

# WITHDRAWALS AND REFUNDS

## Early and Voluntary Withdrawals and Student Fees Refund

**Responsibility:** Student Affairs / Director of Marketing

**Review Date:** As required by external changes

### PURPOSE

To provide information to all students about withdrawal and refund policies and procedures that meets the requirements of section 236A of the Education Act 1989.

### STATUTORY OBLIGATIONS

- Education Act 1989, Section 236A
- And any subsequent amendments

### BACKGROUND

New Zealand Institute of Technical Training must have in place policies and procedures that allow for refunds and withdrawals up until the tenth day after a course has started, after the tenth day of the course and any cancellation of a course.

### POLICY

Information regarding student fees, refunds and withdrawals from courses will be displayed in all Student Handbooks, enrolment forms and on the website.

Students will be advised about New Zealand Institute of Technical Training Policy 2.4 before or at the time of enrolment.

As per Section 236 of the Education Act 1989, students (International and Domestic) have the following entitlements:

#### a. Course length between 5 and 13 weeks (35 days – 3 months)

- Student withdrawing before the course start date will receive a full refund.
- Withdrawing within the first 5 days of the course for which attendance at New Zealand Institute of Technical Training is required will receive a refund of no less than 75% of total fees paid.
- Withdrawing more than 5 days after the first day of the course, internal policy applies: students will receive no refund, unless exceptional circumstances proven.

- Course length of more than 3 months (greater than 13 weeks)
  - Student withdrawing before the course start date will receive a full refund.
  - Withdrawing within 10 days of the course students receive a full refund, less administration fee of up to 25% of the total fees paid.
  - Withdrawing after 10 days of the course, internal policy applies: students will receive no refund, unless exceptional circumstances proven.
- A full refund of any and all course-related fees paid by students will automatically be given for courses which are cancelled by New Zealand Institute of Technical Training, or which did not start due to an insufficient number of enrolments.
- New Zealand Institute of Technical Training reserves the right to cancel any course for which there are insufficient enrolments.
- If course fees have been paid from a student loan, Study link will be notified and any refund will be sent to the appropriate student loan account management authority.
- If course fees have been paid from training incentive allowances Work and Income will be notified and any refund will be sent to the appropriate Work and Income account management authority.
- New Zealand Institute of Technical Training staff will ensure all students are aware that withdrawal from a course may affect student loans and allowances. Students should also be notified that processing of refunds may take up to 2 weeks, or longer where unusual circumstances arise.
- The following link provides the current rights and responsibilities for withdrawal and refunds:

**<http://www.nzqa.govt.nz/providers-partners/registration-and-accreditation/student-fee-protection/student-withdrawals-and-refunds/>**

These criteria are summarised in the following table:

Period of enrolment	1-34 days		35 days-3 months		More than 3 months	
	Within the first <b>two</b> days of the course	After more than <b>two</b> days	Within the first five days of the course	After more than five days	Within the first TEN days	After more than TEN days
Amount of refund	50% of total fees paid	No refund	75% of total fees paid	No refund	Full refund, less administration fee of up to 25% of the total fees paid	No refund

### PROCEDURE:

- Students wishing to withdraw from courses must complete the Course Withdrawal Request Form and make an appointment with the Managing Director to discuss their withdrawal and any refund of fees.
- Student withdrawals are processed and if course fees have been paid the refund application for early withdrawals or beyond the early withdrawal period with exceptional circumstances are given to the Directors for approval.
- Refund Requests are approved or declined by the Directors or nominee based on the refund and withdrawal policy. Requests for refunds beyond the refund period will be considered at the discretion of the Directors or nominee.
- The Administrator will notify Study Link through VOS of withdrawn student. The Administrator will notify Work and Income of withdrawn clients receiving a training incentive allowance. The Administrator will notify New Zealand Immigration of the withdrawn International student.
- Public Trust Refund Forms are generated by the Managing Director or nominee for approved refunds and given to the student for signature and any relevant information.
- Completed Public Trust refund forms are given to the Managing Director for final processing and then sent to Public Trust for Authorisation and processing of fees held by Public Trust. Fees will be paid back to the loan provider, student or appointed provider for the continuation of their studies.
- In the instance where fees have been released by Public Trust to New Zealand Institute of Technical Training according to the payment schedule the Managing Director will establish the balance to be refunded from New Zealand Institute of Technical Training back to the loan provider, student or appointed provider for the continuation of their studies.
- All refund documents are filed and kept at the Managing Directors office for audit processes; copies are filed under the respective student's file.

### Risk Management Review

A monthly report of student withdrawal rates be generated and forwarded to the Senior Management Team. Monitoring of rates of retention will be communicated to all staff on a monthly basis.

Retention rates are considered a quality performance indicator.



# NEW ZEALAND INSTITUTE OF TECHNICAL TRAINING

## Course Withdrawal Request Form

Date of Withdrawal \_\_\_\_\_

Student Name \_\_\_\_\_ Student ID Number \_\_\_\_\_

Course Name \_\_\_\_\_

### Details of the reason for Withdrawal

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Student's Signature \_\_\_\_\_

Name and signature of the person withdrawing the student \_\_\_\_\_

Refund due  Yes  No

Amount of refund \_\_\_\_\_

### Student current contact details

Current address for service \_\_\_\_\_

Current phone contact number \_\_\_\_\_

Current email address \_\_\_\_\_

Yes  No NZI notified Date \_\_\_\_\_

Yes  No Study Link notified Date \_\_\_\_\_

Yes  No Work and Income notified Date \_\_\_\_\_

Yes  No Public Trust notified Date \_\_\_\_\_

Yes  No Notifications recorded Date \_\_\_\_\_