
OPERATIONAL MANUAL 2015

STUDENT SUPPORT

**WITHDRAWAL, COURSE
TRANSFER AND REFUND
POLICY AND PROCEDURE**

CONTENTS

1.0	POLICY.....	3
1.1	KEY RESPONSIBILITIES	3
2.0	STUDENT FEE REFUND POLICY.....	5
2.1	NZQA STUDENT FEE REFUND POLICY	5
2.2	TIA STUDENT FEE REFUND POLICY	6
2.3	REFUNDS RESULTING FROM A COURSE CLOSURE	7
2.4	WITHDRAWAL AND COURSE TRANSFER POLICY CRITERIA	7
2.5	DEFINITION OF ACTUAL EXPENSES INCURRED.....	10
2.6	STUDENT FEE REFUND ENTITLEMENTS PROCEDURE: INTERNATIONAL STUDENTS	13
2.6.1	STUDENT FEE REFUND ENTITLEMENTS PROCEDURE: DOMESTIC STUDENTS	14
2.7	TIA INTERNAL STUDENT WITHDRAWAL / COURSE TRANSFER PROCEDURE	15
2.8	TIA SUPPORT STAFF CHECKLIST FOR ADMINISTRATION OF FEES REFUND POLICY	16
	APPENDICES.....	17

1.0 POLICY

TIA will provide comprehensive and appropriate withdrawal and refund conditions information prospective and enrolled international students as required by Part 2 Sections 4 of the Code of Practice for the Pastoral Care of International Students (the “Code), and Section 235A(1)(a) and (b) of the Education Act and as set out in the Education (Refund Requirements for International Students) Notice 2012, and Student Withdrawals and Refunds as stipulated by the New Zealand Qualifications Authority (NZQA).

All information will be either in writing or in an electronic format and clearly state the registered name of TIA and be accurate in description of services provided in accordance with the Consumer Guarantees Act 1993. All information will be reviewed for accuracy, relevance and currency no less than annually.

This policy was reviewed in December 2012 to realign with the changes to student fee protection requirements as detailed in NZQA’s Fact Sheet issued on 18 December 2012.

1.1 KEY RESPONSIBILITIES

1.1.1 PRINCIPAL

- Ensure currency with statutory requirements of the Code, INZ and NZQA as it pertains to the withdrawal from course and refund of international student fees
- Ensure TIA’s withdraw and refund policy and procedure is reviewed no less than annually
- Ensure TIA’s website, prospectus, brochures, leaflets, booklets, advertisements and all other literature is updated accordingly and within five working days of the update to the withdraw and refund policy and procedure
- Ensure all information provided includes but is not necessarily limited to:
 - * tuition and course related costs information including compulsory costs and any ‘potential’ course related costs so that there are no substantial hidden costs
 - * tuition and course related costs information is written in English and expressed in NZ Dollars
 - * withdraw and refund conditions
- Present to the Senior Management Team declined refund applications as referred by the International Student Manager and sign off to confirm that the application has been accepted or rejected

1.1.2 INTERNATIONAL STUDENT MANAGER

- Ensure currency with statutory requirements of the Code, INZ and NZQA as it pertains to the withdrawal from course and refund international student fees
- Ensure with the Principal and Student Support Manager that TIA’s withdraw and refund policy and procedure is reviewed no less than annually
- Ensure with the Principal and Student Support Manager that TIA’s website, prospectus, brochures, leaflets, booklets, advertisements and all other literature is updated accordingly and within five working days of the update to the withdraw and refund policy and procedure

- Acts upon referrals from Student Support Manager and initiates primary liaison with student applying to withdraw from their course with counseling and / or language support where required
- Refer to the Principal declined refund applications and implement decision as directed by the Principal and Senior Management Team
- Monitor the withdrawal and refund of fees process and procedure and follow up upon discrepancies or deviations from TIA accepted practice

1.1.3 STUDENT SERVICES MANAGER

- Ensure currency with statutory requirements of the Code, INZ and NZQA as it pertains to the withdrawal from course and refund international student fees
- Ensure with the International Student Manager that TIA's withdraw and refund policy and procedure is reviewed no less than annually
- Ensure with the International Student Manager that TIA's website, prospectus, brochures, leaflets, booklets, advertisements and all other literature is updated accordingly and within five working days of the update to the withdraw and refund policy and procedure
- Communicates as the first point of contact for student applying to withdraw from their course
- Refers withdraw and refund applications to International Student Manager for assessment
- Monitor the withdrawal and refund of fees process and procedure and follow up upon discrepancies or deviations from TIA accepted practice
- Instructs the Course Administrator to remove where applicable the student from the class roll
- Instructs the Attendance Officer to inform Immigration NZ of student withdrawal.

1.1.4 COURSE ADMINISTRATOR

- Ensure the student is removed from the class and the final progress report is issued to the student

1.1.5 ATTENDANCE OFFICER

- Inform Immigration New Zealand of the student withdrawal using the 'Termination of Enrolment of an International Holding a Student Permit' form

The Principal, Student Services Manager and the International Student Manager will identify common training needs¹ that will be either:

- Delivered in-house to all relevant staff
- Delivered externally whereby a representative will attend and deliver to the relevant staff in-house.

