

Policy area	Students, Management
Policy title	Withdrawals, Refunds, Student Fee Protection and Student Fee Indemnification Policy
Policy detail	<p>A student may withdraw from a programme within the first eight days from the commencement of their programme and receive a full refund of fees paid. After the eighth day (i.e. from day nine), there is no refund.</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 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 by Mr P Nankivell.</p> <p>In the event of a programme cancellation, the student will receive a full refund.</p>
Procedures	<p>Students must apply in writing to withdraw from their programme. Onsite students should contact onsite Programme Support staff to assist them in the process. Distance Delivery (DD) students should contact the DD Programme Support for assistance.</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. The Learning Connexion Ltd. Trust Account also protects students' fees should a programme closure event occur. 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>In the event of a programme cancellation, the student will receive a full refund. The Accounts Department of The Learning Connexion Ltd. will</p>

	arrange for the refund to be made. Should a programme closure event occur contact the Accounts Department of the Learning Connexion.
Context	
Effective date	ongoing
Version/review date	27.05.2011
Links	