

Policy title	International Student Withdrawals, Refunds, Student Fee Protection & Student Fee Indemnification
Policy area	Academic, Compliance, Operational Management
Policy available for Students	Yes
Policy detail	<p>Pre-paid Tuition Fees</p> <p>To be granted a student visa, international students are required by Immigration New Zealand to pre-pay one year's tuition fees to The Learning Connexion Ltd (TLC). These funds are held against the student's name until they complete their enrolment.</p> <p>Students who do not complete enrolment at TLC must apply in writing for a refund of their pre-paid tuition fees to the Operational Management team.</p> <p>The Learning Connexion will notify Immigration New Zealand that the student has not fulfilled the obligations of their visa by completing their enrolment at The Learning Connexion.</p> <p>Withdrawals, Refunds, Student Fee Protection and Student Fee Indemnification</p> <p>To withdraw from the programme, students must apply in writing to the Academic Board. To receive a full refund of fees, this must be done within the first ten working days of the programme. After the tenth working day (i.e. from working day 11), there is no refund.</p> <p>The New Zealand Qualifications Authority (NZQA) requires that a Private Training Establishment (PTE) has arrangements in place to protect student fees in a programme closure event. The Learning Connexion's Trust Account also protects students' fees should a programme close. Programme closure events are events outside of a student's control, such as a cancellation of a programme, the withdrawal of accreditation or programme approval by the Qualifications Authority. In the situation of a programme cancellation, the student will receive a full refund.</p> <p>The Accounts Department of The Learning Connexion will arrange for the refund. The Accounts team is the first point of contact for students should any other programme closure event occur. Accounts can be contacted on 04 5600260.</p> <p><i>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 remaining portion of a student's fee at any point of the programme). The Trust Account is sufficient to cover the full amount of student fees. It is administered through TLC's accounts department with TLC's accountant and then attested by Peter Nankivell of 'Count On Us Ltd' accountancy company.</i></p> <p>International Students Refund Administration Charge</p> <p>An administration charge of 10%, including GST, may be withheld from the refund of pre-paid tuition fees for students who decide not to enrol at The Learning Connexion prior to completing their enrolment or during the withdrawal period.</p>

	<p>International Programme Closure</p> <p>In the event that TLC ceases to be a signatory to the code of practice For the Pastoral Care of International Students, a programme closure, or school closure, TLC will be responsible for covering the international student's administrative costs directly associated with the programme closure and advising possible transfers to a different programme provider within New Zealand.</p>
Procedures	<p>TLC will advise Immigration NZ when they have terminated the enrolment of a student.</p> <p>The Student Termination INZ form is filled in electronically and sent via email to the correct regional mailbox.</p> <p>Where a refund administration fee is charged the student will be given a refund letter including a breakdown of any relevant administrative expenses.</p>
Context	<p>The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021</p>
Review Date	<p>Annual: April 2019, April 2020, April 2021, Dec 2023, Nov 2024</p>
Next Review Date	<p>Nov 2025</p>
Links	<p>www.immigration.govt.nz/forms</p>