




# student student handbook

## Student Handbook

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# Welcome

## Nau mai haere mai

Welcome to the Exercise Academy (School of Business Ltd NZQA # 7577).

This student resource manual has been compiled to give you all the information you will need if you intend to or are studying with us.

If you are unsure about any of the information given, or want to know more about something, please do not hesitate to talk to any member of staff. We are available to assist you on your academic journey and we are here to listen. We also have a pastoral care guide that provides you with information about services in the community, if needed.

It is worth reflecting at this point on the reason this school exists and the core values which underlie our daily actions.

Our mission statement is:

***‘To develop in people the competencies necessary for a successful future.’***

### Our core values are:



The management and staff at the Exercise Academy (School of Business Ltd) wish you every success with your training and your career pathway.

*Karen Streeter*

*And the Exercise Academy Team*

## About this Handbook

### Your success is important!

This student handbook is designed to provide you with essential information on becoming a student with Exercise Academy, the services provided and our approach to providing you a fair and supporting environment.

Information provided in this handbook provides the framework for you to complete your course in a professional, culturally aware manner with the support of our team. Key sections in the Handbook include information in relation to students' rights, responsibilities and obligations.

Exercise Academy is responsible, under its registration with the New Zealand Qualifications Authority (NZQA), for the quality of the training and assessment being delivered on your chosen course. Exercise Academy is also responsible for the issuance of any certificate that may result based on your achievement of the course requirements.

It is important that students read through this handbook and familiarise themselves with the policies, procedures and the obligations of Exercise Academy and of students toward their course and the people involved.

Please feel free to reach out if you have any queries regarding the course or information provided. Our team is readily available to support your continuing education and assist you to plan and develop skills and knowledge to support your future endeavours.



**Phone** +64 272 800 239

**Email** [support@exerciseacademy.ac.nz](mailto:support@exerciseacademy.ac.nz)

**Website** [www.Exerciseacademy.ac.nz](http://www.Exerciseacademy.ac.nz)

# Success

## Our School

Exercise Academy (The School of Business Limited) is a privately owned and NZQA Registered Private Training Provider.

The values of the organisations are underpinned by the principles of tikanga\*, whanaungatanga\* and manaakitanga\* - doing the right things, the right way in a kind and caring manner.

### **Our Vision:** [Where we want to be]

To be recognized by our stakeholders as the leading provider of innovative training solutions.

### **Our Mission:** [The reason we exist]

To develop in people the competencies necessary for a successful future.

### **Our Values:** [How we do things]

#### Act with integrity

- Do what is right
- Do what they say they will do
- Act in the best interest of the school
- Willing to challenge self and others

#### Demonstrate a passion for what we do

- Show enthusiasm
- Go the extra mile
- Make things happen
- Set and achieve personal goals

#### Achieve together with minimal impact on the planet

- Provide online learning without papers and travel
- Have clear expectations of self and others
- Support others
- Pitch in and help
- Maximise individuals / team potential
- Work to strengths

#### Provide a sociable and culturally aware environment

- Make all people, regardless of ethnicity, feel welcome and comfortable
- Contribute to a positive feel at the school
- Communicate in a culturally aware manner, freely, openly and constructively
- Take all opportunities to enhance relationships

\* tikanga - Generally taken to mean "the Māori way of doing things", it is derived from the Māori word *tika* meaning 'right' or 'correct'. whanaungatanga - is about relationships. It has its roots in the *whanau* or family.

\* manaakitanga - Expression of hospitality towards people.

## **Our Approach to Teaching and Learning:**

Tutors will use a variety of teaching and assessment methods during your course, in line with best practice principles in adult education and in a learner centred manner. Methods will vary and may include:

- Webinars
- Tutorials
- Tutor led learning
- Coaching
- Demonstrations
- Practical tasks in gym
- Role playing
- Problem solving
- Small group work and teamwork
- Discussion groups
- Projects
- Written assignments
- Research assignments
- Presentation

## Self-directed Learning [Homework]:

As you are full-time students, you are expected to be studying for 30 hours per week. This includes online or face to face tuition time and work experience in the gym **plus** a 10 to 15 hours per week self-directed learning. Self-directed learning will include things like doing research, completing homework, reading, practicing activities yourself etc.

Your tutors will assist you in planning your self-directed learning, so that you can progress and meet all deadlines, so your academic performance does not suffer.

