



Terms and Conditions for Aspire2 Education Students



Providing you with the information you require to make the most of your time with Aspire2 Education.

Contents

Contents	2
Aspire2 Education Disclaimer	3
Assessments & Assessment Submissions	4
Assessment Submission & Cover Page	4
Turnitin	4
Late Submission Policy (Competency based)	4
Return of Assessments	5
Feedback	5
Grading	5
Action following Dishonesty during Assessments	5
Academic Integrity	6
Academic Integrity	6
Academic Misconduct	7
Intellectual Property	8
Turnitin	9
Violations	10
Sanctions or Penalties	11
Results	12
Reconsideration of Assessments and Appeals	12
Re-sits, Re-submissions, and Re-enrolments	13
FER and Re-enrolments	13
Re-enrolments	13
Attendance	14
Student Leave Procedural Detail	15
Responsibility	15
Application	15
Process - General	15
Absence without Approval	15
Relevant Legislation	15
Student Facilities	16
Library & E-brary	16
Moodle	16
Student Warnings	17
When Warnings Will be Issued	17
The Warning Process	17
Disciplinary Committee	17
Student Fee Protection, Student Withdrawals, and Fee Refunds	18
Student Fee Protection	18
Student Withdrawals and Fee Refunds	18
Fee Refunds in Other Circumstances	19
FAQs	20
Updating Your Contact Details & Emergency Contact	20

Aspire2 Education Disclaimer

This document has been produced with the purpose of providing you with the information you require to make the most of your time with Aspire2 Education.

Every effort has been made to ensure that all information contained in this handbook is correct at the time of publication.

The policies and procedures of Aspire2 Education may be amended from time to time.

All current students will be informed via staff, Student Notice-boards, and the Aspire2 Education website

© 2021 Aspire2 Education All rights reserved. No part of this book may be reproduced or utilised in any form or by any means, electronic or mechanical, including photocopying, recording, or by any information storage and retrieval system, without permission from the publisher.

Assessments & Assessment Submissions

Assessment Submission & Cover Page

1. All students must submit coursework assessment by the published deadline (date and time) in accordance with the requirements for each programme of study.
2. A hardcopy is to be submitted to the lecturer/tutor according to your datelines and a softcopy of all assignments is to be submitted on Turnitin (this can be accessed via Moodle), unless informed by your lecturer/tutor that is not required.
3. All hardcopy assignments must have a cover page attached. This is downloadable via Moodle.
4. Your assignments can be handed in to your lecturer/tutor or be dropped in the assignment box on Level 6 according to your submission datelines.

Turnitin

1. A softcopy of some assignments are to be submitted on Turnitin (this can be accessed via Moodle). The similarities percentage allowed on Turnitin is 15%.
2. To understand further on Turnitin, please refer to the following link: [https://guides.turnitin.com/01-Manuals and Guides/Student Guides/Originality Checking/11 Submitting a Paper](https://guides.turnitin.com/01-Manuals-and-Guides/Student-Guides/Originality-Checking/11-Submitting-a-Paper)

Late Submission Policy (Competency based)

1. If a student is intending to submit late, they must communicate in writing with their Head of Faculty/Programme Leader at least two (2) days prior to the due date.
2. Assessments accepted after the due date will be treated as the student's first FER.
3. The maximum time period for late submission is three (3) days after the due date.
4. No submissions will be accepted after that time period and a failed result will be recorded. Re-enrolment in the paper will be required.
5. Notwithstanding the three (3) day rule no late submissions will be accepted after marked assessments have been returned to students, unless it can be demonstrated that there will be no advantage to the student submitting the late assessment or disadvantage to students who have submitted the work on time.
6. Cases where a student is unable to submit on time due to an emergency and cannot communicate with their Head of Faculty/Programme Leader at least two (2) days in advance of the due date, will be given due consideration taking into account the circumstances of the emergency.
7. Students who are unable to submit on Turnitin due to a technical error must contact their lecturer/tutor in writing prior to closure of the submission link and attach a soft copy of their assessment. The tutor/lecturer will submit the assessment through Turnitin.

