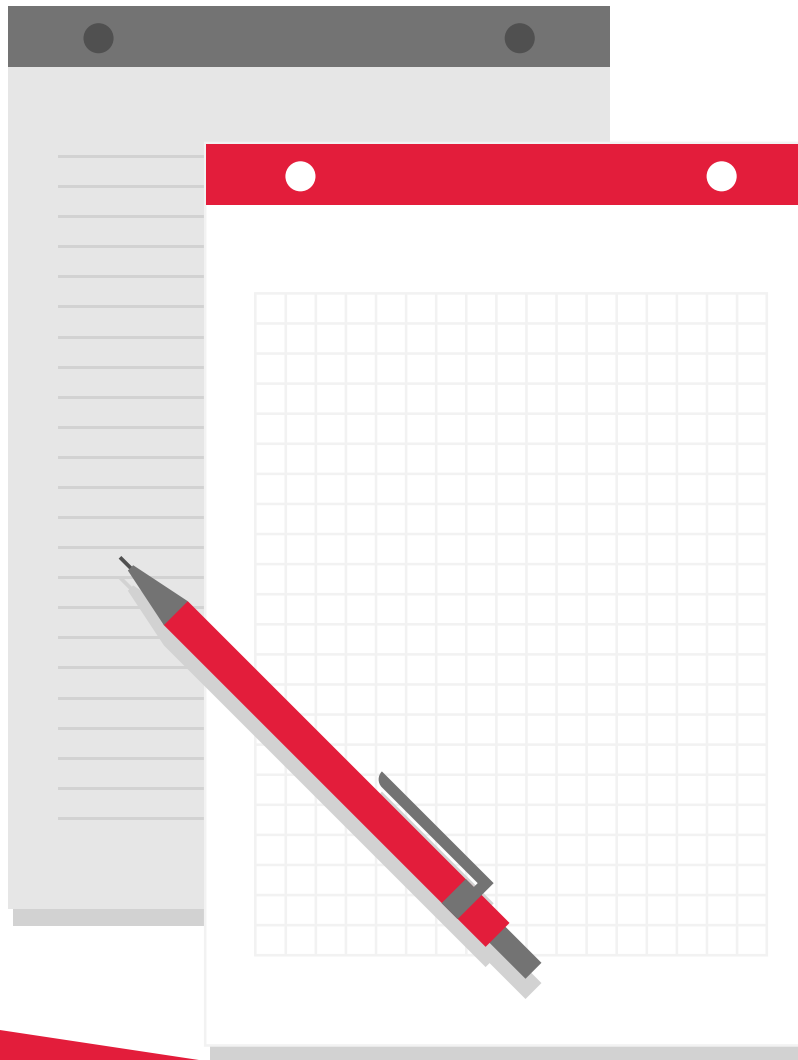




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Disclaimer: This Student Handbook and the contents within were correct at the time of printing. We reserve the right to alter any information as listed in this Student Handbook or on our Web site. While every effort is made to ensure the information 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.

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Your Withdrawal

Completing Your Withdrawal

In order to withdraw from your programme or course(s) within your programme, you are required to submit:

Your completed Withdrawal Form

- Must be fully completed and bear your own signature (real or electronic)
- Available from www.nasa.co.nz/withdraw/ or from us
- Can be filled in electronically using Adobe Acrobat Reader on a PC or laptop

Your Public Trust Refund Form (if applicable)

- Only if you are eligible for a refund and have paid with your own money or an organisation other than StudyLink and / or WINZ has paid on your behalf
- Must be fully completed and bear your own signature
- Available from us as we must receive and fill out the bank account number for the refund to go to
- (Where you have paid by student loan and are eligible for a refund, we will process this for you; you may not need to fill out the Public Trust Refund Form)

Written evidence of medical, visa non- approval, or hardship reasons (if applicable)

- For a withdrawal due to **medical reasons**, supply a letter or medical certificate from a qualified medical practitioner stating:
 - 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.

Please see the Definition of Terms section in the Student Handbook for the definition of the terms "programme" and "course".

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 or we have determined you have abandoned your programme.

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 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.

Individual Course Starting Dates and Final Withdrawal with Refund Dates Are in Your Application and Enrolment Form Part 2 or Appendix 2 of the Student Handbook

In your Application and Enrolment Form Part 2 or Appendix 2 of the Student Handbook, you will find:

- Course starting dates for each of the courses within our programme(s) you are studying; and
- The last date you can complete withdrawal for each of those courses and gain a refund in-line with our Withdrawal and Refund Policies and Procedures.

