

Examination Refund Policy

Purpose:

This policy deals with the circumstances under which Speech NZ will refund examination *whakamātautau ā-waha* fees.

Scope

This policy affects the National Office, Candidates *kaitono* and Teachers *kaiko*.

Delegations

This policy will be implemented by the National Office with oversight from the Examination Committee.

Parameters

The circumstances under which refunds of examination *whakamātautau ā-waha* fees will be given by Speech NZ and the portion of the fee that will be refunded are as follows:

| Circumstances | | Refund |
|---------------|---|--|
| 1 | Bereavement related to the death of a close family <i>whānau</i> member. A close family <i>whānau</i> member is defined as a grandparent, parent, major caregiver, or sibling. | Full refund OR The candidate <i>kaitono</i> may choose to re-enter for a new examination <i>whakamātautau ā-waha</i> date within the same calendar year. In this case, the full exam fee will be credited toward the new entry. |
| 2 | Sickness: Application must be completed within 14 days, including a copy of the medical certificate to verify illness at the time of the examination <i>whakamātautau ā-waha</i> . | 90% refund OR The candidate <i>kaitono</i> may choose to re-enter for a new examination <i>whakamātautau ā-waha</i> date within the same calendar year. In this case, the full exam fee will be credited toward the new entry. |
| 3 | Cancellation less than three weeks before the exam <i>whakamātautau ā-waha</i> date, unless (1) or (2) applies. | No refund Re-entry is not permitted. |

| | | |
|---|--|---|
| 4 | Cancellation more than three weeks before the exam <i>whakamātautau ā-waha</i> date, unless (1) or (2) applies. | 90% refund OR The candidate <i>kaitono</i> may choose to re-enter for a new examination <i>whakamātautau ā-waha</i> date within the same calendar year. In this case, the full exam fee will be credited toward the new entry. |
| 5 | Non-attendance of the examination <i>whakamātautau ā-waha</i> . | No refund Re-entry is not permitted. |
| 6 | Scheduling conflict of examination <i>whakamātautau ā-waha</i> with a school kura special event which was unknown at the time of entry. This includes educational events, and sporting or artistic events where the candidate <i>kaitono</i> is participating as a representative at regional or national level. Supporting documentation from the school <i>kura</i> must be provided to verify participation in these events. | 90% refund OR The candidate <i>kaitono</i> may choose to re-enter for a new examination <i>whakamātautau ā-waha</i> date within the same calendar year. In this case, the full exam fee will be credited toward the new entry. |
| 7 | Other scheduling conflicts with educational, sporting or artistic events. | No refund Re-entry is not permitted. |

Re-entry is only applicable once each calendar year; failure to attend the examination *whakamātautau ā-waha* on the re-entry date will result in no refund.

****All refunding decisions remain at the sole discretion of the Manager of Speech NZ****

Appeal against refunding decision

Appeals against refunding decisions must be addressed to the Manager of Speech NZ. Please email manager@speechnz.co.nz

Useful resources

Legislative compliance

| | | | |
|---------------------------|------------------|---------------------|----------|
| Reviewed By: | Karen Austin | Review Date: | May 2025 |
| First Implemented: | 24 November 2012 | Next Review: | May 2027 |