

## Policy Title

UUNZ Withdrawal and Refund Policy

## Audience and scope

Administration team and students

## Document management.

|               |  |               |                 |
|---------------|--|---------------|-----------------|
| Policy Number | GP16V12  | Approval by   | CEO             |
|               |  | Approval date | 07 January 2019 |
| Category      | Operational management / financial management. | Review date   | June 2022       |
| Policy owner  | UUNZ Institute of Business                     |               |                 |

## History

| Version | Effective date |
|---------|----------------|
| 2       | 07 Jan 2019    |

## References

Education Act (1989)

Education (Pastoral Care of International Students) Code of Practice 2016.

## Glossary

|                      |  |
|----------------------|--|
| Component            | Means the courses, papers, modules or assessment standards that make up the programme leading to the qualification.  |
| Programme (of study) | A coherent arrangement of learning or training that is based on clear and consistent aims, content, outcomes and assessment practices, and which leads to a qualification on the NZQF. |
| Training scheme      | Study or training that—<br>(a) leads to an award; but<br>(b) does not, of itself, lead to an award of a qualification listed on the NZQF,  |

## Policy

### For programmes of three months duration or more:

#### Refund Policy for Interim Visa Holders

- a. Students can only study for first intake while holding their Interim visa. Enrolments will be postponed to the next intake if a visa application is still under process that may depend on their visa arrival.
- b. Have had a visa declined in 40 working days after the commencement of the programme of study: The student will receive a refund less a deduction for costs incurred by UUNZ, up to 10 per cent of the tuition fees paid.
- c. Have had a visa declined after 40 working days of the commencement of the programme: The student will receive a refund less a deduction for costs incurred by UUNZ, up to 15 per cent of the tuition fees paid.
- d. The registration fee and Course related fees for enrolled papers are non-refundable under any circumstance.

Note: Enrolling or Studying at UUNZ while holding Interim visa is at the student's absolute discretion.

#### **Refund Policy for Student Visa Holders**

Students withdrawing from a programme within the first 10 working days after the commencement date will be entitled to apply for a refund up to 25% of total fees paid. After this date all fees paid are Non-Refundable. The amount of refund will be determined on a case by case basis.

Students withdrawing from a programme within two weeks prior to the commencement date will be entitled to apply for a full refund of total fees paid less a deduction of NZ\$1000 or 5% of the tuition fee payment, whichever is the lesser.

Students withdrawing from a programme earlier than two weeks prior to the commencement date or have had a student visa declined will be entitled to apply for a full refund of total fees paid less a deduction of NZ\$600 or 5% of the tuition fee payment, whichever is the lesser.

#### **Earlier than 2 weeks prior to the start of the programme or visa declined**

- Registration fee: \$250 (Non-Refundable)
- Administration fee: \$350

#### **Within 2 weeks prior to the start of the programme**

- Registration fee: \$250 (Non-Refundable)
- Administration fee: \$350
- Course related fee: \$400

For English course, will deduct registration fee plus the number of weeks which student attended, no admin fee will be charged. (visa declined)

