

Policy No: SS03

Policy Name: Enrolment Fee Refund

Key evaluation question

- How effective are governance and management in supporting educational achievement?

1. PURPOSE

This policy provides a framework for managing fee refunds associated with akonga/student's cancelling their enrolment or withdrawing from their course(s)/programme of study.

2. SCOPE

This policy applies to all akonga/students and all programmes and courses of Toi Ohomai Institute of Technology (Toi Ohomai).

3. POLICY PRINCIPLES

- 3.1 Any akonga/student who has enrolled in one or more courses in a defined programme of study at Toi Ohomai may withdraw from study, or cancel their enrolment at any time, by applying in writing to the institution and notifying them of their intentions.
- 3.2 Domestic akonga/students who notify the institution of their intention to withdraw or cancel their enrolment prior to the start of their course or programme will be entitled to a full refund of any fees they have paid.
- 3.3 International akonga/students withdrawing prior to the start of their programme will be eligible for a refund for all or some of their fees and will be required to pay an administration fee as set out in the annual Fees Refund Schedule.
- 3.4 Domestic akonga/students who withdraw from a course or cancel their enrolment within the first 10% of the study period (or one month whichever is lesser) will be entitled to a refund of a portion of their paid fees, minus an administration fee, as set out in the Fee Refund Schedule published on the institution's website.
- 3.5 International akonga/students who withdraw after the start of their course/programme are not entitled to a refund except in exceptional circumstances. Applications for approval of exceptional circumstances must be in writing and include relevant supporting evidence.
- 3.6 Domestic akonga/students who withdraw from a course or cancel their enrolment after the first 10% of the study period (or one month whichever is lesser) will not be entitled to a refund of their paid fees, unless they can show exceptional circumstances. To claim

exceptional circumstances, the akonga/student must supply appropriate written evidence to support their claim, for example, medical certificate.

- 3.7 Refunds under exceptional circumstances can only be given with the approval of the senior/executive manager with delegated authority to award such refunds (CEO/ Academic Director/International Director/ Director Quality, Learning and Student Experience).
- 3.8 Any fee refund given to an international akonga/student will be calculated less agent's fee where applicable.
- 3.9 Toi Ohomai will publish a schedule of fees each year on its website.

LINKS TO OTHER DOCUMENTS

<p>Legislation (and Regulations)</p> <ul style="list-style-type: none"> ● Education Act 1989 and its amendments. ● Fair Trading Act 1986 ● Consumer Guarantees Act 1993 ● Human Rights Act 1993 ● NZQA Student Fee Protection Rules 2013 ● Toi Ohomai Academic Statute and Academic Regulations (specifically sections 3.6.2 and 3.6.3) ● Education (Pastoral Care of International Students) Code of Practice 2016
<p>Related policies</p> <ul style="list-style-type: none"> ● Delegations Manual
<p>Processes and procedures</p> <ul style="list-style-type: none"> ● Enrolment procedure - domestic applications to enrolment ● Enrolment procedure - domestic transfers ● Enrolment procedure - domestic withdrawals ● Fees schedule to include time and amount when withdrawing ● Schedule of refunds
<p>Guidelines</p> <ul style="list-style-type: none"> ●

DEFINITIONS

Programme of study	Means a self-contained block of study or training or a combination of courses with which an akonga/student is required to be credited in order to be awarded a specified qualification by Toi Ohomai.
Course	Means a self-contained block of study for which credits are granted upon successful completion.
Fees schedule	Means the list of fees approved by Toi Ohomai Council annually.

DOCUMENT CONTROL

Approving body:	Academic Board
Responsibility:	Director Academic/Director Learning, Quality and Student Experience
First point of contact:	
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