFL)

Date taken/to be taken

English test name

Results (if known)

Preferred programme of study at Victoria (in order of preference)

What degree/qualification is this application for?
Degree/Qualification

1st Choice:

2nd Choice:

Postgraduate Research Applicants
Please attach a statement detailing your proposed area of research, a research proposal (3-5 pages), research experience and publications. You may be required to submit a more detailed application at a later date. Please advise if you have contacted an academic staff member regarding your proposed study.

When do you intend to begin study at Victoria?  ☐ February  ☐ July  ☐ November  Year:

What is your intended career?

Do you think your chosen qualification will help you fulfil this career aspiration?  ☐ YES  ☐ NO
Qualifications and Academic Records

Please provide details and official documentation of your academic results for all university qualifications, both complete and incomplete. Important: only provide details of qualifications for which you can provide full documentation.

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Are you CURRENTLY awaiting results of any studies undertaken this year?
- [ ] NO
- [ ] YES – Please indicate below when these results will be available

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Are you seeking credit transfer? (undergraduate applicants only)
- [ ] NO
- [ ] YES Please provide full official or certified academic transcripts and course descriptions for all tertiary study. If you are awaiting results, please provide these documents as soon as possible. Credit transfer guidelines are found at www.victoria-international.ac.nz

Relevant work history/experience

If you have work experience relevant to this application, please supply details in a separate sheet (work experience is not taken into account for admission to undergraduate programmes).

I HAVE INCLUDED:
- [ ] Certified copy of passport personal details
- [ ] Evidence of my English proficiency (where required)
- [ ] Official documentation of my academic results

Certified copies are preferred. Originals will only be returned where specifically requested at the time they are submitted.

IMPORTANT NOTES:
Documents submitted with this application must be originals or certified true copies of the originals, translated into English if necessary. Any certified documents submitted must be certified by the institution that issued the documents or by an official notary and must bear the official stamp of the person or institution. Photocopies or facsimiles of documents are not acceptable.

The submission of fraudulent or forged documentation in support of this application will automatically disqualify a student from enrolment. Victoria University of Wellington reserves the right to inform all other New Zealand Universities of such cases, including the student's name and date of birth.

Immigration New Zealand and the Police will also be informed. The submission of enrolment application documentation with this University denotes acceptance of these terms and constitutes consent to disclosure for the purposes of Privacy Principle 11 set out in the Privacy Act 1993.

Where places on a degree programme are limited, higher entry requirements may be applied at the discretion of Victoria University of Wellington.

PLEASE RETURN THIS FORM AND ALL CERTIFIED/ATTESTED DOCUMENTATION TO:
Victoria International
Victoria University of Wellington
Level 2, Easterfield Building, Kelburn Campus
PO Box 600
Wellington, NEW ZEALAND

DECLARATION AND SIGNATURE
1. The information set out in this application and supporting documents is true and complete to the best of my knowledge. I understand that if I withhold information or provide false or misleading information, my admission or enrolment may be declined or terminated.
2. I understand that the University may amend course and programme offerings, fees, levies, statutes, policies and procedures without notice.
3. I understand that the University will collect, store, use and disclose personal information about me in the course of conducting its proper business and that a unique identifier will be assigned to me to facilitate this. I have read and understand how such information will be managed and disclosed in accordance with the Privacy Act 1993, and as outlined on the University website (www.victoria.ac.nz/study/apply-enrol/terms-conditions/privacy). I acknowledge that I have the right to access and seek correction of personal information about me.
4. I understand that I must meet the requirements of Immigration New Zealand to study in New Zealand.
5. I authorise Immigration New Zealand and the Ministry of Business, Innovation and Employment to provide the University with any personal details regarding my immigration status, including any information that I have submitted to Immigration New Zealand in the course of any visa or permit application.
6. I further agree that the University may supply personal information to Immigration New Zealand and the Ministry of Business, Innovation and Employment where the University considers the information relevant to my immigration status.
7. I understand that I must notify the University of any change in my contact details, accommodation type, residential address or immigration status.
8. I have read and understood the Victoria University of Wellington Refund Policy. Please refer to the most recent fees statute: www.victoria.ac.nz/study/student-finance/fees
9. I understand that I will not be admitted into the course or programme for which I have applied:
   + unless my application complies with the Admission and Enrolment Statute (www.victoria.ac.nz/documents/policy/academic/admission-and-enrolment-statute.pdf) and relevant qualification and degree statutes; and
   + until any conditions advised by the University have been satisfied.
10. I am aware of the tuition and living costs associated with studying in the course or programme and I am able to meet all expenses (including medical expenses) for the duration of my study. I understand that if I am unable to meet these costs, the University and the New Zealand Government will not be expected to help me.

STUDENT SIGNATURE __________________________ DATE __________

Victoria University of Wellington
POLICIES TO PROTECT YOU

CODE OF PRACTICE

The Code of Practice for the Pastoral Care of International Students (The Code) published by the Ministry of Education is a policy specially designed for international students. It sets the standards of advice and care that must be given by an institution to an international student. Victoria University of Wellington has agreed to observe and be bound by The Code. Copies of The Code are available from Victoria International or from the NZQA website at [www.nzqa.govt.nz/providers-partners/caring-for-international-students](http://www.nzqa.govt.nz/providers-partners/caring-for-international-students).