¹ Common training needs include but are not limited to Code of Practice for the Pastoral Care of International Students, Immigration New Zealand, New Zealand Qualifications Authority, self-assessment, and changes in internal and/or external policy and procedure.

2.0 STUDENT FEE REFUND POLICY

2.1 NZQA STUDENT FEE REFUND POLICY

TIA will adhere to NZQA's student fee refund whereby

*'Students who withdraw from a course at a PTE within the statutory refund period are entitled to a fee refund. If a student withdraws during the statutory period, PTE's are entitled to retain a portion of the fees. The portion of the fees refunded to a student and the portion retained by the PTE is dependent upon whether the student is international or domestic, and on the length of the course the student is enrolled in.'*²

The flowcharts 2.6 Student Fee Refund Entitlements: International Students (page11) and 2.6.1 Student Fee Refund Entitlements: Domestic Students (page 12) illustrate NZQA's student fee refund entitlements policy and the procedure to be followed when assessing student entitlement to a fees refund.

2.1.1 NZQA policy states that *'The statutory refund period for international students studying courses that are three months or longer in duration is 10 working days **from the day the student is first required to attend**.'*³

TIA defines **'from the day the student is first required to attend'** as either

- 2.1.1.1 The course start date where the student holds a interim or student or other valid visa to commence their study or
- 2.1.1.2 The date of issuance of an interim or student or other valid visa which permits the student to legally commence their study after the course start date

² NZQA Factsheet 'PTE compliance with Education Act and NZQA rules for student fee protection December 2012

³ Ibid

2.2 TIA STUDENT FEE REFUND POLICY

Where NZQA's statutory refund and withdrawal policy is no longer applicable, TIA will implement its own internal discretionary policy for refunds for international and domestic ⁴ students.

2.2.1 TIA's internal discretionary policy for refunds for international students is effective from:

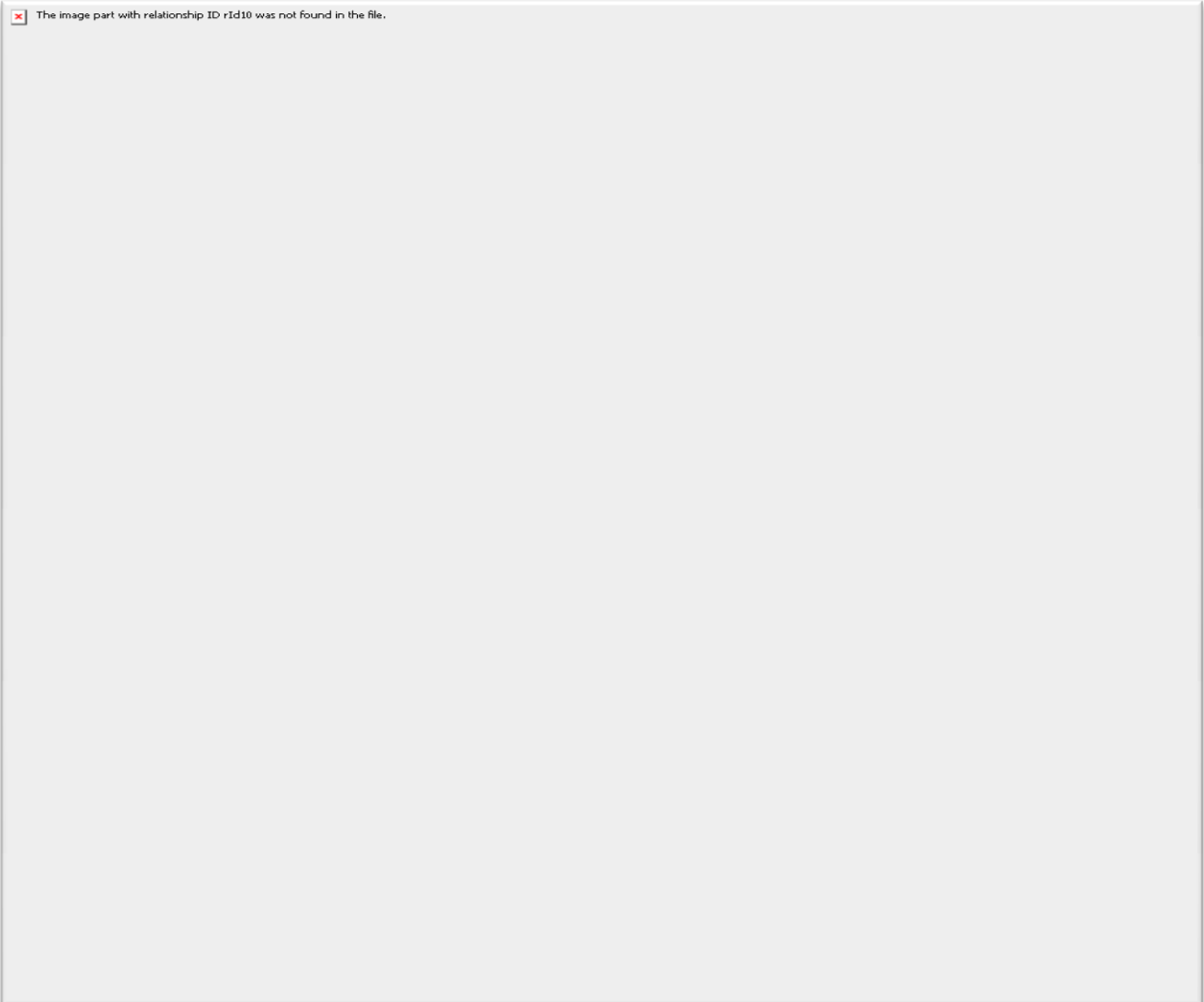
- the third working day for international students enrolled on a course for less than five weeks
- the sixth working day for international students enrolled on a course for more than five weeks and less than three months
- the eleventh working day for international students enrolled on a course for more than three months

