

WITHDRAWAL FROM NMIT PROGRAMMES AND COURSES

Section	Learning and Teaching		
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PURPOSE

To describe procedures for student withdrawals from NMIT's programmes and courses to ensure these are followed consistently.

To describe provision of appropriate guidance and support to students when they are having difficulty continuing with their course or programme, before any withdrawal is implemented.

To ensure an auditable trail of communications and withdrawal procedures followed is maintained for all students.

Note: NMIT's refunds and charges for withdrawals for domestic and international students are outlined in the following policy documents:

Domestic Student Fees, Charges and Refunds

International Student Fees, Charges and Refunds

SCOPE

All NMIT programmes and courses.

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DEFINITIONS

Contracted Training Provider	A Contracted Training Provider is a Tertiary Education Organisation (TEO) that NMIT has contracted to teach a programme or course of study.
Enrolment Cancellation	<p>An enrolment cancellation is the withdrawal of a student from a programme or course(s) without academic penalty. An enrolment cancellation may be initiated by NMIT or by the student concerned.</p> <p>An enrolment cancellation is a form of withdrawal, as defined by the Tertiary Education Commission Rules. The student enrolment will not be reported in the Single Data Return (SDR).</p> <p><i>REFER DOMESTIC STUDENT FEES, CHARGES AND REFUNDS, AND INTERNATIONAL STUDENT FEES, CHARGES AND REFUNDS.</i></p>
Enrolment Cancellation Date	<p>The Enrolment Cancellation Date is 21 days (three weeks)* after the start date of a programme or course(s).</p> <p>The Enrolment Cancellation Date is the last date a student enrolment can be cancelled without academic penalty.</p> <p><i>REFER DOMESTIC STUDENT FEES, CHARGES AND REFUNDS, AND INTERNATIONAL STUDENT FEES, CHARGES AND REFUNDS.</i></p>
Last Withdrawal Date	The Last Withdrawal Date occurs when 60 per cent of the course is completed. If a student withdraws from a programme or course(s) before this date their Academic Record will show "Withdrawn" for the course(s).
Manager	<p>The Curriculum Manager for a group of Programmes.</p> <p>A Manager reports directly to a Director.</p>
NMIT-instigated Withdrawal / Cancellation	<p>A withdrawal or course cancellation that is initiated by NMIT, independently of the student. Programme Area decisions to withdraw / cancel a student can be based on but are not limited to:</p> <ul style="list-style-type: none"> • Non-attendance, including non-starters • Enrolment at the wrong level • Misconduct
Non-starter	A student who does not attend or engage in learning within the first 21 days (three weeks)* of a course or programme.
Single Data Return	<p>The Single Data Return (SDR) provides the base data for compilation and analysis of tertiary education statistics on Student enrolments; enrolments and withdrawals for funding purposes; and qualification and course completions, progressions, and retentions.</p> <p>This information is used for reporting and monitoring purposes, such as monitoring enrolments against an Investment Plan, or tracking completions and attrition for qualifications at specific Tertiary Education Organisations (TEOs).</p>
Student-instigated Withdrawal / Cancellation	<p>A withdrawal or course cancellation that is initiated by the student. Reasons for withdrawal or course cancellation may include but are not limited to:</p> <ul style="list-style-type: none"> • Enrolment at the wrong level • Enrolment on the wrong programme • Change in personal circumstances

Transfer	<p>A transfer is defined as a student studying the same programme but moving to a different course or course occurrence, for example a different semester delivery of the same course.</p> <p>A transfer is allowed within the first 21 days (three weeks)* of an enrolment on a course or programme.</p> <p>If a student changes their programme of study, this is treated as an Enrolment Cancellation and a separate enrolment for the new programme of study is required.</p>
VOS	<p>Verification of Study (VOS) is a process that provides StudyLink with the necessary information from education providers to enable and assess a student's entitlement for Student Allowances and/or Student Loans.</p>
Withdrawal	<p>A withdrawal is the formal removal of a student's enrolment from a programme or course(s) after the last cancellation date and before the last withdrawal date. The student enrolment will be reported in the Single Data Return (SDR) and their Academic Record will show "Withdrawn" for the course(s).</p>
Withdrawing Student Survey	<p>For students who cancel their enrolment or withdraw without completing their course(s) or programme of study. Where possible this should be completed during a learning conversation with the student's tutor or learning coach.</p> <p>Attached to the <i>Cancellation/Withdrawal Form</i>.</p> <p><i>REFER STUDENT SURVEYS</i></p>

* For courses/programmes longer than eight weeks but shorter than 12 weeks this time period is 14 days (two weeks).

