

UCOL is a polytechnic under the Education Act.

If you need assistance or further information, please telephone us on: **+64 6 952 7000** or visit our website at: **www.ucol.ac.nz**

**WELCOME TO UCOL! Thank you for applying to study with us.
 Please complete this form and return it to us as soon as possible.**

Have you previously applied or enrolled at UCOL, Wanganui Regional Community Polytechnic or Masterton Community Polytechnic?

No Yes - Please provide student ID No:

If you have previously studied at UCOL, Wanganui Regional Community Polytechnic or Masterton Community Polytechnic under a different name to the one you currently use, please write it in the space provided:

1 MY PERSONAL DETAILS

Mr Mrs Miss Ms Other - If "other" please enter details:

Legal Family Name

Legal First Name(s)

Date of birth

Legal Gender

Preferred Gender

DAY MONTH YEAR Male Female Male Female

Passport No

Nationality (as shown on your Passport)

Issuing country

Current Address

ADDRESS 1

ADDRESS 2

TOWN OR CITY

STATE

COUNTRY

POSTCODE

Home Telephone Number

Mobile Number

(COUNTRY CODE) (AREA CODE)

(COUNTRY CODE) (AREA CODE)

Email Address

Next of kin/emergency contact name (Not recruitment agent):

Next of kin/emergency contact address:

Relationship to you:

Next of kin/emergency contact telephone number

(COUNTRY CODE) (AREA CODE)

If under 18 years old at the time of application please provide the name and contact details of your parent or legal guardian.

Name of Parent/Legal Guardian:

Address:

Telephone/Mobile Number:

(COUNTRY CODE) (AREA CODE)

Email address:

2 QUALIFICATION/PAPERS

I wish to study the following qualification(s) [see International Prospectus]

QUALIFICATION NAME

Elective Sheets will be provided if appropriate for the qualification you have chosen to study.

Identify your programme preferred start date as listed on the UCOL website or International Prospectus

MONTH

YEAR

Which campus will you be studying at? (Please note: Some papers/qualifications are offered by UCOL at more than one campus)

Palmerston North Wairarapa Whanganui

Are you CURRENTLY awaiting results of any tertiary studies undertaken this year?

No Yes - please provide details:

Qualification: Institution:

Country: Date Results Available: DAY MONTH YEAR

3 CAREER PATHWAY

What is your intended career?

Do you think that the qualification or training you wish to study at UCOL, will help you in your career? Yes No

4 MY EDUCATIONAL HISTORY

SECONDARY SCHOOL RECORD

Name of the last secondary school you attended

City State/Province Country

What is the highest level of achievement you hold from a secondary school?

Date you completed your last year at school: MONTH YEAR

I am currently attempting my final year of Secondary School. Date results will be available: DAY MONTH YEAR

Name of examination

A certified copy of results is required, please attach.

TERTIARY EDUCATION STUDY RECORD

Is this application for your first year at a tertiary/higher education institution? Yes No

If your answer is "No" please give details of your study and attach a certified copy of your academic records.

| Institution | Country | Qualification | Years Enrolled | | Qualification Completed | |
|-------------|---------|---------------|----------------|----|-------------------------|------|
| | | | From | To | Yes | Year |
| | | | | | | |
| | | | | | | |

Do you want to apply for credit of papers completed at another tertiary institution? Yes No You will be required to submit additional forms.

ENGLISH LANGUAGE PROFICIENCY

Have you completed an English Language Proficiency test? Yes No If "Yes", please specify ie IELTS, OET etc.

Please attach your most recent test results.

PRIOR ACTIVITY - please confirm your prior activity, as at 1st October prior to programme commencement.

Activity

Location New Zealand Other(specify)

5 RECRUITMENT AGENT DETAILS

Are you using someone who you believe is a UCOL recruitment agent to assist you? Yes No

If yes, please insert the company name and contact details.

Company Name: City:

Email Address Country:

6 MEDICAL AUTHORITY AND INSURANCE

In the event of accident or ill health, I, hereby authorise the full use and disclosure of all information related to my health between all health practitioners, all District Health Boards, UCOL and all emergency services (and each of them).