Return of Assessments

1. The timeframe within which staff will mark and return assessments will generally be no more than three (3) weeks from the date of submission, unless otherwise specified in the Programme Handbook.
2. In general, assessed work is the property of Aspire2 Education. The student can request a copy of the marked assessment when it is returned.
3. Your assessments may be taken for moderation purposes.

Feedback

1. As a student, you will be provided feedback.
2. Feedback will be constructive, specific and timely. It will focus on the key strengths and on how the work can be improved.
3. Feedback provided will assist students to focus on continuous improvement.

Grading

1. For national diplomas, grades are not awarded at a national level. Students have either Achieved (A) if they meet all the criteria for every module, or Not Achieved (N) if they do not meet all the criteria for each module.
2. On completion of all assessments for each module, Aspire2 Education awards internal grades of A, B, and C to help employers in industries identify potential employees:

A = Excellent. Demonstrates a broad knowledge of the subject and is able to apply knowledge and skills to an excellent industry standard.

B = Very good. Demonstrates a broad knowledge of the subject and is able to apply knowledge and skills to an advanced level.

C = Good. Demonstrates a broad knowledge of the subject and skills required for industry

Action following Dishonesty during Assessments

1. If dishonesty (e.g. cheating or plagiarism) is identified and confirmed the student will fail that assessment, no re-sit or re-submission will be available and the dishonesty may result in disciplinary action.
2. Students retain the right to appeal this decision.

Academic Integrity

Academic Integrity

1. Academic integrity is defined in terms of the commitment to the values of honesty, trust, fairness, respect, responsibility and legality.
2. Honesty-the academic community should advance the quest for truth, knowledge, scholarship and understanding by requiring intellectual and personal honesty in learning, teaching and research.
3. Trust - the academic community should foster a climate of mutual trust to encourage the free exchange of ideas and enable all to reach their highest potential.
4. Fairness - the academic community should seek to ensure fairness in standards, practices and procedures as well as fairness in interactions between members of the community.
5. Respect - the academic community should promote respect among students, staff and faculty - respect for self, for others, for scholarship and research, for the educational process and intellectual heritage.
6. Responsibility - the academic community should uphold high standards of conduct in learning, teaching and research by requiring shared responsibility for promoting academic integrity among all members of the community.
7. Legality - the academic community should observe valid legal norms related to the conduct and publication of research particularly in relations to copyright, the intellectual property rights of third parties, the terms and conditions regulating access to research resources and the laws of libel.

Academic Misconduct

Misconduct during studies includes (but is not limited to) fabrication, falsification, plagiarism or deception in carrying out assignments and/or assessments. It includes failure to follow an agreed protocol if and when this failure results in unreasonable risk or harm to persons, the environment, and when it facilitates misconduct by collusion in, or concealment of, such actions by others.

Misconduct also includes any plan or attempt to do any of these things.

Misconduct includes (and is not limited to) the following acts:

1. Plagiarism - the deliberate copying of ideas, text, data or other work (or any combination thereof) without due permission and acknowledgement.
2. Piracy - the deliberate exploitation of ideas from others without proper acknowledgement
3. Abuse of Intellectual Property Rights - failure to observe legal norms regarding copyright and the moral rights of authors.
4. Abuse of Research Resources - failure to observe the terms and conditions of licensed research resources.
5. Defamation - failure to observe relevant legal norms governing libel and slander.
6. Misinterpretation - the deliberate attempt to represent falsely or unfairly the ideas or work of others, whether or not for personal gain or enhancement.
7. Personation - the situation where someone other than the person who has submitted any academic work has prepared and/or contributed to (parts of) the work.
8. Fabrication and Fraud - the falsification or invention of qualifications, data, information or citations in any formal academic exercise.
9. Sabotage - acting to prevent others from completing their work. This includes stealing or cutting pages out of library books or otherwise damaging them; or willfully disrupting the work of others; or endangering institutional access to licensed research resources by willfully failing to observe their terms and conditions.

