

International Culinary Studio Cancellations & Refunds Policy

International Culinary Studio (ICS) Cancellations and Refund's policy complies with section 235 (1) of the Education Act 1989 and NZQA Student Withdrawal and Refund Rules.

Domestic Students:

Student Withdrawal and Refund Rules (programme of more than 3 months duration)

Domestic students are entitled to a refund if they withdraw from a programme or training scheme as per section 235 of the Education Act 1989,

"A domestic student who is enrolled at a private training establishment for all or part of a programme or training scheme that is of more than 3 months' duration and who withdraws from that programme or scheme within the refund period is entitled to a refund, without deduction, of so much of any payment, or of the sum of any payments, made by the student in respect of the programme or scheme, and, if withdrawal from the programme or scheme also constitutes complete withdrawal from the establishment, in respect of enrolment at the establishment, as exceeds \$500 or 10% of the amount of that payment or of the sum of those payments, whichever is the lesser".

and if the withdrawal occurs up to the end of the eighth day after the start of a course.

International Culinary Studio must refund an amount equal to the sum of the amount paid less a deduction of the lesser of 10 per cent of the fees paid or \$500.

Student Withdrawal and Refund Rules (programme of less than 3 months duration)

NZQA specifies the following withdrawal periods and refund amounts for domestic students on courses of under 3 months under section 235(1A) of the Education Act 1989:

Course length	Withdrawal period	Refund amount
For courses of two days or less	None	Any refund is at the PTE's discretion
For courses of more than two days but under five weeks	Up to the end of two calendar days of the course commencing	A minimum of 50% of the amount the student paid in respect of the course
For courses of five weeks or more but less than three months.	Up to the end of five calendar days of the course commencing	A minimum of 75% of the amount the student paid in respect of the course

International Culinary Studio's Guidelines:

If a student wishes to be withdrawn, then it is important that the student notifies us immediately, using the appropriate form on our website so that we can process their application to withdraw and make any relevant refund.

Programmes of two days or less:

No withdrawal period.

Refund at discretion of the Director of Studies.

Programmes of more than two days and under five weeks:

If the withdrawal occurs up to the end of two calendar days of the course commencing, International Culinary Studio will retain 50% for administration, cancellation fee's and other costs.

Programmes of five weeks or more, but less than three months:

If the withdrawal occurs up to the end of five calendar days of the course commencing, International Culinary Studio will retain 25% for administration, cancellation fee's and other costs.

Programmes of three months or more duration:

If the withdrawal occurs up to the end of the eighth day after the first day on which the student is required to start the online course, International Culinary Studio will retain an amount of 10% of the fees paid, or \$500 whichever is the lesser amount for administration, cancellation fee's and other costs.

If a formal withdrawal is received after day nine of the programme's start date, then the student is not entitled to a refund of fees.

International Students (except NZQA programmes)

International students are entitled to a refund as follows.

Courses three months or more

If the course is of three months duration or more and the withdrawal occurs up to the end of the tenth working day after the first day on which the PTE requires the student to attend the establishment:

In such cases the PTE may deduct up to 25% of the fees paid, provided the PTE incurred costs to this amount and can justify these costs.

(As per section 235A(1)(a) and (b) of the Education Act and as set out in the Education (Refund Requirements for International Students) Notice 2012.)

Courses five weeks or more but less than three months

If the course is of five weeks or more but less than three months and the withdrawal occurs up to the end of the fifth day after the start of the course:

- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 25 %.

(As per section 235A(1)(c) and (d) of the Education Act.)

Courses under five weeks

If the course is under five weeks and the withdrawal occurs up to the end of the second day after the start of the course:

- In such cases, the PTE must pay an amount equal to the fees paid less a deduction of 50 percent. However, if two days constitutes the full amount of tuition paid for by the student, the PTE may retain 100 per cent of the payment

(As per section 235A(1)(c) and (d) of the Education Act.)

ICS Guidelines

International Culinary Studio will adhere to the guidelines as stated above and will comply with the following sections of the Education Act.

- section 235A(1)(a) and (b) of the Education Act 1989 and as set out in the Education(Refund Requirements for International Students) Notice 2012.
- section 235A(1)(c) and (d) of the Education Act 1989.
- per section 235A(1)(c) and (d) of the Education Act 1989.

Document	Cancellations & Refunds	Document No	AQM013
Department	Academic	Version	V4
Date Created	18 June 2019	Review Date	May 2022