

 school of business INNOVATION AND ENTERPRISE	Business Manual	
	No: 01.03.	Rev: 1
	Refund and Withdrawal Procedure	

THIS DOCUMENT SUPERSEDES XXX. ALL REFERENCES TO SUPERSEDED DOCUMENTS MUST NOW BE READ AS THIS DOCUMENT NUMBER.

Refund and Withdrawal PROCEDURE

PURPOSE

To ensure that all student withdrawals and refund requests are handled fairly, transparently, and in accordance with New Zealand legislation and institutional policy. This procedure protects both learners and the School of Business by outlining clear steps for processing withdrawals and refunds, including visa-related issues and programme changes.

SCOPE

This procedure applies to:

- All **domestic and international students** enrolled in School of Business programmes
- All **staff** involved in processing enrolments, withdrawals, and refunds
- All **programmes** offered by the School of Business, regardless of delivery mode or duration

APPLICABILITY

This document is applicable to the following areas:

☒ All Company Activities

ABBREVIATIONS

ABBR	Meaning
BM	Business Manual
CAR	Course Amendment Request
T/A	Trainer/Assessor
IAW	In Accordance With
LMS	Learning Management System
SME	Subject Matter Expert
TD	Training Developer
TrgMP	Training Management Package

DEFINITIONS

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

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REFERENCE DOCUMENTATION

EXTERNAL AND INTERNAL NON BM DOCUMENTATION

	Document Reference	Document Title
[1]		Education (Refund Requirements for International Students) Notice 2012
[2]		Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

RELATED BM POLICIES AND PLANS

	BM Number	Document Title	Previous Number(s)
[3]	01.02.	Fees, Refunds and Conditions Policy	
[4]	01.02.	Student Fee Protection Policy	

RELATED BM PROCEDURES AND INSTRUCTIONS

	BM Number	Document Title	Previous Number(s)
[5]			

RELATED BM FORMS & REGISTERS

	BM Number	Document Title	Previous Number(s)
[6]	01.05.	Letter of Offer	
[7]	01.05.	Student Enrolment Agreement	

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1. Procedure

1.1 Step 1: Student Initiates Withdrawal

- Student completes the **Request for Refund and Withdrawal Form**
- Form is submitted to reception or emailed to the Student Services team
- Supporting documentation is attached (e.g. visa refusal, medical certificate)

1.2 Step 2: Initial Review

- Student Services reviews the form for completeness
- Confirms enrolment status and payment history
- Checks if the withdrawal meets refund eligibility (e.g. 28-day notice)

1.3 Step 3: Referral to Finance

- Completed form and documentation are forwarded to the **Finance Department**
- Finance calculates refund amount based on:
 - Programme start date
 - Amount paid
 - Notice period
 - Any applicable deductions (e.g. admin fees)

1.4 Step 4: Approval and Processing

- Finance seeks approval from the **Academic Manager or Director**
- Refund is processed via bank transfer within **20 working days**
- If fees are to be transferred to another programme, confirmation of acceptance into the new programme is required

1.5 Step 5: Notification and Recordkeeping

- Student is notified of the outcome in writing
- Refund decision and payment details are recorded in the student management system
- All documentation is filed for audit and NZQA compliance

2. Special Conditions

- If a student is unable to commence due to **visa refusal**, a refund will be granted in accordance with NZQA's refund notice
- If a student withdraws **less than 28 days before** the programme start date, **no refund** is granted unless exceptional circumstances apply
- Refunds are **not automatic** and must be formally requested

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