

8 September 2023

Information for students about the closure of Developers Institute Limited

This sheet provides information for students about the closure of Developers Institute Limited.

We have been informed that Developers Institute, where you have been studying, has been placed into liquidation and has closed as of 5 September 2023.

We understand the closure will be upsetting for you. The New Zealand Qualifications Authority (NZQA), along with the Tertiary Education Commission (TEC), the Ministry of Social Development – StudyLink and Public Trust, are focused on supporting you through the closure and minimising the impact it will have on you and your training.

The above agencies and BDO (Developers Institute’s liquidator) met with some of you on 8 September 2023 to discuss how this liquidation impacts you, and what the next steps are for you to continue your study, if you choose to.

Please refer to the below information about your options, and get in touch if you have any questions or concerns about your situation.

How this closure affects Fees Free

First, please check your eligibility for Fees Free by entering your National Student Number (NSN) on the [Fees Free home page](#).

If you are eligible for Fees Free and/or already studying under the Fees Free scheme, you will not be disadvantaged if your study has been impacted by the closure.

TEC and NZQA will provide you with alternative tertiary provider options for you to consider completing your studies with. The TEC will work with Developers Institute and the alternative tertiary providers to ensure your Fees Free entitlement will not be affected if you continue with your studies.

Student support – StudyLink

You can continue to receive any weekly support you are entitled to if you transfer to an alternative provider to complete your studies. If you wish to stop your payments instead, please contact StudyLink.

If there is going to be a delay in beginning with the new provider StudyLink will work with you to identify alternative support.

Once you have decided on a new provider, you should contact StudyLink on 0800 88 99 00 (Monday to Friday, 7am to 6pm) to arrange to have your study information updated. StudyLink will confirm these details with your new provider.

Note: StudyLink won’t be able to confirm those details until you have completed the enrolment process with the new provider.

Assessments and academic progress at Developers Institute

Any results you were given by Developers Institute for your programme are valid.

We understand that all student assessments from the previous semester have been marked and that Developers Institute will issue students with an academic transcript of their results.

Alternative provider information

In the tables below, we have identified the following provider(s) you can transfer to so you can complete the qualification you are currently studying towards. If you are interested in continuing your studies with these providers, please get in touch with them via the contact details below to discuss this further.

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| New Zealand Diploma in Web Development and Design (Level 5): |
| Te Pūkenga, Trading as: Open Polytechnic of New Zealand Email: customerservice@openpolytechnic.ac.nz Phone: 0508 650 200 |
| Whitecliffe Education Limited Email: Admissions@whitecliffe.ac.nz |

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|--|
| New Zealand Diploma in Software Development (Level 6): |
| Yoobee Colleges Email: studentsupport@yoobeecolleges.com |
| New Zealand School of Education Group Email: study@nzse.ac.nz Phone: 0800 99 88 11 (option 1) |

It is important for you to know that these alternative providers' programmes are not a direct match to the programmes you were studying at Developers Institute. Some of the study conditions may be different, including the entry requirements, programme content, and the requirements to graduate. This could mean you need to complete additional papers and pay additional fees.

FAQs

Can I study at a different provider to the alternatives you've suggested?

Yes. If you find another education provider with a programme that better suits your needs or interests, you are welcome to study there.

We recommend you look at registered education providers with a Category 1 or 2 rating from NZQA. If you are looking at an unregistered education provider, we strongly encourage you to do your research on them, to make sure that they suit your needs.

We have emailed affected students a link to all registered providers that offer your qualification to help you identify your options. If you are a Developers Institute student and haven't received this information, please contact closuresupport@nzqa.govt.nz.

We have recommended the alternative providers listed in this information sheet because they are all Category 1 or 2 and offer your qualification by distance. These organisations have been briefed of the situation and are ready to answer any questions you have.

I'm an eligible Fees Free student – what will happen to my Fees Free entitlement?

It's important that you have checked your eligibility for Fees Free by entering your National Student Number (NSN) on the [Fees Free home page](#).

If you're eligible for Fees Free, you won't be disadvantaged.

