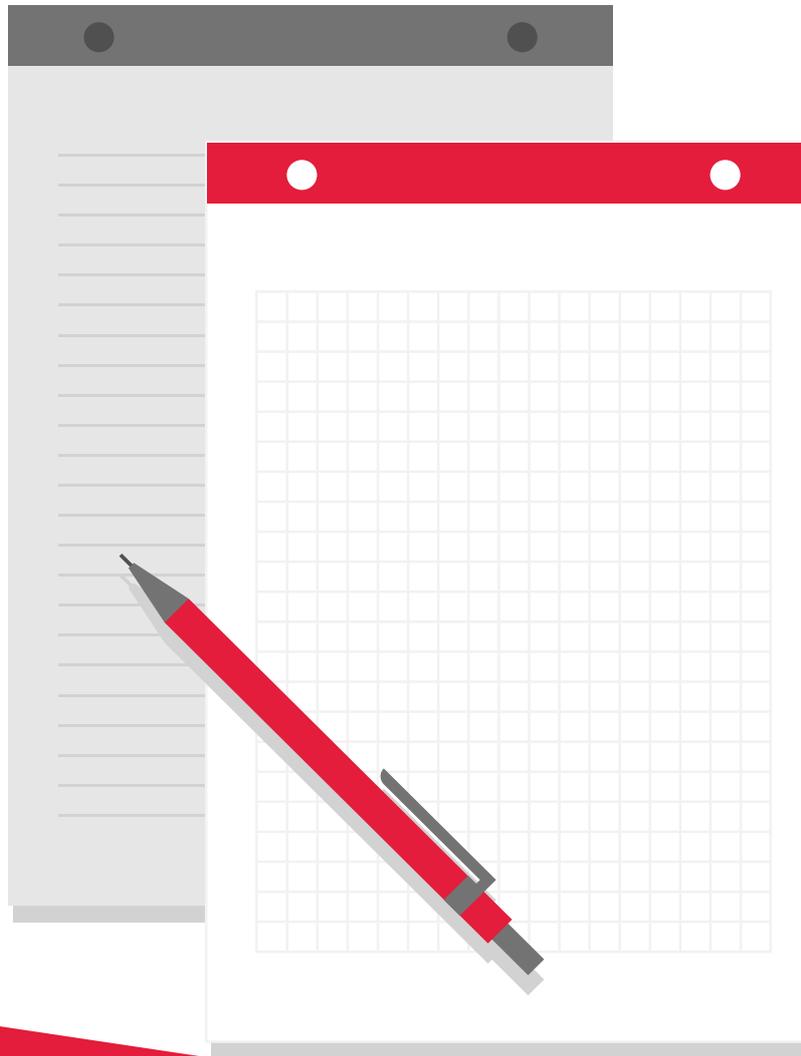




The National School of Aesthetics
Student Handbook 2024
version 1.0

| Version | Release Date |
|------------------|-------------------|
| 2020 version 1.0 | 20 August 2019 |
| 2020 version 1.1 | 20 November 2019 |
| 2020 version 1.2 | 9 December 2019 |
| 2020 version 1.3 | 14 February 2020 |
| 2021 version 1.0 | 3 August 2020 |
| 2022 version 1.0 | 10 September 2021 |
| 2023 version 1.0 | 9 September 2022 |
| 2023 version 1.1 | 21 November 2022 |
| 2024 version 1.0 | 16 August 2023 |

Disclaimer: This Student Handbook and the contents within were correct at the time of printing. We reserve the right to alter any information as listed in this Student Handbook or on our Web site. While every effort is made to ensure the information presented is up-to-date and accurate, this Student Handbook should only be indicative, and students should check the Downloads section on our Web site for the current version of this document. Some dates within this document are indicative and may be subject to change. Some information may be subject to approval and / or audit by external agencies.



Withdrawals and Refunds

Withdrawal is the formal process by which we cancel your contract. You must complete formal withdrawal in order to withdraw. See www.nasa.co.nz/withdraw/ for more information.

