

 school of business INNOVATION AND ENTERPRISE	Business Manual Policy	
	No: 01.02.	Rev: 1
	Student Fee Protection Policy	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

Student Fee Protection Policy

Overview

The purpose of this policy is to ensure that all tuition fees paid in advance by students are protected in the event of programme cancellation, provider closure, or other unforeseen circumstances. This policy complies with the **Student Fee Protection Rules** issued by NZQA and supports the financial security and wellbeing of learners.

SCOPE

This policy applies to:

- All **domestic and international students** enrolled in fee-paying programmes
- All **tuition fees paid in advance** for programmes offered by the School of Business
- All **staff** involved in financial administration, enrolment, and compliance

APPLICABILITY

This document is applicable to the following areas:

☒ All Company Activities

ABBREVIATIONS

ABBR	Meaning
BM	Business Manual
OSHC	Overseas Student Health Cover
IAW	In Accordance With

DEFINITIONS

Term	Meaning
Policy	Deliberate statement of intent pertaining to a specific function within School of Business Ltd.

Functional Group:	01	Volume:	02			Page 1 of 9
Release Date:	Jun 2025			Document Sponsor: FIN		

 school of business INNOVATION AND ENTERPRISE	Business Manual Policy	
	No: 01.02.	Rev: 1
	Student Fee Protection Policy	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

TABLE OF CONTENTS

Overview
1

SCOPE..
1

APPLICABILITY.....
1

ABBREVIATIONS.....
1

1.

Fee Protection Mechanism

4

2.

Refunds in Case of Provider Closure or Programme Cancellation

4

3.

Student Rights and Responsibilities

4

4.

Review and Version Control.....

4

 school of business INNOVATION AND ENTERPRISE	Business Manual Policy	
	No: 01.02.	Rev: 1
	Student Fee Protection Policy	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

REFERENCE DOCUMENTATION

EXTERNAL AND INTERNAL NON FEBM DOCUMENTATION

	Document Reference	Document Title
[1]		NZQA Student Fee Protection Rules
[2]		Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021
[3]		Education (Refund Requirements for International Students) Notice 2012
[4]		

RELATED BM POLICIES AND PLANS

	BM Number	Document Title	Previous Number(s)
[5]	01.02.	Fees Refunds and Conditions Policy	
[6]			
[7]			
[8]			

RELATED BM PROCEDURES AND INSTRUCTIONS

	BM Number	Document Title	Previous Number(s)
[9]	01.03.	Refund and Withdrawal Procedure	
[10]			

RELATED BM FORMS

	BM Number	Document Title	Previous Number(s)
[11]	01.05.	Student Enrolment Agreement	
[12]	01.05.	Refund and Withdrawal Form	
[13]			
[14]			

 school of business INNOVATION AND ENTERPRISE	Business Manual Policy	
	No: 01.02.	Rev: 1
	Student Fee Protection Policy	
THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.		

1. Fee Protection Mechanism

The School of Business uses the following NZQA-approved mechanisms to protect student fees:

- **Trust Account:** Tuition fees paid in advance are held in a designated trust account until the student has commenced their programme and the School of Business has met its delivery obligations.
- **Insurance or Bank Bond:** Where applicable, additional protection may be provided through a third-party insurance or bank bond arrangement approved by NZQA.

2. Refunds in Case of Provider Closure or Programme Cancellation

If the School of Business is unable to deliver a programme due to closure or cancellation:

- Students will receive a **full refund** of all tuition fees paid in advance
- Refunds will be processed within **20 working days** of confirmation of closure or cancellation
- Refunds will be paid to the original payer unless otherwise agreed in writing

3. Student Rights and Responsibilities

Students have the right to:

- Receive clear information about how their fees are protected
- Request a refund in accordance with the **Fees, Refunds and Conditions Policy**
- Access NZQA's support services in the event of provider closure

Students are responsible for:

- Paying fees according to the agreed schedule
- Retaining proof of payment
- Notifying the School of Business of any changes to their enrolment or contact details

4. Review and Version Control

This policy is reviewed annually or as required by changes in NZQA rules or institutional procedures.

Functional Group:	01	Volume:	02		Page 4 of 9
Release Date:	JUN 2025			Document Sponsor: FIN	