Characteristics of Self-Directed Learners:

- Set goals
- Plan strategically
- Believe in your abilities
- Work to reach goals
- Develop interest in your work
- Focus and maintain your attention
- Constantly teach themselves
- Use what you have learned to adapt to new situations
- Actively participate in class and all activities
- Monitor as you work
- Seek help when needed
- Evaluate your own work
- Understand that hard work and perseverance breed success
- Have a positive self-image of yourself as a learner



***Remember  
Your success is from your own hard work.  
We're here to help you every step of the  
way.***



## Visa and Insurance Obligations

All international learners must:

- Hold a valid student visa for the duration of their study
- Comply with all visa conditions, including attendance and academic progress
- Notify School of Business Limited of any changes to visa status

Insurance:

- Learners must have approved medical and travel insurance that covers the full period of enrolment
- Insurance must meet the Code of Practice requirements
- Proof of insurance must be submitted before course commencement

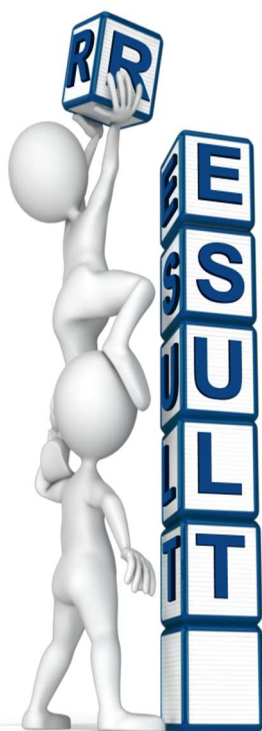
Support:

- Our team can assist with understanding visa conditions and insurance options
- For more information, visit: [www.immigration.govt.nz](http://www.immigration.govt.nz) and [www.naumainz.studywithnewzealand.govt.nz](http://www.naumainz.studywithnewzealand.govt.nz)

## Assessment Policy

Assessments are competency based, which means you must be able to demonstrate the tasks and answer the questions to the standard specified.

In each assessment you will be provided with clear information about how you are to complete your assessment and the criteria against which your assessment will be judged. The type of assessment will vary depending on the topic and content being assessed. The assessment may be an open or closed book, practical or workplace, or assignment based. Each will be required to be completed on or by a scheduled date, which will be advised by the tutor.



### Re-sits:

Students who do not achieve competency in the first instance, because they get a few bits wrong, will be marked "Further Evidence Required" (FER) and given opportunities to redo the portions that were incomplete.

If, on your first submission, a lot of things are wrong, and you cannot demonstrate the basic knowledge or skill required in the assessment you will be marked "Not Achieved" (NA) and will be required to resit the whole assessment.

If full competency is not gained after three attempts, you will be marked 'Not Achieved' (NA) and will be required to retake that module at a later date. Additional fees may be payable. In some extenuating circumstances a third resit may be arranged with the approval of management after consultation with the tutor concerned.

<p><b>Assessment Appeals Procedure:</b></p>	<p>Should you disagree with the results of an assessment or the outcome of an RPL/RCC application (see below) you may appeal the decision by following this procedure:</p> <ul style="list-style-type: none"> <li>▪ Request an Assessment Appeals Form from the tutor.</li> <li>▪ Complete the form and give it to the tutor within 48 hours of the assessment date.</li> <li>▪ The appeal will be considered by the Manager who will provide a decision.</li> <li>▪ If you are not satisfied with the Manager's decision, the appeal will be passed to an external educational consultant / moderator who will provide a final decision.</li> </ul> <p>Any further objections need to be forwarded to NZQA at <a href="https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/">https://www2.nzqa.govt.nz/about-us/contact-us/complaint/education-provider/</a></p>
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## Recognition of Prior Learning (RPL)

### Credit Recognition and Transfer (CRT)

**Recognition of Prior Learning (RPL)** is where existing skills and knowledge are recognised as equivalent to those taught in a formal education setting for the purposes of awarding credit toward a qualification. These skills and knowledge may be gained through work, independent study and/or informal learning and life experience.

#### **Credit recognition and transfer (CRT)**

CRT is where credit you gained towards a qualification is recognised by another institution. CRT generally describes credit from formal learning that has been provided and credentialed by a tertiary provider.

If a student believes they are competent in the learning outcomes detailed in the module they are enrolled in, they can apply for RPL or CRT.