2.2.2 TIA's internal discretionary policy for refunds for domestic students is effective from:

- the third working day for domestic students enrolled on a course of up to four weeks or six days or less
- the sixth working day for domestic students enrolled on a course of five weeks or more but less than three months
- the ninth working day for domestic students enrolled on a course of more than three months

⁴ A domestic student is any student regardless of country or birth who holds permanent residence or citizenship for New Zealand.

2.3 REFUNDS RESULTING FROM A COURSE CLOSURE



©NZQA⁵

TIA will adhere to NZQA's student fee refund in the event of a course closure whereby

'In a course closure event, a student is entitled to a refund that is pro-rated according to the proportion of the undelivered services provided by the PTE to the student. This pro-rated amount is subject to the allowable draw-down in 1.'^{6, 7}

2.4 WITHDRAWAL AND COURSE TRANSFER POLICY CRITERIA

TIA will apply the following criteria to applications for withdrawal or course transfer where either NZQA's Student Fee Refund Policy or TIA's Internal Policy is applicable.

⁵ NZQA Student Fee Protection Policy at [www.nzqa.govt.nz / Home](http://www.nzqa.govt.nz/Home) > [Providers and partners](#) > [Registration and accreditation](#) > [Student fee protection](#) > International student fees - specific issues

⁶ See Appendix 1

⁷ NZQA Factsheet 'PTE compliance with Education Act and NZQA rules for student fee protection December 2012

TYPE OF WITHDRAWAL	SITUATION	STUDENT STATUS	TIA REFUND POLICY
Early Withdrawal A	Student has received an interim or student visa or temporary visa or has an application for a visa lodged at Immigration New Zealand and HAS NOT commenced study	New Student	The student is entitled to receive a full refund of all remaining fees held in the student's Public Trust account less a deduction of up to 10% for actual expenses incurred – <i>as detailed in 2.5 Definition of Actual Expenses Incurred</i>
Early Withdrawal B	Student has been refused a student visa by Immigration New Zealand and HAS NOT commenced any study	New Student	The student is entitled to receive a full refund of all remaining fees held in the student's Public Trust account less a deduction of up to 10% for actual expenses incurred – <i>as detailed in 2.5 Definition of Actual Expenses Incurred</i>
Early Withdrawal C	Student has been refused a student visa by Immigration New Zealand and HAS commenced study on an interim or other visa	Currently Studying Student	The student is entitled to receive a full refund of all remaining fees held in the student's Public Trust account less a deduction of 25% for actual expenses incurred - <i>as detailed in 2.5 Definition of Actual Expenses Incurred</i>
Transfer Withdrawal	Student has either: elected to transfer across diploma programmes OR Progressed internally from certificate level programme into diploma level programme	New Student	The student is entitled to receive a transfer of all remaining fees held in the student's Public Trust account into a new Public Trust student account less a deduction of \$200 for administration costs.
Attendance Withdrawal	Student is non-compliant with attendance required for visa held AND has been reported to Immigration NZ	Non Bona-Fide Student	No refund
Disciplinary Withdrawal	Student has been dismissed for disciplinary issues AND has been reported to Immigration NZ	Non Bona-Fide Student	No refund
Withdrawal	Student has commenced study and withdraws for reasons not listed above and / or	Currently Studying Student	No refund

	cannot provide evidence for reasons listed above		
Extenuating * Withdrawal	Student withdraws due to extenuating circumstances	New Student OR Currently Studying Student	Due to the sensitive nature of this withdrawal each application will be dealt with on a case-by-case basis. Refunds will not be given prior to evidence of the extenuating circumstance
* An extenuating circumstance could be applicable to the student or a close family member and includes but is not limited to: i. Serious illness (cancer, leukemia etc.) ii. Long term hospitalization iii. Death * An extenuating circumstance DOES NOT include festivals, celebrations, weddings etc. or personal liability (false arrest, wrongful detention)			

2.5 DEFINITION OF ACTUAL EXPENSES INCURRED: General English and Design and Print Production

The following tables indicate the actual expenses incurred at each stage of enrolment by course. These costs are applicable to both NZQA's Student Fee Refund Policy and TIA's internal Withdrawal and Course Transfer Refund Policy.

