

Policy title	Domestic Withdrawals, Refunds, Student Fee Protection and Student Fee Indemnification
Policy area	Academic, Compliance
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 will receive a full refund.</p> <p>All Students who have not met minimum programme requirements to be a confirmed student enrolment, may withdraw from their programme from day nine up to and including day 21. They are entitled to a full refund of their total fees minus a 20% deduction for administration costs*.</p> <p>A student who has met the minimum programme requirements may withdraw any time after the 22nd day of their commencement date . However they are not entitled to any refund. If a student wishes to re-enrol to complete their incomplete programme they must go through the restart process*.</p> <p>A student who does not meet minimum programme requirements within the first four weeks of the programme may be withdrawn without delay due to a lack of engagement</p> <p>*Note: Students who are classed as ‘restarts’ remain entitled to the eight day withdrawal period only.</p> <p>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.</p> <p>Student Fee Protection and Student Fee Indemnification: 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>Programme Cancellation: In the event of a programme cancellation, the student will be</p>

	<p>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: <i>student withdrawals and refund entitlements</i>). Student withdrawals and refunds entitlements.</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 the Qualifications Authority.</p> <p>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.</p>
Related Procedures	https://docs.google.com/document/d/13jcSPSjpYCVtd7azd-QOkGIUzLOo2KoPJ_yvu_gLrMU/edit
Date Created	2011
Review Dates	Annual: Apr 2018, Nov 2018, Oct 2019, June 2021
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Links	