

English Teaching College – ETC

WITHDRAWAL & REFUND POLICY

Withdrawal and Refund of Student Fees

In accordance with s236A of the Education Act 1989.

Refundable Student Fees

Refundable student fees apply to tuition fees and service fees only.

The Enrolment Fee is non-refundable.

Code Of Practice

English Teaching College – ETC is a Signatory to the *Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021*, (the Code).

Notification of Withdrawal

If a student chooses to withdraw from their course, they must contact ETC in writing to withdraw their ETC enrolment.

International Students – Withdrawal and Refund Policy

The table below sets out withdrawal periods for international student fee refund entitlements.

Course length <i>Course means a programme or training scheme in which the student is pre-enrolled/enrolled</i>	Withdrawal period	Amount of Refund
Less than 5 weeks ➤ English Skills Short Course	Prior to start of course	Full refund of total tuition fees paid less 10%* of total tuition fees or \$500 (whichever is the lesser amount) to cover actual expenses incurred up to pre-enrolment and prior to course commencement.
	Up until the end of the 2 nd school day of the course	50%** of total tuition fees paid
	From the 3 rd school day onwards	No Refund

Between 5 weeks and 3 months <ul style="list-style-type: none"> ➤ English Skills Short Course ➤ EAS – English for Academic Study ➤ NZCEL – New Zealand Certificate in English Language ➤ Demi Pair 	Prior to start of course	Full refund of total tuition fees paid less 10%* of total tuition fees or \$500 (whichever is the lesser amount) to cover actual expenses incurred up to pre-enrolment and prior to course commencement.
	Up until the end of the 5 th school day of the course	75%** of total tuition fees paid
	From the 6 th school day onwards	No Refund
	Student on interim or other visa who has student visa declined after 6 th day	Full refund of student's remaining fees in Public Trust Account less 25% for actual expenses incurred during pre-enrolment, enrolment and study period.
More than 3 months <ul style="list-style-type: none"> ➤ EAS – English for Academic Study ➤ NZCEL – New Zealand Certificate in English Language ➤ Demi Pair 	Prior to start of course	Full refund of total tuition fees paid less 10%* of total tuition fees or \$500 (whichever is the lesser amount) to cover actual expenses incurred up to pre-enrolment and prior to course commencement.
	Up until the 5 th school day of the course	80%** of total tuition fees paid
	Between the 5 th and end of the 10 th school day	75%** of total tuition fees paid
	From the 11 th school day onwards	No Refund
	Student on interim or other visa who has student visa declined after 10 th day	Full refund of student's remaining fees in Public Trust Account less 25% for actual expenses incurred during pre-enrolment, enrolment and study period.
<p>* ETC reserves the right to deduct a percentage of total tuition fees paid to cover actual costs incurred up to pre-enrolment/enrolment stage. Actual expenses incurred include:</p> <ul style="list-style-type: none"> • Assessment of student application • Admission administration process • Payment of fees process • Liaison with INZ and student stakeholders • English placement test 		

**** ETC reserves the right to deduct a percentage of total tuition fees paid to cover actual costs incurred at enrolment stage and attended study.**

Actual expenses incurred include:

- Student enrolment
- Liaison with INZ and student stakeholders
- Orientation programme
- Monitoring of student attendance, academic progress and welfare

Domestic Students – Withdrawal and Refund Policy

The table below sets out withdrawal periods for domestic student fee refund entitlements.

Course length <i>Course means a programme or training scheme in which the student is enrolled</i>	Withdrawal period	Amount of Refund
2 days or less ➤ English Skills Short Course	None	No Refund At the discretion of ETC's Executive Team
More than 2 days and less than 5 weeks ➤ English Skills Short Course ➤ EAS – English for Academic Study ➤ NZCEL – New Zealand Certificate in English Language	Up to the end of 2 calendar days of the course commencing	A minimum of 50%* of the amount the student paid in respect of the course
More than 5 weeks and less than 3 months ➤ English Skills Short Course ➤ EAS – English for Academic Study ➤ NZCEL – New Zealand Certificate in English Language	Up to the end of 5 calendar days of the course commencing	A minimum of 75%* of the amount the student paid in respect of the course

* ETC reserves the right to deduct a percentage of total tuition fees paid to cover actual costs incurred at enrolment stage and attended study.

Actual expenses incurred include:

- Student enrolment
- Liaison with student stakeholders
- Orientation programme
- Monitoring of student attendance, academic progress and welfare

No Refund

No refunds will be made where domestic or international students are asked to leave the school because they fail to comply with the school regulations, which include poor attendance or behaviour.

In the 'No Refund' situations identified in the '*English Teaching College Withdrawal and Refund Policy*' table, ETC's Executive Team reserves the right to make part refunds in exceptional cases.

Student Visa Declined

Proof of student visa rejection must be submitted to office@etc.ac.nz .

Transfer to another ETC course of study or change of ETC campus

For domestic students who wish to transfer to another course of study at ETC or another ETC campus, they may withdraw from their current course of study up until the end of the eighth day after their course commencement. ETC's Executive Team, at their discretion, may transfer the balance of tuition fees to another course or campus at ETC (in either Wellington, Palmerston North or Auckland), subject to availability of the requested course or campus. No cash refunds will be given except in exceptional circumstances at the discretion of ETC's Executive Team.

Method of Refund

Where tuition fees have been paid by student loan or scholarship provider, any balance of fees, less academic and administrative costs, will be repaid directly to the loan provider.

Where tuition fees have been paid by credit card then, where possible, refund of fees will be made to the same credit card.

Where tuition fees have been paid by bank transfer or internet banking then, where possible, refund of fees will be made to the same bank account.

For prohibited jurisdiction countries refunds are only possible to a New Zealand bank account.

Students under the age of 18 years must have evidence and signature of parental approval to withdraw from their course with instructions of bank account details for the refund to be transferred into.

Apart from the methods of refund outlined above, any refund will be paid into the New Zealand bank account of the enrolled student.

Homestay Accommodation – Withdrawal and Refund Policy

Refundable Homestay Fees

Refundable homestay fees apply to homestay boarding fees, prepaid administration and service fees only.

The homestay placement fee is non-refundable.

Notification of Withdrawal

If a student chooses to withdraw from their homestay accommodation, they must contact ETC in writing to withdraw their homestay placement (Palmerston North, Wellington and Lower Hutt only). In Auckland homestay students must contact Host Families NZ in writing to withdraw their homestay placement.

The table below sets out withdrawal periods for homestay fee refund entitlements.

Homestay booking <i>Each homestay booking is for a minimum of 4 weeks unless agreed to in advance</i>	Withdrawal period	Amount of Refund (Homestay board fees) The homestay placement fee is non-refundable
	Up to 8 or more days prior to commencement of the homestay	Full refund of balance of paid homestay board fees
	Less than 7 days prior to commencement of the homestay	Full refund of balance of paid homestay board fees less 1 week's homestay board fees
	After the homestay placement has commenced	Full refund of balance of paid homestay fees less 4 weeks' homestay board fees