In This Section

- [Your Withdrawal](#)
 - [Completing Your Withdrawal](#)
 - [What Is Not a Withdrawal](#)
 - [Informing StudyLink](#)
 - [Submitting Your Withdrawal](#)
 - [Withdrawal Administration Fees](#)
- [If You Do Not Withdraw](#)
 - [Reporting Non-Compliance to Government Agencies Within Five \(5\) School Days of Non-Attendance](#)
 - [If You Do Not Withdraw Within Seven \(7\) Calendar Days of Your Last Day of Attendance](#)
 - [If You Do Not Withdraw Within Fourteen \(14\) Calendar Days of Your Last Day of Attendance](#)
- [Expulsion](#)
- [Refund Policy](#)
 - [Domestic Students Refund Policy](#)
 - [Refund of Student Loans, Scholarships, and / or WINZ Payments](#)
 - [International Students Refund Policy](#)
 - [Refund Due to Immigration New Zealand Not Approving Student Visa](#)
 - [Refund Due to Cancellation of Programme Intake](#)
 - [Refund Due to Permanent Programme or Permanent School Closure](#)

Your Withdrawal

Completing Your Withdrawal

In order to withdraw from your programme, you are required to submit:

- | | |
|---|--|
| Your completed Withdrawal Form | <ul style="list-style-type: none">• Must be fully completed and bear your own signature• Available from www.nasa.co.nz/withdraw/ or from us |
| Your Public Trust Refund Form | <ul style="list-style-type: none">• Only if you are eligible for a refund• Must be fully completed and bear your own signature• Available from us |
| Written evidence of medical, visa non-approval, or hardship reasons (if applicable) | <ul style="list-style-type: none">• For a withdrawal due to medical reasons, supply a letter or medical certificate from a qualified medical practitioner stating:<ul style="list-style-type: none">○ he or she has seen you and○ in his or her qualified medical opinion, you are medically unable to start or continue the programme you are enrolled in• For a withdrawal due to student visa non-approval, supply written evidence from Immigration New Zealand to support this reason.• For withdrawal due to hardship or other reasons, supply written evidence to support your reasons. |

What Is Not a Withdrawal

Using the following methods to say you want to withdraw is **not** considered a withdrawal:

- A phone call
- A text
- An instant message
- An email (without a completed Withdrawal Form)
- In person
- Through a classmate or another person

You are required to submit the documentation above fully and correctly in order to withdraw.

Informing StudyLink

If you have or will be getting a student loan and / or allowance, you need to inform StudyLink as well. We will not confirm this to StudyLink until you have submitted your full withdrawal.

Submitting Your Withdrawal

You must submit:

- the completed Withdrawal Form; and
- any supporting documentation:

Either:

- **in person** to the Student Liaison Officer; or
- **by courier** to the Student Liaison Officer; or
- **by email** to withdraw@nasa.co.nz:

immediately after you decide to withdraw.

You **should not**:

- Post, text, fax or instant message a copy to us.
- Leave it unattended on our premises.
- Have a fellow student deliver it.

It is your legal responsibility to ensure we receive your complete withdrawal.

We must receive your full withdrawal within two (2) weeks after you left the programme or prior to the end of the term during which you left the programme, whichever comes first.

Withdrawal Administration Fees

Your withdrawal may trigger administration fees which you must pay from your own personal money. Fees and charges are listed on our Web site at www.nasa.co.nz/fees/

If You Do Not Withdraw

If you wish to withdraw and do not complete withdrawal, we may take the following steps.

You may be billed for the time and resources used in pursuing your withdrawal. Fees and charges are listed on our Web site at www.nasa.co.nz/fees/

You are responsible for all programme fees and course related costs due, and you may not receive any refund, if eligible, if you do not correctly complete the withdrawal process.

Reporting Non-Compliance to Government Agencies Within Five (5) School Days of Non-Attendance

If you do not attend the programme for five (5) days in a row and do not contact us about your absenteeism, and if you hold a student loan and / or student allowance and / or any WINZ support, we will report your delinquency, as required by law, to StudyLink and / or WINZ. This may result in a decrease or cessation of living cost or other personal payments made to you by StudyLink and / or WINZ.

If You Do Not Withdraw Within Seven (7) Calendar Days of Your Last Day of Attendance

If you do not complete withdrawal within the seven (7) calendar days after leaving your programme, we may send you an email or letter to remind you you have not withdrawn from the programme.

If You Do Not Withdraw Within Fourteen (14) Calendar Days of Your Last Day of Attendance

If you do not complete withdrawal within fourteen (14) calendar days after leaving your programme, we may assume you have **abandoned your programme**.

We will:

- Notify StudyLink and any other Government bodies.
- Send you an email or letter notifying you we consider you have abandoned your programme.
- Cancel your enrolment if you do not respond within 72 hours after our email or letter.
- Pursue any debt you owe us, including through a debt collector, which may incur additional fees, interest and / or financial penalties.

