



# KAUPAPA ĀRAHI - STUDENT FEES

Te Wānanga o Raukawa commits to upholding kaupapa in all aspects of student fee management. This includes providing transparent information, supporting ākonga through fees issues, and ensuring that all fees are used to enhance the quality and accessibility of its academic programmes. Te Wānanga o Raukawa values the reciprocal relationship with ākonga and welcomes feedback to continually improve its services.

## 1.0 Te Whāinga | Purpose

This Kaupapa Ārahi sets out the principles, procedures, and responsibilities for the management, collection, and use of student fees at Te Wānanga o Raukawa (TWR). It reflects the organisations commitment to equitable access to education and sound financial practices.

This applies to all ākonga (students) enrolled in any TWR programme, including domestic, international, full-time, part-time, and those engaged through kura partnerships and kaupapa through Mai i te Ūkaipō.

It also applies to all staff and academic whare involved in decision-making and processes related to student fees.

## 2.0 Ngā Kaupapa Here | Guiding Principles & Kaupapa Alignment

This Kaupapa Ārahi reflects and integrates the following guiding kaupapa and principles that underpin the intent, design, and delivery of this area of practice at Te Wānanga o Raukawa.

<b>Kaupapa</b>	<b>He Kōrero Tautoko</b>
<b>Rangatiratanga</b>	TWoR will uphold its own integrity and accountability in all financial dealings including the management of student fees, modelling the same standards expected of ākonga.
<b>Manaakitanga</b>	Manaakitanga is upheld through fair, respectful, inclusive and supportive fee processes, systems and communication that prioritise mutual care and respect for each other.
<b>Kaitiakitanga</b>	Ākonga are responsible for making informed financial decisions, including enrolling in courses that require payment. Te Wānanga o Raukawa, in turn, is responsible for providing high-quality education and ensuring its ongoing availability for future generations.
<b>Ūkaipōtanga</b>	Ākonga should feel comfortable and supported to discuss any fee-related matters with staff. TWoR is committed to providing a safe, welcoming space where ākonga can seek guidance, explore solutions, and receive help with fee matters whenever needed.

### 3.0 Ngā Tūranga me Ngā Haepapa | Roles and Responsibilities

<b>Role</b>	<b>Responsibility</b>
Tiaki Rawa	All fee-related matters including communication, grants and scholarship referrals, support, invoice management, access control, scholarship processing & liaison.
Ākonga	Payment of fees by due date. Scholarship application for payment of fees
Academic Whare	Submit travel/resource requests with required fee checks
Pūkenga	Confirm ākonga fee status before approving noho or travel participation

### 4.0 Tikanga | Guiding practices

#### 4.1 Invoicing

- a. On receipt of enrolment, ākonga will be emailed a fees invoice with a full breakdown of their fees costs. This is done annually.
- b. Fees are due within six weeks of the invoice date.

- c. Full payment is required. Payment plans are not available.
- d. Monthly reminders will be provided as a helpful prompt until the balance is cleared.

## **4.2 Payment of fees**

Fees payments can be made by:

- a. Cash, credit card, or EFTPOS.
- b. Facilities for payment available on campus in the Finance office located in Te Moana o Raukawa, 144 Tasman Road, Ōtaki
- c. Direct credit into our ANZ bank account 01-0721-0050550-20,
  - Referencing Name and Student ID – both are listed in the confirmation of fees email.
- d. Student Loan, Teach NZ Scholarship through StudyLink / Teach NZ
- e. Ākongā applying for iwi grants or scholarships must pay their fees by the due date. If the grant is paid after this date, ākongā will need to cover the fees upfront (e.g., with a student loan). Once the grant is received, any eligible fees already paid will be refunded.

## **4.3 Non-Payment of fees**

### ***4.3.1 Enrolment Hold***

If fees are not paid within the required timeframe, enrolment may be placed on hold until the balance is cleared.