RESPONSIBILITIES

<p>Programme Area Administrator</p>	<p>Generates <i>Cancellation/Withdrawal Form</i> from NMIT's Student Management System.</p> <p>Administers and completes relevant section of the <i>Cancellation/Withdrawal Form</i>.</p> <p>Advises students to inform StudyLink of their change in enrolment and seek advice regarding their continued eligibility for benefits.</p> <p>Sends letters to students for NMIT-instigated enrolment cancellations and withdrawals.</p> <p>Maintains records of withdrawal and cancellation documentation and correspondence, including notes in the Student Management System (SMS).</p>
<p>Manager</p>	<p>Authorises completed <i>Cancellation/Withdrawal Form</i>.</p> <p>Authorises and signs letters to students for NMIT-instigated enrolment cancellations and withdrawals.</p> <p>Ensures records of withdrawal and cancellation documentation and correspondence are maintained by Programme Area staff.</p>
<p>Tutor/learning coach/training provider</p>	<p>Provides support and guidance to students on their learning plan or contract. Where appropriate, facilitates <i>Withdrawing Student Survey</i>.</p> <p>REFER STUDENT SURVEYS</p>
<p>Information and Enrolments Centre Staff</p>	<p>Processes <i>Cancellation/Withdrawal Forms</i> in the NMIT Student Management System and sends <i>Withdrawal Confirmation Letters and Enrolment Cancellation Letters</i> to students for Student-instigated withdrawals.</p>
<p>Information and Enrolments Centre Manager</p>	<p>Notifies StudyLink and Immigration that a student enrolment has been cancelled / withdrawn.</p> <p>Notifies StudyLink and Immigration if a student stops attending a course or programme on the advice of Programme Area staff.</p>
<p>Finance Staff</p>	<p>Updates financial section of NMIT Student Management System and processes any fee refunds.</p>
<p>Student</p>	<p>Returns completed <i>Cancellation/Withdrawal Form</i>.</p> <p>Advises NMIT of changes to postal and/or home address and other contact details.</p> <p>Notifies StudyLink of any changes to their programme of study, including withdrawals, transfers and enrolment cancellation.</p> <p>Notifies Immigration of any changes to their programme of study, including withdrawals, transfers and enrolment cancellation (International students).</p>
<p>Student Survey Administrator</p>	<p>Processes <i>Withdrawing Student Surveys</i> and reports on aggregated survey results. REFER STUDENT SURVEYS</p>
<p>Chief Operating Officer</p>	<p>Approves any refunds for withdrawals that are outside NMIT policy.</p> <p>Provides instructions to Finance and Information and Enrolments Centre staff on refunds and credit of unpaid invoices (out of policy).</p>

NMIT's policy for withdrawal is set out in the NMIT Academic Statute, and outlined in NMIT's Guide to Application and Enrolment.

STUDENT SUPPORT

Students who are experiencing difficulties in continuing on their course or programme should seek support from their tutor, learning coach or training provider. The student and their tutor, learning coach or training provider should identify options for the student to continue their studies, unless there are circumstances outside NMIT's control that are preventing the student from continuing.

REFER: [STUDENT CHARTER](#)
[STUDENT SERVICES](#)

CANCELLATION OR WITHDRAWAL?

The table below describes the difference between an enrolment **cancellation** and enrolment **withdrawal** for domestic and international students; and shows the academic and financial outcomes of each.

Cancellation from Courses/Programmes	Period	Academic Course Grade	Refund Eligibility
Domestic students enrolled on courses/programmes longer than eight weeks but shorter than 12 weeks	14 or more days before programme/course start date	Not recorded	Full refund
	Less than 14 days before programme/course start date or Up to, and including, 14 days after programme/course start date	Not recorded	Full refund less \$100 administration fee
Domestic students enrolled on courses/programmes of 12 weeks or longer	21 days or more before programme/course start date	Not recorded	Full refund
	Less than 21 days before programme/course start date or up to, and including, 21 days after programme/course start date	Not recorded	Full refund less \$100 administration fee <i>(Where significant resource expense has been incurred within the first 21 days, the refund amount may be reduced accordingly e.g. Certificate in Superyacht Crewing)</i>