Misconduct in formal examinations includes:

1. Having access, or attempting to gain access during an examination, to any books, memoranda, notes, unauthorised electronic devices or any other material, except such as may have been supplied by the invigilator or authorised by the Faculty.
2. Aiding or attempting to aid another candidate or obtaining or attempting to obtain aid from another candidate or any other communication and conversations that could have an impact on the examination results.

Intellectual Property

1. Students are the sole owners of intellectual Property Rights derived from their work(s) unless any of the following exceptions apply:
 - a. Aspire2 Education is the sole owner of all Intellectual Property Rights in the work(s) when student work is created:
 - Using an existing work(s) where the Intellectual Property Rights in that existing work(s) are owned by Aspire2 Education and/or its associated legal entities; OR
 - Using funding from Aspire2 Education or obtained by Aspire2 Education from another party; OR
 - In collaboration with Aspire2 Education personnel.
 - b. Where a party other than Aspire2 Education provides funding for student work(s), the party who commissions the work(s) will own all Intellectual Property Rights in the work(s) unless agreed otherwise in writing with Aspire2 Education.
 - c. Where the student work(s) is completed pursuant to a student project comprising part of a programme of study the nominated project sponsor will own all intellectual Property Rights in the work(s) unless agreed otherwise in writing with Aspire2 Education.
2. Where either Aspire2 Education or a nominated third party derives Intellectual Property Rights from work(s) undertaken, the Student will:
 - Not give to any person(s) or entity, other than Aspire2 Education or the nominated third party, any interest in any intellectual Property Rights derived from that work(s).
 - Comply with all reasonable requests from Aspire2 Education or the nominated third party required to apply for Intellectual Property Rights protection, enforce that protection and commercially develop the work(s)
 - Ensure that all rights, duties and obligations in this Policy survive completion of the Student's enrolment at Aspire2 Education and survive termination and completion of the works(s)
 - Not do anything or fail to do anything which may give rise to conflict of interest on the part of the Student or which may be detrimental to the work(s) or related activities,
3. Aspire2 Education undertakes that nothing shall preclude or limit student rights to have their work(s) assessed for the purposes of undertaking a programme of study to which the work(s) relates.
4. Students have the right to submit all or any part of their work(s) for publication.
5. Where Aspire2 Education plans to take part in any commercial development of any work(s) by a student, the student will be required to transfer to Aspire2 Education all Intellectual Property Rights in the work(s) where Aspire2 Education is not already the owner of those rights. Aspire2 Education will then be the sole owner of those rights. In consideration of that transfer, Aspire2 Education and the student will enter into good faith negotiations regarding any payments due to the student.
6. Before any student seeks to commercially develop any work(s) they create, whether through their own efforts or with any person other than Aspire2 Education, students are advised to obtain written confirmation from the Director of Studies that Aspire2 Education does not claim any Intellectual Property Rights in the work(s), In deciding whether or not Aspire2 Education has any Intellectual Property Rights in any work(s) the Director of Studies will

address matters such as, but not limited to:

- The form of the work(s);
- The creator/developer of the work(s);
- The use of any Aspire2 Education Resources in creating/developing the work(s);
- The use of existing work(s) to create/develop the new work(s).

Turnitin

1. All written student assignments must be submitted via Turnitin unless advised otherwise by the tutor.
2. Students can view the results of the provisional submission and rectify any plagiarism identified prior to final submission.
3. The amount of times assessments may be submitted through Turnitin are limited as follows:

Competency- based Assessment

<u>Submission 1</u>	<u>2</u>	
<u>FER 1</u>	1	-
<u>FER 2</u>	1	-

4. Following final submission, no changes can be made to the student's work.
5. Assessors will review the Turnitin Report and where the report returns a result of 15% or higher the assessor will review the work and make a judgement on the gravity of plagiarism present.
5. Assessors will review the Turnitin Report and where the report returns a result of 15% or higher the assessor will review the work and make a judgement on the gravity of plagiarism present.

Violations

Minor Violations

Minor violations may occur because of inexperience or lack of knowledge of the principles of academic integrity and are often characterised by the absence of dishonest intent on the part of the person committing the violation. They may result from:

1. Weak procedures and methods which may jeopardize the integrity of the research but are not undertaken deliberately or recklessly;
2. Weaknesses which present no major risks to either subjects or policies which they may influence.

