

4. Enrolment procedures [for staff]

Part A: Enquiries and information

Note: This section covers the relevant elements of the Te Rito framework, i.e. “navigational tools and processes connect ākonga and their whānau early to customised services and ongoing support” and “barrier-free access to guided pathways and easy enrolment.”

4.1 Information

Te Pūkenga provides complete and accurate information about approved programmes, their suitability for ākonga, and fees.

- a. The following types of information (as applicable) are available to ākonga:
 - i. Programme information
 - ii. Training agreements
 - iii. Fees and course-related costs
 - iv. Delivery mode(s)
 - v. Entry requirements and selection processes
 - vi. Additional programme requirements, such as Police vetting; Ministry of Justice checks, drug testing; health checks
 - vii. Credit recognition opportunities
 - viii. Ākonga support services
 - ix. Further education pathways and employment options
 - x. How to withdraw from or defer study or take a leave of absence from a training agreement and financial and other implications
 - xi. Additional information as stated in the [Education Code of Practice](#)

4.2 Application and enrolment support

Te Pūkenga provides ākonga with appropriate support through the application and enrolment processes. Te Pūkenga is committed to an enrolment process that is timely, equitable and characterised by good communication.

4.3 Advice about recognising prior learning

At the time ākonga apply, Te Pūkenga provides information about how knowledge and skills previously gained in formal and informal settings can be recognised.

Part B – Work-based learning

Work-based learning is learning that is covered by a training agreement and that takes place at work, through work, for the purpose of work. In this section, ākonga includes apprentice.

This section does not address work-integrated learning, internships, placements etc. It is about ākonga whose principal activity is in a workplace, rather than provider-based learning.

4.4 Training agreement

The training agreement serves as an application for formalised work-based learning.

- a. If employed, the training agreement is between the ākonga, the employer, and Te Pūkenga.
- b. If self-employed, the ākonga must have a contract for service with a relevant organisation and the training agreement is between the ākonga, the contracting organisation, and Te Pūkenga.
- c. Ākonga meet programme entry requirements, if applicable.
- d. Ākonga are required to be accurate and truthful in their training agreement and supporting documentation.
- e. Ākonga provide valid proof of identity and residency status if requested to do so.
- f. Providing incomplete or inaccurate information or evidence may result in a training agreement being cancelled.
- g. The training agreement is signed by the ākonga and the employer or contracting organisation.
- h. Where applicable, ākonga under 18 when they sign the training agreement need the signature of a parent / guardian / caregiver if fees are payable.
- i. Ākonga who are under 16 when they sign the training agreement need a Ministry of Education Early Leaving Exemption certificate.

4.5 Payment

Training agreements specify which party/parties are required to pay any applicable fees

- a. Where fees apply to a training agreement, the designated payer, specified in the training agreement, is responsible for the payment of fees and is invoiced according to the terms of the training agreement.
- b. If an ākonga enters into a training agreement under a Government-funded scheme, once the funding entitlement has been utilised, Te Pūkenga training agreement payment terms and conditions apply (along with all other conditions) for the remainder of the term of the training agreement.
- c. If the Tertiary Education Commission (TEC) has approved funding for the training agreement and subsequently advises that the ākonga is no longer eligible, Te Pūkenga invoices the designated payer identified in the training agreement.

4.6 International ākonga in work-based learning

International ākonga who meet Immigration New Zealand visa requirements are able to apply for work-based learning. International ākonga must be on a valid work visa. The visa for an international ākonga specifies the workplace. The ākonga arranges a Variation of Condition if their employer changes.

- a. The training agreement is automatically terminated if the work visa expires.
- b. Te Pūkenga monitors visa expiry dates and assists ākonga when needed.

4.7 Withdrawal from or cancellation of training agreements

Ākonga may withdraw from their training agreement or the training agreement may be cancelled by the employer or contracting organisation, or by Te Pūkenga. Open dialogue between all parties is encouraged where withdrawal or cancellation of a training agreement is being considered by any party.