COURSE	ENROLMENT STAGE	TYPE OF WITHDRAWAL	ENROLMENT STAGE	TYPE OF WITHDRAWAL	ENROLMENT STAGE	TYPE OF WITHDRAWAL
	Pre Enrolment	Early Withdrawal A Early Withdrawal B Early Withdrawal C	Enrolment	Early Withdrawal A Early Withdrawal B Early Withdrawal C	Study Commenced	Early Withdrawal C
General English	3%	▪ Certificate level entry test ▪ Previous English study ▪ Administration processing ▪ Reporting to Immigration NZ	3%	▪ Enrolpro ▪ Generation of NSN ▪ Public Trust Account ▪ Immigration NZ liaison	15%	▪ Orientation ▪ Reporting to Immigration NZ ▪ Generating progress and attendance certificates ▪ Reason for visa decline ▪ Length of study
Design and Print Production	7%	▪ Diploma level entry test ▪ Teacher interview ▪ Portfolio assessment ▪ Previous English and academic study ▪ Assessment of technical skills ▪ Administration processing ▪ Reporting to Immigration NZ	3%	▪ Enrolpro ▪ Generation of NSN ▪ Public Trust Account ▪ Immigration NZ liaison	15%	▪ Orientation ▪ Lab health and safety ▪ Reporting to Immigration NZ ▪ Reporting to NZQA ▪ Generating progress and attendance certificates ▪ Reason for visa decline ▪ Length of study

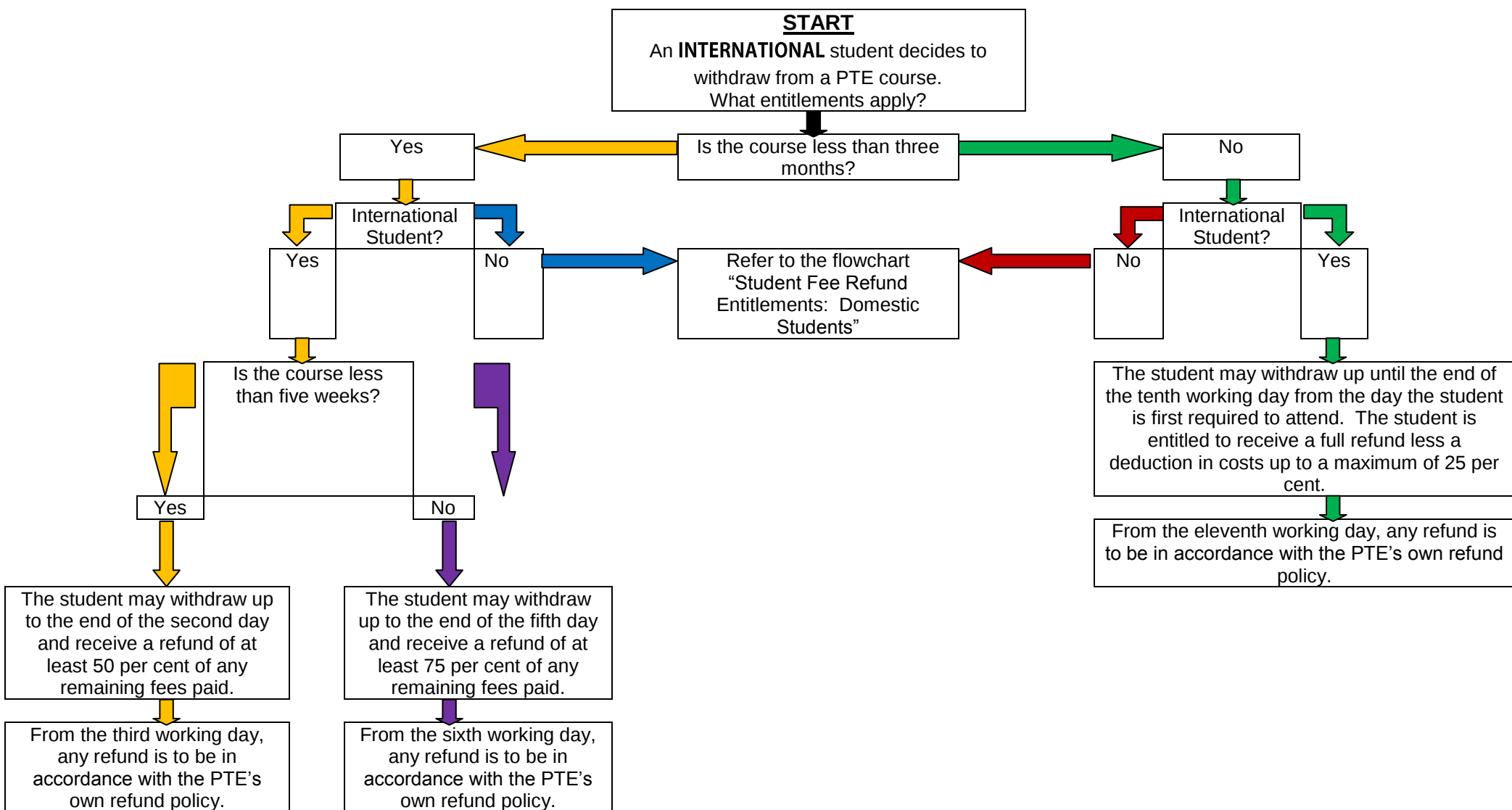
2.5 DEFINITION OF ACTUAL EXPENSES INCURRED: Business and Computing