I authorise the disclosure of all health information obtained by all health practitioners (or their agent) who treats me, to UCOL and to my next of kin or emergency contact person (and each of them).

I authorise medical treatment in life threatening situations, should my next of kin or emergency contact person be unavailable or unable to give consent.

I authorise UCOL to use and disclose all information obtained by UCOL pertaining to my health as UCOL determines appropriate.

DISABILITY

Do you have a disability? Yes No Impairment? Yes No

Chronic medical condition? Yes No Long term injury? Yes No

If you have answered yes above, please provide details of condition and support required

Note: UCOL may request further information.

Limited Release. For use only within UCOL specified department(s).

INSURANCE IS A COMPULSARY COMPONENT TO STUDY IN NEW ZEALAND

Once you accept an Offer of Place to study at UCOL medical, life and travel insurance will be purchased on your behalf and UCOL will invoice you unless you choose to opt out and purchase your own.

Do you have any pre-existing medical conditions that require disclosure for insurance?

Yes No

If you have a pre-existing medical condition, non-disclosure may make your insurance invalid.

If you already have medical, life and travel insurance please attach a copy of your policy.

7 ACCOMMODATION

Please tick your preferred accommodation option:

- I will make my own arrangements.** I do not want accommodation booked for me.
Please remember if you arrange your own accommodation you must keep us informed of where you are living.
- I would like UCOL to provide me with a list of accommodation options.**
- I would like UCOL to arrange a Homestay (requirement for under 18).** Homestay accommodation is where you live with a New Zealand family. You are provided with your own fully furnished room and three meals a day.

Please note, special accommodation requirements apply to you if you are under 18 years old when you commence your study at UCOL.

You must advise us of your arrival details at least two weeks prior to your arrival.

8 MY ACKNOWLEDGEMENT AND DECLARATION

1. In completing this form, I am applying and provisionally enrolling at UCOL, and if UCOL confirms my enrolment in writing and if UCOL receives my acceptance of an offer of place before its expiry date then I agree:

- I. To pay to UCOL in full relevant tuition fees and all other fees set by UCOL before the first day that teaching starts on the qualification I am enrolled in.
- II. To comply with all UCOL's statutes, policies and procedures (including all amendments and new statutes, policies and procedures introduced after the date of this Enrolment Form (International Students).
- III. I have read and understood UCOL's Student Discipline Statute (Non-Academic), 2016 and the Academic Misconduct requirements set out in UCOL's Academic Statute 2017 (available at www.ucol.ac.nz).
- IV. I acknowledge that in applying for enrolment I have not relied on UCOL's (and / or UCOL's recruitment agents or contractors) judgement that qualification(s) / course(s) are suitable for any particular purpose or will achieve any particular result unless notified to me, in writing, by UCOL.
- V. In applying for enrolment I acknowledge that, apart from the statements and warranties expressly given to me in writing by UCOL and not any recruitment agent, all other statements and warranties (express or implied) are excluded except as prohibited by law.
- VI. I have received full written details of all fees, and any items that are or may be required by UCOL to be purchased or provided by me, for the qualification(s) / course(s) I have chosen.
- VII. I agree that the provisions of this Enrolment Form (International Students), together with the Further Terms and Conditions for International Students that were attached to this form, and which I have kept, current at the date I sign this form, form my contract with UCOL. That contract can only be varied by UCOL in writing, signed by UCOL.
- VIII. I have read the UCOL International Prospectus, Study Guide and Website and I understand them.
- IX. I agree to supply all information UCOL asks me to supply.
- X. I acknowledge that I am aware of the Education (Pastoral Care of International Students) Code of Practice 2016 and the Dispute Resolution Scheme (DRS), and I have received clear and sufficient information enabling me to make an informed choice about studying at UCOL.
- XI. I agree that where I am transferring to UCOL from another education provider in New Zealand I consent to UCOL obtaining all information concerning me from that provider.
- XII. I have read the Privacy Statement in the Further Terms and Conditions attached to this Enrolment Form (International Students) and in signing this Form I agree to it.
- XIII. If this Enrolment Form (International Students) is translated into another language, I must sign the English version and only the English version applies.

