

TERMS AND CONDITIONS 2021

FEES

Confirmation of enrolment will be sent out in the form of a 'confirmation of place' letter.

Payment is due ten (10) days before the programme start date.

Learners who wish to dispute the fees due must do so within one (1) month of the invoice date.

Requests to review fees or account balances must also be made within the one (1) month. These requests must be made in writing Customer Services, Otago Polytechnic Ltd.

At the discretion of Otago Polytechnic, 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.

Failure to pay any invoice(s) by the due date means you will then be liable for all costs and expenses incurred in the recovery, or attempted recovery of the overdue amount from you.

This includes legal costs and debt collection agent fees, which may affect your credit rating.

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 any course or programme will be withheld where fees or any other debt remains unpaid. Students 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 enough students enrolling in the programme or course.

TRANSFERS TO ANOTHER PROGRAMME OR COURSE

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

WITHDRAWALS AND/OR REFUNDS

The key points of Otago Polytechnic's refund policy, Students Withdrawal and Refund Policy for the Year 2021 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. This means you must fill out a withdrawal form and then return it to the School Administrator. Withdrawal forms are available from the School Administrator. Withdrawal is confirmed from the date this form is received by Otago Polytechnic / OPAIC. This will then be used when processing your withdrawal in the Student Management System (SMS).

There are two important dates on your invoice:

- 1) The date that you must withdraw by if you want to receive a refund.
- 2) The final date that you can withdraw from your courses. This is the date that you need to withdraw by to get a withdrawal grade, but you will not get a refund if you withdraw after the withdrawal with refund date.

Please note: You will be withdrawn from your course or programme if you have more than four (4) consecutive weeks of:

- non-attendance in class(es) and we are unable to contact you

or

- non-participation in required online activities associated with your course or programme and we are unable to contact you

Or

- your fees have been overdue for four weeks and we are unable to contact you

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/course s commenced	100 %	No fee	No result recorded
TANZ eCampus (Domestic Students) – for first 10%	Programme/course s commenced	100 %	No fee	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	No fee	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	Not started	100%	\$100 GST incl	No result recorded

before programme start date				
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	
Fees set by external bodies				
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 is usually the first day of the course or short course.

COMPASSIONATE CONSIDERATION:

If you withdraw after the last date for withdrawal with a refund has passed you may be eligible to apply 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)

Otago Polytechnic Ltd collects and stores information about students to comply with various statutes and/or regulations. This enables 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 Ltd schools/areas on a "need to know" basis. This information can also be 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
- providers of work experience for students in courses with a practical component.

Upon failure to comply with 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 Ltd. This agreement allows payment of loans and allowances. We will provide information to Otago Polytechnic Students' Association for its membership records.

You 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 driver's licence or passport if you wish to access your personal information.