- a. An ākonga can withdraw from a training agreement or the agreement can be cancelled by the employer or contracting organisation or by Te Pūkenga by the initiating party giving a written notice to each of the other parties.
- b. If an employment agreement ceases for any reasons, the employer or contracting organisation notifies Te Pūkenga promptly. In accordance with TEC rules, Te Pūkenga allows the ākonga time to find another job before cancelling the training agreement.
- c. Refunds:
 - i. If an ākonga withdraws from training within 30 days of signing a training agreement, the designated payer is entitled to an Industry Contribution Fee refund paid in the first year, subject to a 20 per cent administration charge.
 - ii. If the ākonga withdraws more than 30 days after the date the training agreement was signed by Te Pūkenga and the employer is the designated payer, the employer gets a credit placed on their account for the unused portion of fees paid, calculated on a monthly pro-rata basis.
 - iii. If the ākonga is the payer, the unused portion is held in credit for 12 months after the date of withdrawal. The ākonga does not receive a refund unless they have withdrawn for medical reasons and they cannot continue to work based on medical advice.
 - iv. Refund approval is at the sole discretion of the delegated authority.
 - v. Where conditions apply to training programme completion, no refund of the annual industry contribution fees is provided within the first 24 months of any programme with a duration of 30 months or more. No refund is given within the first 12 months of any programme with a duration of 29 months or less, including Experience Recognition Programmes. For any annual industry contribution fees paid thereafter, a refund is made on any unused portion of those fees calculated on a monthly pro-rata basis.

Part C: Application (Domestic Ākonga)

This section is about the application process for domestic ākonga in programme-based study. For work-based learning, see Part B. For international ākonga, see Part F.

4.8 Admission requirements

Te Pūkenga aims to enable broad access for ākonga and is committed to providing barrier-free access and enrolment processes for Māori, Pacific, Disabled, and other equity groups. Ākonga need to meet the general admission requirements through one of the following provisions, as well as any programme-specific requirements detailed in the programme regulations.

- a. Open Entry – no academic achievement is required.
- b. Standard admission – ākonga meet the requirements detailed in the programme regulations.
- c. Discretionary Admission - Any ākonga who is not yet 20 years of age and has not reached the standard admission requirements for their intended programme may be eligible for Discretionary Admission. In assessing whether to grant Discretionary Admission, the delegated authority focuses on the applicant’s level of preparedness for their intended programme.
- d. Special Admission - Any ākonga who is 20 years of age or older and has not reached the standard admission requirements for their intended programme is eligible for Special Admission. Te Pūkenga works with the ākonga to ensure they are prepared for their intended programme.

4.9 Application documentation

Ākonga are required to provide a complete and accurate application and any supporting evidence and documentation. Providing incomplete or inaccurate information or evidence may result in an application being declined or enrolment being cancelled.

- a. Te Pūkenga verifies the ākonga’s identity via data matching with Ministry of Education data (National Student Number) where possible. If this is not possible, the ākonga provides one of the following identity document(s) on request:
 - i. Original birth certificate or certified copy
 - ii. Relevant pages of a current passport or an expired passport that has not been cancelled
 - iii. Certificate of Citizenship
 - iv. Certificate of Identity from Te Tari Taiwhenua Department of Internal Affairs
- e. Where an ākonga is unable to obtain a birth certificate, a whakapapa statement signed by both the ākonga and a kaumātua or kuia may be accepted subject to the approval of the Tertiary Education Commission.
- f. Ākonga who have changed their name provide one or more of the following to complete their application:
 - i. Marriage Certificate; or
 - ii. Dissolution of Marriage Certificate; or
 - iii. Name Change Certificate (for ākonga whose births are not registered in New Zealand); or
 - iv. Statutory Declaration as issued by the Registrar of Births, Deaths, and Marriages; or
 - v. Birth Certificate.

4.10 Ākonga under 18 years of age

For ākonga who are or will be under 18 years old on the programme start date, their parent/guardian/caregiver supports their application by signing the application form.

4.11 Ākonga under 16 years of age

For ākonga who are or will be under 16 years old on the programme start date, their parent/guardian/caregiver supports their application by signing the application form. The application must also be supported by the Ministry of Education and the relevant school principal.