International students	21 or more days before programme start date	Not recorded	Full refund of enrolment fee less \$350 administration fee
	Less than 21 days before programme start date	Not recorded	90% refund of enrolment fee less \$350 administration fee
	After programme start date	Not recorded	No refund
Trades Academy Students	Non Starter	Not recorded	Full refund
Short Course* Students	Before course start date	Not recorded	Full refund

Withdrawal from Courses/Programmes longer than eight weeks but shorter than 12 weeks	Period	Academic Course Grade	Refund Eligibility
Domestic Students	Between 14 days and 60 per cent of course/programme completion	Withdrawn	No refund
	After 60 per cent of course/programme completion a student cannot be withdrawn	Failing grade/No pass	No refund
International Students	After programme start date	Failing grade/No pass	No refund
Short Course* Students	After course start date	Failing grade/No pass	No refund

Withdrawal from Courses/Programmes of 12 weeks or longer	Period	Academic Course Grade	Refund Eligibility
Domestic students	Between 21 days and 60 per cent of course/programme completion	Withdrawn	No refund

	After 60 per cent of course/programme completion a student cannot be withdrawn	Failing grade/No pass	No refund
International students	After programme start date	Failing grade/No pass	No refund
Trades Academy Students	Any time before next Term studies	Dependent on studies completed	Not applicable
	In the last Term of studies a student cannot be withdrawn	Dependent on studies completed	Not applicable

* Short courses – Bar Managers, Bartenders, Introduction to Espresso, Food Safety and Wine Appreciation

In exceptional cases, the Chief Operating Office has the discretion to approve refunds outside of policy. A Cancellation/Withdrawal Form must be completed and submitted along with supporting documentation.

Students are required to inform StudyLink or Immigration of their change in study status.

REFER: [DOMESTIC STUDENT FEES, CHARGES AND REFUNDS](#)
[INTERNATIONAL STUDENT FEES, CHARGES AND REFUNDS](#)

STUDYLINK LOANS AND ALLOWANCES

Withdrawal or Enrolment Cancellation from some or all courses / programmes may affect a student's eligibility for benefits including loans, allowances and living costs. Students are responsible for notifying StudyLink of any changes to their programme of study, including withdrawals. Programme Area staff are responsible for advising students to check their continuing eligibility for benefits with StudyLink.

NMIT-INSTIGATED WITHDRAWAL

A NMIT Programme Area can, independently of the student, instigate the withdrawal process. Programme Area decisions to withdraw a student can be based on but are not limited to:

- Non-attendance, including non-starters
- Enrolment at the wrong level
- Misconduct – students who have been excluded from NMIT programmes or courses may be withdrawn from any course(s) not yet started (and refunded the associated enrolment fees as appropriate). This process should start at Step 3 of Withdrawal Procedure C or D.

