

# Student Withdrawal and Refund Policy

for international students

Circumstances	Tuition refund	Notes
<b>Permanent withdrawal</b>		
<b>Before start of enrolment</b>		
A student may withdraw before the start date of her/his first course.	A student is eligible for a full refund of the invoiced fees paid, less 25% or any portion thereof determined by the College based upon specific costs incurred.	The refund form must be signed and received before commencement for the standard refund to take place.
<b>Within 10 working days</b>		
A student may withdraw within ten working days from the start of the first course.	A student is eligible for a full refund of the invoiced fees paid, less 25% or any portion thereof determined by the College based upon specific costs incurred.	The refund form must be signed and received before the ten day period has elapsed for the standard refund to take place.
<b>Outside 10 working days</b>		
A student may withdraw after ten working days from the start of the first course.	No refunds are available in most circumstances. A refund may be applied for on compassionate grounds. Refunds on compassionate grounds may be granted at the discretion of the Chief Executive.	The refund form may be filled out at any time for a refund request on compassionate grounds. Evidence for these grounds must be supplied. Students may be liable for any unpaid fees for which they have been invoiced and any additional unpaid expenses incurred.

Please note:

- upon withdrawal, Immigration New Zealand will be informed
- if your visa is declined or cancelled you may be eligible for a full tuition refund minus \$500.00
- a refund may take up to three (3) weeks to be processed, excluding compassionate considerations, which may take longer
- application for refunds for compassionate consideration need to be accompanied by a full written explanation of the grounds upon which the application can be considered. Other supportive evidence may be requested, e.g. a doctor's certificate
- if you are entitled to a refund, it will be returned to whoever paid your fees

Postgraduate students only:

- if you pay for one academic year but withdraw after one semester of study (60 credits), you are NOT eligible for refund for the second semester.