

Terms & Conditions

Let's Go Educate Limited trading as Let's Go (NZQA provider 4420)

Definitions

In these terms and conditions:

Student, You or Your means the person enrolled with Let's Go (a "student" as defined in section 10 of the Education and Training Act 2020). Payer means any school (for example, for STAR), employer or other organisation that pays fees for a student. Customer means a company or organisation that books training (including courses that are not NZQA-approved) for its own people; where a Customer books, the Customer is also bound by these terms and references to You include the Customer.

Let's Go, We, Our or Us means Let's Go Educate Limited trading as Let's Go. These terms and conditions, your enrolment form and the Information Sheet for your course together form your enrolment contract. The Student Handbook explains how our processes work and refers to these terms; it does not repeat them.

1. Fees, payment and fee protection

- 1.1 Fees and the invoicing arrangements for each course are stated in the relevant Information Sheet.
- 2.1 Fee protection applies only to NZQA-approved programmes and micro-credentials. For those courses, please pay fees directly into the Public Trust account shown on your invoice; if fees are paid to us (for example, by card), we deposit them into the trust account by close of business on the next working day. Fees for other courses (for example, community programmes and workshops that are not NZQA-approved) are paid to Let's Go as stated in the Information Sheet and are not held in trust.
- 3.1 Student fees for NZQA-approved programmes and micro-credentials are protected by a standard trust managed by the Public Trust. This arrangement has been accepted by the New Zealand Qualifications Authority as meeting the requirements of the Education and Training Act 2020 and the Student Fee Protection Rules 2026.
- 4.1 Where the total fees for a programme or micro-credential are \$1,000 (GST inclusive) or less, they do not have to be held in trust (Student Funds Trust Deposit Exemption Rules 2026). Your refund rights under clause 3 still apply.
- 5.1 Other fees (for example, replacement certificate \$20; copy of academic record \$15; reassessment \$25–\$80; recognition of prior learning \$10 per credit) are stated in the Information Sheet and will be confirmed before any work begins. There is no fee to make a complaint or an academic appeal.
- 6.1 Where a payer (for example, a school for STAR, or an employer) pays your fees, our written agreement with the payer sets out when fees are paid and what happens if you withdraw or the course does not go ahead.

2. Privacy and Identity

Our Privacy Statement is on our website and is available to all students before they enrol.

- 2.1 Where a payer, school or other organisation gives us a student's personal information, it must have the student's authority to do so and comply with the Privacy Act 2020 ("NZPA").
- 2.2 Privacy Act – Let's Go's collection, use and disclosure of personal information is governed by the NZPA.
- 2.3 Let's Go will:
Process personal information collected under these terms and conditions, as set forth in these terms and conditions or as required by applicable law.
- 2.4 Implement appropriate technical and organisational measures to protect the personal information, and notify you of any privacy breach.
- 2.5 In the event that we transfer personal data outside of New Zealand we will do so in accordance with the NZPA. This may include seeking the consent of students to the transfer.
- 2.6 We collect personal information from each student, including information about their name, contact information, photo, age, prior qualifications, billing and purchase information. We collect the information in order to provide our education services. We share personal information only as needed to provide your education and meet the law, including with: NZQA (results, National Student Number, Record of Achievement, moderation and quality assurance); the Tertiary Education Commission and Ministry of Education (funding and statistical returns); for STAR students, your school (enrolment, attendance, progress and results) under our agreement with the school; and the Public Trust (fee protection). Where we collect information about you from someone else (for example, your school or employer), we will tell you we hold it and where it came from (NZPA information privacy principle 3A). Evaluation reports and assessment results may be viewed or reviewed by:
- Course Tutor
 - Directors responsible for quality and moderation
 - NZQA or the relevant standard-setting body (for example, an Industry Skills Board) for moderation and quality assurance
 - Evaluations are recorded onto Our database
- 2.7 We keep all personal information protected in accordance with the requirements of the New Zealand Qualifications Authority, and keep it for the periods required by the Private Training Establishment Rules 2026. At the end of the retention period we securely shred and dispose of any paper records.
- 2.8 Students are entitled to access their own personal information from Us and correct it if it is not accurate. If the student believes their privacy has been breached by a Let's Go staff member or contractor, they should contact our Privacy Officer (a Director – see our website). You may also complain to the Privacy Commissioner.
- 2.9 Results for standards, micro-credentials and qualifications achieved with Let's Go are reported to NZQA and appear on your New Zealand Record of Achievement, provided you give us your full legal name, date of birth and address, or your National Student Number (NSN). If you do not yet have an NSN, NZQA will create one.
- 2.10 You must provide photo identification (current passport, driver's licence, HANZ 18+ card or Kiwi Access Card) and, where your ID does not show it, evidence that you are a domestic student (for example, NZ or Australian passport, NZ birth certificate or evidence of a residence class visa).

- 2.11 If you are under 18, we will ask for next-of-kin contact details and contact them if we are concerned about your safety or wellbeing.

