



MISSION READY

DARE TO DEVELOP.

MISSION READY TERMS AND CONDITIONS (with effect from August 2021)

FEES:

1. Depending on the programme or course, fees charged may be one or several of (but not limited to) the following: tuition fees, registration fee, administration fee, etc. Confirmation of enrolment and fees will be provided in the form of an invoice.
2. For “Fees Free” eligible students: An estimate of any balance payable by the student will be provided at the time of enrolment, and updated once the fees free eligibility / payment is approved. Students eligible for “Fees Free” study who have already paid fees will be refunded as applicable.
3. For students not eligible for Fees Free: Payment is due 7 days prior to the Programme start date. Alternatively, students must provide Mission Ready with evidence a relevant scholarship has been approved. Payment must be made NO LATER than within 7 days after programme start. Enrolment requirements for a course or programme intake will not be deemed complete unless payment of all required fees has been made and receipted.
4. Failure to pay any invoice(s) by the due date will result in access to study material and portal (learning management system) being disabled. Further failure means that Mission Ready may start formal recovery action to recover unpaid fees. The student will then be liable for costs and expenses (including legal costs, debt collection agent fees, etc.) which may be incurred in the recovery or attempted recovery of the overdue amount. Academic Results for the student will be withheld for any course or programme where fees or any other debt remains unpaid. The student will be prevented from graduating until their debt has been paid in full. The student will also be prevented from re-enrolling in further programmes or courses of study.
5. Any student who wishes to dispute the fees due must do so within one month of receiving the invoice or statement. A request to review the fees or account balance must be made within this month, in writing to the Student Enrolment team at hello@missionreadyhq.com. At the discretion of Mission Ready, and with just cause, this period may be extended. Once the request is received, the review will be completed within seven (7) working days. Once the review is completed, any outstanding balance is due immediately.
6. Promo codes (otherwise known as discount codes) should only be used if the user has been authorised to do so. If a promo code has been applied incorrectly or in an unauthorised manner the user will be required to pay back the discount to Mission Ready. When a promo code discount is validated, no other discounts may be applied. Promo codes may be unique to a single user or limited by the number of unique uses. Promo codes must not be shared or distributed beyond those authorised to receive them. Should you share the promo code it may impact on your ability (or the ability of others) to use that code. If we discover use of a promo code in a manner that is inconsistent with these Terms, we reserve the right to cancel the discount, suspend or block your Account until the applicable price has been paid, or cancel your Account completely.



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CANCELLATION OF PROGRAMME OR COURSE

Enrolment in a programme or course is conditional upon and subject to enough students enrolling in the programme or course. Students will normally be offered an opportunity to enrol in an another programme, or receive a full refund if Mission Ready cancels a scheduled course or programme intake or delivery site.

TRANSFERS TO ANOTHER PROGRAMME OR COURSE

Transfers are negotiated with the Academic Director There are no penalties; but there may be additional fees required or a refund may be due. When a scholarship has been used to pay the fees, adjustments will be made in accordance with the terms of the scholarship.

STUDENT FEE PROTECTION

Mission Ready complies with NZQA Student Fee Protection Rules which protect the interests of domestic students. Mission Ready has a Static Trust Account with the NZQA-approved fee protection supplier, Public Trust, that ensures the safe protection of student fees over the value of \$500.

WITHDRAWALS AND/OR REFUNDS

1. The key provisions and terms for withdrawals and refunds

Course length	Withdrawal period	Refund amount
For courses of 2 days or less	Nil	Any refund is at the PTE's discretion
For courses of more than 2 days but under 5 weeks	Up to the end of two calendar days	50% refund the student paid in respect of the course
For courses of 5 weeks or more but less than three months	Up to 5 calendar days from the course commencing	75% of the amount student paid in respect of the course

For any of the Mission Ready Training schemes, the following applies:

DATE OF ADVICE OF WITHDRAWAL	CLASSIFICATION	REFUND DUE	LESS ADMIN CHARGE	ACADEMIC RESULT
Before the programme start date	Not started	100%	No fee	No result recorded SNS (Student not Started)
After the programme start date but before five calendar days (for all programmes that are between five weeks to three months)	Programme commenced	75%	\$250 + GST	No result recorded. WBR (Withdrawn before last refund)



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Before a course start date but pre requisite not met	Not started	100%	No Fee	No result recorded SNS (Student not Started)
After the last date for withdrawal but before 80% completion	Withdrawal	Nil	Nil	Withdrawn
After 80% completion of the programme	Any withdrawal from the programme will not be processed in the SMS	Nil	Nil	DNC (Did not complete) or Result attained
Final result entered or programme completed	Any withdrawal from the programme will not be processed in the SMS	Nil	Nil	Result/ grade attained

2. Students must contact the Mission Ready Enrolments Team for any questions. Students who wish to apply for withdrawal must make an application in writing. Verbal notice of withdrawal will not normally be accepted as a student's intention to withdraw.
3. Withdrawal is confirmed from the date the written notification is received by Mission Ready; the refund / fees outcomes of the withdrawal will be determined by the date the withdrawal is confirmed.
4. The key dates that relate to withdrawing from Mission Ready Training Schemes are up to 5 calendar days from the course commencing.
5. Any applicable Administration / Registration fee is normally included in the Tuition fee invoiced at the start of the enrolment, but is separated from the fees refund if a student withdraws before the last date for withdrawal with a refund. If a student withdraws before the last date for withdrawal for a refund, they will be liable for any applicable Administration / Registration fee. If a student has already paid fees, this Administration / Registration fee will be deducted from any refund owed to the student.
6. In case of more than four consecutive weeks of non-attendance in classes, or non-participation in required online activities associated with a programme or course, and no contact with Mission Ready, the student may be withdrawn on grounds of abandonment.

EXCEPTIONAL CIRCUMSTANCES:

If Exceptional Circumstances apply, a student who withdraws after the last dates for refund eligibility have passed, may be eligible for compassionate consideration. The student (or an authorised person acting on behalf of the student) must contact the Enrolments team with details for consideration. In such cases, all decisions of the Mission Director are final and cannot be appealed.



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PRIVACY (PERSONAL INFORMATION)

Information from applicants collected to process student enrolment with Mission Ready may also be disclosed to Government departments as mandated by the Tertiary Education Commission for the purposes of administering NZ's tertiary education system, developing policy advice for Government and for research purposes, official statistics, or as otherwise required by law. Students have the right to access and correct their personal information that has been collected by Mission Ready in accordance with Mission Ready's Privacy Policy and the Privacy Act 1993. The Privacy Policy applies to information collected from all users of Mission Ready's products and services, and covers the collection of personal information, storage, use and disclosure of personal information, cookies and data security, and user access to and correction of personal information.