COURSE	ENROLMENT STAGE	TYPE OF WITHDRAWAL	ENROLMENT STAGE	TYPE OF WITHDRAWAL	ENROLMENT STAGE	TYPE OF WITHDRAWAL
	Pre Enrolment	Early Withdrawal A Early Withdrawal B Early Withdrawal C	Enrolment	Early Withdrawal A Early Withdrawal B Early Withdrawal C	Study Commenced	Early Withdrawal C
Business	5%	▪ Diploma level entry test ▪ Previous English and academic study ▪ Administration processing ▪ Reporting to Immigration NZ	3%	▪ Enrolpro ▪ Generation of NSN ▪ Public Trust Account ▪ Immigration NZ liaison	15%	▪ Orientation ▪ Reporting to Immigration NZ ▪ Reporting to NZQA ▪ Generating progress and attendance certificates ▪ Reason for visa decline ▪ Length of study
Computing	5%	▪ Diploma level entry test ▪ Teacher interview ▪ Previous English and academic study ▪ Administration processing ▪ Reporting to Immigration NZ	3%	▪ Enrolpro ▪ Generation of NSN ▪ Public Trust Account ▪ Immigration NZ liaison	15%	▪ Orientation ▪ Lab health and safety ▪ Reporting to Immigration NZ ▪ Reporting to NZQA ▪ Generating progress and attendance certificates ▪ Reason for visa decline ▪ Length of study

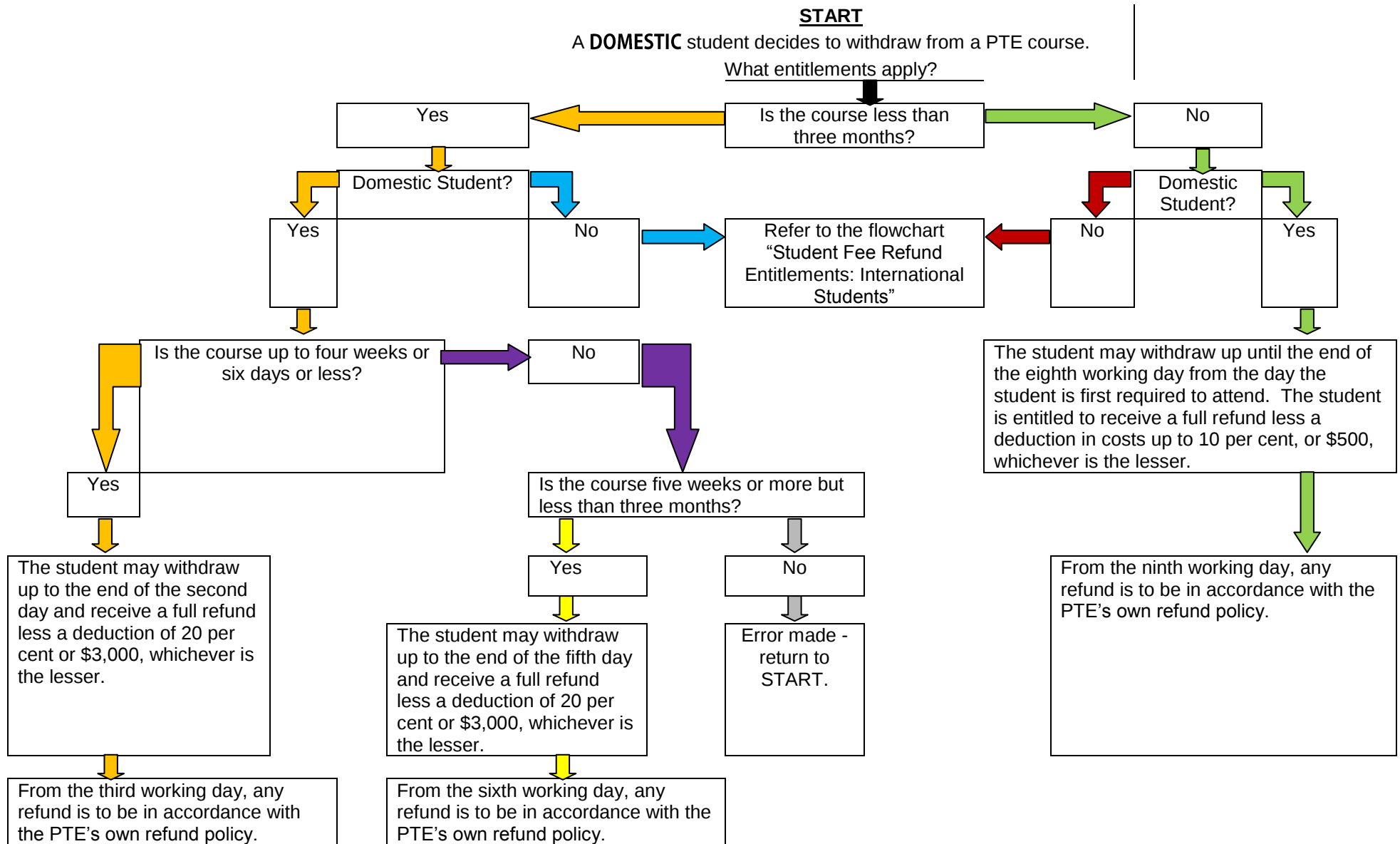
2.5 DEFINITION OF ACTUAL EXPENSES INCURRED: I.T Support and Operations and I.T Multimedia