- a. Applications from an ākonga under 16 years of age on the programme start date need to include a Ministry of Education Early Leaving Exemption certificate.
Exception: An ākonga on a STAR or Trades Academy programme does not need a Ministry of Education exemption.
- b. To accept an application from an ākonga under 16 years of age, the delegated authority confirms they are satisfied that the ākonga is capable of successfully completing the intended programme.
- c. If the ākonga is enrolled at a secondary school on the programme start date, they provide Te Pūkenga with a letter signed by the secondary school principal which:
 - i. endorses the intended programme of study
 - ii. confirms that the ākonga is not required to be present at school during school hours
 - iii. confirms that the school will arrange reduced Ministry of Education funding if the ākonga is not required at school for more than five hours per week.

4.12 Evidence of eligibility

Ākonga provide evidence required to meet general admission requirements and any requirements specific to their programme, as set out in the programme regulations, and/or training agreement.

- a. An Ākonga may need to provide the following types of additional information if required to do so and where specified in the programme regulations:
 - i. Previous qualifications (e.g., qualification certificate or academic transcript)
 - ii. Police Vetting application form
 - iii. Ministry of Justice Criminal Conviction History Request application
 - iv. References or referee contact details
 - v. Health declaration
 - vi. Criminal declaration
 - vii. Any other programme-specific requirements

4.13 Alternative enrolment options

Ākonga may be offered alternative pathways if their intended programme at their chosen campus/site is full or becomes unavailable, or they do not meet the entry requirements for their intended programme.

- a. Te Pūkenga advises the ākonga if the intended programme or course(s) within a programme is available at another campus/site. If the ākonga agrees, Te Pūkenga assists the ākonga to transfer or modify their application.
- b. The ākonga confirms in writing (e.g., text, email, signature, as applicable) that they wish to transfer all or part of their application to another campus/site.
- c. The delegated authorities at the sending and receiving campuses/sites coordinate to assist the ākonga, including transferring all relevant documentation.
- d. The receiving campus/site confirms to the ākonga that their application has been received and advises the ākonga about any local conditions that may need to be met.

- e. If the ākonga does not meet the entry requirements, Te Pūkenga advises the ākonga as early as possible and offer them an alternative programme whenever possible. The ākonga needs to meet the conditions of the alternative programme.
- f. Where an ākonga is offered and accepts an alternative programme, Te Pūkenga transfers the application and assists the ākonga with the application process.

This clause does not apply to work-based learning that is covered by a training agreement.

4.14 Limits on Enrolments

Limits on enrolments may be applied to a programme due to health and safety reasons or the availability of resourcing or work experience places.

- a. If the number of applications for a programme exceeds the number of available places, ākonga are offered the opportunity to be placed on a waitlist, subject to programme regulations.
- b. Waitlisting takes place at the application stage and is clearly communicated to ākonga. The default waitlisting prioritisation is the order in which complete applications are received; however, a different approach may be applied to give effect to Te Pūkenga commitment to equity and inclusiveness for priority ākonga groups.

There are no limits on enrolments for work-based learning that is covered by a training agreement.

4.15 Application acknowledgement and Offer of Place

Te Pūkenga advises ākonga promptly and clearly about the outcome of their application. If successful, ākonga are sent an Offer of Place (or confirmation) for their programme. As soon as practicable, ākonga are provided with key programme dates, location(s), tuition, and other fees and how to pay them, and any additional important information.

- a. Te Pūkenga acknowledges receipt of applications as soon as possible.
- b. Te Pūkenga provides the ākonga with an Offer of Place (or confirmation of the outcome of their application) as soon as is practicable after the application has been submitted.
- c. A successful ākonga also receives as much of the following information as possible:
 - i. Programme start and end dates (first year of programme for multi-year programmes)
 - ii. Start and end dates of courses within the programme (where applicable)
 - iii. Holiday and study break dates
 - iv. Deadline(s) for withdrawal without financial implications
 - v. Deadline(s) for withdrawal without implications for the ākonga academic record
 - vi. Tuition fees, student services levies, payment options and due dates, and information about course-related costs
 - vii. Provisional timetable information
 - viii. Links to information required for compliance with the Education Code of Practice.
- d. If information is not available at the time of application (e.g., fees have not been set for the following year or the timetable has not been finalised), Te Pūkenga follows up with the remaining information as soon as practicable so that the ākonga is well-informed before the programme start date.

