

## Refund and Reimbursement Policy

Vision College Limited has the following refund and reimbursement policy for the various circumstances that may arise:

### Programme of Study Cancellation

If for any reason we cancel a programme of study (including low enrolments) prior to the commencement date, students will be offered a full reimbursement of the fees paid. In the unlikely event that a programme is cancelled after the commencement date, students will be offered a pro-rata reimbursement of fees within five (5) working days based on the programme in which they were enrolled and had paid fees for at the time of the closure or cessation.

### Vision College Limited Closure

In the unlikely event that Vision College goes into liquidation, receivership or has its accreditation withdrawn (in which case the Ministry of Social Development, Tertiary Education Commission and New Zealand Qualification Authority will be informed immediately), students will be offered the following options by the appointed Trustees:

- a. A pro rata reimbursement of fees based on the programme in which they were enrolled and had paid fees for at the time of the event,
- b. A full reimbursement of fees for the programme that fees had been paid for, but not yet commenced at the time of the event.

The Trust Fund and Fees Refund policies and procedures stated here comply with the legal requirements set out in the Education and Training Act 2020.

### Domestic Students Only

#### Withdrawal of enrolment before start date

If a student withdraws from a programme of study before the start date, they will receive the total fees that have been paid, less any applicable administration fees and costs incurred. Such fees and costs will be explained to them.

#### NZQA Specified Withdrawal Periods and Refund Amounts for Domestic Students on courses of under three months

NZQA specifies the following withdrawal periods and refund amounts for domestic students on courses of under 3 months under section 235(1a) of the Education and Training Act 2020:

Course Length	Withdrawal Period	Refund Amount
For courses of two days or less	None	Any refund is at the PTE's discretion

For courses of more than two days but under five weeks	Up to the end of two calendar days of the course commencing	A minimum of 50% of the amount the student paid in respect of the course
For course of five weeks or more but less than three months	Up to the end of five calendar days of the course commencing	A minimum of 75% of the amount the student paid in respect of the course

Course means programme or training scheme in which a student is enrolled.

### **For programme of study longer than 3 months**

If a student withdraws from a programme of study before the end of the ***eighth (8) working day*** following the start date, they will receive the total fees that have been paid less any applicable administration fees and costs incurred. Such fees and costs will be explained to them and will not exceed 10% of the course fees or \$500, whichever is the lesser. In order to receive a refund, an Withdrawal Form must be completed, this is available from Administration or can be downloaded from Cloud Campus, and it is found under Forms, Calendars & Timetables.

No refund of fees will be made after the eighth (8) working day following the start date of the programme of study, unless management accepts that there are exceptional circumstances (e.g. death of a close relative) sufficient to warrant a pro rata refund. Refund applications due to exceptional circumstances must be in writing and will be approved on a case by case basis. Students may be required to produce evidence to support their claim.

### **Cancellation - Block Courses (All Students)**

Students may cancel their attendance at a block course up to five (5) working days before the start date of the Block Course. Any money paid will be refunded less any costs incurred by Vision College.

If a student has confirmed their attendance at a block course but cancels within five (5) working days before the start date of the block course or does not show up, costs incurred by Vision College will be charged to the student.

### **Student Dismissal (Domestic)**

If a student is dismissed from a programme of study after the refund period, no refund of fees will be made

## **International Students Only**

### **Visa Declined**

In the event of a visa being declined by Immigration New Zealand before the programme of study commences, a refund of the amount received, less the administration fee of \$150.00, will be made to the sender of the money. All bank charges will be the responsibility of the beneficiary.

We will require copies of statements showing the name the name of the bank, address of the bank, bank account number and any other information that enables the money to be returned by written request (Refund Application form to be completed).

### **Withdrawal of enrolment before start date**

If students withdraw from a programme of study before the start date of the programme of study they have enrolled in, they will receive the total fees they have paid, less any applicable fees and costs incurred. Such fees and costs will be advised to the student or agent.

### **For programme of study longer than 5 weeks but less than 3 months**

If students withdraw before the end of the fifth (5) working day following the first day they are expected to attend the programme of study, they will receive at least 75% of the total fees they have paid.

If they withdraw after the first five (5) working days following the first day they are expected to attend the programme of study, no refund will be made.

### **For programme of study longer than 3 months**

If students withdraw from a programme of study before the end of the **tenth (10) working day** following the first day they are expected to attend the programme of study, they will receive the total fees they have paid less any applicable fees and costs incurred. The refund will be at least 75% of the fees. Such fees and costs will be advised to the student. In order to receive the refund, the student must complete an Application for Refund form, which is available from Administration.

No refund of fees will be made after the tenth (10) working day following the first day the student is expected to attend the programme of study, unless management accepts that there are exceptional circumstances (e.g. death of a close relative) sufficient to warrant a pro rata refund. Refund applications due to exceptional circumstances must be in writing, and approved on a case-by-case basis. Students may be required to produce evidence to support their claim.

### **Student Dismissal**

If a student is dismissed from a programme of study after the refund period, no refund of fees will be made and NZ Immigration will be advised accordingly.

Also outlined in the International Student Information booklet.

### **Appeals (All Students)**

Any appeal against any part of this policy should be directed in writing to the National or Campus Manager or clearly outlining any special circumstances that would warrant a variation to the policy.