

## Course & Programme Withdrawal, Refund & Transfers Policy V1.03 (Excerpts)

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### Withdrawals initiated by ākonga | learner

#### Coastguard Education Seminars and Certificate Courses

- ▶ These seminars/courses are not listed on the New Zealand Credentials & Qualifications Framework (NZCQF), except for unit standard courses.
- ▶ To qualify for a refund, the ākonga | learner needs to be enrolled in a seminar or certificate course and payment received.
- ▶ Enrolled ākonga | learner will need to complete the refund request form.

#### New Zealand Qualifications Authority accredited programme

- ▶ If an ākonga | learner requests a withdrawal from a programme before the end of one month of programme delivery, they are entitled to a full refund less administration costs.
- ▶ If an ākonga | learner requests a withdrawal from a programme from one month onwards there is no entitlement to a refund, unless there are extenuating circumstances.
- ▶ *Extenuating circumstances:* for cases where an ākonga | learner seeks a refund after the first month of the programme, they may apply in writing to the Coastguard Education Manager with details of the circumstances they are seeking an exemption from the non-refund period. This will need to be sent to the Head of Education & Community Engagement, who has authority to approve any such decisions.

### Withdrawals initiated by CNZE

CNZE will make every reasonable effort to enable learners to complete their qualification and provide care and support in accordance with The Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

CNZE may withdraw an ākonga | learner from a programme or course if:

1. they have not paid the course fees by the due date; or
2. they do not continue to meet the programme or course requirements,  
as specified in the Learner Handbook; or
3. programme completion is not going to be achieved within the maximum  
timeframe in the programme approval document; or
4. there is continued failure to gain competency in the assessments; or
5. there are safety concerns to themselves or others; or
6. a serious breach of the rules, policies or procedures occurs.

Before withdrawing an ākonga | learner, CNZE will make every reasonable effort to support the learner in resolving any barrier or difficulty they may be having.

CNZE support team will provide opportunity for the ākonga | learner to remedy any issue, and if unsuccessful, CNZE will provide written notification of the impending withdrawal and the reason for it.

Appeals

The ākonga | learner can appeal to the Academic Committee, in writing, any decision by CNZE to withdraw them from a course or programme. Such appeals to seek reinstatement need to be made promptly, within 10 working days of a withdrawal occurring, and can only be made if extenuating circumstances have occurred.

**Notifying other agencies of withdrawals** If the course or programme fees have been paid by an employer, or company, withdrawal notification must also be sent to them.

Where a withdrawal from a course or programme occurs, the ākonga | learner receiving a student loan, or a training incentive allowance must be advised it is their responsibility to notify StudyLink or Work & Income (WINZ) of their withdrawal.

## Refunds

### Coastguard Education Seminars and Certificate Courses

- ▶ CNZE offers a variety of training delivery modes and refunds vary depending on the delivery mode:

#### Classroom delivery:

- (a) if a withdrawal request is received two (2) weeks or more prior to course commencement, a full refund less a 10% fee and less the online booking fee; or
- (b) if a withdrawal request is received less than two (2) weeks, but more than five (5) days prior to course commencement, a refund of the course fee less a 20% fee and less the online booking fee; or
- (c) if a withdrawal request is received within five (5) working days of the course commencement, a refund of the course fee, less a 50% fee and less the online booking fee; or
- (d) if an ākonga | learner withdraws within 24 hours or after commencement of the course, no refund will be given, unless the ākonga | learner can demonstrate extenuating circumstances. This is at the discretion of the Coastguard Education Manager.

#### Change of course delivery mode:

There are no refunds for online or home-study course fees once access to online resources or home-study materials have been provided, unless extenuating circumstances exist. If an ākonga | learner chooses to transfer between a home-based / online learning mode, a transfer fee will apply.

### New Zealand Qualifications Authority accredited programme

- (a) This applies to formal education programmes that are listed on the NZCQF
- (b) A full refund is available for an ākonga | learner withdrawal from a programme before 10% of the programme length, less an administration fee of 10% of the programme fee **or** a maximum of \$500 – whichever is the lesser.

