

## Withdrawal/Refund Application

### STUDENT DETAILS

Family Name	Given Name	Preferred Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
Date of Birth	Nationality	Student ID
<input type="text"/>	<input type="text"/>	<input type="text"/>
Email	Phone Number	
<input type="text"/>	<input type="text"/>	

### PROGRAMME

- |  |  |   |
|--|--|---|
| <input type="checkbox"/> Master of Business Informatics                                      | <input type="checkbox"/> Graduate Diploma in Business (International Tourism Management) | <input type="checkbox"/> New Zealand Diploma in Early Childhood Education Level 5 |
| <input type="checkbox"/> Postgraduate Diploma in Business                                    | <input type="checkbox"/> Diploma in Business Computing                                   | <input type="checkbox"/> Diploma of Information Systems                           |
| <input type="checkbox"/> Postgraduate Diploma in Business Informatics                        | <input type="checkbox"/> Diploma in Computing  | <input type="checkbox"/> New Zealand Certificate in English Language Level 4      |
| <input type="checkbox"/> Graduate Diploma in Business (International Business Innovation)    | <input type="checkbox"/> New Zealand Diploma in Business                                 | <input type="checkbox"/> New Zealand Certificate in English Language Level 5      |
| <input type="checkbox"/> Graduate Diploma in Business (International Hospitality Management) | <input type="checkbox"/> New Zealand Diploma in Early Childhood Education Level 6        |   |
- 
- |  |   |   |
|--|---|---|
| <input type="checkbox"/> Communication English session 1 | <input type="checkbox"/> English Plus Activities (5 Activities/ Week)                 | <input type="checkbox"/> KiwiKindy Internship   |
| <input type="checkbox"/> Communication English session 2 | <input type="checkbox"/> English for Academic Purposes - EAP                          | <input type="checkbox"/> IELTS Preparation      |
| <input type="checkbox"/> Communication English standard  | <input type="checkbox"/> Pre-EAP  | <input type="checkbox"/> Other(please specify): |
|  | <input type="checkbox"/> AEA TESOL (*Optional: J- Shine course for Japanese Students) |   |

Original course date: From  to  Apply to Withdrawal Form

Reasons for withdrawal/Refund - Please read ICL's terms and conditions for withdrawals/refunds on the following page.

### BANK ACCOUNT DETAILS

Name of Account Holder	<input type="text"/>
Bank and Branch	<input type="text"/>
Bank Account Number	<input type="text"/>
For international payments, please provide the following information:	
Full street address of student or third party	<input type="text"/>
Full name and address of beneficiary bank	<input type="text"/>
Swift Code (if known)	<input type="text"/>

Staff Comments:

## Withdrawals and Refund Policy

In compliance with the Education Amendment Act 2011 (section 234E) ICL schools provide fee protection for all student fees through Public Trust. This meets the requirements of NZQA and the Education (Pastoral Care of International Students) Code of Practice.

1. Full fees are payable in advance for the course/programme. The enrolment and insurance fees are non-refundable.
2. If students are enrolled in a course of less than five weeks and withdraw within two days after the first date of the course for which attendance of students at the establishment is required, students are entitled to a minimum refund of 50%. If students withdraw two or more days after the same start date students are NOT entitled to a refund.
3. If students are enrolled for a course of five weeks or more, but less than thirteen weeks, and withdraw within five days after the first date of the course for which attendance of students at the establishment is required, students are entitled to a minimum refund of 75%. If they withdraw five or more days after the same date students are NOT entitled to a refund.
4. If students are enrolled for a course of study of thirteen weeks or longer, and withdraw within the first ten working days of the first date of the course for which attendance of students at the establishment is required, they will be refunded in full less a deduction for costs incurred by ICL or AEA up to a maximum of 25% of the fee total paid. If students withdraw eleven or more working days after the first date of the course for which attendance of students at the establishment is required they are not entitled to a refund.  
(If requested, school will provide details of the cost components for the purpose of working out the maximum deductible percentage. In the event of a dispute over the amount deducted, students can refer the matter to the FairWay Resolution. )
5. Paragraphs 2, 3, 4 also apply if students are unable to get a visa, or if they cancel the application before students arrive in NZ or before the first date of the course for which attendance of students at the establishment is required. Refund will be made to the account from where the payment was originated. The Schools will consider applications for refunds in exceptional circumstances. Any refund will be made at the discretion of the COO or Sales Manager.
6. If the Schools arrange homestay accommodation, the minimum period will be four weeks or the full course if shorter. The homestay fee for this period and the placement fee are non-refundable.
7. Expenses incurred offshore on student recruitment and visa application are non-refundable.
8. If students move out of the homestay, both the host family and school must receive two weeks' notice of the student's intention to leave. The balance of the pre-paid homestay fee which remains will be refunded, minus any costs recoverable by the schools, schools will charge a cancellation or change fee of one week's fees. For airport transfer cancellations, more than 48 hours' notice is needed to receive a refund. If a student goes on holiday and wishes to return to the homestay, 50% of the weekly fee will be charged.
9. If the Schools are for some reasons unable to offer the course, students are entitled to a full refund of all fees paid. In the event that the course is cancelled after its commencement date, students will be refunded all unused fees proportional to the number of weeks not delivered. Every attempt will be made by the Schools to enrol the students in another course suitable to their needs.
10. As a preference, refunds should be sent back to the bank account from where the deposit was received.
11. If the student is transferring to another school, the preference is to transfer the funds directly to the student's new Trustee (school). A copy of the Offer Of Place showing the new Trustee's bank account is required in such cases.
12. For living expenses refunds, the refund must be placed in the student's New Zealand bank account (which must be in the student's name), and the refund form must be supported with a copy of a bank account statement showing the account number and the holder's name.

### Domestic Students

13. Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per section 235 of the Education Act 1989 and if:
- The course is of three months (thirteen weeks) duration or more
  - The withdrawal occurs up to the end of the eighth day after the start of the course.

14. The refund amount must equal to the sum of the amount paid less a deduction of the lesser of 10% of the fees paid or \$500

15. Domestic students withdrawing from courses of less than three months duration (thirteen weeks) refer to below:

For courses less than 5 weeks, and 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;

For courses of 5 weeks or more but less than 3 months, and 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.

## STUDENT DECLARATION

1. The information provided by me is correct. At the time of application I declare that I am a bona-fide student and it is my intention to study at ICL or AEA and no other provider.
2. I understand and accept the published enrolment and payment policies of the Schools.
3. I understand and accept the withdrawal and refund policies of the Schools as set out above.
4. I understand that the information collected by the Schools during the enrolment process and while I am studying at the Schools will be used for my education and wellbeing and agree that the Schools may use my academic profile, results and image for promotional purposes, unless I object in writing, I have right of access to, and correction form the personal information held by the Schools including my attendance and academic records.
5. I understand and accept that the Schools have the right to decide my level of study based on the professional judgment of the Senior Lecturer/Tutor giving regard to what is in my best interest. I understand that if I have been accepted as a result of my claim of an English-medium education, the Schools reserve the right to test me on arrival, and if my English does not meet the Schools' entry requirement, I may be asked to withdraw or pay for additional English language tuition. If I withdraw, refund conditions apply as stated above.
6. I understand and accept that the above terms and conditions are intended to be read in the English language and are governed by the laws of New Zealand.

By signing this form, I confirm that I have discussed my withdrawal with a school representative and they have explained the implications to me, which I understand.

Student Signature

Guardian Signature (if student is under 18)

Date

Withdrawal Approved/Not Approved

Date

Refund Approved/Not Approved

Date

Notes