Expulsion

Expulsion is where we remove you from your programme due to behavioural, disciplinary and / or other serious issues. We will confirm your expulsion in writing.

If we expel you from your programme, we:

- may not give you a refund; and / or
- may require your full programme fee and course related costs if you have not paid them by the point of expulsion.

Refund Policy

You must formally withdraw in order to be considered for a **refund** of some programme fees, whether attending or not. Refunds are only made for completed withdrawals falling within the refund periods specified by law. There are no refunds of course related costs.

The refund periods defined by law are:

| | |
|------------------------------|--|
| Domestic student | Between your date of enrolment and before 3:30 PM on the 8 th calendar day of your programme |
| International student | Between your date of enrolment and before 3:30 PM on the 10 th business day of your programme |

We will endeavour to have your fees refunded, where allowed within this policy, within fourteen (14) days of the receipt of your completed withdrawal. To complete any refund available to you or organisations like StudyLink, you must complete the Public Trust Refund Form correctly.

Our owners reserve the right to issue refunds outside the scope of these policies based on strongly-documented, compassionate grounds. This would be a rare occurrence.

We are not responsible for fluctuations in the New Zealand dollar against any foreign currency.

Domestic Students Refund Policy

| | | |
|---|--|--|
| If you withdraw (in writing, using the Withdrawal Form): | Between your date of enrolment and 8 th calendar day of your programme (latest is by 3:30 PM on the 8 th calendar day) | The 9 th calendar day of your programme and after |
| You will get back: | Any monies paid towards your programme fees, less \$500 or 10% of the total, whichever is the lesser. | No refund. |

Refund of Student Loans, Scholarships, and / or WINZ Payments

If some or all of your fees have been paid by:

- StudyLink
- Work and Income New Zealand
- An organisation issuing you a scholarship
- Any other organisation

And you withdraw correctly, that portion of your programme fees (less \$500 or 10%, whichever is the lesser, paid from all sources):

- Will be returned to the appropriate organisation(s), wherever possible, if you have completed your withdrawal between your date of enrolment and the 8th calendar day of your programme.

You may need to provide us with the correct bank account from the other organisation to complete the refund correctly.

Government subsidies paid directly to us, like the Student Achievement Component 3+ funding, is not given or refunded to the student on withdrawal.

International Students Refund Policy

| | | |
|---|--|---|
| If you withdraw (in writing, using the Withdrawal Form): | Between your date of enrolment and 10 th business day of your programme (latest is by 3:30 PM on the 10 th business day) | The 11 th business day of your programme and after |
| You will get back: | Any monies paid towards your programme fees, less 10% of the total. | No refund. |

Refund Due to Immigration New Zealand Not Approving Student Visa

Where Immigration New Zealand does not approve your student visa, we may adapt the International Students Refund Policy to the policy below as not to disadvantage you while recognising the work we have performed for you.

You must supply us with written evidence from Immigration New Zealand of their denial of your student visa.

| | | |
|--|--|---|
| If you withdraw (in writing, using the Withdrawal Form) and supply written evidence of visa denial: | Between your date of enrolment and 10 th business day of your programme (latest is by 3:30 PM on the 10 th business day) | The 11 th business day of your programme and after |
| You will get back: | Any monies paid towards your programme fees, less the Enrolment Withdrawal administration fee. | No refund. |

The Enrolment Withdrawal administration fee was \$300 as of printing of this document in September 2022. See www.nasa.co.nz/fees/ for up-to-date administration fees information.

Refund Due to Cancellation of Programme Intake

By law, we can cancel any programme intake seven (7) calendar days or more prior to the advertised starting date. You may need to complete a Public Trust Refund Form. Where this occurs, we will:

- Notify you of this in writing; and
- Refund all programme fees paid to the appropriate people or organisations.

Refund Due to Permanent Programme or Permanent School Closure

If we permanently close our entire operations, or voluntarily close your programme you are enrolled in and attending at the time of closure, you may receive a pro rata refund from the date of closure until the end of the programme for fees paid if we are not able to resume training in any form. Student fee protection mechanisms may take effect in some of these situations.

Situations like this could include, but are not limited to:

- Natural disasters
- Man-made or artificial disasters
- Revocation of NZQA-Registration
- Revocation of NZQA-Approval
- Revocation of NZQA-Accreditation
- Revocation of signatory to the Code of Practice (international students)

You may need to complete Public Trust and other forms to access the refund.