Once the TEC and NZQA have identified one or more alternative tertiary providers, you can choose which of these providers to complete your studies with, and we will make sure your Fees Free entitlement follows you.

Do I have to study through one of the alternative tertiary providers I'm given, or can I find my own?

It's up to you to decide what you want to do next.

If you find an alternative provider offering a similar qualification to the one you were studying at Developers Institute, you may make your own arrangements to study there instead, however this may impact your Fees Free entitlement and any student loans and allowances you may have.

If you do wish to approach another training provider yourself, you should seek guidance from StudyLink on how this may affect your fees and financial support.

Can I get Fees Free if I study through an alternative provider that I find myself?

If you're eligible for Fees Free but you continue your studies through an alternative provider that has not been identified by the TEC or NZQA, this may affect whether you can get Fees Free for that study.

If your chosen alternative provider is not currently funded by the TEC, then you will not have access to your Fees Free entitlement for study there. This is because to get Fees Free, your tertiary provider and the course, credential or programme all need to be funded by the TEC. This would mean that you may be required to apply for a student loan or arrange an alternative method to pay for any fees invoiced to you.

The easiest way to find out if your chosen course, credential, or programme is eligible for Fees Free is to ask the tertiary education organisation who runs it. You can find more information on the [Fees Free website](#).

I have decided not to continue with my studies.

If you decide you do not wish to continue with your studies, you can seek a refund of any money remaining in your trust account and this will be refunded either to your student loan (if you have one), or directly to you. Please contact feeprotect@publictrust.co.nz to arrange your fee refund.

If you are eligible for Fees Free, you won't be disadvantaged. Once you are ready to study again, please contact the TEC on 0800 601 301 or customerservice@tec.govt.nz to discuss further.

I'm receiving Student Allowance or Student Loan living costs payments – what happens to those now?

StudyLink will continue to make any payments you are eligible for up to three payment weeks from the date of closure while you consider your options. If you require additional time you will need to contact StudyLink to discuss what options are available. See [Contact us – StudyLink](#).

Students wishing to transfer to a new provider can contact StudyLink, who will assist you in transferring any existing Student Loan and/or Student Allowance application to the new provider.

Will the training I've already done be recognised?

Any results you were given by Developers Institute for your programme are valid.

We understand that all student assessments from the previous semester have been marked and that Developers Institute will issue students with an academic transcript of their results.

You may need to go through a Recognition of Prior Learning (RPL) process with your new provider. This would mean some of your learning from Developers Institute may be recognised towards the qualification offered by your new provider. Recognition of Prior Learning is at the discretion of your new education provider and there may be a cost to you to go through this.

I have paid fees to Public Trust – what happens to those now?

Public Trust is required to refund the fees for the time of your course that you haven't yet completed. You won't receive a refund for the time elapsed of your course.

If you paid fees using a Student Loan, any remaining fees for the study time you have not yet started or completed will be paid back to StudyLink to reduce the amount of your loan. If you paid the fees without a Student Loan, the fees for the time remaining will be refunded to you.

Public Trust will provide a form for you to confirm whether you would like to:

- transfer your fees to a new provider to continue your studies, or
- refund the money to your student loan (if you have one), or back to you.

If you have any questions about your refund entitlements, you can contact Public Trust at feeprotect@publictrust.co.nz.

Who do I contact if I have a question that isn't in this information sheet?

Use the table below to help you decide what agency to direct your query to. If you are still unsure, or you haven't been receiving communications from us, please email NZQA at closuresupport@nzqa.govt.nz for assistance.

| Question topic | Who to contact | Contact details |
|---------------------------------------|--|--|
| Fees Free & alternative study options | TEC | mco@tec.govt.nz Subject line: Developers Institute Closure |
| Financial support from StudyLink | Ministry of Social Development StudyLink, or Work and Income | StudyLink: 0800 88 99 00 Work and Income: 0800 559 009 Please have your client number handy. |
| Refund of fees | Public Trust | feeprotect@publictrust.co.nz |
| Other enquiries | NZQA | closuresupport@nzqa.govt.nz |