

TERMS AND CONDITIONS 2011



FEES

Confirmation of enrolment will be provided in the form of an invoice.

Payment is due within 14 days of the date of the invoice and NO LATER than the programme start date.

Any student who wishes to dispute the fees due must do so within one month of receiving the invoice or statement. A request to review the fees or account balance must be made within this month, in writing to the Customer Services Manager, 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: Student fee, Students' Association fee, Internet fee, ID card/Library Card fee, Examination fee(s), Student Health Levy, NZQA Unit Standard fees, Clinical Access fee, and Application Processing 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 School 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 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, and will be used when processing your withdrawal in the Student Management System (SMS). The final date for withdrawing from courses in a **programme** that commences in 2011 and receiving a refund will be identified on the student's invoice. NB The \$250 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.

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
For first 10%	Programme commenced	100%	\$250 GST incl	No result recorded
Capable NZ Facilitation	Before facilitation/ assessment process commences	100%	\$250 GST incl	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

Stand Alone/Short Courses: for a stand alone course which is part of a programme, for short courses, and for short awards, the last date for withdrawal with a refund is usually the first day of the course, short course or short award, 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 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
- Work related, supported by a letter from an employer

Application for Compassionate consideration is made to the Chief Operating Officer who will decide if a refund is payable.

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.

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, Skill New Zealand, Industry Training Organisations, industry licensing and registration bodies, other tertiary institutions and providers of work experience for students in courses with a practical component.

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.

Please contact the Chief Operating Officer (0800 762 786) if you wish to enquire about personal information held by Otago Polytechnic.