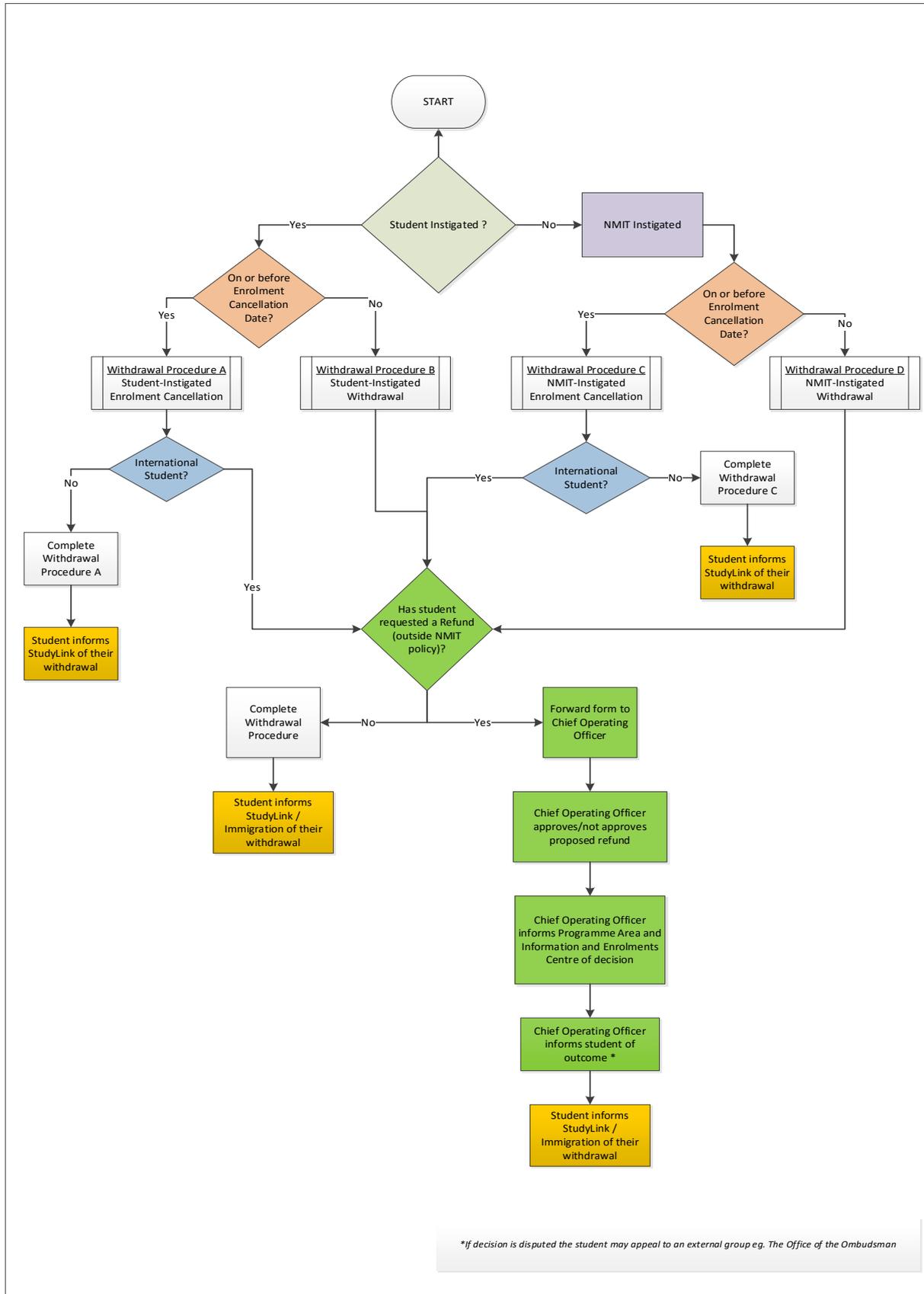
NON-ATTENDANCE AFTER 60 PER CENT OF A COURSE OR PROGRAMME HAS ELAPSED

A student cannot withdraw after 60 per cent of a course or programme has elapsed. Students who stop attending after this time are required to inform StudyLink or Immigration of their change in study status.

The Information and Enrolments Centre Manager at NMIT is obligated (on advice of Programme Area staff) to notify StudyLink or Immigration should a student stop attending a course or programme.

REFER: *APPENDIX 1: GUIDE FOR STUDENTS CONSIDERING CANCELLATION OR WITHDRAWAL*
STUDENT MISCONDUCT PROCEDURE
STUDENT RULES
STUDENT ACADEMIC SUPPORT AND PROGRESSION
RECOGNITION OF ACADEMIC CREDIT POLICY
RECOGNITION OF ACADEMIC CREDIT PROCEDURE
STUDYLINK AND IMMIGRATION NOTIFICATION LETTER