2. I agree that if UCOL confirms my enrolment, in writing, and if UCOL receives my acceptance of the UCOL offer of place, I may only withdraw if UCOL's International Recruitment and Conversion team are notified in accordance with the UCOL International Student Fees and Refunds Procedure current at the time I sign this form. My eligibility for a partial refund of the tuition fees and when I have not already paid fees my obligation to pay fees, depends on whether I am within the timeframes stipulated in the International Student Fees and Refunds Procedure attached to this form, and a copy of which I have kept.

9 DECLARATION

I declare that, to the best of my knowledge, all the information I have provided on the Enrolment Form (International Students) is true and complete, that I have read, I understand, and I agree to the terms and conditions on this form, and the further terms and conditions attached to this form.

Signature

Date

DAY

MONTH

YEAR

Parent/Legal Guardian Signature (if applicant under 18 years of age)

Date

DAY

MONTH

YEAR

Parents/Guardian of applicant under 18 years old must **also** sign an additional form before UCOL will issue an unconditional offer.

10 CHECKLIST

Before you submit your application please check you have completed all of the following:

- Application is fully completed, dated and signed by me, and my parent / legal guardian (if applicable)
- I have attached a certified copy¹ of the photo page and address page of my passport.
- I have attached certified proof² of my highest level of education achievement.
- I have attached evidence of English Language proficiency results.
- I have attached evidence of life, medical and travel insurance (if applicable).
- My parent/legal guardian has completed an Authority and agreement form for international applicants under 18 years (if applicable).

¹ A certified copy is a photocopy of the original document, which is signed by a Solicitor, Justice of the Peace, Notary Public or authorised UCOL person as being a true copy of the original document.

Please email completed application to:
internationalstudent@ucol.ac.nz

Or post to:
UCOL Palmerston North, International Admissions,
Private Bag 11022, Palmerston North, New Zealand 4442

11 FURTHER INTERNATIONAL ENROLMENT TERMS AND CONDITIONS

The following are the further terms and conditions of your enrolment with UCOL as an International student, in addition to those terms and conditions on the Enrolment Form (International Students) you signed.

1. UCOL's limitation of liability

In signing the Enrolment Form (International Students), you agree that, to the extent permitted at law, UCOL's liability to you, however it arises, if established, is limited to twice the amount of the tuition fees that you pay to UCOL for the enrolment period in which the liability arises (inclusive of any refund paid to you).

2. Disputes and complaints

In signing the Enrolment Form (International Students) you agree to abide by UCOL's statutes and policies for resolving disputes and complaints.

3. Events beyond UCOL's control

You agree that if UCOL is unable to perform its obligations by reason of any event beyond our reasonable control, then UCOL is released from its obligations to the extent that we are prevented or delayed from performing our obligations.

4. Privacy Statement

In signing the Enrolment Form (International Students) you agreed that:

Privacy Statement

I agree that this privacy statement applies to me for considering every enrolment application I make to UCOL, during each period I am enrolled (if any) and at any time after my enrolment.

Collection, Use and Holding of Personal Information

I agree that UCOL (or someone on its behalf) will collect and use personal information from me or about me from others for the purpose of deciding whether or not to enrol me, for purposes related to my study and for purposes related to UCOL's functions or activities.

UCOL will collect some of this information directly from me. I also authorise the collection of personal information about me from other sources (including for verification).

Disclosure

I agree that the information collected about me and held may be disclosed by UCOL to:

- i. Government departments and agencies in New Zealand.
- ii. Organisations involved in delivery of qualifications including placements and quality assurance providers.
- iii. Professional registration bodies and professional accreditation bodies, when relevant.
- iv. English language testing organisations and organisations that verify qualifications and / or experience.
- v. Service providers, when relevant.
- vi. My parents or legal guardians if I am under 18 years old.
- vii. Student Association (s) (if any).
- viii. Scholarship providers / sponsors / employers.
- ix. Entities involved in pastoral care.
- x. Entities related to my financial support.

