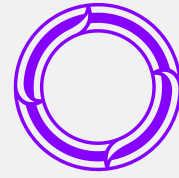


WITHDRAWAL FORM



**TE
MAHI
AKO**

Please submit this form to learnerservices@temahiako.org.nz or your regional learner advisor.
If you need any help to complete this form, please contact one of our [Learner support team](#)

1. Learner details

Full name

Current address

Phone number

Email address

2. Withdrawing from the programme

Programme starting date

Programme title

3. Reasons for exiting

Please tick all those that apply

Left the workplace

Financial difficulties

Work load too heavy

Family commitments

Course not what I expected

No longer interested in study

Health reasons

Changed to another programme

Lack of support services

Other (please specify below)

What would have assisted you to stay in the programme?

What could Te Mahi Ako have done to help you remain in the programme?

If you would like to discuss options to complete this qualification with an alternative employer/workplace, please tick this box.

Alternatively, reach out to your regional learner advisor (RLA) directly.

4. Refund eligibility

Please see refund policy information on the back of this form prior to completing this section.

If you believe you are entitled to a refund, please tick this box.

5. Learner declaration

I confirm that the information contained on this form or provided in support of my enrolment is true and accurate. I understand that Skills Active Te Mahi Ako 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 Skills Active Te Mahi Ako. I undertake to arrange payment of all fees and charges promptly. I agree to the terms of Skills Active Te Mahi Ako policy on cancellations, withdrawals and transfers (summarised on this form). I undertake to advise Skills Active Te Mahi Ako of any change in my address or programme participation.

You'll find the Withdrawals and Refunds Policy in our Policy Manual, on our [Forms and Documents page](#).

Learner signature

Date

6. Terms and conditions

- You must complete this form to withdraw and apply for a refund from any programme that you have been enrolled in. The date of your withdrawal will be taken from the date this form is received by Skills Active Te Mahi Ako
- If you have stopped participating in your programme of study, you must advise us by submitting this form
- Skills Active Te Mahi Ako reserves the right to cancel an enrolment where insufficient progress on a programme has been made. If you have paid but never participated you may be withdrawn by Skills Active Te Mahi Ako. You will be notified in writing prior to the withdrawal being actioned. These withdrawals will be approved by the general manager of engagement
- Skills Active Te Mahi Ako 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](#), and in hard copy at the Skills Active Te Mahi Ako office.

You are advised to discuss all issues relating to withdrawing from your programme of study with Skills Active Te Mahi Ako and your workplace. Skills Active Te Mahi Ako will notify your workplace of any withdrawal.

This form must be submitted to learnerservices@temahiako.org.nz

7. Refund

- A refund may take up to four weeks to be processed, excluding compassionate considerations, which are handled as per process requirements
- If Skills Active Te Mahi Ako is unable to provide the services inherent to this agreement, your fees will be refunded in full, or will be credited to another programme
- Skills Active Te Mahi Ako will allow every learner enrolled in a programme of greater than 3 months' duration to withdraw from it within a period of 10 working days from start date. Any payments made by the learner in respect of their enrolment will be refunded to the learner within 10 working days
- Skills Active Te Mahi Ako will allow every learner enrolled for a programme or training scheme that is of less than 3 months' duration to withdraw from it within a period of 5 working days from the start date. Any payments made by the learner in respect of their enrolment will be refunded to the learner within 10 working days
- When the refund period has expired, no refund of tuition fees will be made to the learner. In some exceptional circumstances a whole, or partial refund may be made. Such circumstances are described below and in the [Withdrawal and Refund Policy](#) shown on the website, in the Ākonga Handbook and available in hard copy at the Skills Active Te Mahi Ako office.

Refunds on compassionate or exceptional grounds

- NO refunds shall be made after the refund period except on compassionate grounds that effect the learner's study ability, e.g. illness, injury, events beyond the control of the student or exceptional grounds, at the sole discretion of the general manager of engagement. To be considered for a refund on compassionate or exceptional grounds, a learner's written application to withdraw must be accompanied by appropriate evidence
- This form must be completed and submitted to the general manager of engagement or the Te Mahi Ako administrator (learnerservices@temahiako.org.nz)

Any paid and completed NZQA Unit Standards attributed to the programme(s) from which you are withdrawing will be forwarded to NZQA for recording on the NZQA Records of Learning database.

For help with completing this form, please contact your regional learner advisor, or learner support coordinator.