

Withdrawals, Refunds and Appeals Policy

Policy Number:	W1	Date Created:	March 2017
Responsibility:	Enrolments, Student Support, Programme Manager, Quality Assurance Coordinator, Registrar	Review Date:	August 2023
Approval:	Academic Committee	Version:	4
PTE Applicable to:	Cornerstone Education LTD (BMP) Naturopathic College of New Zealand.		

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.
- Aspire2 Distance Learning Division 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

Withdrawals

- 1.1 A student may withdraw from a programme at any time by completing the online withdrawal form or they can contact enrolments team.

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A student may be withdrawn from a programme if they have not made sufficient progress in their study after a reasonable time period.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

1.3 Provision will be made for a student who withdraws from a programme to apply for a refund of fees if applicable.

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 after completing the appropriate transfer form and paying any specified fees.

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.
- The degree of staff support a student would need to succeed in the programme or course.

Early Withdrawals (EW)

In accordance with section 4.2 of the current TEC Funding Conditions 'Withdrawal date for PTEs':

4.2 (b) TEC Funding Conditions

If the duration of a programme or training scheme for which a student is enrolled is of three months or less duration, you must set a withdrawal date up to and including which a student is entitled to withdraw and receive a full refund of fees and course costs. The withdrawal date must be no earlier than the date at which 10% of the programme or training scheme for which a student is enrolled has passed.

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 Programme 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.