### International Learners

International learners will receive a full refund if:

- (a) The learner has not been able to obtain the necessary visa prior to the start of the course or programme

- (b) RNZCBE ceases to be a signatory to the Code
- (c) RNZCBE ceases to be a provider.

### **Coastguard Education Seminars and Certificate Courses**

This applies to education courses that are not listed on the NZCQF and are less than 3 months.

#### Classroom and online delivery:

- (a) if a withdrawal request is received two (2) weeks or more prior to course commencement, a full refund less a 10% fee and less the online booking fee; or
- (b) if a withdrawal request is received less than two (2) weeks, but more than five (5) days prior to course commencement, a refund of the course fee less a 20% fee and less the online booking fee; or
- (c) if a withdrawal request is received within five (5) working days of the course commencement, a refund of the course fee, less a 50% fee and less the online booking fee; or
- (d) if an ākonga | learner withdraws within 24 hours or after commencement of the course, no refund will be given, unless the ākonga | learner can demonstrate extenuating circumstances. This is at the discretion of the Coastguard Head of Education & Community Engagement.
- (e) No refund is available for an online course if it has been accessed by the learner.

### **Coastguard Education Programmes and Micro-credentials**

- (a) Courses that are listed on the NZCQF and are less than 3 months in duration.
  - a. A full refund is available for an ākonga | learner withdrawal from a programme before 7 days of the course start date, less an administration fee of 10% of the programme fee **or** a maximum of \$500 – whichever is the lesser.
- (b) Courses that are listed on the NZCQF and are 3 months or more in duration.
  - a. A full refund is available for an ākonga | learner withdrawal from a programme within one month of the course start date, less an administration fee of 10% of the programme fee **or** a maximum of \$500 – whichever is the lesser.

### **Student Fee Protection Rule**

A refund payment to ākonga | learner would apply if:

- ▶ CNZE no longer offers a course or programme;
- ▶ Insolvency;
- ▶ Loss of NZQA accreditation; or
- ▶ Closure of CNZE training and educational products provision.

This fund is managed in accordance with the latest [NZQA Student Fee Protection Fund rules](#). For learners, see [Course closures - NZQA :: NZQA](#).

If any of the above were to occur, the static trust would provide the ākonga | learners with a summary of fees protected, payments made by the trustee to CNZE for training delivered and the remaining unused balance that would be refunded. They would also process the refund payment.

Fees covered by the SFP include tuition fees (including all related costs), and any the unused portion of these fees would be refunded.

## Cancelled courses or programmes

CNZE reserves the right to cancel or postpone any seminar, course or programme. If this occurs, CNZE will make every effort to reschedule the ākonga | learner to another date for a similar seminar, course, or programme. Where alternative dates are not practicable for either the ākonga | learner or CNZE, a refund of either the full fee, or the portion not delivered will be made. To avoid insufficient enrolments to sustainably deliver the training CNZE may cancel a seminar or course when there are **less than minimum enrolment numbers**. CNZE must also publish the last date for enrolling. The Coastguard Education Manager will make the final decision on whether a seminar, course or programme will proceed if numbers do not meet the minimum.

If a cancellation occurs ākonga | learners must be notified as soon as any cancellation occurs. They must either be:

1. transferred to an available course of their choice; or
2. provided with a full refund.

## Transfers

### Coastguard Education Seminar or Certificate Courses

CNZE can accommodate ākonga | learners wishing to transfer from one mode of delivery to another. An administration fee applies to any changes in delivery mode.

Distance to classroom mode of delivery: any difference in course fees must be invoiced to the ākonga | learner and paid prior to attending any classes. Resources sent to a home-study ākonga | learner can be kept. If transferring from an online delivery mode, a resource pack must be provided.

Classroom to distance mode of delivery: If an ākonga | learner elects to transfer into a distance learning option, the difference between the classroom course fee and distance learning fee may be refunded. Any refund request is to be assessed on a case-by-case basis.