FIGURE 1: ENROLMENT CANCELLATION AND WITHDRAWAL OVERVIEW



WITHDRAWAL PROCEDURE A – STUDENT-INSTIGATED ENROLMENT CANCELLATION

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	Contact tutor / learning coach / training provider to: A review your learning contract and discuss your future options, or B request a cancellation of your enrolment on a course(s) or programme.	Student	Enrolment Cancellation is possible at any time before or on the Enrolment Cancellation date
2	Where direct contact is made with the Programme Area Administrator, check the student has sought guidance from tutor / learning coach or training provider before progressing Enrolment Cancellation process. If not, support and guidance should be arranged with the student's agreement. Inform student there could be financial and/or academic implications if they cancel their enrolment. Inform student to contact StudyLink for advice. Document that a learning conversation took place.	Programme Area Administrator / tutor / learning coach / training provider	REFER TO APPENDIX 1: GUIDE FOR STUDENTS CONSIDERING WITHDRAWAL
3	Provide support and guidance to the student. If the student confirms they will cancel their enrolment, help them to complete the <i>Withdrawing Student Survey</i> . Advise the Programme Area Administrator of the student's decision to cancel their enrolment.	Tutor / learning coach / training provider	REFER STUDENT SURVEYS
4	Generate a <i>Cancellation/Withdrawal Form</i> and issue it to the student (either in person, sent by mail or emailed). If the student has not completed a <i>Withdrawing Student Survey</i> this should also be sent to them. Add a note to the student's study contract in the Student Management System, stating when the <i>Cancellation/Withdrawal Form</i> was issued.	Programme Area Administrator	REFER STUDENT SURVEYS
5	International Students: Advise the Information and Enrolments Manager of the student's decision to cancel their enrolment.	Programme Area Administrator	
6	Complete and sign a <i>Cancellation/Withdrawal Form</i> and <i>Withdrawing Student Survey</i> and return them to the appropriate NMIT Programme Area Administrator.	Student	
7	Check the completed <i>Cancellation/Withdrawal Form</i> and complete the 'Programme Area' section. Add a note to the student's study contract in the student management system, stating when the <i>Cancellation/Withdrawal Form</i> was returned.	Programme Area Administrator	
8	Send the <i>Cancellation/Withdrawal Form</i> to the Manager for them to sign.	Programme Area Administrator	

	STEPS	RESPONSIBILITY	TIMING/NOTES
	Forward the <i>Withdrawing Student Survey</i> to the Curriculum and Quality Team.		
9	Check the <i>Cancellation/Withdrawal Form</i> and sign it. Forward the completed <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.	Manager	
10	Complete the 'Information and Enrolments Centre' section of the <i>Cancellation/Withdrawal Form</i> . Amend the enrolment status in the Student Management System, including a VOS update (if required).	Information and Enrolments Centre Staff	Delete Academic Record in the Student Management System <i>REFER ACADEMIC STATUTE</i>
11	Domestic Students: Forward the <i>Cancellation/Withdrawal Form</i> to the Finance Team.	Information and Enrolments Centre Staff	
	International Students: If the student has requested a refund, forward the <i>Cancellation/Withdrawal Form</i> to Chief Operating Officer.		
12	Domestic Students: Update the financial section of the Student Management System and return the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.	Finance Team	
13	International Students: 'Approve' or 'not approve' requested refunds that are outside NMIT policy. Return the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.	Chief Operating Officer	
14	Domestic Students: Send an <i>Enrolment Cancellation Confirmation Letter</i> to the student confirming their Enrolment Cancellation.	Information and Enrolments Centre Staff (within policy)	<i>REFER ENROLMENT CANCELLATION CONFIRMATION LETTER</i>
15	International Students: Send an <i>Enrolment Cancellation Confirmation Letter</i> to the student confirming their Enrolment Cancellation and outcome of any refund requests.	Executive Assistant to the Chief Operating Officer (outside policy)	<i>REFER ENROLMENT CANCELLATION CONFIRMATION LETTER</i>
16	International Students: Inform Immigration of changes to the student's study status.	Information and Enrolments Centre Manager	

WITHDRAWAL PROCEDURE B – STUDENT-INSTIGATED WITHDRAWAL

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Contact tutor / learning coach / training provider to:</p> <p>A review your learning contract and discuss your future options, or</p> <p>B request a withdrawal from your course(s) or programme.</p>	Student	Withdrawal is possible up to 60 per cent of the duration of the course or programme (Last Withdrawal Date)
2	<p>Where direct contact is made with the Programme Area Administrator, check the student has sought guidance from tutor / learning coach or training provider before progressing the Withdrawal. If not, support and guidance should be arranged with the student's agreement.</p> <p>Inform student there could be financial and/or academic implications if they withdraw. Inform student to contact StudyLink for advice.</p> <p>Document that a learning conversation took place.</p>	Programme Area Administrator / tutor / learning coach / training provider	REFER TO APPENDIX 1: GUIDE FOR STUDENTS CONSIDERING CANCELLATION OR WITHDRAWAL
3	<p>Provide support and guidance to the student.</p> <p>Inform the student there could be financial and/or academic penalties as a result of withdrawal.</p> <p>If the student confirms they will withdraw, support them to complete the <i>Withdrawing Student Survey</i>.</p> <p>Advise the Programme Area Administrator of the student's decision to withdraw.</p>	Tutor / learning coach / training provider	REFER STUDENT SURVEYS
4	<p>Generate a <i>Cancellation/Withdrawal Form</i> and issue it to the student (either in person, sent by mail or email).</p> <p>If the student has not completed a <i>Withdrawing Student Survey</i> this should also be sent to them.</p> <p>REFER STUDENT SURVEYS</p> <p>Add a note to the student's study contract in the Student Management System, stating when the <i>Cancellation/Withdrawal Form</i> was issued.</p>	Programme Area Administrator	Withdrawal is possible up to 60 per cent of the duration of the course(s) or programme
5	<p>International Students:</p> <p>Advise the Information and Enrolments Manager of the student's decision to withdraw.</p>	Programme Area Administrator	
6	<p>Complete and sign a <i>Cancellation/Withdrawal Form</i> and <i>Withdrawing Student Survey</i> and return them to the appropriate NMIT Programme Area.</p>	Student	
7	<p>Check the completed <i>Cancellation/Withdrawal Form</i> and complete the 'Programme Area' section.</p> <p>Add a note to the student's study contract in the Student Management System, stating when the <i>Cancellation/Withdrawal Form</i> was returned.</p>	Programme Area Administrator	
8	<p>Send the <i>Cancellation/Withdrawal Form</i> to the Manager for them to sign.</p>	Programme Area Administrator	