COURSE	ENROLMENT STAGE	TYPE OF WITHDRAWAL	ENROLMENT STAGE	TYPE OF WITHDRAWAL	ENROLMENT STAGE	TYPE OF WITHDRAWAL
	Pre Enrolment	Early Withdrawal A Early Withdrawal B Early Withdrawal C	Enrolment	Early Withdrawal A Early Withdrawal B Early Withdrawal C	Study Commenced	Early Withdrawal C
I.T – Support and Operations	7%	▪ Diploma level entry test ▪ Teacher interview ▪ Previous English and academic study ▪ Assessment of technical skills ▪ Administration processing ▪ Reporting to Immigration NZ	3%	▪ Enrolpro ▪ Generation of NSN ▪ Public Trust Account ▪ Immigration NZ liaison	15%	▪ Orientation ▪ Lab health and safety ▪ Reporting to Immigration NZ ▪ Reporting to NZQA Generating progress and attendance certificates ▪ Reason for visa decline ▪ Length of study
I.T - Multimedia	7%	▪ Diploma level entry test ▪ Teacher interview ▪ Previous English and academic study ▪ Assessment of technical skills ▪ Administration processing ▪ Reporting to Immigration NZ	3%	▪ Enrolpro ▪ Generation of NSN ▪ Public Trust Account ▪ Immigration NZ liaison	15%	▪ Orientation ▪ Lab health and safety ▪ Reporting to Immigration NZ ▪ Reporting to NZQA Generating progress and attendance certificates ▪ Reason for visa decline ▪ Length of study

