

New Zealand College of Business

Withdrawal and Refund Policies

Revised 2016

1. Definition

A procedure for Refunds for International students has been developed. The procedure is based on a student's "Course of Study". The definition of Course of Study (for International students) is:

Course of Study is defined as the total length of each programme which the student has chosen to study as detailed in the offer of place and accepted by payment and enrolment.

The students must pay their tuition fees in full for their Course of Study as detailed in the offer of place they can start their tuition at NZCB.

Under New Zealand law, NZCB must allow every international student enrolled in a course of less than three months or a course of three months or more to withdraw from the course within a certain period, and refund a minimum proportion of fees specified by the Qualifications Authority.

For any student who has paid to attend a course of five weeks or more but less than three months, NZCB must ensure the student's fees are paid into a Public Trust account and a refund will be available if they withdraw within the first five days of the course.

For any student who has paid to attend a course of three months or more, NZCB must ensure the students fees are paid into Public Trust account, to be available for refund if they withdraw within the first ten working days.

2. Withdrawal Procedure

Should a student wish to withdraw from a course of study, he/she must:

- Apply in writing to NZCB in the first instance.
- Discuss the decision to withdraw with the College.
- Complete and submit a withdrawal form to NZCB. The withdrawal form is available from the NZCB administration office.
- If a fees refund is applicable, a Public Trust fee refund form must be completed.
- NZ Immigration Service will be notified when a student withdraws from his/her course of study.

3. Calculating a Refund

Refunds for International students use the students' Course of Study for the basis of the refund calculation. The formulae for calculating refunds are as follows:

Consideration for refund	Time frame for Refund application must be received by NZCB	Refund amount (tuition fees)	Documents to be submitted by students
Student withdrawing prior to the programme or course start date	Prior to course start date stated on the offer of place	Full refund less NZ\$50 administration fee	<ul style="list-style-type: none"> • Completed withdrawal and refund forms • Student passport copy and signature page
A student visa is not granted or approved by Immigration New Zealand	Within 20 working days from the decline date	Full refund less NZ\$50 administration fee	<ul style="list-style-type: none"> • Official notification from Immigration NZ indicating the student visa application has been declined. • Completed withdrawal and refund forms • Student passport copy photo and signature page
Withdrawals and refunds for courses of less than three months delivered to international students	within the first five days of the course	Full refund less an amount of up to 25% of total fee paid.	<ul style="list-style-type: none"> • Completed withdrawal and refund forms • Student passport copy photo and signature page
Withdrawals and refunds for courses of more than three months delivered to any student	within the first ten working days		
Transferring to another institution	No less than two weeks before the Course Start Date at another institution	The amount will be calculated as a standard request but the refund will be sent to that institution.	<ul style="list-style-type: none"> • Completed withdrawal and refund forms • Evidence of enrolment at the other institute • Student passport copy photo and signature page
When the College ceases to provide a course of educational instruction, or cease to be a signatory or cease to be a provider.	Where the relevant refund period has not expired	Multiply the total tuition fees by the percentage that time remaining in the course bears to the total time of the course	<ul style="list-style-type: none"> • Completed withdrawal and refund forms • Student passport copy photo and signature page
	Where the relevant refund period has expired	Total tuition fees less 20% of the tuition fee, or \$3000, whichever is lesser, then multiplied by the percentage that time remaining in the course bear to the total time of the course	
Cancellation of Enrolment by NZCB		No Refund	Termination of enrolment letter from NZCB
Compassionate reasons (only considered when withdrawal circumstances are beyond student's control and meet the requirements of Consideration of Compassionate Refund of Fees and Charges as set out in section 4 below)	Any time at the discretion of the CEO, in consultation with the management team	Pro-rata basis if approved.	<ul style="list-style-type: none"> • Completed withdrawal and refund forms • Student passport copy photo and signature page • Evidence to support the application for a refund under compassionate reasons.

*The minimum amount for a refund to be approved and paid out is \$80.

After the refund application is approved and relevant refund amount is granted, the refund detailed will be sent to Public Trust to finalise the refund process. Public Trust will generate the standard refund form for the college and the students to sign (the refund application form will need to be signed by the parents or guardians if the students are under 18)

4. Requirements of Consideration of Compassionate Refund of Fees and Charges

International students may, in certain circumstances, apply for a compassionate refund. These guidelines have been produced to assist with such decisions.

All applications must be made in writing to the CEO and include the required evidence (see below). Each request for a compassionate refund will be looked at on an individual basis to determine the student's particular situation. Compassionate refunds will be granted at the discretion of the College, and are not automatic. They are reserved for circumstances beyond the student's control or on serious compassionate grounds as set out below.

4.1 An application on the grounds of severe illness, injury or accident

Evidence required:

- medical certificate, hospital notice OR
- letter from a medical professional, stating student inability to continue studying

To be eligible to apply for compassionate consideration of refund, the personal circumstances which apply under section 4.1 must have occurred within the first 60% of the course duration.

4.2 An application based on serious compassionate grounds

Evidence required:

- letter from a medical professional, counsellor, or other professional person verifying students inability to continue study OR
- evidence of political, civil or natural event in home country which requires the student to return home

4.3 other Compassionate reasons might be considered on case by case circumstances.

These only apply in cases where the withdrawal request is made after the Last Withdrawal Date, and where the circumstances regarding the reason for withdrawal are due to exceptional circumstances. Application for compassionate consideration must be made within the calendar year of the course for which the application is being made.

In exceptional circumstances the college may decide to give a full refund.

Students have one (1) calendar month from receipt of the application to submit all required documentation for the application to be considered. Only applications which have been submitted within the current calendar year of the enrolment for which Compassionate Refund is being requested will be considered. A student who has been granted two (2) compassionate withdrawals for the same reasons within 24 months will be required to provide a medical clearance to the Management team and undergo specific course advice/counselling before re- enrolment is accepted.