



Fee Protection, Withdrawals and Refunds

Purpose

To protect any money paid by students, domestic and international, to Avatar Education trading as Avatar Institute of Learning (Avatar). This includes money paid by or on behalf of a student.

Context

1. References to the term “programme” includes courses and micro-credentials, whether NZQA-approved or not.
2. Avatar does not use Agents. Students enrol directly with Avatar and pay fees directly to Public Trust.
3. International students enrolled with Avatar are overseas registered nurses seeking New Zealand Registered Nurse status. They are approved by Immigration New Zealand to enter New Zealand on either a Visitor’s Visa -General or Occupational Visa. Avatar does not enrol international students on study visas.
4. Students’ fees are held with the Public Trust, the approved student fee protection mechanism.
5. All Avatar programmes, courses and micro-credentials are more than three day and less than three months duration.
6. Refunds apply to all programme fees ie deposits and full payments.
7. MSD-funded programmes are fees free to MSD clients.

Responsibilities

1. Avatar’s Director will provide the systems and administration resources to:
 - i. manage the protection of student fees via the Public Trust
 - ii. comply with the Trust Deed when depositing fees
 - iii. participate in student fee protection compliance audits in accordance with NZQA’s Student Fee Protection Rules 2022 and the Education and Training Act 2020
 - iv. address any deficits that may arise from compliance audits.
2. The Training Manager will ensure information on withdrawals and refunds is made available to students via Avatar’s website (prior to enrolment) and explained verbally during orientation (within the first two days of programme commencement).

Definitions

Enrolled (also meaning enrol, enrolling, enrolment)

- a) the student has accepted an offer of a place on a programme from Avatar and Avatar has received that acceptance
- b) the student is recorded by Avatar as enrolled in a programme

Student fees

Any and all funds of the following kinds that are paid by or on behalf of a student in respect of:

- tuition fees
- accommodation expenses, travel and health insurance and living expenses
- any other financial commitments associated with a programme at Avatar.

Tuition fees

Gross payment relating to all costs of a programme paid by or on behalf of a student.

Policy

1. A student has the right to withdraw from a programme at any time by notifying the Training Manager in writing or completing the Withdrawal and Refund form accessed via Avatar's Website.
2. Avatar is committed to ensuring that the refund process benefits students and will process a full refund where students withdraw prior to the commencement of the programme.
3. Where a student commences the programme but withdraws before the end of day 5 of delivery, a refund of at least 75% of amount paid will be processed.
4. From day 6 of delivery onwards, refunds may be approved on a case-by-case basis where there are extenuating circumstances for the withdrawal.
5. Refunds outside of the refund period will be approved by Avatar's Director.
6. **International students** can dispute the refund offered by Avatar using NZQA's free dispute resolution scheme available on NZQA's Website: <https://www.istudent.org.nz/>
7. **Domestic students** can dispute the refund offered by Avatar using NZQA's free dispute resolution scheme available on NZQA's Website: <https://tedr.org.nz/>
8. Avatar will not voluntarily close or stop delivering a programme prior to completion of a delivery period.
9. If course closure is required due to a natural disaster or NZQA directive, refunds will be managed in accordance with NZQA Student Fee Protection Rules 2022, rule 7 and will commence immediately.

References

<https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/student-withdrawals-and-refunds/>

Records

Record	Filed	Retention
Withdrawal notification	QMS: efolder	2 years post programme completion
Refund communications	QMS: efolder	2 years post programme completion

Quality Standards

- Student Fee Protection Rules 2022
- The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
- Education and Training Act 2020