



PORT + CRANE ACADEMY OF NEW ZEALAND

REFUNDS AND WITHDRAWALS

As PCANZ learners are nominated and paid for by their employer, PCANZ does not receive any fees directly from the learner, and so any refunds or other adjustments are made with the employer or other relevant party.

Where necessary however, PCANZ will comply with NZQA's *Student Fee Protection Rules, Refund Flowchart*, and *Refund Table*, and ensures all requirements are met. Information on refunds and withdrawals is made available in marketing materials, at time of enrolment and confirmed during orientation. The table below outlines the relevant refund periods for domestic learners as PCANZ does not enroll international learners:

COURSE LENGTH	WITHDRAWAL PERIOD	REFUND AMOUNT
For courses of 2 days or less	Nil	Any refund is at the PTE's discretion
For courses of more than 2 days but under 5 weeks	Up to the end of two calendar days	50% refund the student paid in respect of the course
For courses of 5 weeks or more but less than three months	Up to 5 calendar days from the course commencing	75% of the amount student paid in respect of the course

For all courses that are more than 5 weeks but less than three months, the following will apply:

DATE OF ADVICE OF WITHDRAWAL	CLASSIFICATION	REFUND DUE	LESS ADMIN CHARGE	ACADEMIC RESULT
Before the programme start date	Not started	100%	No fee	No result recorded SNS (Student not Started)
After the programme start date but before five calendar days (for all programmes that are between five weeks to three months)	Programme commenced	75%	No Fee	No result recorded. EW (Early withdrawal)

Before a course start date but prerequisite not met	Not started	100%	No Fee	No result recorded SNS (Student not Started)
After the last date for withdrawal but before 80% completion	Withdrawal	Nil	Nil	WD (Withdrawn)
After 80% completion of the programme	Any withdrawal from the programme will not be processed in the SMS	Nil	Nil	DNC (Did not complete) or Result attained
Final result entered or programme completed	Any withdrawal from the programme will not be processed in the SMS	Nil	Nil	Result/ grade attained

PROCEDURE

1. The General Manager is responsible for following the appropriate refund and withdrawal specifications for withdrawal before, during and after the relevant refund period, and in the event of PCANZ voluntarily cancelling a specific course
2. The General Manager reports monthly on withdrawals and refunds to the Director
3. The Director compares the refund and withdrawal patterns from each month and includes a summary of any issues to the Board
4. Feedback and trends in refunds or withdrawals will be included in the Self-assessment report and inform continuous improvement planning.

RESPONSIBILITIES

Director

- Review refunds and withdrawals and report monthly to the Board

General Manager

- Manage refunds and withdrawals
- Report monthly to the Director