Recognition is granted as a result of identifying and assessing their previous and current formal and informal education and training, work experience and/or life experience and knowledge. The details are measured against pre-determined performance standards, which have been determined by industry, from a learning module, unit or element of competency listed in an accredited training package or course.

To prepare for RPL / CRT the student should indicate their decision to apply for recognition as soon as possible after the induction and orientation program.

**Then, in consultation with the trainer a student should:**

1. Obtain a CRT / Exemption application form from the manager. Make an appointment for an interview.
2. Decide which module(s) are to be recognised.
3. Provide an Evidence Portfolio in line with the Assessment Criteria in the module information. All Exemption Form applications must be supported by previously gained original certificates/ qualifications and the transcripts of study/training.
4. Support documentation such as qualifications gained overseas and recognised and validated in New Zealand is also advised.
5. All application forms are submitted to the manager with attached documentation copied and verified that original documentation has been sighted.
6. The application form will be processed, and you will be interviewed, and recognition application will be discussed. If sufficient evidence to support your recognition claim has not been documented, you will be advised of further requirements.
7. If your application is not supported by sufficient documentary evidence and you wish to be assessed by Exercise Academy an assessment date and time will be arranged which is convenient for you.
8. Arrange for a direct practice observation of your competence if applicable.

Evidence for recognition of prior learning/ credit transfer and/or current competencies may include:



Students seeking recognition are provided with:

- Application forms listing module name and number.
- Performance criteria for competency learning outcomes
- Guidance on identifying, gathering and submitting evidence of your achievements
- Self-assessment opportunities based on learning outcomes
- Opportunities for further support and application assistance from a trained member of staff
- The opportunity for refresher learning prior to assessment
- The opportunity to negotiate the form of assessment

RPL/RCC is available for all subject modules. The learning outcomes of each module provide the RPL benchmarks. Students may receive full recognition or “high standing” for the competencies required for a course or module. “High standing” recognises attainment of some but not all competencies for the course or module. Students are initially self-assessed against learning outcomes and assessment criteria of relevant modules.

### **Certification**

If recognition is granted, the results of your recognition application will be recorded, and certification issued in accordance with the school procedures.

## **Student Guidance and Support**

Staff at Exercise Academy will work with you to see what your needs are while you are studying. Should the team be unable to help you they will help you to find someone who can

.



You will be able to access the Code of Pastoral Care through the website and through your online course. This will provide you with a variety of agencies, help lines, advice centres etc. We want to make sure you get whatever support you need.



We are here to help you every step of the way.  
Just reach out!

## Health and Safety Procedures

All persons on school premises must observe the following safety rules:

### Safety

Do nothing that:

- causes danger to you or others .
- damages the building or equipment
- could cause a fire e.g., matches, smoking, etc.
- interferes with the fire extinguishers and safety systems.

### First Aid

As the programme is online there will be little if any need to visit the offices. However, if you do, if you are ill and need to leave the building tell your tutor and they will make sure that you can get to a doctor if necessary. If you have an accident and the staff member present is unable to treat the injury, arrangements will be made for an ambulance or doctor to be called. All incidents and hazards are to be reported to your tutor or to the EXERCISE Academy staff to be formally documented.

A first aid kit is stored in the reception area. If in doubt, ask a staff member. The office staff have their First Aid Certificates.

In your own work placements, you must follow that organisation's first aid and safety guidelines.

## Evacuation

Evacuation notices will be displayed in the building explaining the procedures and the exit routes to be followed in an evacuation.

Trial evacuations will be conducted from time to time, and you must follow all of the instructions of the safety warden.

If there is a continual ringing alarm

1. Immediately evacuate the building using the stairs, depending on the location of the fire.
2. The fire warden will advise that the area is fully evacuated.
3. Make your way to the site Assembly Point, which is near the road, in the back car park, facing the ocean.

## Serious Injury

1. Call for assistance
2. Call the ambulance (111)
3. If machinery or equipment is involved, turn it off.
4. Give appropriate first aid and comfort the person
5. Do not put others or self in unnecessary danger
6. Report the situation to the Exercise Academy personnel

## Bomb Threat

1. Stay calm and listen carefully to the caller, write down all that is said, ask the caller where the bomb is located
2. Call police (111)
3. Act according to the advice of the police
4. If advised by police, instigate the emergency evacuation plan.

