

Student Withdrawal and Refund Policy



Timing of Withdrawal	Refund Amount	Requirements
Before and up to the end of 21 calendar days after the start date of the programme or course(s) you wish to withdraw from.	Full refund of payments made less an administration fee of 10% or \$500 (whichever is the lesser amount).	The withdrawal form should be completed and submitted to studentservices@ecnz.ac.nz within 21 calendar days of the start of the programme or course(s) you are withdrawing from. The withdrawal form can be found on the next page of this document.
More than 21 calendar days after the start date of the programme or course(s) you wish to withdraw from.	There is no entitlement to a refund if you withdraw from courses after 21 days of the start of a semester. A refund may be applied for on compassionate grounds. Refunds on compassionate grounds may be granted at the discretion of the Director Teaching, Learning and Research.	An email should be sent to studentservices@ecnz.ac.nz outlining the reasons for your refund request on compassionate grounds. Your application will be considered by the Director Teaching, Learning and Research and additional supporting information may be requested.

If you withdraw after 21 days into the first semester you may receive a refund of the second semester's fees less the administration fee.

If you fail to attend or participate in a course or courses within the first 21 days of a course, or you stop attending or participating within the first 21 days, you will be treated as having withdrawn within this time period.

If you are entitled to a refund, the refund will be made to the source of the payment. (e.g. StudyLink if you have a student loan). All of our courses are for a duration of three months or more.

You can apply to withdraw, change to part-time study, or put your studies on hold by completing the form on the next page of this document.

International taura

For courses of a duration exceeding three months the administration fee can be up to 25% of the fees paid, provided such costs have been incurred and can be justified. For courses of 3 months or more, ECNZ's policy is that refunds for international Taura will

be made on the same basis as for domestic Taura (unless additional costs have been incurred and can be justified).

Student Fee Protection

Te Rito Maioha Early Childhood New Zealand (ECNZ) operates a static trust as our mechanism for the protection of student fees. The Trustee of this Trust is Baker Tilly Staples Rodway, located in Wellington. This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education and Training Act 2020 and the Student Fee Protection Rules 2021.

The Student Fee Protection Mechanism protects student fees and is triggered if ECNZ undergoes a "Course Closure Event". A course closure event is where ECNZ is not able to deliver the programme of study for which the student has made payment. Should this occur, ECNZ will publish contact details of the Trustee on our website and provide additional information on your entitlements, documentation requirements to obtain a refund and detail of any meetings arranged for students to attend.

Withdrawal/Deferral form

Full-time to Part-time form



Surname or family name*

First or given name(s)*

Student ID*

Home address*

Email address*

Programme of Study*

Please choose ONE of the following three options:*

<p>I wish to DEFER from my studies effective from:</p> <p>Date _____ Semester _____</p> <p>Reason for deferral:</p> <p>I will return in semester _____ Month/Year _____</p> <p><i>Which is within the 12-month period allowed for being deferred. Please note: Approval for over 12 months must be applied for in writing to the Director Teaching & Learning.</i></p> <p>I understand I will need to contact the Student Services team at National Office to confirm my return prior to the start date of the above semester</p>	<p>I wish to WITHDRAW completely from my programme of studies effective from:</p> <p>Date _____ Semester _____</p> <p>Reason for withdrawing:</p> <p>I understand I will need to apply to re-enter the programme at a future date and complete a new application form</p>
<p>I wish to go from full-time to part-time.</p> <p>Paper I wish to continue in _____ Paper I wish to withdraw from _____</p> <p>I understand that by withdrawing from one paper will mean this will delay my progress to the next stage of my programme.</p>	

I have notified, and discussed my intentions with, my lecturer/pouako and one of the following staff: Regional Education Leader, Programme Leader or Academic Leader Primary Programmes.*

Yes

No

*I have read and understood the [Student Withdrawal and Refund Policy](#). I understand I may be liable for outstanding fees as per this policy.

Signature (student)*

Date

DD

MM

YYYY

Please return a completed form to Student Services: studentservices@ecnz.ac.nz