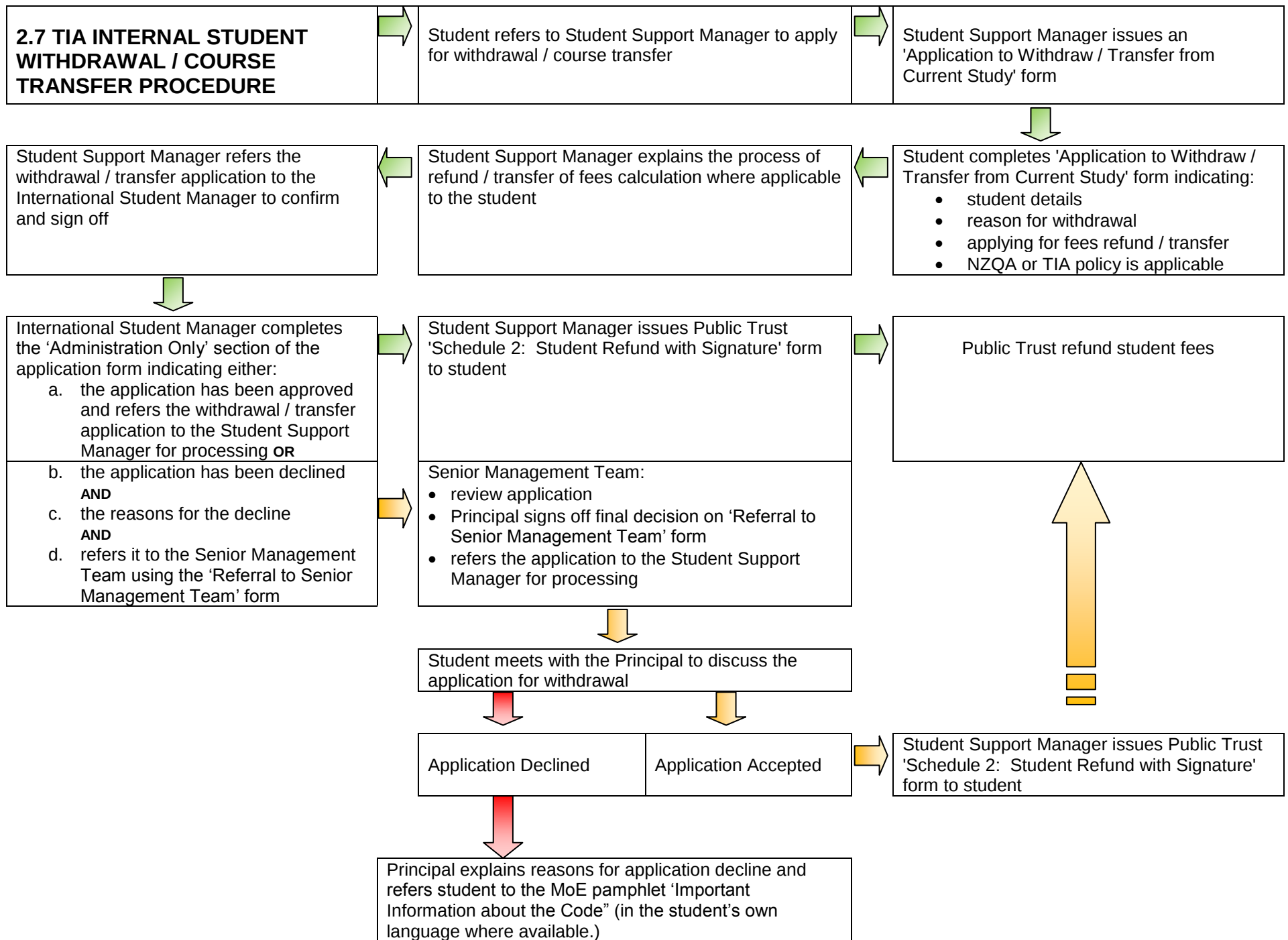
2.6 STUDENT FEE REFUND ENTITLEMENTS PROCEDURE: INTERNATIONAL STUDENTS



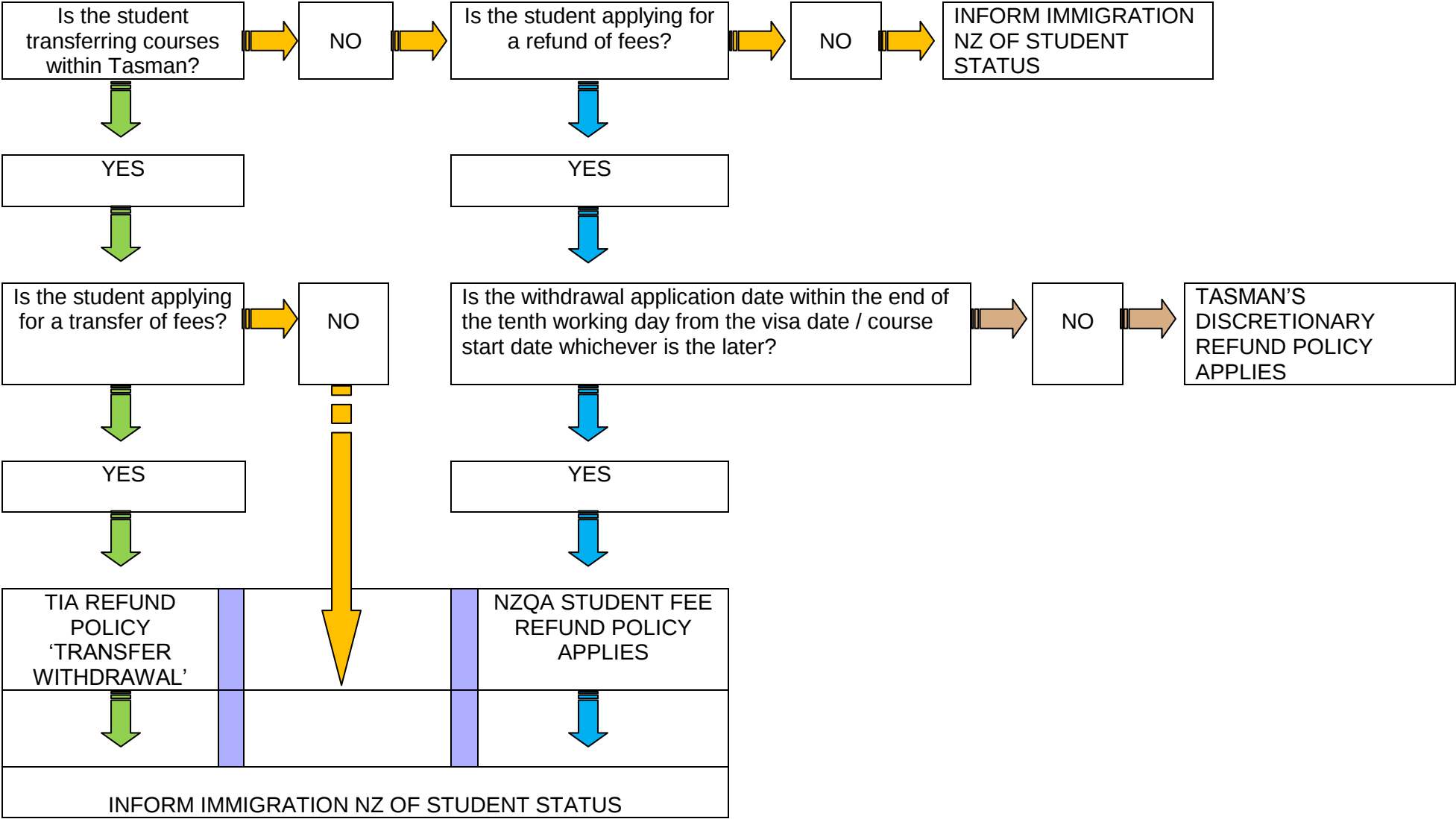
2.6.1 STUDENT FEE REFUND ENTITLEMENTS PROCEDURE: DOMESTIC STUDENTS⁸



⁸ A domestic student is any student regardless of country or birth who holds permanent residence or citizenship for New Zealand.



2.8 TIA SUPPORT STAFF CHECKLIST FOR ADMINISTRATION OF FEES REFUND POLICY



APPENDICES

Appendix 1	NZQA Allowable Draw-Down Policy
Appendix 2	Application to Withdraw / Transfer from Current Study
Appendix 3	Administration Processing of Application to Withdraw / Transfer
Appendix 4	Referral to Senior Management Team form

EXTRACT FROM NZQA FACT SHEET 'Private training establishment compliance with the Education Act and NZQA rules for student fee protection'. December 2012

'Allowable draw-downs

The rules detail what portion of a student's fees a PTE is entitled to draw-down from trust to run its business. A PTE may access monies in the following ways.

- 1. Draw-down of 20 percent of student fees or \$3,000, whichever is the lesser, at the end of the statutory withdrawal and refund period.*

The initial draw-down entitlement acknowledges the significant upfront costs to a PTE before and immediately after a new student joins a course, such as recruitment and administration set up, and it is reasonable that the PTE recoups a certain amount earlier rather than later in the course. A student enrolment in a second PTE resulting from closure of the first PTE does not incur the same upfront recruitment and administrative costs, and the second (other) PTE is not entitled to a 20 per cent draw-down at the end of the second refund period.'

Appendix 2

APPLICATION TO WITHDRAW / TRANSFER FROM CURRENT STUDY

PLEASE COMPLETE THIS FORM IN ENGLISH

STUDENT INFORMATION											
First Name	Surname (if applicable)										
Date of Birth	d	d	m	m	y	y	y	y			
Please indicate your current course of study	☐ General English / IELTS										
	☐ Diploma in IT – Support and Operations										
	☐ Diploma in IT - Multimedia										
	☐ Diploma in Design and Print Production										
	☐ National Diploma in Business										
	☐ National Diploma in Computing										
