

Version	Date Effective	Review Date
02	14 March 2018	March 2021



WITHDRAWALS AND REFUNDS: INTERNATIONAL STUDENTS

1. Quality Standard

Education (Pastoral Care of International Students) Code of Practice 2016

Outcome 8: Managing withdrawal and closure.

NZQA's **Student Fee Protection Rules 2013**, version 4 incorporating amendments up to July 2017.

2. Purpose

To communicate to international students:

- The system for withdrawing from a programme of study at Avatar Institute of Learning (Avatar)
- Circumstances where refunds apply.

3. Application

3.1 This policy applies to all international students enrolled at Avatar.

3.2 Clause 30, 2 (a) does not apply to international students enrolled with Avatar. This is because students are not accepted onto a programme if their visa is not current for the entire delivery period of the programme.

4. Definitions

Nil

5. Responsibilities

5.1 All Avatar staff are responsible for ensuring the implementation of this policy.

5.2 The Training Coordinator and Learning Facilitators are responsible for ensuring information on withdrawals and refunds is provided to students in written form and explained verbally during induction/orientation.

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6. Policy and Procedure

Withdrawals

- 6.1 A student has the right to withdraw from a programme at any time and must complete the official Withdrawal and Refund Form.
- 6.2 Withdrawal from a programme will be recorded in the student management system and reported on a student's academic record.

Refunds

- 6.3 A student is eligible to a 75% refund of the fees paid if the withdrawal occurs up to the end of the fifth day after the start of the course.
- 6.4 Deposits paid upon acceptance of enrolment will be fully refunded where a student withdraws from the programme before full programme fees have been paid.
- 6.5 Deposits will be fully refunded if the full programme fee has not been paid by the due date and the enrolment will be cancelled.
- 6.6 A student may be eligible for a refund of 90% of the full fee paid, only if they complete the Withdrawal and Refund form at least 28 days before the programme's start date.
- 6.7 In exceptional circumstances refunds may be paid after the refund period if a request is made in writing to the Managing Director and includes supporting evidence.
- 6.8 Students will receive a full refund if Avatar:
- i. cancels the programme offering; or
 - ii. ceases to be a signatory to The Code; or
 - iii. ceases to be a PTE registered with NZQA.

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7. References and Guidelines

<http://www.nzqa.govt.nz/providers-partners/education-code-of-practice/>

<http://www.nzqa.govt.nz/assets/Providers-and-partners/Registration-and-accreditation/Student-Fee-Protection/fee-refund-flow-chart.gif>

Please refer to the websites of the relevant reference to retrieve the most recent information as these are updated regularly by the providers.

8. Associated Forms or Templates

Withdrawal and Refund Form

9. Record Management

Record	Filed	Retention
Completed Withdrawal and Refund	Results section of programme file	At least 2 years post programme completion date