In signing the Enrolment Form (International Students) I authorise the collection, holding, use and disclosure of information referred to above.

Access

I understand that I have the right to access personal information about me (subject to exceptions in the Privacy Act). I can ask that the information held be corrected.

5. Qualification(s) / Course Cancellations / Postponements

At any time, even after you have accepted any offer of place, UCOL may, at UCOL's sole discretion:

- i. Cancel or postpone any qualification / courses you are enrolled in, whether partially completed by you or not. If UCOL cancels any qualification / courses UCOL will supply a full refund of all the fees for qualification / courses it cancels, which you were enrolled in and which you have not undertaken. If UCOL postpones any qualification / courses then if the new qualification / courses start date does not suit you, you can receive a full refund of all fees for the enrolment period and not undertake the qualification / courses. UCOL will not pay you (or anyone else) any compensation nor reimburse any expenses you have incurred.
- ii. Change qualification / courses content and UCOL will not supply a refund except in accordance with the International Student Fees and Refunds Procedure, and UCOL will not compensate you (or anyone else) for any such changes.

If you are studying at UCOL but offshore you acknowledge that UCOL may deliver the qualification by distance if circumstances arise that UCOL deem it desirable.

6. Enrolment Decisions

You acknowledge that you have (or where you are under 18 years old your parent / legal guardian has) made well informed decisions that are appropriate for the educational outcomes you want. You are responsible for ensuring that you are enrolling in the correct qualification and courses that you are eligible to study.

You acknowledge that if you are under 18 years old your parent / legal guardian has participated in your enrolment decisions.

7. Enrolment Obligations

Before signing this Enrolment Form (International Students) you have (or your parent / legal guardian if you are under 18 years old has) information required to understand your interest and obligations if UCOL offers you a place and if you accept.

If you become enrolled in a qualification, course or training, UCOL may cancel your enrolment at UCOL, and refuse to enrol you again on the grounds that:

- i. You are not of good character; or
- ii. You are guilty of misconduct or a breach of discipline; or
- iii. You are enrolled full-time at another education provider; or
- iv. You have made insufficient progress in your study or training after a reasonable trial at UCOL or at another institution; or
- v. Are permitted or required by law.

When you are studying at UCOL in New Zealand you understand that the Education (Pastoral Care of International Students) Code of Practice 2016 and the Disputes Resolution Scheme applies. You acknowledge that you have received information about both.

8. Insurance

If you become enrolled for two weeks or more at UCOL in New Zealand, you will obtain those insurances specified in the Education (Pastoral Care of International Students) Code of Practice 2016 (clause 16.5) for the entire period that you are enrolled at UCOL.

UCOL will arrange insurance on your behalf, and invoice you accordingly. If you do not wish to receive this insurance cover then you must opt-out and provide a copy of your insurance policy.

You agree not to withhold any information and not to specify any false information that would entitle the insurer not to respond to any claim or to cancel the insurance policies.

9. Immigration

You agree that you have taken reasonable precautions to ensure that you are entitled to study in the qualification at UCOL in New Zealand.

10. Accommodation

If you are under 18 years old at the date that you commence your study with UCOL, you understand that if you are not living with your parent/ legal guardian in New Zealand you must be in a properly supervised group of students and your qualification at UCOL must not be longer than three months unless with a residential caregiver (homestay).

11. Provisional enrolment at UCOL

Your enrolment is provisional upon:

- i. UCOL being satisfied as to your identity and being satisfied, based on all the information you have supplied, that UCOL ought to consent to your enrolment; and
- ii. UCOL being satisfied that you meet the entry criteria (if any) and the English language proficiency requirements; and
- iii. UCOL sighting your passport containing evidence that you have the appropriate permit/visa to study at UCOL in the qualification(s); and
- iv. UCOL receiving evidence of insurance policies; and
- v. UCOL receiving in full all of UCOL's tuition fees, all other fees set by UCOL (if any) and Students' Association fees (where applicable); and
- vi. If UCOL offers you a place, UCOL receiving your acceptance of that offer before its expiry; and
- vii. If you are under 18 years old when you accept any offer of place, UCOL also receiving your parent / legal guardian Authority and agreement form.

