

WITHDRAWAL AND REFUNDS POLICY

For those undertaking a University of Notre Dame Australia (UNDA) degree or paper, UNDA policies also apply. Where there is a conflict between this policy and the UNDA policies, the UNDA policies should be followed.

Purpose

The purpose of this policy is to provide assurance to Te Kupenga – Catholic Theological College (CTC) students, their sponsors and New Zealand tertiary regulators that CTC has adequate procedures in place to meet its moral and statutory obligations for repayment of fees in the event of student withdrawal, paper closure or cessation.

Principles

1. To acknowledge that some students, for good reasons, may not be able to continue studying a paper or continue in a programme.
2. To acknowledge that some students may freely choose not to continue studying a paper or in a programme.
3. To retain for the College the reasonable fees for the administration and delivery of papers and programmes.
4. To return to students the fees or proportion of fees they are entitled to in the event of their withdrawal from a paper or programme.
5. To return to students the fees or proportion of fees they are entitled to in the event of paper, programme or institution closure.

Refer also to the Te Kupenga Student Complaints, Grievances and Appeals Policy and Procedures.

Guidelines

CTC is committed to meeting or exceeding the minimum requirements governing the provision of tertiary education by private training establishments. For students whose fees exceed the NZQA regulatory threshold, CTC has a Student Fee Protection Trust in place with an independent trustee, through the Good Shepherd College Student Fee Protection Trust.

All relevant information and details of expenses will be made available to prospective students in writing before acceptance of enrolment.

Student withdrawal

1. Students who withdraw from all or part of their programme of study are entitled to a full refund of fees paid, subject to (2) below.
2. Withdrawal must be made during the following withdrawal periods:
 - a. Bachelor and Graduate Diploma programmes:
 - i. Before the specified withdrawal date, which is published on the academic calendar, and will be no less than 2 weeks after the start of the paper
 - b. Certificate and Diploma programmes:

- i. For papers of two days or less: No withdrawal once the paper has started
 - ii. For papers of more than two days but under five weeks: Up to the end of two calendar days of the paper commencing
 - iii. For papers of five weeks or more but less than three months: Up to two weeks of the paper commencing
 - iv. For papers of three months duration or more: Up to four weeks from the start of the paper
3. No refund of fees is payable to a student who withdraws after the specified date, except as specified in section 4 below.
4. A full or partial refund may be paid to students who withdraw after the withdrawal period, due to exceptional circumstances. These could include serious illness of the student; serious illness or death of a close member of the student's family; a new appointment or a change in responsibilities in a religious congregation or diocese; or as a consequence of the outcome of complaints arising in relation to academic, assessment, administration, withdrawal and refunds and others' conduct. In each case, students must apply in writing to the Assistant Dean of their programme, setting out the special circumstances of the claim and providing relevant evidence. The Assistant Dean may consult with other staff prior to making a decision and providing a response.
5. For the avoidance of doubt, refunds will **not** be made to students who are asked to leave the paper because of misconduct that endangers the student and/or others, or violation of rules, such as on-site abuse of drugs or alcohol, or poor attendance.

Grading before and after withdrawal

For all papers: Where a student withdraws from a paper during the withdrawal period, the paper will not appear on the student's transcript.

For UNDA papers: If a student withdraws after the withdrawal period, this will appear on a student's academic transcript as *fail*. During the semester of the paper, the student may apply to the Assistant Dean (Level 7) for this to be recorded as *withdrawal* on compassionate grounds.

For all non-UNDA papers: If a student withdraws after the withdrawal period, but while the paper is still going, this will appear on a student's academic transcript as *withdrawn*. If a student does not apply for withdrawal during the paper, they will be marked as Did Not Complete.

CTC paper or institute cessation or closure

6. In the event that CTC voluntarily ceases to offer a paper in which students are enrolled, or closes down as a PTE, it will refund to students the portion of the fee applicable for the part of the paper that it has failed to deliver. This provision is underwritten by the CTC's Student Fee Protection Trust. The refund will be made within five working days from the date of cessation or closure.
7. Should NZQA notify a paper closure event affecting CTC, the same pro rata refund arrangements will apply as in (6) above, except where the paper closure event is due to a natural disaster or pandemic. In that situation, the refund requirement will arise if the paper has not resumed after ten working days. CTC will also notify students within five working days of a closure due to natural disaster of their right to opt out of the paper within 20 working days of the notice, and still receive a pro rata refund.
8. For the sake of clarity, if a natural disaster or pandemic occurs but CTC are able to continue offering the paper online within ten working days, this will not constitute a paper closure. If a student is enrolled in a classroom-based paper and are unable to continue attendance online,

they are able to apply to the Registrar for a refund as per the Student Withdrawal guidelines, above.

Appeals

9. If a student wishes to appeal a decision made under the Withdrawal and Refunds policy, they should refer to the Te Kupenga Student Complaints, Grievances and Appeals Policy and Procedures.
10. For International Students who feel that Te Kupenga (CTC) has breached the Education (Pastoral Care of International Students) Code of Practice, refer to NZQA for the process of reporting an alleged breach.

Review and Approval

The CTC Withdrawal and Refunds Policy is subject to the normal three-year review cycle. Review is the responsibility of the Academic Advisory Board, with approval by the Te Kupenga Governance Board.

Reviewed: June 2021

Next review: June 2024