Teacher's Name											
Reason for Withdrawal											
☐ Please tick if you have attached supporting evidence as part of your withdrawal application											
Are you applying for a refund or transfer of fees?	☐ Yes										
	☐ No										
- I declare the above information to be true. - I understand that Tasman International Academy is obligated to report my withdrawal from the course to Immigration New Zealand. - I acknowledge that if my application for a refund falls outside of NZQA's Student Fee Refund policy that Tasman International Academy is not obliged to refund in whole or any part any remaining fees paid. - I acknowledge that if I have applied for a refund of fees that once Tasman International Academy has sent the required documentation to the Public Trust, Tasman International Academy has no control over the timeframe or any other activity performed by the Public Trust and thus cannot be held responsible for any delay on their part.											
Student Signature:										Date:	

Appendix 3

ADMINISTRATION ONLY				
STUDENT NAME		STUDENT ID		COURSE
Date Student Enrolled		Start Date of Course		Actual Date Student Commenced Study
Visa Type ☐ Interim ☐ Student ☐ Other (please specify)			Visa Date	Withdrawal Application Date

TYPE OF APPLICATION				
☐ Extenuating Withdrawal	☐ Approved		☐ Withdrawal	☐ Approved
	☐ Declined		☐ Declined	
☐ Early Withdrawal A	☐ Approved		☐ Transfer Withdrawal	☐ Approved
	☐ Declined			☐ Declined
☐ Early Withdrawal B	☐ Approved		☐ Attendance Withdrawal	☐ Approved
	☐ Declined			☐ Declined
☐ Early Withdrawal C	☐ Approved		☐ Disciplinary Withdrawal	☐ Approved
	☐ Declined			☐ Declined
☐ Supporting Evidence supplied (please specify)				
International Student Manager signature:			Date:	

Appendix 4

REFERRAL TO SENIOR MANAGEMENT TEAM (FOR USE WHEN AN APPLICATION TO WITHDRAW / TRANSFER IS DECLINED)			
Student Name	Student ID	Date of Birth	Passport Number
Course			Visa date
Course Length	Course Start Date	Actual Date Student Commenced Study	
Reason for Application to Withdraw / Transfer			
Reason for Application Decline			
International Student Manager signature:		Date:	

PRINCIPAL			
Student application for withdrawal / transfer	☐ Approved		
	☐ Declined		
Principal's signature:		Date:	