UCOL may, in its sole discretion, waive, in writing, some of the provisional enrolment conditions.

12. Professional occupation registration

You agree that if entry into a profession/occupation is regulated by law, then UCOL makes no representation about entry into the profession/ occupation in respect of your study at UCOL. Entry into that profession/occupation is subject to the applicable law, regulations and rules of the profession/occupation concerned.

13. Payment of fees

If UCOL offers you a place and if UCOL receives your acceptance of that offer then you:

- i. Agree to pay to UCOL all UCOL tuition fees and all other UCOL fees before the first date teaching starts for your qualification.
- ii. If UCOL allows you to start study after the first date that teaching starts then you agree to pay all UCOL fees before the date you are due to start studying.
- iii. Even if you do not attend you will be required to pay all UCOL tuition fees and all other UCOL prescribed fees unless UCOL receives your withdrawal in the manner required by UCOL for international students as stated in the International Student Fees and Refund Procedure attached to this form.

Note: Please do not pay any UCOL fees to any agent.

14. Refunds, Withdrawals and changing qualification

The International Student Fees and Refunds Procedure forms part of your contract with UCOL. Before applying for enrolment you acknowledge you have read and understand it. The International Student Fees and Refunds Procedure also contains provisions on what you must do if you want to change your qualification(s)/course(s) or withdraw from study at UCOL.

12 INTERNATIONAL STUDENT FEES AND REFUNDS PROCEDURE

| | |
|--|-----------------------------------|
| Category: Business and Finance | Date Created: May 2003 |
| Responsibility: General Manager Business Development | Date Last Reviewed: November 2018 |
| Approval: Executive Director Business Development | Version: 18.2 |

PURPOSE

To describe and detail Student Fees, Charges and Refunds, including providing the framework for assessing applications for refund of fees for international students.

SCOPE

This is a UCOL wide policy.

RESPONSIBILITY

The International Recruitment and Conversion team are responsible for the implementation of this policy.

REQUIREMENTS

1. Payment of fees

- 1.1 All fees and charges are in New Zealand dollars unless otherwise stated.
- 1.2 UCOL must receive payment in full of the tuition fees and student services levy (SSL) from an International Student no later than the first date teaching starts for the programme of study the International Student is enrolled in. If an International Student is permitted by UCOL to commence study after the first day teaching starts for the programme of study the International Student is enrolled in, payment in full of the tuition fees and SSL must be received by UCOL no later than the date that UCOL has advised the student in writing that they must start.
- 1.3 Fees not paid by the due date will incur a Late Payment Charge, detailed in fees and charges.
- 1.4 In exceptional circumstances, and only with prior approval, arrangement may be made to pay fees by instalments. Students are advised to review these arrangements in conjunction with Immigration New Zealand.
- 1.5 The total amount paid to UCOL must include any bank fees that may be incurred by UCOL.
- 1.6 Fees can be paid by credit card; these credit card transactions incur a merchant service charge from the bank. A credit card surcharge may be applied for all Visa and MasterCard credit card payments.
- 1.7 No refunds of tuition fees and SSL will be paid to International Students, except as expressly provided for in Schedule A of this policy.

2. Fee protection for International Students

- 2.1 All monies received from an International Student are banked and recorded against that student in UCOL's Student Management System (SMS).
- 2.2 Monies received for fees are only applied when the student is fully enrolled at UCOL, until that time they are held in a bare trust.
- 2.3 UCOL financial systems and internal controls are audited on an annual basis by Audit New Zealand, and the ongoing financial viability of UCOL is covered in this audit process.
- 2.4 UCOL is insured by a Business Interruption policy to cover such events as fire or flood, which could prevent delivery of UCOL's programmes. The policy provides for the running of UCOL's programmes at an alternative site, or to meet contractual obligations to refund students where UCOL is unable to deliver as a result of these events.