## Earthquake

1. Keep calm – allow time to think
2. Take cover – Exercise quickly and quietly to the nearest area considered to be safe (e.g. shelter under a table, in a strong doorway or in a corner away from windows). Keep away from glass doors or windows.
3. Watch for falling debris and other overhead objects
4. Do not attempt to run outside
5. Do not attempt to use the phones. These may be needed to keep in touch with civil defence, police, etc.
6. After the earthquake, check anyone who sustained injuries. If it is felt that the premises can be safely evacuated, the alarm should be sounded. The staff member present should assess the damage. It is their role to determine whether evacuation is necessary.

1. Switch off the power supply.
2. Follow “serious injury” procedure referred to above.

## Robbery

1. Co-operate with the robber.
2. Remain calm.
3. Take no personal risks.
4. Observe (person’s features, height, build, clothing etc.).
5. Call the police (111).
6. Notify management.

## Gas Leak

1. Notify management, who will then notify gas engineers.
2. If necessary, follow the fire and explosion procedure set out above.

# Student Rules & Regulations

Students are expected to arrive to online sessions or face to face session on time and to fully participate in class including teamwork activities, group discussions, presentations, role playing exercises, problem solving and logic as well as the more traditional teaching/ learning methods. Students must also complete self-directed learning and homework assigned by tutors.

<b>Your progress</b>	<p>In the event that you are unable to attend a specified session, face to face or online, you are expected to let your tutor or reception know.</p> <p>You are expected to meet all assessment due dates as this will help you to achieve your goals to complete your qualification.</p>
<b>Eating and drinking</b>	<p>This is to be no eating or drinking (except water in a capped bottle) during session times. No food or drink is permitted in the gym. Time is allocated throughout the day for breaks; these times are displayed throughout the premises.</p>
<b>Smoking</b>	<p>Smoking is not permitted inside buildings. Please smoke outside and <b>NOT</b> near the entrance to the building. Note that smoking is banned in most buildings in New Zealand.</p>

<b>Alcohol</b>	If you use drugs or alcohol on the premises during any sessions or come to a session under the influence of drugs or alcohol, you will face disciplinary procedures or be withdrawn from the course.
<b>Aggressive or illegal behaviour</b>	<p>Aggressive and/or illegal behaviour is not tolerated. Any reports of offensive, aggressive or illegal behaviour or harm caused (mental or physical) to a member of staff, other students or visitor while attending this course will be investigated.</p> <p>If required, as a result of that investigation, a disciplinary interview which may lead to suspension and/or withdrawal from the course will be held.</p>
<b>Valuables</b>	Please be very careful of your possessions. Do not leave any of your valuables unattended. The school can take no responsibility for theft or lost property.
<b>Warning letters</b>	For ongoing non-completion of assessments, you may receive a warning letter and invited to meet with staff to discuss your future in the qualification.



## Assessment Extensions and Completion Warning

If you need an extension for an assessment task you **MUST** email your tutor with the reason and the date you can commit to submitting it.

If you fail to meet the agreed date you will be required to submit the assessment before your next assessment due date.

If two assessment tasks are not submitted, you will receive an email and a call from the team indicating your missed assignment due dates.

If three assessment tasks are not submitted, you will receive a written message outlining your options to:

- get everything done a.s.a.p. and meet all future deadlines for no additional fees, or
- extend your course for 3 months which will incur a fee of \$500.00, or
- put your completion on hold to a date that works for you, and pay \$25.00 per week for that. You must aim to complete before year end, or
- withdraw fully

It is important that students understand exactly what is and what is not cheating, so committing the act whether intentionally or unintentionally can be avoided.

The following are considered some of the forms of cheating:

1. Getting or giving your assignments/assessments to another person.
2. Using assignments/assessments submitted in previous semesters.
3. Trying to get someone else to do part or all of your assignments/assessments for you.
4. Having someone else do part or all of your assignments/assessments for you.
5. Doing someone else's assignments/ assessments.
6. Copying someone else's work that includes getting content from the web and other sources, not just your classmates.
7. Submitting work that is not completely created by you (*see plagiarism below*)
8. Using notes and illegal material during an assessment
9. Looking at someone else's work during an assessment or asking someone during the assessment for help.
10. Possessing an unauthorized copy of an assignment/assessment.
11. Using technology to get answers during an assessment.
12. Telling someone what answers to enter on their assignments.