Students or parents of students who feel an area of The Code has been breached should document the breach in writing to the International Director, who will take all steps to ensure that the grievance is settled. If a favorable result is not reached, the case will be referred to the International Education Appeal Authority (IEAA). The University agrees to be bound by the IEAA procedures and will offer any information and cooperate with the board while they investigate a complaint. Students have the right to information about progress and decisions regarding their complaint as well as translation services if necessary to ensure adequate comprehension.

FEES, LEVIES AND CHARGES

International students (‘Students’) are required to pay a tuition fee for each course in which they are enrolled, course material charges, student services levy, student assistance levy, and other administrative charges (‘Fees’). A small number of courses have an Overseas Travel Component as additional costs. For more information on these charges see the Victoria University Fees Statute (‘the Fees Statute’). Please refer to the most recent Fees Statute at [www.victoria.ac.nz/fees](http://www.victoria.ac.nz/fees).

Any programme or course offered by the University and listed in its Calendar may be cancelled by the University as a result of insufficient resources or student demand. The Vice-Chancellor concedess that Victoria University has the financial resources available to refund fees to students enrolled in any cancelled programme. If a course is unable to proceed due to destruction or damage to buildings, plant and equipment and other tangible assets, fees will be refunded to the students affected. In this case the fees refund will be covered by the University’s Industrial Special Risks Policy and be classified as a consequential loss.

**Refund statement**

1. **REFUNDS**

Refunds of Fees to Students are made in accordance with the current Fees Statute [www.victoria.ac.nz/fees](http://www.victoria.ac.nz/fees). Refunds for International Students are only processed once the Student has applied to the Student Fee Advisor in writing.

1.1 A Student is entitled to a full refund of all money that remains in their account after enrolment. This refund 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 and an administration fee will be applicable.

1.2 An International Student who withdraws from the University and transfers to another institution must inform Victoria International and their Student Fee Advisor in writing and provide copies of their new Offer documents. Any refund of fees will be sent directly to the relevant institution less an International Transfer Fee prescribed in the Fees Statute.

1.3 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 the Fees Statute. The Student will be treated as a domestic student from the following trimester.

1.4 A Student who is not enrolled in a trimester-based programme and who obtains a residency permit will be given a refund (pro rated) from the week after the date on which residency is granted. A Student’s residency status is effective from the date on which residency is granted as shown in their passport.

1.5 A Student enrolled in CertEngProf who provides written notice of withdrawal within two weeks of beginning on the programme shall receive a two-thirds refund of the total tuition fees. A full refund of fees is only given when a Student withdraws before the programme begins.

1.6 A student enrolled in a PhD or Masters 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.

1.7 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.

1.8 Victoria University may approve partial or full refunds in exceptional circumstances. Refunds will be subject to receipt of a written request setting out the full circumstances. If a full fee reconsideration is approved, the University will reverse the full tuition and non-tuition fees liable to the student, less $100.

1.9 Refunds of fee payments derived from a Contract will be credited back to the organisation that has set up the contract with the University. Refunds will not be made to students if there are fees remaining to be paid for their current academic year.

1.10 Subject to clauses 1.2 to 1.9, all refunds will be paid by bank transfer (on production of appropriate photo ID).

2. **FULL REFUNDS**

2.1 Full refunds will be made pursuant to the relevant clauses of the Fees Statute and in the following circumstances:

a) The Student is unable to take up the offer of admission;

b) Immigration New Zealand has refused a Student a visa for study in New Zealand;

c) A Student’s application for a visa extension is refused by the Immigration New Zealand;

d) Victoria University is unable to proceed with the course(s) offered.

2.2 If a Student completely withdraws or temporarily ceases studying at Victoria University and seeks a refund, they will be required to provide proof that they no longer hold a Victoria University student visa before their refund will be actioned. Subject to subsections 1.2 and 1.1, 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 [www.victoria.ac.nz/students/study/course-additions-withdrawals](http://www.victoria.ac.nz/students/study/course-additions-withdrawals) will receive a 100% refund of pre-paid tuition fees less an administration fee. The monies will be refunded to the originating bank account.

Withdrawal from courses

A student must give written notice of a course withdrawal to the Faculty Office within the deadlines stated in the Fees Statute to receive full or partial refund of the tuition fees. Non-payment of fees, ceasing to attend, or verbally advising a member of staff will not be accepted as notice of withdrawal. For further details, see the most recent Fees Statute at [www.victoria.ac.nz/fees](http://www.victoria.ac.nz/fees).

**GRIEVANCE PROCEDURES**

Victoria University seeks to provide a learning environment designed to help students achieve their full potential, and has procedures in place to ensure decisions affecting a student’s learning and progress are fair. Students, who feel that they have not been treated fairly at the University, should take note of the Statute on Academic Grievances – see [www.victoria.ac.nz/documents/policy/academic/academic-grievance-policy.pdf](http://www.victoria.ac.nz/documents/policy/academic/academic-grievance-policy.pdf).

Any international student who has a grievance against the University in any capacity should contact a Victoria International staff member. If the grievance cannot be solved, Victoria International will refer the case to an appropriate area of the University.

If the outcome of this procedure is unsatisfactory, a Student can contact the International Education Appeal Authority, phone +64-4-462 6660, email ieaa@justice.govt.nz.

Note that all policies are subject to change, so please refer to [www.victoria.ac.nz/international/current-students/policies.aspx](http://www.victoria.ac.nz/international/current-students/policies.aspx).