

WAIKATO INSTITUTE OF EDUCATION

Withdrawal and Refund Policy

In accordance with Section 236 of the Education Act 1989:

1. If you wish to withdraw your application **before your course starts**, you must apply in writing to the Principal and include any relevant or supporting documents. You will be entitled to a full refund of the course fees less 10% or NZ\$500, whichever is lower. If you are an **international student**, the Offer of Place document **MUST** be returned to Waikato Institute of Education in order for the refund to be processed.
2. If you are an **international student** and you are enrolled for a course that is **less than three months*** and withdraw (i.e. decide not to continue your studies) after your course starts, the following refund entitlement will apply:
 - a) If you withdraw within **TWO study days*** of the start of your course for courses of up to and including **four weeks and six days** you will be entitled to a 50% refund of the course fees*.
 - b) If you withdraw within **FIVE days** for courses between **five and twelve weeks** you will be entitled to a 75% refund of the course fees.
3. If you are an **international student** and you are enrolled on a course that is **three months or longer** and withdraw (i.e. decide not to continue your studies) within **TEN days** of the start of your course, you will be entitled to a refund. However, an amount equal to 25% will be retained (deducted) from your total fee payment to cover costs incurred in your enrolment.
4. If you are a **domestic student** and you are enrolled in a course that is **less than three months** an amount equal to 20% or \$3000 (whichever is lesser) will be retained (deducted) from your total course fees to cover costs incurred in your enrolment after the following periods:
 - a) If you withdraw within **TWO study days** of the start of your course for courses up to and including **four weeks and six days**.
 - b) If you withdraw within **FIVE study days** of the start of your course for courses up to between **five and twelve weeks**.
5. If you are a **domestic student** and you are enrolled on a course that is **three months or longer** and withdraw (i.e. decide not to continue your studies) within **EIGHT days** of the start of your course, you will be entitled to a refund but an amount equal to 10% or \$500 (whichever is lesser) will be retained (deducted) from your total payment to cover costs incurred with your enrolment.
6. If you are a **domestic student** and you are enrolled for a course that is three months or longer and withdraw after **EIGHT days** of the start of the course, you will not be entitled to a refund.
7. In **special circumstances**, any refund will be at the discretion of the Principal.
8. If a student is expelled from the Institute because of misbehaviour, poor attendance, or violation of the rules or conditions of enrolment, **no refund or tuition credit** will be given in relation to unused tuition fees.
9. Any refund due will be processed within ten working days of the approval of the Withdrawal/Refund Application.
 - a) Any refund of tuition fee is not transferable to another person or Institution.
 - b) If a student's fee has been paid by a recognised third party (including student loans), any refund will be paid back to the third party unless the student produces written authority from the third party authorising the payment to be made to the student.
 - c) All refunds must be applied for within three months of the last recorded day of attendance of the course/programme, or, where no attendance, within three months of the first day of the course/programme.
10. The Institute reserves the right to alter, vary, or amend its fee structure, conditions of enrolment, course timetables and terms, minimum and maximum class size, staff roster, and availability of facilities at any time and without notice.
11. Students will receive a full refund if WIE cancels a course.
12. The regulations on refunds may be varied in exceptional circumstances that are beyond the control of the student (such as medical or compassionate circumstances). Variation is at the discretion of the Principal.
13. Domestic students who are receiving a student loan and who withdraw from a course must contact **STUDYLINK (0800 88 99 00) immediately**.

*** Definitions of terms:**

1. Study time in reference to months refers to calendar months (i.e. 15th March to 15th June is equal to 3 months).
2. Study time in reference to days refers to study days (Monday to Friday) and does not apply to weekends.
3. Course fees includes all of the following:
 - tuition fees,
 - examination fees,
 - administration and enrolment fees,
 - student services fees,
 - books and other similar resource costs relating to the programme, and
 - accommodation fees.