

Version	Date Effective	Review Date
02	15 March 2019	March 2021



WITHDRAWALS AND REFUNDS: DOMESTIC STUDENTS

1. Quality Standard

NZQA: **Student Fee Protection Rules 2013, version 5**, incorporating changes up to July 2018

- Section 5 Provider withdrawal and refund policies.

2. Purpose

To ensure the system for withdrawing from a programme at Avatar Institute of Learning (Avatar):

- is clearly communicated to students
- complies with NZQA rules.

3. Application

This policy applies to all domestic students enrolled in a programme (includes training schemes) at Avatar.

For international students, refer to *Withdrawal and Refunds: International Students*.

4. Definitions

Nil

5. Responsibilities

- 5.1 All Avatar staff are responsible for ensuring the implementation of this policy.
- 5.2 Tutors are responsible for ensuring information on withdrawals and refunds is provided to students in writing and explained verbally during orientation.

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6. Policy

- 6.1 Fee paying students are entitled to a refund if they withdraw from a programme as per [section 235 of the Education Act 1989](#), and if:
- the programme is three months duration or more
 - the withdrawal occurs up to the end of the fourteenth day after the start of the programme.
- 6.2 Any withdrawal from a programme is without prejudice to a student's right to apply to re-enrol at a future date.
- 6.3 Any student wishing to withdraw from a programme must complete and return the Request to Withdraw form within fourteen days after the official start date of the programme.
- 6.4 The Training Coordinator will liaise with the financial controller so that funds are released by the Public Trust and forwarded directly to the student.
- 6.5 Withdrawal from a programme will be reported on the student's academic record.
- 6.6 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



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