Generally, these minor violations can be seen as failings which may reflect poor, rather than unacceptable practices and therefore mainly require further training and development rather than any formal disciplinary action.

Examples of minor violations

1. Minor plagiarism defined as a small amount of paraphrasing, quotation or use of diagrams, charts etc. without adequate citation. Minor plagiarism may result from poor scholarship (i.e. when a student, through inexperience or carelessness, fails to reference appropriately or adequately identify the source of the material which they use);
2. Inaccurate representation of findings without deliberate distortion;
3. Lack of diligence in declaring relevant conflicts of interest.

Such violations may present no risks to subjects, the wider community or the environment, but they may warrant some penalty or sanction. The imposition of any sanction is at the discretion of the Head of Faculty.

Major Violations

Major violations are breaches of academic integrity that are more serious in nature or that affect a more significant aspect or portion of the academic work compared with minor violations. Key examples are:

Major plagiarism is defined as:

1. Extensive paraphrasing or quoting without proper citation of the source;
2. Lifting directly from a text or other academic source without reference;
3. The use of papers (or parts thereof) from essay banks, either downloaded from the internet or obtained from other sources;
4. Presenting another's designs or concepts as one's own;
5. Continued instances of what was initially regarded as minor plagiarism despite warnings having been given.

Other examples of major violations are:

1. The willful destruction of data (except where required by the legitimate data provider or where norms of privacy might otherwise be endangered);
2. Fabrication or falsification of data;
3. Falsification of ownership;
4. Defamation;
5. Systematic abuse of the terms and conditions of licensed research resources;
6. Other systematic violation of the intellectual property rights of third parties.

Sanctions or Penalties

Sanctions or Penalties will be considered on a case by case basis depending on the gravity and extent of the academic dishonesty and the supporting evidence available.

1. Minor violations may warrant some penalty or sanction. The imposition of any sanction is at the discretion of the Head of Faculty and may be limited to a verbal warning/reprimand with no further sanctions.
2. Major violations will result in an immediate written warning together with an appropriate sanction as decided by the Head of Faculty.
3. Continued violations will be referred to the Disciplinary Committee.
4. Major violations that are considered to be particularly significant may result in an immediate Final Warning or immediate referral to the Disciplinary Committee.
5. Possible sanctions include (but are not limited to):
 - a. A warning uploaded to the student's record;
 - b. Completion of a challenge assessment and/or attendance at a professional interview;
 - c. Resubmission of an assignment or piece of academic work;
 - d. A failing grade in the assessment;
 - e. A failing grade for the paper as a whole, depending on the importance of the work to the overall paper grade;
 - f. Expulsion from the programme;
 - g. Revocation of qualification.

All warnings issued and/or actions taken are to be recorded/uploaded to the student's record.

Results and Reconsideration of Results

Results

1. Results are verified or ratified by the Programme Committee.
2. The Academic Board is responsible for the approval of final results.
3. The results for term assessments will be declared within 15 working days from the time of submission, on Wisenet.
4. Results will be recorded and entered into the student management system by the Student Registry.
5. Faculty of Business teaching staff may discuss the answers with the class within 10 working days from the time of submission. If a student wants to view the assessment, then they can schedule a 10-minutes review session with the teaching staff, during their office hours.
6. The end of term assessment and term result will be declared by Week 2 of the following term on Wisenet.
7. Results cannot be released to students until after internal post-moderation and their ratification by the Programme Committee have been completed.

Notification of Results

1. Students will be notified of final results in a timely fashion.
2. Student results will not be released to students until after internal post-moderation is completed and the final results have been ratified by the Programme Committee.
3. Interim (unapproved) results will not be available to students.

Reconsideration of Assessments and Appeals

1. Students have the right to a reconsideration of assessment or appeal if they believe an assessment has been incorrectly marked or graded.
2. The request for reconsideration must be made in writing to the Head of Faculty within five (5) working days of the return of the assessment. A fee of \$40 applies.
3. Students must be informed that, as a result of the reconsideration of assessment, their result may be unchanged, raised or lowered.
4. The reconsidered result will be recorded as the final result. Students retain the right to appeal this result.

