

**FEES**

Confirmation of enrolment will be provided in the form of a confirmation of place letter. Payment is due **ten (10)** days prior to the programme start date. Any learner who wishes to dispute the fees due must do so within **one (1)** month of the invoice date. A request to review the fees or account balance must be made within this month, in writing to the Customer Services Team Leader, Otago Polytechnic. At the discretion of Otago Polytechnic, and with just cause, this period may be extended. Once the request is received, the review will be completed within **seven (7)** working days. Once the review is completed, any outstanding balance is due immediately. Depending on the programme or course, fees charged will be one or several of (but not limited to): tuition fees, ID card fee, Examination fee(s), Student Health levy, Student Services levy, and administration fee. Failure to pay any invoice(s) by the due date means you will then be liable for all costs and expenses (including legal costs, debt collection agent fees, and this may affect your credit rating) which may be incurred in the recovery or attempted recovery of the overdue amount from you. Under these circumstances Otago Polytechnic may give to, or obtain from, any relevant third party information held about your personal or commercial credit arrangements. Academic Results for a student will be withheld for any course or programme where fees or any other debt remains unpaid. A student will be prevented from graduating or receiving their award(s) until their debt has been paid in full. The student will also be prevented from re-enrolling in further courses of study.

**CANCELLATION OF PROGRAMME OR COURSE**

Enrolment in a programme or course is conditional upon and subject to sufficient numbers of students enrolling in the programme or course.

**TRANSFERS**

Transfers are negotiated with the Head of College or Programme Manager. There are no penalties; however, there may be additional fees required or a refund may be due. Where a student loan has been used to pay fees the refund will need to be returned to StudyLink and a new loan drawn down for the new programme.

**WITHDRAWALS AND/OR REFUNDS**

The key points of Otago Polytechnic's refund policy, MP0351 Students Withdrawal and Refund Policy, are summarised below. If you have any questions, contact your school or Customer Services. **Make sure you understand the refund policy before enrolling.**

If you want to leave your programme or course, you must formally withdraw by filling out a withdrawal form (available from the School Administrator) and then returning it to the School Administrator. Withdrawal is confirmed from the date this form is received by Otago Polytechnic / OPAIC, and will be used when processing your withdrawal in the Student Management System (SMS). The final dates for withdrawing from courses in a **programme** and receiving a refund will be identified on the student's invoice.

**NB:** The administration fee is included in the fees paid but is separated from the fees refund if a student withdraws before the last date for withdrawal with a refund.

**Please note:** If you have more than four consecutive weeks of non-attendance in classes, or non-participation in required online activities associated with your programme or course, and we are unable to contact you, you will be withdrawn.

**DOMESTIC STUDENTS:**

DATE OF ADVICE OF WITHDRAWAL	CLASSIFICATION	REFUND DUE (OF FEES PAID)	LESS ADMINISTRATION CHARGE PER WITHDRAWAL FORM	ACADEMIC RESULT
Before the programme start date	Not started	100%	No fee	No result recorded
Domestic Students - for first 10%	Programme/courses commenced	100%	\$250 GST incl	No result recorded
TANZ eCampus (Domestic Students) – for first 10%	Programme/courses commenced	100%	\$50 GST incl	No result recorded
Before a course start date and where a prerequisite course is not passed	Not started	100%	No Fee	No Result Recorded
Capable NZ Facilitation	Before facilitation process commences	100%	No fee	No result recorded
Capable NZ Facilitation	From commencement of facilitation/ assessment process	Varies depending on services consumed	\$250 GST incl	Withdrawn
After the last date for withdrawal with a refund but before 80% of the course/programme is completed	Withdrawal	Nil	Nil	Withdrawn
After 80% of the programme duration completed	Any withdrawal from a programme will not be processed in the SMS	Nil	Nil	Did Not Complete (DNC) or Grade attained (Refer to Grade Table for programme)
Final result entered or programme completed	Any withdrawal from a programme will not be processed in the SMS	Nil	Nil	Result or Grade attained

**INTERNATIONAL STUDENTS:**

DATE OF ADVICE OF WITHDRAWAL	CLASSIFICATION	REFUND DUE (OF FEES PAID)	LESS ADMINISTRATION CHARGE PER WITHDRAWAL FORM	ACADEMIC RESULT
Notification within 7 days of visa/permit having been declined, and before programme start date	Not started	100%	\$100 GST incl	No result recorded
Before the programme start date	Not started	75%	Nil	No result recorded
After start date and within first 2 weeks	Programme commenced	75%	Nil	No result recorded
After programme start date, withdrawal due to academic or disciplinary procedures	Programme commenced	Nil	Nil	Did Not Complete (DNC) or grades attained (refer to grade table)
After programme start date and visa/permit not obtained	Programme commenced	Nil	Nil	
<b>Fees set by external bodies</b>				
Before cut-off date		100%	\$50 GST incl	
Agent fees		Nil	Nil	

**Stand Alone/Short Courses:** for a standalone course which is part of a programme and for short courses, the last date for withdrawal with a refund is usually the first day of the course or short course, which equates to 10% of the course. A \$50 GST incl administration fee will be charged for a withdrawal after the course starts and before 10% elapses.

**Compassionate consideration:** if you withdraw after the last dates for withdrawal with a refund have passed you may be eligible to for compassionate consideration. Compassionate consideration may be considered for the following reasons:

- Medical, supported in writing by a health professional
- Other unanticipated circumstances beyond the learner's control

Academic Registry will advise the result of the application for compassionate consideration.

**An exit interview with either the Student Support Advisor or the Career Counsellor may be required as a part of the withdrawal process.**

**PRIVACY (PERSONAL INFORMATION)**

The Polytechnic collects and stores information about students to comply with various statutes and/or regulations, to enable us to make decisions regarding your academic progress, and to provide you with evidence of your academic achievements. This information may be also shared with other Otago Polytechnic schools/areas on a “need to know” basis, and is used to arrange appropriate support for students. After graduation your contact information is used for the graduate destination survey and provided to the Alumni office.

Where it is relevant, personal information may be disclosed to other agencies such as, but not limited to: the Ministry of Education, Audit New Zealand, New Zealand Qualifications Authority, Industry Training Organisations, industry licensing and registration bodies, other tertiary institutions and providers of work experience for students in courses with a practical component. Upon failure to comply with AP0710 International Student Attainment and Attendance policy, information may also be provided to the parent, guardian or caregiver of an International student. In addition, when required by law, we will release information as directed. An information matching agreement exists between the Ministry of Social Development and Otago Polytechnic, which allows payment of loans and allowances. We will provide information to Otago Polytechnic Students’ Association for its membership records.

Students have the right to request to see and correct if necessary the information you have provided. If you wish to enquire about personal information held by Otago Polytechnic please contact Customer Services. You will be required to provide some form of valid ID such as a drivers licence or passport if you wish to access your personal information.