

## Withdrawals, Refunds and Appeals Policy

<b>Responsibility:</b>	Enrolments, Student Support, Programme Manager, Quality Assurance Coordinator, The Manager of Enrolments.			
<b>Approved by:</b>	Academic Committee			
<b>PTE Applicable to:</b>	Cornerstone Education Ltd trading as: Business Management Programmes Aspire2 Health and Wellbeing			
<b>Policy Number:</b>	<b>Policy Version:</b>	<b>Date Created:</b>	<b>Review Date:</b>	<b>Next Review:</b>
3.8	4	March 2017	December 2025	December 2026

### Purpose

It is important to provide a system for:

- Students to withdraw from a course or programme and for this withdrawal to be recorded in the Student Management System.
- The Private Training Establishment (PTE) to withdraw students from a programme if they have made insufficient progress in their studies or training after a reasonable trial period
- Transferring students from one programme to another.
- Enabling refunds to be made where applicable.

### Policy Statements

#### Withdrawals

- 1.1 A student may withdraw from a programme at any time by completing the online withdrawal or they can contact the PTE.
- 1.2 Any withdrawal from a programme is without prejudice to a student's right to apply for re-enrolment at a future time.

A student may be withdrawn from a programme if they have not made sufficient progress in their study after a reasonable time period. Except in exceptional circumstances, this

time period will be within the allowable refund period for the course or programme (see 2.11). The PTE will give notice to the student in writing and will lodge a change of status.

- 1.4 Students receiving a Student Loan or Student Allowance have an obligation to advise the agency responsible for the payment of the Loan or Allowance of their withdrawal from a course or programme, and to complete all required administrative processes.
- 1.6 Enrolled students may change their course or programme and will need to re-enrol in the relevant programme.
- 1.7 Students wishing to change their course or programme must obtain the approval of a manager.
- 1.8 When assessing an application for transfer, a manager will take into account:
  - The period of time the course or programme being transferred into has been underway.
  - The likelihood of the student succeeding in a new programme or course.
  - The time required for a student to catch up on any missed online study or assessments.
  - The level of the programme or course into which the student is applying to transfer.
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### **Early Withdrawals (EW)**

In accordance with section 357 of the Education and Training Act 2020:

Refund entitlements of domestic students

(2) The student is entitled to a refund of the payment (or the sum of any payments) made by the student in respect of the programme or micro-credential that exceeds \$500 or 10% of the amount of that payment or the sum of those payments, whichever is the lesser.

- Despite subsection (2), a private training establishment must—
  - (a) allow every domestic student enrolled in a programme or micro-credential that is of less than 3 months' duration to withdraw from it within a period (being less than 7 days) specified by NZQA; and
  - (b) refund to every domestic student who so withdraws a minimum amount or proportion, specified by NZQA, of any payments made by the student to the establishment in respect of the programme or micro-credential.

## **Refunds**

### Programme Refunds

- 2.1 If a student falls within the Early Withdrawal period they will be refunded full fees less 10% or \$500 whichever is the lesser amount.
- 2.2 If a student falls outside the Early Withdrawal period for the programme they are a withdrawal. No refund applies for courses started.

### Course Refunds

- 2.3 For any future courses that fall into the Early Withdrawal period a full refund is given.

### General Refund Processes

- 2.4 In exceptional circumstances the General Manager may authorise a variation of the provisions for refunds.
- 2.5 Any student wishing to apply for a variation of this policy must do so in writing.
- 2.6 Refunds will be paid to the person/body from whom the fees were received.

## **Appeals**

- 3.1 Students may appeal against any decision based on this policy by writing to the General Manager.

## **Relevant Legislation**

- Education and Training Act, 2020.