Re-sits, Re-submissions, and Re-enrolments

FER and Re-enrolments

Competency-based Assessment

1. Students will have an opportunity to provide further evidence twice.
2. To be eligible for an FER the student must make a reasonable attempt at the assessment tasks.
3. The need for further evidence from the students will be noted on the assessment as "FER" and dated.
4. When the further evidence is deemed adequate the "FER" notation will be crossed out, initialed and dated.
5. If a student is still deemed not yet competent after the second FER they will be required to reenroll in the paper. A fee will apply for re-enrolment and details will be available in the Programme Handbook, and students will be informed of them at the start of the programme.
6. Additional FER's are at the discretion of the Head of Faculty.
7. Students are expected to make a reasonable attempt at assessments at the first opportunity.
8. The re-sit/re-submission fee is \$250 and the payment has to be made prior to the scheduled re-sit date or resubmission dateline.
9. Staff (Programme Leader/Academic Operations Team) will remind students of any constraints on re-sit/re-submission opportunities.
10. Re-sits/re-submissions will be confined to the current academic year unless approved by the Academic Board.
11. When a re-sit/re-submission is not possible (e.g. for a practical assessment where it is difficult to provide the required resources), the re-sit/re-submission will be open to negotiation on an individual basis and will occur at the next available opportunity.
12. The maximum grade possible after a re-sit will be the minimum pass grade.

Re-enrolments

1. Students are expected to make a reasonable attempt at assessments at the first opportunity.
2. A re-enrolment fee is \$1000 and the payment has to be made prior to the re-enrolment date.
3. When you are required to re-enroll in a paper, you will have to meet your Programme Leader/Coordinator for an amended study plan.
4. When a re-enrolment is not possible (e.g. where the paper/s are not being delivered in the next term, there are scheduling issues, or it is difficult to provide the required resources), the reenrollment will occur at the next available delivery of the paper/s.
5. Students can re-enroll into a programme (one paper or more) once only.

Attendance

1. All students enrolled with Aspire2 Education are expected to maintain 100% attendance rate at all times. Good attendance is directly related to good levels of achievement.
2. Classes can be scheduled between the hours of 9.00am and 4.00 from Monday to Friday. You are expected to abide by the timetable relevant to your course of study and attend class on time.
3. If you are unable to attend because of illness, or any other reason, you should notify your relevant Academic Operations Team via email at:

Auckland	student.services@aspire2international.ac.nz
Tauranga	tauranga@aspire2international.ac.nz
Christchurch	christchurch@aspire2international.ac.nz

or by phoning Reception.

4. Late arrivals to class: If you arrive later than the start of a scheduled class you will be marked as absent, and may not be admitted to the class.
5. For any queries pertaining attendance, you may also email your questions/concerns to the email address stated in (4) with the following details:
 - a. Your full name and student ID number.
 - b. Reason for being absent (If sick leave, you must provide a medical certificate) and duration of the leave.
 - c. For concerns about your attendance percentage on Wisenet, the email must contain a screenshot (from your learner App) of the exact date.
6. Failure to follow the attendance requirements will mean you will be given warnings and continued poor attendance could lead to the termination of your enrolment.
7. All attendance warnings will be recorded/uploaded to your record on Wisenet.
8. An attendance warning will remain valid for the duration of your programme of study.
9. Attendance Warning Process is as follows:

Verbal warning - Head of Faculty and/or Programme Leader



Written Warning - Attendance Registrar - Attendance < 90%



Final warning + Student undertaking - Attendance Registrar - Attendance < 85%



Referral to Disciplinary Committee - Attendance Registrar - Attendance < 80%

Student Leave Procedural Detail

Responsibility

1. The Director of Studies, Heads of Faculty, Campus Managers, the Registry/Academic Operations Manager, Academic Operations staff and Registry Staff are responsible for the implementation of this procedural detail.

