

Examination Refund Policy

Purpose:

This policy deals with the circumstances under which Speech NZ will refund examination fees.

Scope

This policy affects the National Office, Candidates and Teachers.

Delegations

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

Parameters

The circumstances under which refunds of examination 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 member. A close family member is defined as a grandparent, parent, major caregiver, or sibling.	Full refund
2	Sickness: Application must be completed within 14 days including a copy of the medical certificate to verify sickness at the time of the examination.	90% refund
3	Cancellation less than one week (7 days) after payment due date unless (1) or (2) applies.	50% refund
4	Cancellation more than one week (7 days) after payment due date unless (1) or (2) applies.	No refund
5	Non-attendance of the examination.	No refund
6	Scheduling conflict of examination with a school special event which was unknown at the time of entry. This includes educational events, and sporting or artistic events where the candidate is participating as a representative at regional or national level. Supporting documentation from the school must be provided to verify participation in these events.	90% refund
7	Other scheduling conflicts with educational, sporting or artistic events	No refund

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