

LearnPlus Refunds and Withdrawals Policy

International students

1.1 The following policy on withdrawals and refunds applies to LearnPlus courses.

1.2 A student must notify the LearnPlus Academic Director/General Manager by email of their withdrawal from a programme. The student's application for refund must set out the circumstances leading to the refund request, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

1.3 If an international student withdraws from their programme before it starts, they are entitled to claim a full refund (less up to 25% of the course fees paid for any costs incurred).

1.4 If an international student withdraws within the first 10 working days of course commencement, they are entitled to claim a full refund (less up to 25% of the total fees paid for any costs incurred).

1.4 If an international student withdraws from a course after 11 working days, LearnPlus will consider a request for a refund of course fees.

1.6 If an international student has their visa application declined, they are entitled to claim a full refund (less up to 25% of the total fees paid for any costs incurred).

1.7 Refunds will be calculated from the date that LearnPlus receives notification of a student's withdrawal.

1.8 Assessments

Students are required to submit assessments as part of their course programme.

A student who fails to submit assessments during their course may be directed to withdraw from that course and will not be entitled to substitute any other course for that course. Subject to clause 1.1 to 1.7 above, a student will not be entitled to a refund of fees for the course that they have been directed to withdraw from.

1.9 Voluntary closure or course cessation

1.9.1 In the unlikely event that LearnPlus closes, ceases to be a signatory of the Education (Pastoral Care of International Students) Code of Practice 2016 (including Amendments 2019) or ceases to offer a course in which students are enrolled, LearnPlus will refund the course fees for affected students on a pro rata basis within five working days of closure or of cessation of offering the course, unless NZQA permits a longer period.

1.9.2 Where course closure is due to a natural disaster, the course may resume within 10 working days of any notice by NZQA of course closure. Students will be notified by LearnPlus within five working days of the date of the NZQA notice of their right to opt out and where a student does opt out of the course

within 20 working days of the NZQA notice, they will receive a pro rata refund from the time they ceased attending.

Domestic students

1.1 The following policy on withdrawals and refunds applies to LearnPlus courses.

1.2 A student must notify the LearnPlus Academic Director/General Manager by email of their withdrawal from a programme. The student's application for refund must set out the circumstances leading to the refund request, name the person requesting the refund, name the person who paid the fees, provide a bank account to receive any eligible refund and provide any relevant supporting documentation.

1.3 If a domestic student withdraws from their programme before it starts, they are entitled to claim a full refund (less up to 10% of the course fees paid for any costs incurred).

1.4 If a domestic student withdraws within the first 10 working days of course commencement, they are entitled to claim a full refund (less up to 10% of the total fees paid for any costs incurred).

1.5 If a domestic student withdraws from a course after 11 working days, LearnPlus will consider a request for a refund of course fees.

1.6 Refunds will be calculated from the date that LearnPlus receives notification of a student's withdrawal.

1.7 Assessments

Students are required to submit assessments as part of their course programme.

A student who fails to submit assessments during their course may be directed to withdraw from that course and will not be entitled to substitute any other course for that course. Subject to clause 1.1 to 1.6 above, a student will not be entitled to a refund of fees for the course that they have been directed to withdraw from.

1.8 Voluntary closure or course cessation

1.8.1 In the unlikely event that LearnPlus closes or ceases to offer a course in which students are enrolled, LearnPlus will refund the course fees for affected students on a pro rata basis within five working days of closure or of cessation of offering the course, unless NZQA permits a longer period.

1.8.2 Where course closure is due to a natural disaster, the course may resume within 10 working days of any notice by NZQA of course closure. Students will be notified by LearnPlus within five working days of the date of the NZQA notice of their right to opt out and where a student does opt out of the course within 20 working days of the NZQA notice, they will receive a pro rata refund from the time they ceased attending.

