

# Student Withdrawal and Refund Policy

for domestic students



New Zealand Tertiary College

TERTIARY COLLEGES GROUP

Circumstances	Tuition refund	Notes
<b>Permanent withdrawal</b>		
Before start of enrolment		
A student may withdraw before the start date of her/his first course.	A domestic student is eligible for a full refund of fees minus \$500 or 10% of the tuition fees received, whichever is the lesser amount.	The refund form must be signed and received before commencement for the standard refund to take place.
Within 8 calendar days		
A student may withdraw within eight working days from the start of the first course.	A domestic student is eligible for a full refund of fees minus \$500 or 10% of the tuition fees received, whichever is the lesser amount.	The refund form must be signed and received before the ten day period has elapsed for the standard refund to take place.
Outside 8 calendar days		
A student may withdraw after eight working days from the start of the first course.	No refunds are available in most circumstances. A refund may be applied for on compassionate grounds. Refunds on compassionate grounds may be granted at the discretion of the Chief Executive.	The refund form may be filled out at any time for a refund request on compassionate grounds. Evidence for these grounds must be supplied. Students may be liable for any unpaid fees for which they have been invoiced and any additional unpaid expenses incurred.

Please note:

- students may temporarily withdraw for a minimum period of three (3) months on a temporary withdrawal. To resume studies students will need to apply in writing for re-enrolment
- a refund may take up to three (3) weeks to be processed, excluding compassionate considerations, which may take longer  
if you are entitled to a refund, it will be returned to whoever paid your fees
- any change of program can alter your eligibility for student loans and allowances
- if you are withdrawing, you may wish to make sure your allowance or loan will not be invalidated.  
Contact StudyLink on 0800 88 99 00