### ***4.3.2 Paused Access to Services***

During this time, access to key services may also be paused, including:

- a. Computer and online learning access
- b. Library services
- c. Attendance at classes and noho
- d. Transfer of academic records
- e. Awarding of qualifications

- f. Acceptance of future enrolments

## **4.4 Withdrawals and Refunds**

### **4.4.1 Notification of Withdrawal**

- a. Ākonga must notify Te Wānanga o Raukawa in writing via email to withdraw.
- b. The contact email address for withdrawals is [Ratonga.Akonga@twor.ac.nz](mailto:Ratonga.Akonga@twor.ac.nz)

### **4.4.2 Refunds**

A proportion of fees may be refunded in the following circumstances:

- a. If notice of withdrawal is received before the official start date, fees will be refunded in full, less the cost of any resources provided.
- b. If notice of withdrawal is received within 28 days of the official paper start date, fees paid will be refunded minus the cost of any resources and services provided, for example noho costs, readings.
- c. If notice of withdrawal is given after the 28-day period, there will be no refund of fees.

## **4.5 Scholarships**

### **4.5.1 Eligibility**

Ākonga who whakapapa Māori can apply for a Te Wānanga o Raukawa Foundation Scholarship.

### **4.5.2 Scholarship Streams**

- a. **ART Scholarship:** For uri of Te Āti Awa ki Whakarongotai, Ngāti Raukawa ki te Tonga, or Ngāti Toa Rangatira
- b. **General Māori Scholarship:** For Māori who are not uri of the ART Confederation.

### **4.5.3 Application Requirements**

- a. Scholarship information must include iwi registration confirmation (provided via email or Iwi Registration number).

### **4.5.4 Payment of Scholarships**

Scholarships will be paid after Huringa 1 if the ākonga:

- a. Is enrolled in at least 0.5 EFTS
- b. Has engaged in study and is fully up to date with all Huringa 1 mahi
- c. Has paid their fees in full

## **4.6 Kura Engagement (Mai i te Ūkaipō)**

### **4.6.1 Fee Policy Applicability**

Kura ākonga are subject to the same fee policies as adult students.

### **4.6.2 Credits for Completion/Delivery**

Kura / Te Wānanga o Raukawa credits for completion / delivery will be processed at the end of the year in accordance with the Kura Mutual Recognition Agreement (MRA).

### **4.7 Noho, Travel, and Textbook Requests**

- a. Academic whare must submit a fee clearance form to Tiaki Rawa before booking travel for noho.
- b. The form must be submitted at least two weeks prior to the bookings being made
- c. For ākonga textbook orders, a book list must be sent to Tiaki Rawa for checking against the fee schedule before it is sent to the library.

### **4.8 Tuition Fees**

- a. Tuition fees are determined by the Tertiary Education Commission. Fees are due for payment within 6 weeks of the dated invoice.

- b. The annual fee increase is determined by the Annual Maximum Fee Movement (AMFM) increase confirmed by the Minister of Education.

#### **4.9 Visa Requirements**

A student on a working Visa will need to check the terms of their Visa to confirm if it includes eligibility to study in Aotearoa NZ.

#### **5.0 Rangatiratanga | Strategic and Legislative Alignment**

This kaupapa ārahi aligns with relevant legislation and best practice guidelines, including but not limited to:

- The Education and Training Act 2020

It should be read in conjunction with supporting organisational documents such as:

- The Wānanga o Raukawa Order in Council 2024
- Te Wātea/Access (Strategic Priority from Hei Whakamaunga Atū)
- The Kura Engagement and Enrolment Guidelines
- Academic Regulations and Enrolment Policy

#### **6.0 Whakataurite Kaupapa | Evaluation and Review**

This kaupapa ārahi will be reviewed annually by Te Whare Tiaki Rawa in collaboration with Ngā Pou Herenga. Amendments will be approved by Te Mana Whakahaere. Feedback from ākonga and kaimahi on fee processes will guide the review ensuring the kaupapa ārahi remains fair, relevant, and aligned with our kaupapa.