

<b>Policy title</b>	<b>Domestic Withdrawals, Refunds, Student Fee Protection and Student Fee Indemnification</b>
<b>Policy area</b>	Academic, Compliance
<b>Policy available for Students – yes/no</b>	Yes
<b>Policy detail</b>	<p><b>Domestic withdrawals &amp; refunds</b></p> <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. This withdrawal type is classified as an <b>'Early Withdrawal'</b>.</p> <p>All students, with the exception of full-time Certificate (as their 10% date will have passed), 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 any material costs owing and a 20% deduction for administration costs. <b>Note:</b> <i>Students who are classed as 'restarts' remain entitled to the eight day withdrawal period only.</i></p> <p>From day 22, eligibility for a refund lapses and there is no refund payable. This withdrawal type is classified as a <b>'Non-Completion'</b>.</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. This withdrawal type is classified as a <b>'Limited Completion'</b>.</p> <p>A student who has enrolled at TLC but who:</p> <ul style="list-style-type: none"><li>● has not attended any onsite classes and/or;</li><li>● has not uploaded any work to the Workroom and/or;</li><li>● cannot be contacted within four weeks (for DD students) or two weeks (for onsite students)</li></ul> <p>may be withdrawn without delay due to abandonment. These students are entitled to receive a full refund of their total fees, minus a 10% deduction to cover administration costs. This withdrawal type is classified as <b>'Abandoned'</b>.</p> <p><b>Procedure:</b></p> <p>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. All students requesting to withdraw should be provided with a copy of the <a href="#">Options RE withdrawing</a> email that outlines the financial implications of a withdrawal.</p>

### **Student Fee Protection and Student Fee Indemnification**

The Learning Connexion Ltd. adheres to Section 356 of the Education and Training Act 2020 and any 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 Moore Markham, a registered chartered accountant approved by NZQA.


### **Programme Cancellation**

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.

In the event of a programme cancellation, the student will be provided information to support their enrolment with another 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 and Training Act (see link to *Student Withdrawals and Refund Entitlements* below).

The Accounts Department of The Learning Connexion Ltd., PO Box 9811, Wellington 6141, 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 0800 278 769.

#### **Related Procedures**

 Domestic Withdrawals, Refunds, Student Fee Protection & Indemnif...

#### **Links**

[NZQA: Student withdrawals and refunds entitlements: Options RE withdrawing](#)

#### **Date Created**

2011

#### **Review Dates**

Annual: Apr 2018, Nov 2018, Oct 2019, June 2021, Sep 2024

#### **Next review date**

Sep 2025