Part D – Enrolment (Domestic Ākonga)

4.16 Acceptance of Offer

The ākonga accepts the Offer of Place in writing (e.g., text, email, signature, as applicable) in order to be enrolled into their intended programme.

- a. If the ākonga is under 18, their parent/guardian/caregiver confirms ākonga acceptance by signing on their behalf.

4.17 Payment

By confirming their intention to study, the ākonga undertakes to pay their tuition fees, course-related costs, and any other fees that may be applicable. If an ākonga does not pay within the payment deadline, their enrolment may be cancelled, and additional costs may be charged.

- a. Ākonga are liable for all fees applicable to their enrolment unless a fee waiver has been approved by the delegated authority.
- b. Prior to the programme start date, the ākonga must pay all applicable fees in full or make arrangements to pay in full (e.g., applying for StudyLink or providing evidence that a third party will pay on behalf of the ākonga).
- c. Ākonga who do not pay in full or make arrangements to pay in full before the programme start date may not be permitted to participate in classes or access learning material.
- d. Ākonga whose fees have not been paid in full are not permitted to graduate, receive their certificate or official academic transcript, or re-enrol, except with the permission of the delegated authority. Such Ākonga may request an unofficial transcript.
- e. If a third party is paying the fees, the third party must provide a purchase order number, postal address to which Te Pūkenga invoice is sent, and the name of the authorised contact person. The fees must be paid in a timely manner as indicated on the invoice.
- f. Third parties are responsible for paying all invoiced fees in full. If the third party fails to pay the fees in full, the ākonga becomes liable to pay the outstanding balance.
- g. In determining whether an ākonga is liable for fees, Te Pūkenga may use participation and attendance records as a form of evidence.

4.18 Payment Plans

In exceptional circumstances Te Pūkenga may permit ākonga who have not paid their tuition or other fees by the due date to pay off their debt by a payment plan.

4.19 Outstanding Fees

Te Pūkenga treats outstanding fees as an overdue debt unless it is being paid off in accordance with clause 4.18. That debt includes all unpaid tuition fees, course-related costs, and sundry fees.

- a. If fees have not been paid in full or an arrangement made for payment in full (e.g., student loan or instalment), Te Pūkenga checks the participation and attendance record of the ākonga. If the ākonga has attended/participated after the withdrawal period (see Part E below), Te Pūkenga emails a copy of the invoice to the ākonga, along with a text advising their fees are overdue and must be paid.
 - i. If the ākonga does not respond to three contact attempts (including a phone call), a debt recovery process is implemented.
 - ii. If the ākonga has made no payment in response to the debt recovery process, the debt is referred to a debt collection agency.
 - iii. The ākonga record is flagged in the student management system as a doubtful debtor and they may not enrol again except with the permission of the delegated authority.

- a. The delegated authority may authorise a payment plan for ākonga who are in debt to Te Pūkenga.
- b. There is no automatic right to a payment plan.
- c. Ākonga may not re-enrol or graduate until the payment plan has been approved by the delegated authority.

4.20 Late enrolment

An ākonga may be accepted for late enrolment by the delegated authority up to ten working days or 10 per cent of the course duration (whichever is the lesser). In making their decision, the delegated authority balances a desire to be flexible against the likelihood of ākonga success following late enrolment.

- a. To be accepted for late enrolment, the ākonga needs to have completed the application and enrolment process.
- b. The relevant Te Pūkenga staff advise the ākonga of the implications of a late start:
 - i. The standard withdrawal deadline applies and the ākonga is not entitled to a refund if they withdraw after this deadline.
 - ii. Programme staff advise the ākonga of course requirements, expectations, and any other relevant information applicable to a late start.
- c. The ākonga confirms in writing that they have been advised of the implications of a late start, course requirements, and expectations.

4.21 Transfer of enrolment

An ākonga may transfer their enrolment between programmes; courses on a programme; campuses/sites; or delivery modes, normally within 10 working days of the new course/programme start date or 10 per cent of the course duration (whichever is the lesser) with the approval of the delegated authority.

