

Fee Protection, College Refund and Cancellation Policy

Please note the following withdrawal and refund policy which applies to all deposits and course fees paid to The International Travel College.

In accordance with government regulations, your fees are protected from the unlikely event of our institution having to close. Your fees will be held and protected in a New Zealand Government Guaranteed Student Fee Trust Account, managed by the Public Trust.

At enrolment you will sign an application to set up your Student Fee Trust Account. All your fees will be paid directly into that account and paid to your institution progressively after you have commenced your course.

After the first eight days, and in the unlikely event of the College going into receivership or voluntary liquidation, the following strategies are in place to protect your fees:

Fees paid: The International Travel College of New Zealand operates a progressive payment scheme from the externally managed Public Trust Account. This ensures your fees are paid to the College progressively during your course in accordance with a schedule submitted to and approved by the New Zealand Qualifications Authority.

Credit Transfer: Most courses offered by The International Travel College of New Zealand are based on unit standards and National Certificates. As you progress through the course you gain credit for each unit standard you complete and this is recorded with NZQA.

Other providers offering similar NZQA Framework based courses are obliged to recognise this Record of Learning, and you would be able to purchase aspects of your training course not yet completed.

Withdrawal and Refund Policies and Procedures

If you withdraw before the course commences

Tuition or course fees paid will be refunded in full, less \$500.00 or 10% of the course fees, whichever is the lesser amount, provided you notify The International Travel College of New Zealand of your withdrawal *before* the commencement of the programme.

If you withdraw from the course within the first eight days of the course

If you formally withdraw from the course within the first eight days you will receive a full refund of all course fees paid by you less a processing and administration fee of \$500.00, or 10% of the course cost, whichever is the lesser amount.

If you withdraw after eight days from the start of the course

No refunds are provided after the first eight days of the course.

In the event of non-payment of course fees, students will be liable for payment of any debt-collection costs.

Course Changes

The International Travel College reserves the right to change course details and fees without prior notice. The International Travel College shall not be liable if for any reason the published courses cannot be offered.