Please consult this document for those dates.

If You Do Not Withdraw

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

Please note that you may be responsible for paying:

- any course fees due where:
 - your study has passed the refund period; and
 - you have attended those courses; and
 - you have not paid them in full; and / or
- any course related costs due where:
 - you are in possession of the items; and
 - you have not paid for them in full.

No-Show on the First Day of the Programme and Non-Attendance within the First Week of Your Programme

If you:

- do not show up for the first day of the programme; and
- do not attend within the first week of your programme;

we will:

- cancel your enrolment in your programme; and
- automatically refund your student loan and / or WINZ payments to StudyLink and / or WINZ, possibly less any money we are allowed to keep under the law; and / or
- where you have paid fees yourself, hold those fees in Public Trust until you complete a refund form with the bank account you nominate to receive the refund from.

Unless there were extraordinary circumstances preventing you from starting and attending the programme, we will not consider re-enrolment at a later date.

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 costs 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 a reminder 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.
- Notify you we consider you have abandoned your programme.
- Cancel your enrolment if you do not respond within 72 hours after our notification.

If you owe us money, we may:

- Pursue that debt, including through a debt collector, which may incur additional fees, interest, and / or financial penalties.

Termination of Enrolment

Termination of enrolment is where we cancel your enrolment and remove you from your programme due to behavioural, disciplinary, non-attendance (with non-communication), unacceptable academic progress and / or other serious issues. We should confirm your termination of enrolment in writing.

We should:

- Notify you of our intention to terminate your enrolment with reason(s); and
- Allow you the opportunity to respond with any evidence to counter those reason(s) for us to consider cancelling our notice of intention to terminate your enrolment; and
- Make a decision and either:
 - Notify you of the termination of your enrolment; or
 - Establish how to re-engage you with your studies and notify you of this.

If we terminate your enrolment, we may:

- Not refund you for the courses within the programme you have already started; and / or
- Require you pay in full for the courses within the programme you have already started and the associated course related costs if you have not paid some or all of these by the time we terminate your enrolment.

Refund Policy

- We only make **refunds** falling within the refund periods specified by law.
- You must usually complete a formal withdrawal for us to process a refund for the courses you have already started in your programme, if eligible.
- We will not issue refunds of course related costs where you have taken possession of the items.
- Please see your Application and Enrolment Contract Part Two or Appendix 2 in the Student Handbook for course start dates for specific courses within your programme.

The refund periods defined by law are:

Domestic student Between the date of your enrolment and before 11:59 PM on the 8th calendar day after the course starting date of the course(s) within your programme

International student Between the date of your enrolment and before 11:59 PM on the 10th business day after the course starting date of the course(s) within your programme

We will try to process your refund (where allowed within this policy) within fourteen (14) days of your completed withdrawal or non-attendance. To complete any refund of your own monies paid, you will have to complete the Public Trust Refund Form correctly with all information associated with your nominated bank account.

Our owners reserve the right to issue refunds outside the scope of these policies based on compassionate grounds that you supply strongly-documented evidence for. 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), you abandon your programme, or you do not show up for your first day and we cancel your enrolment as a result:	Between the date of your enrolment and before 11:59 PM on the 8 th calendar day after the course starting date of the course(s) within your programme	The 9 th calendar day of the course(s) started within your programme and after
You will get back:	Any monies paid towards the course(s) within your programme, less \$500 or 10% of the total paid, whichever is the lesser.	No refund.

Refund of Student Loans, WINZ Payments, Scholarships, and / or Payments Made by Other Organisations on Your Behalf

Refund of Student Loans and / or WINZ Payments

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

- StudyLink; and / or
- Work and Income New Zealand (WINZ); and

Within the refund period, you:

- Withdraw from your programme; or
- Abandon your programme; or
- Do not show up for your first day of your programme and we cancel your enrolment as a result:

We will attempt to:

- Automatically refund all fees paid to the appropriate organisation(s), less \$500 or 10% of the total amount paid from all sources, whichever is the lesser.

Refund of Scholarships and / or Payments Made by Other Organisations on Your Behalf

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

- An organisation issuing you a scholarship; and / or
- Any other organisation; and

Within the refund period, you:

- Withdraw from your programme; or
- Abandon your programme; or
- Do not show up for your first day of your programme and we cancel your enrolment as a result:

We will attempt to:

- Refund all fees paid to the appropriate organisation(s), less \$500 or 10% of the total amount paid from all sources, whichever is the lesser; once
- You have completed the Public Trust Refund Form indicating the appropriate bank account numbers to complete the refund correctly.