Application

2. The process contained herein applies to all students applying for leave during term time (outside of scheduled holiday periods).
3. This process is to be read in conjunction with the Attendance Monitoring Procedural Detail.

Process – General

4. Students studying in all programmes other than those delivered by the English faculty have NO entitlement to leave.
5. In exceptional circumstances students can apply for leave e.g. medical emergency, family crisis, bereavement (Weddings are not an exceptional circumstance).
6. Students are to complete a leave application form in advance of their requested leave and attach evidence that supports their request.
7. Approval of leave is at the discretion of the Head of Faculty and leave requests may be declined in cases that are not considered exceptional. There is no right of appeal.
8. If the leave request is for a period in excess of two (2) weeks, INZ is to be informed of the student's non-attendance inclusive of the reason.
9. Where the total leave taken (at one time or cumulative) is in excess of two (2) weeks during the course of a term, students will be required to defer their studies to the following term.

Absence without Approval

In cases of absence where leave has not been approved the Attendance Monitoring Procedural Detail will apply.

Relevant Legislation

- Education Act, 1989
- Human Rights Act, 1993 and Human Rights Amendment Act, 2001
- Privacy Act, 1993

Student Facilities

Library & E-brary

- To access the E-brary (Online Digital Library), a student will have to first log on to aAspire2 Education computer or Aspire2 Education Wi-Fi.
- You can do so, by using your MyNtec email id, username and password.
- Please follow the link to be able to access E-brary.-<http://www.ebrary.com/corp/>
- The E-brary may also be accessed from your Moodie account.
- There is an Aspire2 Education Library located on Level 4, Tower C where the StudyCentre is also located.
- The Library is only accessible during working hours (9am-6pm, Monday to Friday).
- You can borrow any book either for long term i.e. more than 7 days or for short term i.e. less than 7 days, by completing a Library book issue form, available with Library Assistant or Facilities Manager.
- We strongly recommend that you join the Auckland Public Library. The Public Library has access to a range of resources and databases and will be able to access a wide range of materials you may require.

Moodle

1. All the course related materials will be uploaded on to Aspire2 Education portal.
2. Aspire2 Education portal will also be used as a medium to communicate any updates relating to your classes and or subjects.
3. Students can use this portal to communicate with their classmates or the faculty. Please refer to the ITS handbook for Aspire2 Education portal access and student handbook for a detailed Computer Policy.
4. Please get in touch with Helpdesk if you do not have access or are having issues accessing Aspire2 Education portal.
5. Each student will have his/her own Aspire2 Education Email ID linked to Aspire2 Education portal and Wi-Fi.
6. This Email ID will be your preferred email id for communication during your studies in Aspire2 Education.
7. The Email ID will remain active even after you have graduated from Aspire2 Education, and you may use this for your personal use. However, please refer to the student handbook for a detailed Computer Policy.
8. Please get in touch with Helpdesk if you do not have access or are having issues accessing Aspire2 Education email.

Student Warnings

When Warnings Will be Issued

1. **Academic Integrity/Misconduct.**
2. **Poor Attendance**
3. **Behavioural Misconduct**

Verbal warning



Written Warning



Final warning



Referral to Disciplinary Committee

The Warning Process

1. All warnings will be recorded/uploaded to your record on Wisenet.
2. A warning will remain valid for the duration of the you're your programme of study.
3. In cases of Academic Integrity or Behavioural Misconduct where the violations are considered to be particularly significant an immediate Final Warning can be issued or the matter can be immediately referred to the Disciplinary Committee.

Disciplinary Committee

Students required to attend a meeting of the Disciplinary Committee will be notified in writing.

1. The notification will contain
 - a. Details of the misconduct alleged;
 - b. The date of the meeting to discuss the misconduct;
 - c. Notice that a support person and/or representation is allowed;
 - d. The potential consequences.
2. The Disciplinary Committee retains the right to adjudicate on the matter in the event of the non-attendance of the student at the meeting.
3. Students can appeal any decision of the Disciplinary Committee to terminate their enrolment.
4. The appeal must be made in writing to the Chief Executive within five (5) working days of the date of notification of the decision to terminate.
5. The Chief Executive will review all information provided and his/her decision is final.

