

# Student Withdrawal and Refund Policy

for international students



New Zealand Tertiary College

TERTIARY COLLEGES GROUP

Circumstances	Refund	Notes
<b>Permanent withdrawal</b>		
Before start of enrolment		
A student may withdraw before the start date of her/his first course.	A student is eligible for a full refund of the invoiced fees paid, less 25% or any portion thereof determined by the College based upon specific costs incurred.	The refund form must be signed and received before commencement for the standard refund to take place.
Within 10 working days		
A student may withdraw within ten working days from the start of the first course.	A student is eligible for a full refund of the invoiced fees paid, less 25% or any portion thereof determined by the College based upon specific costs incurred.	The refund form must be signed and received before the ten day period has elapsed for the standard refund to take place.
Outside 10 working days		
A student may withdraw after ten 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.	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.

**Please note: Refunds on compassionate grounds may be granted at the discretion of the Chief Executive**

- in all cases, students are only eligible for refunds if the Student Refund Form has been completed and signed
- the exact percentage of the refund shall be calculated based upon the actual expenses of the College incurred as a result of the withdrawal
- 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 temporary withdrawal cannot be longer than one year in duration. Students will be withdrawn permanently from the College after that period
- any incomplete or failed courses due as at date of permanent or temporary withdrawal may need to be repaid prior to re-enrolment
- a refund may take up to three (3) weeks to be processed, excluding compassionate considerations, which may take longer
- application for refunds for compassionate consideration need to be accompanied by a full written explanation of the grounds upon which the application can be considered. Other supportive evidence may be requested, e.g. a doctor's certificate
- if you are entitled to a refund, it will be returned to whoever paid your fees
- any other fees due to the College will be deducted from your refund