Knowing that someone has cheated and NOT telling your tutor about it is **not OK**. This may be difficult for some to comply with, but the school expects that if you know you will encourage those involved to either redo the work legitimately or to inform the school that they cheated. Withholding this information is aiding and abetting cheating and thus you too are cheating



## What is Plagiarism?

Plagiarism is defined in the Macquarie Dictionary as 'the appropriation or imitation of another's ideas and manner of expressing them ... to be passed off as one's own'. At Exercise Academy (School of Business), plagiarism is regarded as cheating and is treated with disciplinary action.

Plagiarism includes:

- Quoting, paraphrasing, copying, or in any way using ideas from a published or unpublished source without proper acknowledgment of referencing.
- Duplicating any work in magnetic form, such as computer readable spreadsheet or Internet material.
- Submitting work developed jointly with another person without acknowledging this fact.

Should you be found guilty of any of the above-listed forms of cheating you will receive a warning from the school.

***Should you be found guilty of any of the above-listed forms of cheating you will receive a warning from the school.***



# Complaints Policies and Procedures

## **Internal and external complaints procedure**

Exercise Academy (School of Business Ltd) welcomes any opportunity to make things better for students so if you have any concerns, please let us know so it can be put right. Discuss your concerns with your tutor first and then, if necessary, with the General Manager.

Personal grievances with other learners/students should be resolved outside training hours.

### **Grievances / Complaints Procedure**

- A grievance is a problem that you have with the school. You can see a tutor or a member of the management team.
- If you wish you can express your grievance in writing.
- If your tutor or the member of the management team cannot assist you with your problem, they will refer you to someone who can.
- If you are still unhappy with the result you can take this grievance to the General Manager.
- If you are still unhappy with the result after discussing the matter with the school, you can contact NZQA directly at PO Box 160 Wellington or by telephone on 0800 QAHELP.

### **External Bodies**

If a grievance is unable to be resolved through internal procedures, students are able to seek recourse through the following external bodies.

- NZQA
- The Human Rights Commission
- The Race Relations Tribunal

## **Serious misconduct**

The following is a list of behaviours considered serious misconduct, any instance of which may, following appropriate investigation, result in disciplinary action which may include dismissal. This list is not exhaustive.

### **Health & Safety**

- Actions or omissions of a person causing injury to any other person/s, including violence/assault and also including threats or intimidation towards any other person/s. Provocation will not be accepted as an excuse.
- Unauthorised consumption of alcohol on Company premises or during working hours.
- Possession or consumption of illegal drugs and/or abuse of solvents on Company premises or during working hours.
- Being in an intoxicated state during working hours because of consuming drugs, alcohol, or solvents resulting in inability to adequately/safely perform duties.
- Driving whilst over the legal blood alcohol limit.
- Unsafe behaviour causing risk to any other person/s including misuse of fire or safety equipment.
- Unauthorised carrying or possession of a firearm or weapon on Company premises or during working hours.
- Serious breach of safety policies and procedures

### **Discrimination/Harassment**

- Discrimination or Harassment of any other person/s on grounds such as gender, marital status, sexuality, religion, nationality, disability, age, responsibilities as a carer.
- Any other form of unacceptable behaviour and attitude that offends, humiliates or intimidates another person, including bullying.
- Victimisation of someone for having made a complaint of discrimination or harassment or for having been involved in the investigation of such a complaint.

### **Property**

- Unauthorised removal or unauthorised possession of, or willfully damaging, Company property or the property of any other person/s.
- Unauthorised use or copying of and/or distribution of confidential information, including documents or software.
- Being in an area of the Company without authority.

### **Work**

- Persistent refusal to perform normal duties or persistent refusal to comply with the lawful and reasonable instruction/s of the Company.
- Unauthorised disclosure of confidential information (either business information or personal information).
- Requesting, viewing, storing, downloading and/or distributing objectionable material from the Internet e.g. pornography, cartoons, MPEGs etc.
- Misrepresenting School of Business for personal gain or seeking or accepting unsolicited bribes or inducements.
- Negligence, incompetence, or disobedience seriously jeopardises safety, property or the good conduct of the school's operations.
- Falsification of Company documents or records (including employment applications and time-keeping records), making false claims, declarations or reports.
- Disregard company policies, guidelines, rules or directives whether willfully or unintentionally.
- Using Company property and/or Company time for personal gain or for the gain of an external entity.
- Deliberately or carelessly doing anything that results in poor quality of Company goods or services.

