

Student Withdrawal and Refund Policy

for international students

Circumstances	Tuition refund	Notes
Withdrawal		
Before start of enrolment		
An international student may withdraw before the start date of their first course.	An international student is eligible for a full refund of the invoiced fees paid, less a maximum of 25% or any lesser portion as determined by the College based on specific costs incurred.	Written confirmation of withdrawal from the student must be received prior to the commencement of studies for the standard refund to apply.
Within 10 working days		
An international student may withdraw within ten working days from the start date of their first course.	An international student is eligible for a full refund of the invoiced fees paid, less a maximum of 25% or any lesser portion as determined by the College based on specific costs incurred.	Written confirmation of withdrawal from the student must be received before the ten-working-day period has elapsed for the standard refund to take place.
Outside 10 working days		
An international student may withdraw after ten working days from the start date of their first course.	No refunds are available.	A refund may be applied for on compassionate grounds. Refund requests on compassionate grounds will only be considered once the student's withdrawal has been completed and providing the student's programme end date has not elapsed.

Please note:

- If your visa application is declined, you may be eligible for a full tuition refund, less a \$500.00(NZD) administration fee and any additional costs incurred as determined by the College.
- Upon withdrawal, Immigration New Zealand will be informed.
- Refund requests on compassionate grounds must be supported by a detailed written explanation of the circumstances. Additional evidence, such as a medical certificate, should be included. Consideration of a request on compassionate grounds does not guarantee that a refund will be approved.
- If you are entitled to a refund, it will be returned to whoever paid your fees. A refund may take up to three (3) weeks to be processed, excluding compassionate considerations, which may take longer.
- Students remain liable for any outstanding fees that have been invoiced, as well as any additional unpaid charges or expenses incurred.
- In the unlikely event that New Zealand Tertiary College (NZTC) is unable to deliver the programme you have enrolled in, your fees are protected through Public Trust. Such circumstances may arise for reasons including, but not limited to, NZTC voluntarily ceasing the programme/s, voluntary closure of the college, and/or a Course Closure Event (as defined in the Student Fee Protection Rules 2025). This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education and Training Act 2020 and the Student Fee Protection Rules 2025. Should access to your fees be necessary, you may contact Public Trust on 0800 494 733 or email feeprotect@publictrust.co.nz
- Postgraduate Diploma in Education (ECE), Master of Early Childhood Education, and Master of Education (ECE) programmes: If you pay full course fees but withdraw after one semester of study, you are NOT eligible for a refund for the remaining semester/s.