Student Fee Protection, Student Withdrawals, and Fee Refunds

Student Fee Protection

1. The New Zealand Government requires that New Zealand Qualifications Authority (NZQA) registered Private Training Establishments (PTE's) protect all student fees paid to them ('Fee Protect'). Aspire2 Education PTE's are registered for Fee Protect through the Public Trust, which has an unsecured capital guarantee from the New Zealand Government. For further information visit <http://www.feeprotect.co.nz>
2. This means, in the unlikely event that Aspire2 Education is unable to provide the course in which you are enrolled (this could be because of closure, insolvency, loss of NZQA accreditation or course withdrawal), the remainder of your student fees (including accommodation and living expenses if paid in advance) will be protected. You will have the choice to receive any remaining fees back or have them paid directly to an alternative Education Provider.

Student Withdrawals and Fee Refunds

This fee refund procedure is in accordance with the Education Act 1989 and amendments as implemented by the New Zealand Qualifications Authority, and applies to all international students.

1. If a student withdraws from any Aspire2 Education course, they must notify the school in writing of their intention to withdraw. Aspire2 Education will promptly commence the withdrawal process and once complete will notify the student that the withdrawal process has been completed ('Notification of Withdrawal').
2. Refunds, where payable, will be processed within five (5) working days of the date upon which the Notification of Withdrawal is issued. The refund will be paid in New Zealand dollars and will be paid to the party who originally paid the fees.
3. The amount of a refund (if any) depends upon the length of the student's course and the time at which the student gives written notice of their intention to withdraw. Various scenarios are set out below.

For the purposes of this policy, **Start Date** is defined as follows: 1.

1. The first day of the student's Personal Development Programme; OR
2. The first day of the student's first term if the Personal Development Programme is not attended.

Courses of 5 to 12 weeks duration:

1. Withdrawal before and/or within the first 10 working days of the start date:
 - a. The student will receive a full refund of all fees paid less a deduction of up to 25%.
2. Withdrawal after the first 10 working days of the start date:
 - a. The student has NO entitlement to a refund

Courses of 5 to 12 weeks duration:

3. Withdrawal before and/or within the first 5 working days of the start date:
 - a. The student will receive a 75% refund of all fees paid.
4. Withdrawal after the first 10 working days of the start date:
 - a. The student has NO entitlement to a refund

Courses of less than 5 weeks duration:

1. Withdrawal before and/or within the first 2 working days of the start date:
 - a. The student will receive a 50% refund of all fees paid.
2. Withdrawal after the first 2 working days of the start date:
 - a. The student has NO entitlement to a refund.

Fee Refunds in Other Circumstances

Aspire2 Education is unable to proceed with the course

- a. The student will receive a refund of the fees held by the Public Trust and (at the discretion of the school) may also receive a further refund of fees paid.

Aspire2 Education retains the discretion to grant refunds that are more beneficial to students than are set out in this policy.

FAQs

1. What if the students withdraw before the start date?
The policy as stated applies.
2. What happens to the student's laptop?
This will depend on the timing of the withdrawal. The student may be able to keep the laptop or may be required to return it. This will be determined as part of the withdrawal process.
3. Who receives the refund (if payable)?
Any refund will be paid to the party who originally paid the fees. In some cases, this may not be the student.
4. What happens if the student is expelled?
The student has no entitlement to a refund.
5. What happens if I have to withdraw for personal reasons?
Depending on timing the student has no entitlement to a refund but can request a refund. This request will be considered by the CEO and must be accompanied by supporting evidence.

Updating Your Contact Details & Emergency Contact

1. Make sure your home address, emergency contact numbers, email address and mobilephone numbers are updated and current on the student information system (SMS) - Wisenet and Aspire2 Education Portal.
2. Make sure you are contactable AT ALL TIMES. This will include by email and by mobilephone.
3. Make sure you always check your Aspire2 Education emails and Aspire2 Education Portal for notices.
4. Always keep us informed of any injuries or health issues.