- a. The ākonga completes any additional documentation required to transfer, including meeting any additional entry requirements.
- b. In approving a transfer of enrolment, the delegated authority balances a desire to be flexible against the likelihood of ākonga success.

- c. The relevant Te Pūkenga staff advise the ākonga of the implications of a transfer:
 - i. The standard withdrawal deadline applies and the ākonga is not entitled to a refund if they withdraw after this deadline.
 - ii. Programme staff advise the ākonga of course requirements, expectations, and any other relevant information applicable to the transfer.
- d. The ākonga confirms (normally in writing) that they have been advised of the implications of a late start, course requirements, and expectations

4.22 Refusal or cancellation of enrolment

Te Pūkenga may refuse to enrol or may cancel the enrolment of ākonga in accordance with s255(5) of the Education and Training Act 2020.

- a. The delegated authority may refuse to enrol or may cancel the enrolment of an ākonga who has breached their site/campus Code of Conduct or the conditions of their Training Agreement.
- b. The delegated authority may refuse to enrol or may cancel the enrolment of an ākonga who has a history of unpaid debt with Te Pūkenga.
- c. When an ākonga with a history of repeated applications followed by withdrawals; no-shows; failures or other withdrawals applies to enrol, Te Pūkenga works with them to ensure that their intended study has a reasonable chance of success.
- d. The delegated authority may refuse to enrol an ākonga with a history of repeated enrolments, failures, no-shows, or other withdrawals.

Part E – Withdrawals and refunds (Domestic Ākonga)

Wherever possible, support is provided to ākonga (e.g., through extensions or alternative assessments) to avoid withdrawal. This section does not apply to ākonga in work-based learning (refer Part B) or international ākonga (refer Part F).

4.23 Advice for ākonga on implications of withdrawal

Te Pūkenga advises ākonga contemplating withdrawal about possible consequences for loans and allowances, and implications for those planning to enter professions governed by professional regulations.

4.24 No-show

If an ākonga does not participate in the first 10 per cent of the duration of a programme (except waitlisted programmes) or course and does not respond to any communications, the delegated authority may cancel their enrolment.

- a. For waitlisted programmes, to allow waitlisted students to join the programme, the ākonga may be treated as a no-show on the third day of the programme.
- b. No academic record is created for ākonga who are no-shows.
- c. The tuition fees of ākonga who do not show up in the first two weeks of their programme/course are refunded to the person or organisation that paid their fees (a Verification of Study is submitted to StudyLink).

4.25 Withdrawal within 10 per cent of course duration

An ākonga may withdraw within 10 per cent of the duration of their course without financial or academic penalty.

- a. If the course has the same duration as the programme, the 10 per cent rule applies to the programme.
- b. If an ākonga withdraws from all first semester courses of a multi-semester programme, the withdrawal request is assumed to also apply to the second and subsequent semesters, unless otherwise advised by the ākonga.

4.26 Withdrawal of disengaged students

Where an ākonga has disengaged and has not responded to reasonable attempts to contact them, Te Pūkenga may treat their non-engagement as a withdrawal and withdraw the ākonga.

- a. Te Pūkenga makes at least three attempts to contact a disengaged ākonga before cancelling their enrolment.
- b. Te Pūkenga notifies the ākonga in writing that their enrolment has been cancelled and advises the person or organisation that paid the fees.
- c. The ākonga receives WD grades or DNC grades as applicable (refer below).

4.27 Withdrawals from funded micro-credentials

An ākonga enrolled in a funded Micro-credential may withdraw without financial penalty until 10 per cent of the course duration, and without academic penalty until 80 per cent of the course duration.

4.28 Other withdrawals

- a. An ākonga enrolled in a short course (including an Adult and Community Education (ACE) course that has tuition fees) may withdraw without financial penalty before/on the start date.
- b. An ākonga enrolled in an unfunded micro-credential or Full Cost Recovery course may withdraw without financial or academic penalty before/on the start date.
- c. If an enrolled ākonga withdraws after attending a workshop or accessing/engaging in online resources, they are not entitled to any refund.

