

## Withdrawal and Refund of Student Fees

In accordance with s236A of the Education Act 1989.

### Prior to course commencement date

If a student chooses to withdraw from their course, prior to the course commencement date, they must contact ETC in writing to withdraw their ETC enrolment application. The student will be entitled to a full refund less a non-refundable enrolment fee of \$400 and a non-refundable accommodation placement fee of \$300 included in the total programme price.

### After course commencement date

If a student voluntarily withdraws from their programme of study, the English Teaching College Cancellation and Refund Policy sets out the student fee refund entitlements after the course has commenced.

## English Teaching College Cancellation and Refund Policy

English Teaching College Cancellation and Refund Policy			
Type of student	Course length	Withdrawal period	Amount of Refund
<b>Less than 3 months</b>			
<b>International Students</b>	<b>Less than 5 weeks</b>	Up until the end of the 2 <sup>nd</sup> school day of the course	50% of total fees paid
		From the 3 <sup>rd</sup> school day onwards	No Refund
	<b>Between 5 and 12 weeks</b>	Up until the end of the 5 <sup>th</sup> school day of the course	75% of the total fees paid
		From the 6 <sup>th</sup> school day onwards	No Refund
<b>Domestic Students</b>	<b>2 days or less</b>	None	No Refund Director's discretion
	<b>More than 2 days, less than 5 weeks</b>	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
	<b>More than 5 weeks, less than 3 months</b>	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
<b>Three months and greater</b>			
<b>International and Domestic Students</b>	<b>13 weeks and greater</b>	<b>International:</b> Up until the end of the 10 <sup>th</sup> school day	<b>International:</b> ETC may deduct up to 25% of the fees paid, provided ETC incurred costs to this amount and can justify these costs.

		<b>Domestic:</b> Withdrawal occurs up to the end of the 8 <sup>th</sup> day after the start of a course	<b>Domestic:</b> Full refund, less administration costs of up to 10% of the total fee or \$500 whichever is lesser.
		<b>International:</b> From the 11 <sup>th</sup> school day onwards.	<b>International:</b> No Refund  Director's discretion
		<b>Domestic:</b> From the 9 <sup>th</sup> school day onwards.	<b>Domestic:</b> No Refund  Director's discretion

### No Refund

In the 'No Refund' situations identified in the English Teaching College Refund of Student Fees table, the Director reserves the right to make part refunds in exceptional cases.

### Student Visa Declined

Students whose visa application is declined will be entitled to a full refund less a non-refundable enrolment fee of \$400 and a non-refundable accommodation placement fee of \$300 included in the total programme price. Proof of visa rejection must be submitted to [office@etc.ac.nz](mailto:office@etc.ac.nz).

### Transfer to another ETC course of study or change of ETC campus

For domestic students who wish to transfer to another course of study at ETC or another ETC campus, they may withdraw from their current course of study up until the end of the eighth day after their course commencement. The Director/Senior Manager, at their discretion, may transfer the balance of tuition fees to another course or campus at ETC (in either Wellington or Palmerston North), subject to availability of the requested course or campus. No cash refunds will be given except in exceptional circumstances at the discretion of the Director.

### Termination

No refunds will be made where international students are asked to leave ETC because they have broken ETC School Rules or failed to comply with ETC's regulations, which include poor attendance or behaviour.

### Method of Refund

- Where tuition fees have been paid by student loan or scholarship provider, any balance of fees, less academic and administrative costs, will be repaid directly to the loan provider.
- Where tuition fees have been paid by credit card then, where possible, refund of fees, less academic and administrative costs, will be made to the same credit card.

- here tuition fees have been paid by bank transfer or internet banking then, where possible, refund of fees, less academic and administrative costs, will be made to the same bank account.
- Apart from the methods of refund outlined above, any refund, less academic and administrative costs, will be paid into the New Zealand bank account of the enrolled student.