

Governance New Zealand Incorporated

Refund Policy

1.0 Introduction

This policy applies to all students enrolled in the Governance New Zealand Professional Education Programme.

The purpose of this policy is to provide guidelines for granting refunds of enrolment fees, cancellation of enrolments and transfer requests.

2.0 Subject Enrolment Fees

2.1 Enrolment fees will not be fully refunded if a student withdraws after the enrolment confirmation has been sent, material folder(s) have been dispatched, semester has commenced or access to the Online Learning Centre has been activated, except under the following circumstances:

- where the enrolment application from the student is declined by Governance New Zealand
- where, due to extenuating circumstances beyond the student's control such as acts of government authorities, riots or environmental disasters, the student is prevented from studying a subject
- where Governance New Zealand cancels a subject or study mode in which the student has enrolled.

2.2 If a student has enrolled in one or more subjects and is seeking a refund for enrolment fees, a **notice of withdrawal** must be given in writing within **ten (10) business days** of the despatch of subject material(s).

2.3 All fees (less an administration fee of \$350) will be refunded on return of the subject materials provided.

2.4 Refunds **will not** be granted after this period, other than in exceptional circumstances and at the discretion of the Chief Executive.

2.5 All refund payments will be made in New Zealand Dollars either into the student's credit card account or as a direct deposit into the student's bank account.

3.0 Transfers / Second Semester Extension

3.1 Prior to Semester commencing, students in the first semester of study for a subject would be eligible to:

- transfer the subject enrolment to the next consecutive semester; OR
- change the mode of study in the current semester; OR
- change the subject in the current semester without penalty, only if the subject is offered and there are places available for their preferred mode of study for the selected subject. If the materials folder had been dispatched, students must return the materials folder in good condition.

3.2 Once semester has commenced, eligible students may only apply to extend their enrolment to the next consecutive semester for a fee of **\$250** per subject, as long as they meet the requirements stipulated on the Subject Completion Policy.

4.0 Notification Requirements

Students must apply in writing to the Chief Executive to request a refund, cancellation or transfers.