

WITHDRAWAL AND REFUND OF FEES POLICY

POLICY

Elim Leadership College (ELC) shall have clear and systematic processes that meet internal and external requirements for student withdrawal.

GUIDELINES

- Students may withdraw for a variety of reasons throughout the duration of the programme.
- Students will be supported and guided to make the best decision for their wellbeing.

DOCUMENTS

- Withdrawal Form (completed by Student)
- Withdrawal Checklist (completed by Student Wellbeing Coordinator)

PROCESS

- Student Support staff member talks to the student to:
 - confirm their intention to withdraw,
 - discuss the reasons for withdrawal,
 - outline implications of withdrawal including those for student loans and allowances,
 - to pray with the student.
- Documentation is completed.
- Studylink, Fees Free and NZ Immigration are notified (if required).
- Internal systems are updated (Wisenet and Moodle)

REFUND OF FEES

Domestic Student

A student who withdraws from a programme of study within 14 days of the commencement of that programme is entitled to a refund of all monies paid, less 10 percent or \$500.00 whichever is the lesser amount.

Students who withdraw after 14 days from the commencement of a programme but prior to one month into the programme are entitled to a refund of fees and other programmes costs on a pro rata basis.

Students who withdraw after one month from the commencement the programme are not entitled to a refund except at the discretion of the CEO.

Where ELC cancels a study programme before it commences students are entitled to a refund of all fees paid.

If ELC cancels a study programme during its delivery students will be entitled to a refund of fees and other programme costs on a pro rata basis.

Where a student is dismissed from a course as a result of disciplinary procedures the same refund policy applies as per student-initiated withdrawal.

INTERNATIONAL STUDENT

Applications for withdrawal and refunds must be completed in writing and sent to info@elc.org.nz.

Specific information is included in the table below:

Reason for Refund	Document Required	Dates	Cancellation Fee
No longer wish to study	Email/letter Withdrawal Form	Prior to 14 days before the start of the programme	\$500 admin fee
No longer wish to study	Email/letter Withdrawal Form	Within 14 days of the programme start date	\$500 admin fee and 10% of the tuition fee
No longer wish to study	Email/letter Withdrawal Form	14 days or more after the programme start	*No refund
ELC programme unable to proceed	ELC letter to advise	14 days prior to the start of the programme	100% refund

*Elim Leadership College Leadership Team (ELCLT) may adjust the cancellation fee in extenuating circumstances.