3. Withdrawal

- 3.1 An international student can only withdraw from a programme of study at UCOL by completing, signing and returning, to the UCOL Information Centre or Student Registry Services, a UCOL Change of Details/Circumstances form, by email notification or other written confirmation.
- 3.2 Except as expressly provided for in this procedure, no refund will be granted to an International Student who does not withdraw from a programme in accordance with Clause 3.1 above.

4. Refunds as a Result of Withdrawal from a Programme or Qualification

- 4.1 The amount of a refund (if any) will depend on the Date of Withdrawal and/or the reason(s) for Withdrawal. Please refer to the table in Schedule A of this policy for the relevant Dates of Withdrawal and Partial Refunds that will be granted.
- 4.2 The Date of Withdrawal is the date that UCOL receives notification of withdrawal in writing from the international student.
- 4.3 Immigration NZ will immediately be informed of a student's withdrawal from a programme of study.

5. Refunds as a Result of a Change in Residency Status

- 5.1** If an international student gains Permanent Residency during their programme of study, the student **will not** receive a refund of fees for the enrolment period in which residency was granted unless:
- (i) Residency was granted before the end of two weeks from the Programme Commencement Date; and
 - (ii) UCOL is able to access funding for the international student as an equivalent full-time student; and
 - (iii) The International Student has withdrawn in accordance with Clause 3.1 of this Policy and has enrolled at UCOL as a Domestic Student.
- 5.2** Domestic fees will apply for the following semester's enrolment. No rebate will be offered for fees paid for any prior study.

6. Refunds in Other Circumstances

- 6.1** At law, UCOL has the discretion to grant a full or partial refund to any student.
- 6.2** International students are expected to seek redress from their insurer for situations which may be covered before applying to UCOL for a refund as outlined in 6.3.
- 6.3** In special circumstances comprising reasons of a compassionate nature, UCOL at its sole option may grant a refund of a greater amount than is stated in this procedure and/or may grant a refund outside the required timeframe for Withdrawal as stated in this policy. If an international student believes that special circumstances of a compassionate nature exist, they must apply in writing to UCOL, enclosing supporting evidence of the special circumstances claimed and they must provide all other evidence requested by UCOL. UCOL will consider the request and may or may not grant a refund in an amount that UCOL deems appropriate.
- 6.4** If UCOL does not proceed with a programme offered and UCOL has received tuition fees and SSL from an international student for that programme, UCOL will notify the international student in writing that UCOL will not be proceeding with the programme. Pursuant to Clause 6.1 above, UCOL will grant a full refund of the tuition fees and SSL received by UCOL from the international student for that programme but UCOL shall not be liable to compensate the student for any fluctuations in currency in the intervening period or for any other costs incurred by the student whatsoever.
- 6.5** If UCOL is disestablished for incorporation into another institution and that new institution provides the programme or training, then no refund will be available except in accordance with the usual Refund Policy.
- 6.6** If UCOL is no longer a signatory to the Education (Pastoral Care of International Students) Code of Practice 2016, then UCOL will refund all tuition fees in respect of UCOL study not undertaken and all other prescribed UCOL fees for that study.

7. Payment of Refunds

- 7.1** Refunds to international students can be made by cheque or direct credit and will be returned to the original payee (less an administration fee) or as directed in writing by the international student if they were the original payee. If UCOL does not receive such reasonable written directions within seven days of the Date of Withdrawal, UCOL will forward payment of the refund to the residential address of the international student inserted on the international student's Enrolment Form.
- 7.2** All refund cheques will be denoted in New Zealand Dollars. If the student opts to have their refund paid into a bank account they must provide third party verification of their bank account number which should include the bank logo, the account number and the account name in order to be set up. Refer to Creditor Supplier Payments Procedure, clause 1.