	STEPS	RESPONSIBILITY	TIMING/NOTES
	Forward the <i>Withdrawing Student Survey Form</i> to the Curriculum and Quality Team.		
9	Check the completed <i>Cancellation/Withdrawal Form</i> and sign it. Forward the completed <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.	Manager	
10	Complete the 'Information and Enrolments Centre' section of the Form. Update the enrolment status in the Student Management System.	Information and Enrolments Centre Staff	Academic Records retained and a result of "Withdrawn" is entered against each course. <i>REFER ACADEMIC STATUTE</i>
11	If student has requested a refund (outside NMIT Policy), forward the <i>Cancellation/Withdrawal Form</i> to the Chief Operating Officer.	Information and Enrolments Centre Staff	
12	'Approve' or 'not approve' proposed refunds that are outside NMIT policy, and return <i>Cancellation/Withdrawal Form</i> to Information and Enrolments Centre.	Chief Operating Officer	
13	Update the financial section of the Student Management System updated and return the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.	Finance Team	
14	Send the student a <i>Withdrawal Confirmation Letter</i> confirming their Withdrawal and outcome of any refund requests. Send the student a <i>Withdrawal Confirmation Letter</i> including notification of any refund request.	Information and Enrolments Centre Staff (within policy) Executive Assistant to the Chief Operating Officer (outside of policy)	<i>REFER WITHDRAWAL CONFIRMATION LETTER</i>
15	International Students: Inform Immigration of the change to the student's study status.	Information and Enrolments Centre Manager	

WITHDRAWAL PROCEDURE C – NMIT-INSTIGATED ENROLMENT CANCELLATION

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Identify student as a non-starter through non-attendance or lack of engagement.</p> <p>Arrange a learning conversation between the student and their tutor / learning coach or training provider to review learning contract and Individual Learning Plan.</p> <p>If the student chooses to cancel their enrolment, follow Withdrawal Procedure A.</p> <p>Document that a learning conversation took place.</p>	Tutor / learning coach or training provider, Manager or Programme Area Administrator	On or before the Enrolment Cancellation date.
2	<p>Phone, text or email the student in the first week of the course(s) or programme.</p> <p>If no response, send (post / email) letter advising the student their enrolment will be cancelled in five working days.</p> <p>Add a note to the student's study contract in the Student Management System that contact has been attempted / made.</p>	Manager / Programme Area Administrator / training provider	<p>Use all available contact details, including emergency contact</p> <p>REFER NMIT-INSTIGATED ENROLMENT CANCELLATION LETTER 1</p>
3	<p>If no response after five working days:</p> <p>Phone, text or email the student.</p>	Programme Area Administrator	<p>Use all available contact details.</p> <p>Five working days after the letter sent</p>
4	<p>If no response:</p> <p>Generate a <i>Cancellation/Withdrawal Form</i>.</p> <p>Add a note to the student's study contract in the Student Management System, stating this is an NMIT-instigated enrolment cancellation.</p> <p>Complete the 'Student Section' of the Form.</p>	Programme Area Administrator	Same day
5	<p>Check the <i>Cancellation/Withdrawal Form</i> and sign it.</p> <p>Forward the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.</p>	Manager	
5	<p>International Students:</p> <p>Advise the Information and Enrolment Manager of the student's enrolment cancellation.</p>	Programme Area Administrator	
6	<p>Complete the 'Information and Enrolments Centre' section of the Form. Amend the enrolment status in the Student Management System including a VOS update (if required).</p>	Information and Enrolments Centre Staff	
7	<p>Domestic students:</p> <p>Forward <i>the Cancellation/Withdrawal Form</i> to the Finance Team.</p>	Information and Enrolments Centre Staff	

