

Student Withdrawal and Refund Policy

for domestic students

Circumstances	Tuition refund	Notes
Withdrawal		
Before start of enrolment		
A domestic student may withdraw before the start date of their first course.	A domestic student is eligible for a full refund of fees minus \$500 or 10% of the invoiced fees paid, whichever is the lesser amount.	Written confirmation of withdrawal from the student must be received prior to the commencement of studies for the standard refund to apply.
Within 8 calendar days		
A domestic student may withdraw within eight calendar days from the start of the first course.	A domestic student is eligible for a full refund of fees minus \$500 or 10% of the invoiced fees paid, whichever is the lesser amount.	Written confirmation of withdrawal from the student must be received before the eight-calendar-day period has elapsed for the standard refund to take place.
Outside 8 calendar days		
A domestic student may withdraw after eight calendar days from the start of the first course.	A domestic student is eligible for a pro-rata refund of fees based on the courses in their programme of study they have yet to commence.	Written confirmation of withdrawal from the student must be received for the standard pro-rata refund to take place.

Please note:

- 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.
- If you are withdrawing, you may wish to make check the implications on your student allowance and/or loan (if applicable). Contact StudyLink on 0800 88 99 00.
- 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