



THE CATHOLIC INSTITUTE  
OF AOTEAROA NEW ZEALAND  
Te Pūtahi Katorika ki Aotearoa

## TCI WITHDRAWAL AND REFUNDS POLICY

### Purpose of Policy

The purpose of this policy is to provide assurance to TCI students, their sponsors and New Zealand tertiary regulators that TCI has adequate procedures in place to meet its moral and statutory obligations for repayment of fees in the event of student withdrawal, course closure or cessation.

### Principles

TCI is committed to meeting at least the minimum requirements governing the provision of tertiary education by private training establishments. For situations in which students are exposed to the closure of a course or business interruption on the part of TCI (whether temporary or permanent), the TCI Trustees have committed to underwrite the repayment of student fees, according to the guidelines below. In addition, for students whose fees exceed the regulatory threshold, TCI has a Student Fee Protection Trust in place with an independent trustee (The Public Trust). TCI charges students tuition fees on a course-by-course basis, to limit the financial impact of study and eliminate their creditor risk.

### Guidelines

#### *Student withdrawal*

1. Students who withdraw from all or part of their programme of study are entitled to a full refund of tuition fees paid, subject to (2) below. For complete withdrawal the non-tuition fees are also refunded, less
  - a. costs already incurred by TCI
  - b. an amount which covers use of the facilities and resources involved in course delivery to date of withdrawal.
2. Withdrawal must be made during the following refund periods:
  - a. Certificate and Diploma programmes:  
One month from the start date of each course (paper). (Note that students pay tuition fees on a paper-by-paper basis)
  - b. Distance Education (on-time enrolment):  
One month from the start date of each semester
  - c. Distance Education (late enrolment):  
One month from the date of the late enrolment.
3. A refund may be paid to students who withdraw after the refund period, due to exceptional circumstances. These could include serious illness of the student, serious illness or death of a close member of the student's family, or as a consequence of the outcome of complaints arising in relation to academic, assessment, administration, withdrawal and refunds and others' conduct. In each case, students must apply in writing to the Head of Student and Business Support, setting out the special circumstances of the claim and providing relevant evidence.
4. Refunds under (3) above will be the balance of course fees net of costs already incurred.

5. For the avoidance of doubt, refunds will **not** be made to students who are asked to leave the course because of misconduct that endangers the student and/or others, or violation of rules, such as use of drugs or alcohol or poor attendance.

### *TCI cessation or closure*

6. In the event that TCI voluntarily ceases to offer a course in which students are enrolled, or closes down as a PTE, it will refund to students the portion of the fee applicable for the part of the course that it has failed to deliver. This provision is underwritten by the New Zealand Catholic Bishops and TCI's Student Fee Protection Trust with Public Trust. The refund will be made within five working days from the date of cessation or closure.
7. Should NZQA notify a course closure event affecting TCI, the same pro rata refund arrangements will apply as in (6) above, except where the course closure event is due to a natural disaster. In that situation, the refund requirement will arise if the course has not resumed after ten working days. TCI will also notify students within five working days of a closure due to natural disaster of their right to opt out of the course within 20 working days of the notice, and still receive a pro rata refund.

### *Student information*

8. Details of how to access policies and procedures, including complaints and appeals procedures, are made available to students during the enrolment process, through the Student Manual and on TCI's web site at [www.tci.ac.nz](http://www.tci.ac.nz).

### **Review and Approval**

The TCI Withdrawal and Refunds Policy is subject to the normal three-year review cycle. Review and any changes are the responsibility of the TCI Academic Committee, for ratification by the Council

Reviewed: May 2018

Next review: May 2021

### **Related Policies**

- Student Complaints, Grievances and Appeals
- Student Behaviour and Personal Conduct