4.29 Withdrawal after 10 per cent of course duration

If an ākonga withdraws after 10 per cent of the course duration, they are not entitled to any refund, unless they can prove to the delegated authority they were affected by circumstances beyond their control.

- a. If an ākonga withdraws after 10 per cent of the duration of a course, a 'Withdrawn' (WD) grade is recorded on their academic record.

4.30 Withdrawal after 80 per cent of course duration

If an ākonga withdraws after 80 per cent of the course duration, a Did Not Complete (DNC) grade is recorded on their academic record.

- a. If the ākonga ceases to attend or participate and cannot be contacted, a DNC grade is recorded for the relevant courses.
- b. Te Pūkenga aims to assist postgraduate ākonga to complete their studies by arranging extensions where appropriate and with the approval of the delegated authority. If this is not possible, a DNC grade is recorded.

4.31 Withdrawal of ākonga aged under 18 years of age

If an ākonga under the age of 18 wishes to withdraw, their parent/guardian/caregiver confirms their agreement, normally in writing.

4.32 Withdrawal due to exceptional circumstances

If an ākonga withdraws or is withdrawn and believes they have been affected by circumstances beyond their control, they may apply for Exceptional Circumstances consideration using the Exceptional Circumstances process in place in their business division/site/campus.

- a. The ākonga submits an Exceptional Circumstances application with supporting written evidence and explains the outcome they seek. The delegated authority at the campus/site may support an application in writing on behalf of the ākonga.
- b. Exceptional Circumstances applications must be submitted within 30 days of the course end date or by 31 December, whichever is earlier.
- c. The delegated authority considers the application, taking into account the severity of the circumstances, the time elapsed since the start of the course or programme, and the likely consequences for the ākonga and for Te Pūkenga.
- d. The ākonga is advised of the outcome within two weeks of receipt of the application and any changes (if relevant) to fees, debt, or academic record are arranged by the delegated authority.
- e. The ākonga may appeal the decision (refer Appeals Procedure).

Part F – International ākonga

In this section, 'international ākonga' means an International Student as defined in the Education and Training Act 2020 (section 10).

This Part refers to international ākonga in programme-based study. For international ākonga in work-based learning, refer Work-based learning (Part B)

4.33 International ākonga application

- a. International ākongā are required to meet Immigration New Zealand visa requirements and English language requirements (if applicable), as well as any other programme-specific requirements.
- b. Exemptions from proof of English language proficiency criteria comply with NZQA rules.
- c. In addition to meeting the programme entry requirements, prospective international ākongā over 18 years of age provide evidence of receipt of an appropriate visa and of meeting the terms of that visa
- d. Te Pūkenga may accept international ākongā between 16 and 18 years of age subject to the approval of the parent or guardian, an assessment of ākongā support systems, as well as the visa, English language, and programme-specific requirements as stated above.

4.34 International offer of place

If the application meets the requirements, an international offer of place that conforms with the requirements of Immigration New Zealand, the Code of Practice, and Te Pūkenga general and programme-specific regulations is provided to the international ākongā and, where applicable, their agents.

- a. The wording of the international offer of place includes the same information as that provided to domestic ākongā as well as:
 - i. English language requirements
 - ii. information about the grounds for terminating enrolment
 - iii. information about breaches of enrolment conditions and disciplinary action and the process to be followed in these circumstances.
 - iv. information about homestay and other accommodation options
 - v. Information on insurance
 - vi. Other information required by the [Education Code of Practice](#)
- b. Where the application has been made via an agent, the international offer of place is provided to the agent and the ākongā.

4.35 Acceptance of offer

The ākongā accepts their offer of place in writing (e.g., text, email, signature, as applicable) in order to be enrolled into their intended programme.

- a. If the ākongā is under 18, their parent/guardian/caregiver accepts on their behalf.

4.36 International ākongā withdrawals

International ākongā withdrawal requests are responded to promptly, fairly, and consistently, and in accordance with Immigration New Zealand and Education Code of Practice requirements.

- a. International ākongā may withdraw 10 working days or more before their programme start date with a full refund of fees paid minus an administration fee.
- b. International ākongā may withdraw 10 working days or less before their programme start date with a full refund of fees paid minus an administration fee.

