

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, voluntary liquidation, ceasing to be a signatory to the Education (Pastoral Care of International Students) Code of Practice or ceasing to provide a course as contracted with a student 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 recognize this Record of Learning, and you would be able to purchase aspects of your training course not yet completed using the unused portion of your ITC course fees. This money would be refunded directly to you, or if directed by you, transferred to another education provider.

Withdrawal and Refund Policies and Procedures

For courses longer than 3 months in duration, the following refund policy applies for International students:

Once confirmed on your course if you wish to withdraw you must put this in writing and either post it or hand it into the office. The cancellation fees are as follows:

If you withdraw before the course commences

Tuition or course fees paid will be refunded in full, less 10% of the course fees, 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 ten days of the course

If you formally withdraw from the course within the first ten days you will receive a full refund of all course fees paid by you less 10% of the course fees plus any additional costs incurred to the International Travel College for the following items:

- Tuition fees, including amounts for the export education levy, recruitment, marketing, agents, commission, and overhead costs
- Course related payments, including examination fees, and the costs of books and uniforms
- Administration fees, or registration fees or both
- ESOL (English for Speakers of Other Languages) support/testing
- Student service fees

- Airport pick up
- Insurance
- Accommodation

NOTE: The Private Training Establishment (PTE) must be able to demonstrate and provide evidence for any additional costs incurred (from those areas shown above) that they are deducting from the course fees. They also need to be able to show that those costs add up to the amount (equal or more than) the amount they are seeking to retain. The maximum amount that the PTE can deduct from the course fees in this case is 25%.

If you withdraw after 10 days from the start of the course

No refunds are applicable, full course fees will be retained by the International Travel College of NZ after the first ten days of the course.

If your student visa is denied by Immigration New Zealand (INZ)

In the instance your student visa is denied by INZ and this can be verified, you will be entitled to a full refund of any course fees paid less any bank transfer fees charged (by the bank/s processing and receiving the money).

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.