### **Other**

- Actions which bring Exercise Academy/School of Business into disrepute.
- Any other action which by its nature would be regarded as a serious breach of our company values.
- Any other serious breach of Exercise Academy/School of Business' policies or procedures.
- Any other action that, by its nature and in the light of reasonable community standards can be regarded as serious misconduct.

# Withdrawal and Refund Policy

## Purpose of the policy

The purpose of this policy is to provide information to all students, and other interested external stakeholders, about withdrawal and refund policies and procedures that meet the requirements of section 236A of the Education Act 1989.

## Policy

Information regarding student fees, refunds and withdrawals from programmes will be displayed in all Student Handbooks and on the website. Students will be advised about Exercise Academy (School of Business) Policy before or at the time of enrolment.

## Fee Refund and Withdrawal Conditions

Refund of fees in the case of withdrawal from Exercise Academy courses are detailed below. Please refer to the NZQA Student Fee Refund Entitlements Flow Chart at the end of this section (this is also available on the NZQA website [www.nzqa.govt.nz](http://www.nzqa.govt.nz)).

### Course length between 5 and 13 weeks (35 days – 3 months)

Scenario	Conditions
Withdrawal of learner prior to course commencement or within the first 5 days of course commencement	Full refund less administration fee (up to 10% of course fees) based on actual expenses incurred
Withdrawal of learner after 5 days of course commencement	No refund, unless exceptional circumstances proven
Cancellation by the provider of a course before or during the course	Unexpired portion of fees (determined on a pro-rata basis) refunded
Insolvency, regulatory closure or withdrawal of accreditation of Exercise Academy	According to NZQA Student Fee Protection Rules 2013 and as per Public Trust policies
Termination of enrolment by Exercise Academy	No refund

### Course length of more than 3 months (greater than 13 weeks)

Scenario	Conditions
Withdrawal of learner prior to course commencement or within the first 8 days of course commencement	Full refund less administration fee (up to 10% of course fees) based on actual expenses incurred
Withdrawal of learner after 8 days of course commencement	No refund, unless exceptional circumstances proven
Cancellation by the provider of a course before or during the course	Unexpired portion of fees (determined on a pro-rata basis) refunded
Insolvency, regulatory closure or withdrawal of accreditation of Exercise Academy	According to NZQA Student Fee Protection Rules 2013 and as per Public Trust policies
Termination of enrolment by Exercise Academy	No refund

**Note:** Course Cancellation: School of Business reserves the right to cancel any course due to insufficient demand, unavailability of suitable staff or facilities or any other reason

## Protection of Student Fees

Exercise Academy (School of Business) uses a Trust account with Public Trust for the protection of fees paid by students. Public Trust is an approved provider of Student Fee Protection services by NZQA.

Fees paid by students are directly deposited into a Public Trust student trust account. Fees for each student are accounted for separately. The Public Trust releases funds to the Exercise Academy (School of Business) throughout the duration of the course, each month after the student receives tuition. The monies are audited separately on an annual basis.

The student fees trust account protects the fees for the whole length of a course. In the unlikely event that Exercise Academy (School of Business) is unable to complete delivery of the course, students will be reimbursed for the weeks of the course that cannot be delivered. In addition, Exercise Academy (School of Business) will help the student to enroll with another provider offering a similar course. Details of credits gained towards a qualification will be transferred to the new provider.

## Withdrawal Process

Students wishing to withdraw from courses must complete the Course Withdrawal Request Form and make an appointment with the Academic Manager to discuss their withdrawal, any refund of fees, and any other implications that may apply.

Refund Requests are approved or declined by the Managing Director, or nominee, based on the refund and withdrawal policy detailed above. Requests for refunds, beyond the refund period, will be considered at the discretion of the Managing Director or nominee.

## Voluntary Closure or Course Cessation

In the event that the School of Business voluntarily closes or ceases to offer a course in which students are enrolled, a refund of at least the amount of a pro- rated fees rate will be made to the affected students within 5 working days from the date of the closure or cessation.

## Administration Fee for Early Withdrawal

In the event of a withdrawal of a learner prior to course commencement or within the first 8 days of course commencement of the Level 4 New Zealand Certificate in Exercise, the learner will receive a full refund of fees paid less \$50.00 administration fee

For more information go to <https://www2.nzqa.govt.nz/about-us/rules-fees-policies/nzqa-rules/student-fee-protection-rules-2022/>

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