- c. If an international ākonga withdraws after the programme start date, no refund is payable by Te Pūkenga, unless the ākonga can prove they were subject to exceptional circumstances beyond their control.
- d. New international ākonga who are not granted a visa by Immigration New Zealand receive a full refund of fees paid minus an administration fee.
- e. Returning international ākonga who are not granted a subsequent visa by Immigration New Zealand on the basis of poor attendance, a breach of academic integrity, unsatisfactory academic performance, and/or late submission of visa application may receive a partial refund, minus an administration fee. The delegated authority decides the amount to be refunded (if any).
- f. Where Te Pūkenga withdraws an offer of place or is unable to provide the programme and there is no suitable alternative, the person or organisation that paid the fees receives a full refund.
- g. Te Pūkenga will not pay a refund for discounts, scholarships, or awards where an international ākonga withdraws from a programme.
- h. If an international ākonga withdraws because they believe that they have been affected by circumstances beyond their control, and can provide evidence of this, they may apply for a refund of their tuition fees. The delegated authority decides the amount of the refund (if any). Tuition fees for a semester that has already started are seldom refunded.
- i. International ākonga who gain Permanent Residency after the programme start date are not eligible for a refund for courses that have already started. Domestic fees and charges apply to courses that have not yet started and Te Pūkenga refunds the fee difference.
- j. Refunds are not payable to New Zealand bank accounts except if the international ākonga was already resident in New Zealand.
- k. Where an international ākonga is due a refund, the funds are paid to the account from which the fees were paid. The refund is denominated in New Zealand dollars, or the equivalent of the New Zealand dollar amount converted into foreign currency.
- l. Te Pūkenga is not liable for any exchange rate loss or bank fees charged upon repayment of a refund.

Part G – Programme approval, changes, and cancellation

4.37 Programme approval pending

Ākonga may apply for programmes pending approval from the relevant regulatory and funding bodies. However, enrolments are only accepted into the programme once approval has been received.

- a. Ākonga applying for a programme for which regulatory approval is pending are informed of the pending status and assisted to submit an expression of interest and/or an application.
- b. As soon as the new programme becomes available, the expression of interest and/or application is transferred promptly to the new programme:
 - i. Where an ākonga submitted an expression of interest only, Te Pūkenga assists them to submit an application.
 - ii. Where an ākonga submitted an application, if the application meets the entry requirements, the ākonga is sent the appropriate offer of place.

- c. If regulatory approval is not achieved before the intended programme start date(s), Te Pūkenga provides ākonga with information on alternative programmes, dates, or locations.
- d. Where a new programme is introduced part way through an ākonga enrolment in a multi-year programme, the ākonga is given appropriate advice and assistance either to complete their current programme or to transition to the new programme, in accordance with the programme regulations.

4.38 Cancellation or postponement of an offering

Te Pūkenga may cancel or postpone a programme or course offering with approval from the delegated authority. Cancellation decisions are made as early as possible to enable ākonga to make informed choices. Cancellation of programmes in which international ākonga are enrolled must be discussed with the delegated authority prior to action.

- a. Te Pūkenga will, as far as is practically possible, avoid cancelling or making other significant changes to an advertised programme or course less than two weeks before it starts (or five working days for short courses).
- b. Te Pūkenga assists affected ākonga with other options, including, where appropriate, transferring their application to another offering, mode of delivery, employer, or campus/site, subject to any additional requirements specific to the alternative offering.
- c. Te Pūkenga advises and assists international ākonga when changes to offerings affect their visa status.
- d. Te Pūkenga notifies Immigration New Zealand when programme changes affect international ākonga.
- e. Ākonga unable to enrol in an alternative course or programme offered by Te Pūkenga are provided with a full refund to the person or organisation that paid their fees.

4.39 Change to published date or time

Te Pūkenga may reschedule the published date or time of a course or programme where there is a genuine need to do so.

- a. Where dates/times of a course or programme are altered, Te Pūkenga contacts all enrolled ākonga as soon as practically possible, either at their stated email address or contact number, to inform them of the change.