3. Withdrawals, cancellations and refunds

- 3.1 Let's Go requires a minimum number of students to be met to run most of its courses or programmes. Should sufficient numbers not be achieved within ten (10) working days of a scheduled course or programme starting, Let's Go reserves the right to cancel the course or programme. Notification of course cancellation will be provided by email and followed up with a phone call at least ten (10) working days prior to the scheduled course date. If we cancel a course, you will receive a full refund of any fees paid.
- 3.2 Withdrawals must be made in writing (email is acceptable) to admin@letsgomusic.ac.nz. For courses that are not NZQA-approved, cancellation must be notified in writing at least ten (10) working days before the course starts.
- 3.3 Online courses (less than 2 days equivalent): once you use the enrolment key the fee is non-refundable. For any face-to-face course less than 2 days in duration (that is less than 16 hours of learning) the fee is non-refundable (subject to clause 3.2). This clause applies to courses that are not NZQA-approved; for NZQA-approved courses, the refund rights set by the Education and Training Act 2020 and NZQA apply.
- 3.4 For courses of more than two days that are NZQA approved Micro-credentials or Programmes, students' withdrawals and refund rules apply, for details visit: <https://www2.nzqa.govt.nz/about-us/protect-students/student-fee-protection/information-for-learners/student-withdrawals-and-refunds>
- 3.5 For an NZQA-approved programme, micro-credential or standards-based course of more than 2 days but less than 3 months, you can withdraw up to the end of day 5 and receive a refund of the fees paid, less no more than the lesser of \$500 or 10% of those fees (Education and Training Act 2020 section 357). For other courses of more than 2 days but less than 5 weeks, you can withdraw up to the end of day 5 and receive 75% of any fees paid. After these dates the fee is non-refundable.
- 3.6 If a course is more than 3 months in duration students can withdraw up until the end of day 8 and are entitled to a refund of the fees paid, less no more than the lesser of \$500 or 10% of those fees (section 357). If a student withdraws before the end of day 15, 50% of the fee is refundable, after this date the fee is non-refundable.
- 3.7 Refund periods are checked against NZQA's current requirements for each course length. If NZQA's requirements give you a greater refund than these terms, NZQA's requirements apply.
- 3.8 Refunds outside these periods, including on compassionate grounds, are at our discretion. Nothing in our conduct rules removes a refund you are entitled to by law.
- 3.9 We may withdraw you if you do not engage with your course after we have tried to contact you and support you to re-engage. We will tell you in writing before this happens.
- 3.10 If Let's Go or your course closes, or a course stops before its scheduled end, fees for NZQA-approved programmes and micro-credentials are protected under the Student Fee Protection Rules 2026 and we will support you to complete your study or transfer to another provider. For other courses, we will refund fees for any part of the course not delivered.
- 3.11 If you receive a student loan or allowance, you must also tell StudyLink when you withdraw.

4. Your legal rights

- 4.1 Nothing in these terms and conditions limits or excludes Let's Go's liability for:
- (a) death or personal injury caused by Our negligence; or
 - (b) fraud or fraudulent misrepresentation.
- 4.2 Our liability to You shall be limited to an amount not exceeding 100% of the fees and, subject to clause 4.1, We will under no circumstances whatever be liable to You, whether in contract, tort (including negligence), breach of statutory duty, or otherwise, arising under or in connection with the Contract, for:
- (a) any loss of profits, sales, business, or revenue;
 - (b) loss or corruption of data, information or software;
 - (c) loss of business opportunity;
 - (d) loss of anticipated savings;
 - (e) loss of goodwill; or
 - (f) any indirect or consequential loss.
- 4.3 Nothing in these terms and conditions limits any rights you have under the Consumer Guarantees Act 1993, the Fair Trading Act 1986 or the Education and Training Act 2020. Clause 4.2 applies only to the extent permitted by law.

5. Health and Safety

- 5.1 We provide Our people with the training, knowledge and tools to work safely and prevent accidents. While attending training (including at hired venues) you must follow our safety instructions and the venue's emergency procedures, and be alcohol and drug free.
- 5.2 Participants booked by a Customer whose own alcohol and drug policy applies to them may be subject to that Customer's testing requirements while attending training.
- 5.3 Standards of behaviour outlined in Our Student Handbook (website) are to be adhered to.

6. Eligibility and enrolment

- 6.1 Let's Go enrolls domestic students only (as defined in section 10 of the Education and Training Act 2020). International students attending a STAR course through their school remain enrolled with their school.
- 6.2 You must meet the entry criteria in the Information Sheet. Your enrolment is confirmed once your identity, domestic status and entry criteria are verified and fees are paid or arranged; access to course materials and systems starts then.

7. Intellectual property

- 7.1 You own the copyright in work you create. By enrolling, you give Let's Go permission to copy and keep your work for assessment, moderation, quality assurance and record-keeping, including sharing it with NZQA or a standard-setting body for moderation. We will ask your permission before using your work for any other purpose, such as promotion.
- 7.2 Our course materials remain the property of Let's Go or their owners and are for your personal study only.

8. Complaints and disputes

- 8.1 Complaints and appeals are managed under our Complaints and Discipline and Appeals policies (summarised in the Student Handbook). You will not be disadvantaged for making a complaint.
- 8.2 If you are not satisfied after our process, you can raise concerns about our compliance with NZQA rules or the Code with NZQA, and financial or contractual disputes can be

referred to Study Complaints – Ngā Amuamu Tauira (the domestic tertiary student contract dispute resolution scheme).

9. General

9.1 We may update these terms and conditions. Changes do not reduce your rights for a course you are already enrolled in.

9.2 These terms are governed by New Zealand law.

9.3 Version: 2026 v2 (draft, September 2026).