Refunds of Government Subsidies Paid Directly to Us

Government subsidies paid directly to us, like the Delivery and Learner Components of the United Funding System, are not given or refunded to the student on withdrawal.

International Students Refund Policy

If you withdraw, you abandon your programme, or you do not show up for your first day and we cancel your enrolment as a result:	Between the date of your enrolment and before 11:59 PM on the 10 th business day after the course starting date of the course(s) within your programme	The 11 th business day of the course(s) started within your programme and after
You will get back:	Any monies paid towards the course(s) within your programme, less \$500 or 10% of the total paid, whichever is the lesser.	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.

You cannot attend class if you do not have a valid student visa.

If you withdraw (in writing, using the Withdrawal Form) and supply written evidence of visa denial:	Between the date of your enrolment and before 11:59 PM on the 10 th business day after the course starting date of the course(s) within your programme	The 11 th business day of the course(s) started within your programme and after
You will get back:	Any monies paid towards the course(s) within your programme, less \$500 to cover the administration of your enrolment.	No refund.

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 course 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 forms supplied by Public Trust and other organisations to access the refund.

Special Withdrawal and Refund Conditions for the Certificate and Diploma in Beauty Therapy Concurrent Studies Programme

These special withdrawal and refund conditions only pertain to students enrolled in the February 2025 intake of version 2 of the Certificate and Diploma in Beauty Therapy (Level 5) [CO3691] concurrent studies programme.

The Overall Structure of the Concurrent Studies Programme

The Certificate and Diploma in Beauty Therapy (Level 5) [CO3691] programme is a concurrent studies programme comprised of two (2) embedded programmes:

- The New Zealand Certificate in Beauty Therapy (Level 4) [NZ3444] programme; and
- The New Zealand Diploma in Beauty Therapy (Level 5) [NZ3445] programme.

Special Withdrawal and Refund Conditions for the New Zealand Diploma in Beauty Therapy Section of the Concurrent Studies Programme

If:

- You are enrolled in and have started the Certificate and Diploma in Beauty Therapy (Level 5) [CO3691] concurrent studies programme; and
- You are in the non-refund period for the courses within the New Zealand Certificate in Beauty Therapy (Level 4) [NZ3444] programme section of the concurrent studies programme; and
- Some or all of the courses within the New Zealand Diploma in Beauty Therapy (Level 5) [NZ3445] programme:
 - Have not started; or
 - Have started but have not yet reached the non-refund period;
- You may:
 - Withdraw from some or all of the courses within the New Zealand Diploma in Beauty Therapy (Level 5) [NZ3445] programme section; and
 - Be refunded your course fees for those courses in that specific programme, less \$500 or 10% overall, whichever is the lesser; within
 - The requirements of our Withdrawal and Refund Policies and Procedures.

Individual Course Starting Dates and Final Withdrawal with Refund Dates Are in Your Application and Enrolment Form Part 2

In your Application and Enrolment Form Part 2, you will find:

- Course starting dates for each of the courses within both programme sections of the concurrent studies programme; and
- The last date you can complete withdrawal for each of those courses and gain a refund in-line with our Withdrawal and Refund Policies and Procedures.

Please consult this document for those dates.

If You Successfully Complete Withdrawal from the New Zealand Diploma in Beauty Therapy Programme Section and Want to Re-Enrol in That Programme Section at a Later Date

If you:

- Successfully complete withdrawal from some or all of the courses within the New Zealand Diploma in Beauty Therapy (Level 5) [NZ3445] programme section; and
- Have been refunded your course fees for those courses in that specific programme; and
- Want to re-enrol in the New Zealand Diploma in Beauty Therapy (Level 5) [NZ3445] programme section;

Then, you will have to:

- Demonstrate you are making sufficient academic progress in the New Zealand Certificate in Beauty Therapy (Level 4) [NZ3444] programme section (with an aim to successfully complete all requirements of the certificate); or
- Have successfully completed the New Zealand Certificate in Beauty Therapy (Level 4) [NZ3444] programme; and
- Complete all required paperwork (both parts of the application and enrolment form, Public Trust form, et cetera); and
- Arrange payment of all course fees, including course related costs (where required), by the due date we give you.