Relevant Legislation

- Education Act 1989 and amendments
- Human Rights Act 1993 and amendments
- New Zealand Bill of Rights Act 1990
- Judicature Act 1903

Related Documentation

- [Education \(Pastoral Care of International Students\) Code of Practice 2016](#)
- [International Student Contract Disputes Resolution Scheme \(DRS\) 2016](#)
- [UCOL International Prospectus: International Student Fee Refund](#)
- [Admission and Enrolment Policy](#)
- [International Student Procedure](#)
- [Student Complaints Policy](#)
- [Student Concerns and Complaints Procedure](#)
- [Student Financial Relief Policy](#)
- [Student Financial Relief Procedure](#)
- [Creditor Supplier Payments Procedure](#)
- [Tuition Fees, Course Costs and Other Charges Policy and Procedure](#)

| Reason for Withdrawal | Documentation student must provide | Date of Withdrawal | Amount of Refund | Admin Charge |
|--|---|--|---|--------------|
| Refusal by Immigration New Zealand to grant an initial visa for study in New Zealand. | Written notification of withdrawal and written confirmation from INZ of rejection of visa application. | Prior to the programme commencement date. | 100% of the tuition fees and SSL received by UCOL, less the administration charge. Note prospective students should not pay fees until such time as they have approval in writing of a "Visa in Principle" from Immigration New Zealand. | \$250 |
| | | After the programme commencement date. | Partial refund of the tuition fee and SSL at the discretion of UCOL. Note prospective students should not pay fees until such time as they have approval in writing of a "Visa in Principle" from Immigration New Zealand. | \$250 |
| Extension of student visa is not granted by INZ. | Written notification of withdrawal must be completed before departure from UCOL. Written confirmation from INZ of rejection of visa extension. | Prior to the programme commencement date. | 100% of the tuition fees and SSL received by UCOL, less the administration charge. | \$250 |
| | | After the programme commencement date. | Partial refund of the tuition fee and SSL at the discretion of UCOL. | \$250 |
| | | After the programme commencement date (for example, INZ rejection reason being breach of visa conditions from previous visa). | No refund. | Nil |
| The Student no longer wishes to study at UCOL (for students issued a visa in the name of UCOL).* | Written notification of withdrawal. | Two or more weeks before the programme start date. | 100% of the tuition fees and SSL received by UCOL, less the administration charge. | \$500 |
| | | Less than two weeks before the programme start date.** | 90% of the tuition fees and SSL received by UCOL, less the administration charge. | \$500 |

| | | | | |
|--|---|---|---|-------|
| | | More than two weeks after the programme commencement date. ** | No refund. | Nil |
| | No written notification of withdrawal received. | More than two weeks after the programme commencement date. | No refund. | Nil |
| UCOL withdraws an offer of place or is unable to provide the programme for any reason. | No documentation required. | Prior to the programme commencement date. | 100% of the tuition fees and SSL received by UCOL. | Nil |
| UCOL is no longer able to provide tertiary education services. | No documentation required. | Prior to the programme commencement date | 100% of the tuition fees and SSL received by UCOL. | Nil |
| UCOL withdraws an offer of place on the basis of incorrect or incomplete information supplied by a student or student's agent. | No documentation required. | At any time. | UCOL reserves the right to retain the tuition fee, SSL and other charges paid. | \$500 |
| Exceptional circumstances (for example serious illness). | Documentation supporting an application for a refund. Documentation as stipulated by the Head of School. | At any time. | The amount and approval of any refund is at the discretion of the Chief Executive, or delegate. The student is expected to seek redress from their insurer before applying to UCOL for a refund. | \$500 |
| Any reason not detailed above. | | Less than two weeks before the programme commencement date | 90% of the tuition fees and SSL received by UCOL, less the administration fee. | \$500 |
| | | More than two weeks after the programme commencement date. | No refund. | \$500 |

Note:

*If the student has already arrived in New Zealand they will be required to provide proof that they have returned to their normal country of residence, or received an alternate visa to remain in New Zealand.

** Or by reason of individual contract exception.