

Terms & Conditions

By enrolling, students must agree to the terms and conditions stated on this document.

- The full amount of the course fees are to be paid at the time of enrolment, or by invoice arrangement with your employer or educational establishment.
- Places on courses cannot be guaranteed until Yoobee Colleges receives the full course payment.
- Receipts will be issued at the beginning of the course.
- We reserve the right to cancel or reschedule courses up to two days prior to the start date due to low enrolments or circumstances beyond our control – a full refund will be provided in this case.
- We reserve the right to modify the fees, scheduled time and course structure.
- We may suspend an enrolment if false information has been supplied or required information is not supplied by the due date.
- We can archive, display or utilise any artistic material generated during the course of study.
- We may collect, store and use any personal and course related customer information for internal purposes, or as requested by the Tertiary Education Commission, the New Zealand Qualifications Authority or other Government agencies in accordance with the Privacy Act 1993. Customers are entitled to request to see personal information held about them by Yoobee Colleges.
- In the event of any dispute or controversy arising, the parties agree to resolve the dispute as soon as possible. The parties shall, without delay, continue to perform their respective obligations under these terms and conditions, not affected by the dispute. The well-being of students should not be compromised in any way.
- Yoobee Colleges does not have a duty of care for under 18 year old students who are on unsupervised class breaks.
- You must comply with all health and safety procedures, guidelines, instructions and notices communicated to you. You must take reasonable care of your own health and safety while on campus and ensure your actions do not adversely affect the health and safety of others.

Technology Use Policy

By enrolling, students must agree to the technology use policy stated on this document.

- Students must adhere to copyright limits and conditions according to the copyright guidelines and license displayed on campus.
- Students must not use any information and communications technology systems and resources must be used for programme related work only.
- Students must not download or upload information via a personal device without permission.
- Gaining unauthorised access to another person's property, files, data, programmes or materials is strictly prohibited.
- Students must not damage, disable, vandalise, hack or destroy technological systems, files or resources.
- Unauthorised copying, downloading, uploading or theft of software, copyright material and/or other intellectual property is strictly prohibited.
- Accessing or supplying prohibited or offensive material that might be deemed illegal, pornographic, obscene, sexually explicit, indecent or vulgar is strictly prohibited.
- The school requires that all technology resources be used for educational purposes, unselfishly, with good manners and for the good of the community as a whole.
- All who access and use these resources will abide by all applicable policies, legal and contractual requirements, and the highest standard of ethical principles and practices.
- Breach of or disregard for access and acceptable use policies are grounds for revoking privileges, and may lead to additional sanctions by the school.

Course Withdrawal Policy

By enrolling, students must agree to the course withdrawal policy stated on this document.

- If your withdrawal/cancellation is due to an issue caused by Yoobee Colleges then please speak to the Coordinator. Each withdrawal is handled on a case-by-case basis, and a refund is never guaranteed.
- If you withdraw or cancel your enrolment once the course has commenced, or during the course at any point you will not be entitled to a refund. In the case you need to transfer your enrolment to another intake, the first transfer is free of charge provided a full enrolment into the next intake is completed in a timely manner. For transfer requests above the initial one, an admin fee will be charged to the student for each transfer. For Essentials, STAR and Holiday Programmes there is a \$50.00 flat rate. For training package and micro-credentials transfer fees are a \$100.00 flat rate.
- If you enrol into a training package or micro-credential but you don't attend the full 14 lessons of the course due to personal reasons, we are not obligated to provide a refund or facilitate any extra lessons.
- In the rare circumstance a class needs to be postponed due to unforeseen circumstances, we will make sure the full learning hours are delivered, usually by adding an additional lesson at the end of the Training Package or micro-credential. All public holidays are accounted for in the scheduling of the lessons.

Course Type	Withdrawal Period & Notice	Refund Amount
For courses of 2 days or less (10 learning hours) i.e Essentials & Holiday Programmes	More than 14 calendar days prior to course commencement date	Full refund
	Between 10 and 14 calendar days prior to course commencement date	You will receive a 75% refund on the course costs. (Paid or to be invoiced)
	Within 9 calendar days prior to course commencement date	No refund (Outstanding invoice will be issued)
For courses of more than 2 days but under 5 weeks (30 learning hours) i.e Some Holiday Programmes and Custom Courses	More than 14 calendar days prior to course commencement date	Full refund
	Between 2 and 14 calendar days prior to course commencement date	You will receive a 75% refund on the course costs. (Paid or to be invoiced)
	Within 1 calendar day prior to course commencement date	No refund (Outstanding invoice will be issued)
Training Packages For courses of 5 weeks or more but less than 3 months (42 learning hours)	More than 14 calendar days prior to course commencement date	Full refund
	Between 5 and 14 calendar days prior to course commencement date	You will receive a 75% refund on the course costs. (Paid or to be invoiced)
	Within 4 calendar days prior to course commencement date	No refund (Outstanding invoice will be issued)
Micro-Credentials For courses of 5 weeks or more but less than 3 months (42 learning hours+)	More than 14 calendar days prior to course commencement date	Full refund
	Between 14 calendar days prior and 5 calendar days after the course commences	You will receive a 75% refund on the course costs.
	After <u>more</u> than 5 calendar days of the course commencement date	No refund (Outstanding invoice will be issued)