

Version	Date Effective	Review Date
01	01 March 2018	March 2021



## WITHDRAWALS AND REFUNDS: DOMESTIC STUDENTS

### 1. Quality Standard

#### NZQA: Student Withdrawals and Refunds

- NZQA: Student Fee Protection Rules 2013
- Section 5 Provider withdrawal and refund policies
- **Rule 5.1 A Provider must have withdrawal and refund policies that cover:**
  - (a) Student withdrawal before, during and after the relevant Refund Period;
  - (b) the Provider voluntarily ceasing its Course or Courses;
  - (c) voluntary closure by a Provider;
  - (d) a Course Closure Event; and
  - (e) international students whose visa applications are declined.

**5.2 These withdrawal and refund policies can be more beneficial to Students, but must not be less beneficial, than the obligations specified in the Act and under provisions of the Act (including under these Rules and under sections 235A(1)(c) and 235B of the Act).**

### 2. Purpose

#### To communicate to domestic students:

- The system for withdrawing from a programme of study at Avatar Institute of Learning (Avatar).
- Circumstances where refunds apply.
- Avatar's refund policy where applicable.
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### 3. Application

This policy applies to all domestic students currently enrolled in programmes of study at Avatar.

It does not apply to international students. Refer to *Withdrawal and Refunds (International Students)*.

### 4. Definitions

Nil

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## 5. Responsibilities

- 5.1 All Avatar staff are responsible for ensuring the implementation of this policy.
- 5.2 Tutors/Programme coordinators are responsible for ensuring information on withdrawals and refunds are provided to students in written form and explained verbally during induction/orientation.

## 6. Policy

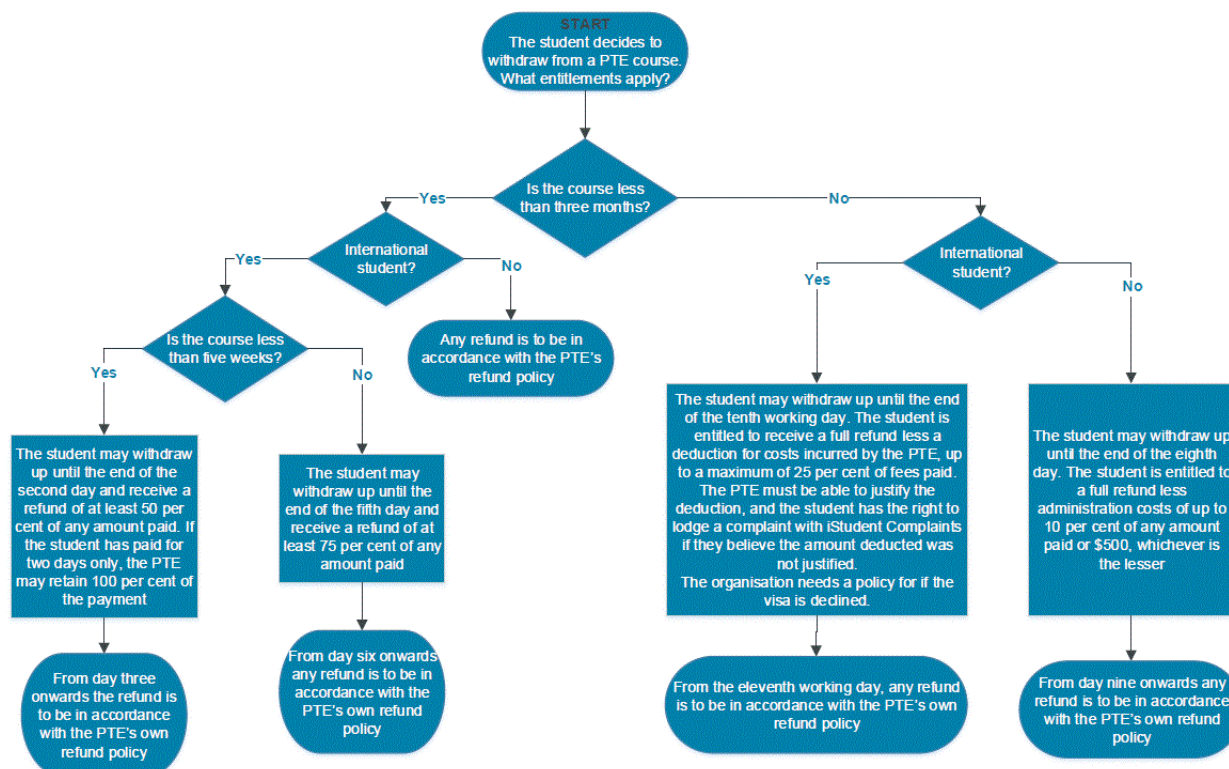
- 6.1 Fee paying students are entitled to a refund if they withdraw from a programme of study as per [section 235 of the Education Act 1989](#), and if:
- the course is of three months duration or more
  - the withdrawal occurs up to the end of the fourteenth day after the start of a course.
- 6.2 Any withdrawal from a programme is without prejudice to a student's right to apply for re-enrolment at a future date.
- 6.3 Any student wishing to withdraw from a programme of study must complete the Request to Withdraw form and return this to an Avatar tutor within fourteen days after the official start date of their enrolment contract.
- 6.4 Withdrawal from a programme will be reported on the student's academic record.
- 6.5 When the refund period has expired, (after the fourteen day refund period)
- (a) the fees paid must continue to be held in trust by the independent trustee and the private training establishment must be paid from the trust in the manner prescribed in the rules made under [section 253](#); or
  - (b) the private training establishment may, if the Authority approves, make alternative arrangements in relation to the fees paid.

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## 7. Procedure

### Refund of student fees - flowchart



## 8. References and Guidelines

<http://www.nzqa.govt.nz/providers-partners/approval-accreditation-and-registration/student-fee-protection/student-withdrawals-refunds/>

<http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM185743.html>

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

Request to Withdrawal Form

## 9. Record Management

Record	Filed	Retention
Completed withdrawal form	Student file	10 years