Important notes:

- Your course fees will likely be higher than what you paid when you first enrolled in the concurrent studies programme due to the Annual Maximum Fee Movement (AMFM) rate increasing in the year you are enrolling in from the year you initially enrolled in.
- If you successfully completed the certificate programme section but disappeared from, or did not start attending the diploma programme section, and want to re-enrol at a later date, we have the right to refuse you re-enrolment in the diploma programme section.
- Re-enrolment depends on whether a space is available in the intake you would be joining. We cannot guarantee your first choice is available.
- If either or both of the versions of the New Zealand Certificate in Beauty Therapy (Level 4) [NZ3444] qualification and / or the New Zealand Diploma in Beauty Therapy (Level 5) [NZ3445] qualification significantly change, there may be barriers to re-enrolling you; however, we should advise you of these issues in initial conversations with you.

Programme Extension Policy and Procedure

Within this policy and procedure:

- The ākonga / student may be herein referred to as “you” / “your”; and
- Aesthetics House Limited trading as The National School of Aesthetics may be herein referred to as “we” / “us” / “our”.

Please note: We only grant programme extensions in **very rare circumstances**.

Programme Extension Policy

Purpose of the Programme Extension Policy

The programme extension policy considers whether eligible ākonga / students unable to continue their programme in the short to medium term due to:

- documented major / serious / significant medical issues; and / or
- documented / evidenced major / serious / significant traumatic events impacting on an ongoing basis to a degree that interferes with everyday life; and / or
- other major / serious / significant extenuating circumstances (with supporting documents and / or evidence):

are allowed to:

- take a break from their studies; and
- return within a specific period to complete their programme.

Who is the Programme Extension Policy For?

To be eligible for consideration for a programme extension, you must:

- Be enrolled in a programme at The National School of Aesthetics; and
- Be a domestic student; and
- Have already started the programme, including:
 - Being actively involved in participating in the programme; and
 - Having completed at least 1 month or 10% (whichever comes first) of the programme; and
- Meet one or more of the following criteria where it significantly impacts your ability to participate and succeed in your programme:
 - Medical issues:
 - Currently facing a documented major / significant medical issue or illness (e.g., eating disorder, cancer, severe depression, et cetera); and
 - a qualified medical professional confirms in writing a programme extension is in your best interests; and / or
 - Traumatic incident:
 - Recently having experienced or witnessed a traumatic event which has a major and ongoing impact your health (e.g., assault, accident, death of a loved one, et cetera); and
 - A qualified medical professional confirms in writing a programme extension is in your best interests; and / or
 - You provide other documentation or information in writing (wherever possible) confirming a programme extension is your best interests; and / or
 - Other major extenuating circumstances:

- Extenuating major circumstances not covered by medical issues or traumatic incidents; and
 - A qualified professional confirms in writing a programme extension is in your best interests; and / or
 - You provide other documentation or information in writing (wherever possible) confirming a programme extension is in your best interests.
- Intend to return to study within the period the school allocates.

Restrictions on Programme Extensions

We may face restrictions on programme extensions due to current reporting requirements and space considerations. They may include but are not limited to:

- Whether the next available and eligible programme intake has a space for you.
- If we still offer the programme or a similar version of the programme you were enrolled in.
- If we grant you a programme extension, you must complete your studies within one (1) year from the finishing date of your original enrolment. (This is a Government reporting requirement and may be subject to change.) However, this must be within the timeframe we establish with you, and we urge completion of your programme as soon as possible.
- Your eligibility for consideration. You may be ineligible if you have:
 - Withdrawn or abandoned your programme; or
 - Outstanding programme fees or extra expenses owing on your programme; and / or
 - A poor track record of attendance and / or academic achievement prior to the incident in question; and / or
 - Made your application:
 - Before you have completed at least 1 month or 10% (whichever comes first) of the programme; or
 - With less than 1 month before your established programme completion date, except in extremely rare circumstances (as determined by senior members of our team).

Programme Extension Procedure

You should:

1. Discuss your situation with the Student Liaison Officer and Principal to determine your possible eligibility.
2. Fill out, sign, and date the Programme Extension Application Form.
3. Submit the Programme Extension Application Form with written evidence to us via email or in person.

We should:

4. Determine your eligibility for a programme extension. This may involve a meeting with members of our team.
5. If you are eligible, discuss your application and determine an outcome.
6. Communicate the outcome with you, most likely via email.
7. If approved for a programme extension, liaise with you in the lead-up to your return to study; however, we ask you to take ownership of communicating with us about your return to study with us (if you are approved).