

Policy title	Domestic Withdrawals, Refunds, Student Fee Protection and Student Fee Indemnification
Policy area	Academic
Policy available for Students – yes/no	Yes
Policy detail	<p>A student may withdraw from their programme within the first eight days from the commencement of their programme and either receive a full refund of their total fees minus a 10% deduction to cover administration costs, or a full refund without deduction of the administration costs.</p> <p>From the 30th April 2018 (Term 2, 2018) students who withdraw from their programme from day nine up to and including day 21, and are assessed as a non-completion, are entitled to a full refund of their total fees minus a 20% deduction for administration costs. From day 22 eligibility for a refund lapses and there is no refund payable.</p> <p>Note: Students who are classed as ‘restarts’ remain entitled to the eight day withdrawal period only.</p> <p>The Learning Connexion Ltd. adheres to Section 236A of the Education Act 1989 and subsequent amendments. It has an approved Trust account for Student Fee Protection and Student Fee Indemnification. The Trust account holds sufficient funds to cover the full amount of student fees. It is administered by Mr P Nankivell, a registered Chartered Accountant approved by NZQA.</p> <p>The Qualifications Authority (NZQA) requires that a PTE has arrangements in place to protect student fees in the event of a programme closure. Programme closures are events that occur outside a student’s control, such as the cancellation of a programme or the withdrawal of accreditation or programme approval by</p>

the Qualifications Authority.

Procedures: Students may apply in writing or verbally request to withdraw from their programme. Students should contact programme support staff to assist them in the process.

Domestic Students: In the event of a programme cancellation, the student will be offered re-enrolment with a suitable alternative provider if one is available, or receive a partial refund. The refund can be more than, but cannot be less than, the entitlement specified in the Education Act (see: *student withdrawals and refund entitlements*). [Student withdrawals and refunds entitlements](#).

The Accounts Department of The Learning Connexion Ltd. PO Box 9811, Wellington 6141 (Tel: 0800 278 769) will arrange for the refund to be made. Should a programme closure event occur, students are advised to contact the accounts department of The Learning Connexion on the telephone number provided above.

The Learning Connexion Ltd. will not claim funding from TEC for any student who has had their fees refunded to them.

Related Procedures

Date Created 2011

Review Dates April 2018, November 2018

Next review date November 2019

Links
