

## Application to Withdraw and Refund

### Lodging the application form

You can lodge your completed application including all supporting documentation to TM Academy Ltd (TMA) Administration by one of the following means:

**In person:** If presenting supporting documentation as originals to be certified as copies at TM Academy Ltd office. **By email:** [info@tmacademy.co.nz](mailto:info@tmacademy.co.nz)

On receipt of your completed application, TM Academy Ltd (TMA) will assess the request in accordance with TMA's Withdraw & Refund Policy ([www.tmacademy.ac.nz](http://www.tmacademy.ac.nz)) and advise you of the outcome in writing within **ten** working days (or fifteen working days in peak admission and enrolment times).

### Privacy Statement

In accordance with the Privacy Act 2020 ("the Act"), your personal information (including bank account details) is collected for the purpose of processing your Withdrawal or Transfer request. Personal information collected on this form will only be disclosed to appropriate TMA facilitation and administration staff on a need-to-know basis and only for the purpose of assessing your eligibility to withdraw or transfer from a course of courses and, if you are eligible, to credit a refund into the nominated bank account on this form. You have a right to access your personal information at any time. Correction to personal information on this form will be accepted prior to the withdrawal or transfer being approved and before any refund is credited into the nominated account.

**Please talk to your TMA representative to review the policy for withdrawal and refund of fees before submitting this application**

### Personal Details

Today's date:	Date of Birth:
Given Name (legal)::	Family Name:
Preferred first name:	Previous name(s) known by:
Home Address	Postal Address (if different)
Email:	Contact No:
Student ID (NSN)::	

### Course Details

Course name:	Start date:
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### Reason for Cancellation / Withdrawal:

Please provide your reasons for withdrawing and cancelling your enrolment (tick one box that is most applicable)

- |   |  |
|---|--|
| <input type="checkbox"/> 01 – Financial reason          | <input type="checkbox"/> 02 – Course not what I expected                   |
| <input type="checkbox"/> 03 – Course workload           | <input type="checkbox"/> 04 – Dissatisfied with teaching                   |
| <input type="checkbox"/> 05 – Health reasons            | <input type="checkbox"/> 06 - Transport                                    |
| <input type="checkbox"/> 07 – Family reasons            | <input type="checkbox"/> 08 – Work commitments                             |
| <input type="checkbox"/> 09 – Course cancellation       | <input type="checkbox"/> 10 – Moving away                                  |
| <input type="checkbox"/> 11 – Timetable clash           | <input type="checkbox"/> 12 – Taking employment directly related to course |
| <input type="checkbox"/> Other – Please provide details |  |

### Refund:

If you are entitled to a refund of any costs related to your programme, state the bank account number and name of whoever paid your fees, and attach a copy of bank statement or deposit slip or contact the TMA administration ([info@tmacademy.co.nz](mailto:info@tmacademy.co.nz)).

Note: Name of Account must match registered bank account.

Account Name	
Account Number	

### Student Declaration:

I confirm that the information contained on this form or provided in support of my enrolment is true and accurate. I understand that TMA will disregard this form if the information I have provided is false, incomplete or misleading. I understand that by submitting this form, I am liable for any fees and charges made by TMA. I undertake to arrange payment of all fees and charges promptly. I agree to the terms of the TMA Withdrawal and Refund policy on cancellations, withdrawals and transfers (summarised on this form). I undertake to advise TMA of any change in my address or course attendance.

- Medical Certificate from a registered medical practitioner
- Statement of support from a counsellor psychologist that is certified
- Activation orders for compulsory overseas military service
- Other, Please provide explanation

I declare that the information provided by me is true and correct. I have read and understood the information contained on this form and the Withdraw and Refund policy ([www.tmacademy.ac.nz](http://www.tmacademy.ac.nz)) and in hard copy with the TMA Student Services representatives. .

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Student Signature & Print Name

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Date

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TMA Representative Signature & Print Name

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Date

#### FURTHER INFORMATION ON WITHDRAWING – complete all sections above.

- You must complete this form to withdraw and apply for a refund from any course that you have been enrolled in. The date of your withdrawal will be taken from the date the completed withdrawal application form is received by TMA.
- If you have stopped attending your course(s), you must advise us by submitting this form, even if it is after the course withdrawal deadline. TMA reserves the right to cancel an enrolment where insufficient progress on a course or programme has been made.
- If you have paid but never attended, you may be withdrawn by TMA. You will be notified in writing at your last notified address prior to the withdrawal being actioned. A withdrawal application from a course will only be accepted within the enrolment period that you are enrolled in for that course.
- You can withdraw up until the end of the 8th day and are entitled to a full refund less administration costs of up to 10% of any amount paid or \$500, whichever is less.  
From day 9 onwards any refund is to be in accordance with the PTE's own refund policy.
- TMA will allow every student enrolled in a programme or course of greater than 3 months' duration to withdraw from it within a period of 10 working days from start date; and refund to that student any payments made to TMA in respect of their enrolment.
- NOTE: Some programmes have specified dates after which you are not permitted to withdraw. TMA has specific policy and procedures that apply to withdrawal and the refund of tuition fees. These regulations may be found in the Withdrawal and Refund Policy, available on the website [www.tmacademy.co.nz](https://www.tmacademy.co.nz), and available on [NZQA Student Withdrawals & Refunds](#)
- When the refund period has expired no refund of tuition fees will be made to the student. In some exceptional circumstances a whole, or partial refund may be made

#### REFUNDS ON COMPASSIONATE OR EXCEPTIONAL GROUNDS

- No refunds shall be made after the refund period except on compassionate grounds that affect the student's study ability, e.g. illness, injury, events beyond the control of the student or exceptional grounds, at the sole discretion of the Managing Director. To be considered for a refund on compassionate or exceptional grounds, a student's written application to withdraw must be accompanied by appropriate evidence.
- This form must be submitted to the Managing Director or the TMA Administrator and must be completed and returned to TMA for processing. An administration fee may be charged.

#### REFUNDS

- A refund may take up to three weeks to be processed, excluding Compassionate Considerations, which are handled as per process requirements.
- If a course is cancelled or postponed for any reason, your fees will be refunded in full or can be credited to another course.

#### GRADES ON ACADEMIC TRANSCRIPT

- If you withdraw prior to the course start date or before the last full refund date, no grade will be recorded.
- If you withdraw after the last full refund date and before 60% of the course has been completed, a "W" grade will be recorded.
- If you withdraw after 60% of the course has been completed, a "NYC" grade will be recorded.

Paid and COMPLETED (PASSES) NZQA Unit Standards results attached to the course(s) from which you are withdrawing will be forwarded to NZQA for recording on the NZQA Records of Learning database.