	<p>International students:</p> <p>Forward <i>Cancellation/Withdrawal Form</i> to the Chief Operating Officer if refund requested.</p>		
8	<p>Domestic students:</p> <p>Update the financial section of the Student Management System and return the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.</p>	Finance Team	
9	<p>International Students:</p> <p>'Approve' or 'not approve' requested refunds that are outside NMIT policy. Return the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.</p>	Chief Operating Officer	
10	<p>Domestic students:</p> <p>Send an <i>Enrolment Cancellation Confirmation Letter</i> to the student confirming their Enrolment Cancellation.</p>	Information and Enrolments Centre Staff (within policy)	REFER ENROLMENT CANCELLATION CONFIRMATION LETTER
11	<p>International Students:</p> <p>Send an <i>Enrolment Cancellation Confirmation Letter</i> to the student confirming their Enrolment Cancellation and outcome of any refund requests.</p>	Executive Assistant to the Chief Operating Officer (outside policy)	REFER ENROLMENT CANCELLATION CONFIRMATION LETTER
12	<p>International Students:</p> <p>Inform Immigration of the change to the student's study status.</p>	Information and Enrolments Centre Manager	

WITHDRAWAL PROCEDURE D – NMIT-INSTIGATED WITHDRAWAL

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Identify student who is not attending or has disengaged with their course(s) or programme.</p> <p>Arrange a learning conversation between the student and their tutor / learning coach or training provider to review learning contract and Individual Learning Plan.</p> <p>If the student chooses to withdraw, follow Withdrawal Procedure B.</p> <p>Document that a learning conversation took place.</p>	Tutor / learning coach or training provider, Manager or Programme Area Administrator	Any time before 60 per cent of the duration of the course or programme.
2	<p>If the student cannot be contacted, send Letter No.1 requesting an appointment to offer support, and a response in five working days</p> <p>Add a note to the student’s study contract in the Student Management System that contact has been attempted / made.</p>	Manager / Programme Area Administrator/ training provider	<p>Use all available contact details, including emergency contact</p> <p>REFER NMIT-INSTIGATED WITHDRAWAL LETTER 1</p>
	<p>If the student does not respond to Letter No.1, send Letter No.2 reminding them of the offer of support and a response in five working days</p> <p>Add a note to the student’s study contract in the Student Management System that contact has been attempted / made.</p>	Manager / Programme Area Administrator/ training provider	REFER NMIT-INSTIGATED WITHDRAWAL LETTER 2
4	<p>If the student does not respond to Letter No.2, send Letter No.3 advising the student they will be withdrawn in five working days.</p> <p>Add a note to the student’s study contract in the Student Management System that contact has been attempted / made.</p>	Manager / Programme Area Administrator/ training provider	REFER NMIT-INSTIGATED WITHDRAWAL LETTER 3
5	<p>If no response after five working days:</p> <p>Generate a <i>Cancellation/Withdrawal Form</i>.</p> <p>Add a note to the student’s study contract in the Student Management System, stating this is an NMIT-instigated withdrawal.</p> <p>Complete the ‘Student Section’ of the <i>Cancellation/Withdrawal Form</i>.</p> <p>Forward to Manager.</p>	Programme Area Administrator/ training provider	
6	<p>Check the <i>Cancellation/Withdrawal Form</i> and sign it.</p> <p>Forward the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.</p>	Manager	
7	<p>International Students:</p> <p>Advise the Information and Enrolment Manager of the student’s withdrawal.</p>	Programme Area Administrator	

8	<p>Complete the 'Information and Enrolments Centre' section of the <i>Cancellation/Withdrawal Form</i>.</p> <p>Update the student's enrolment status in the Student Management System.</p>	Information and Enrolments Centre Staff	<p>Academic Records retained and a result of "Withdrawn" is entered against each course.</p> <p>REFER ACADEMIC STATUTE</p>
9	'Approve' or 'not approve' proposed refunds that are outside NMIT policy, and return <i>Cancellation/Withdrawal Form</i> to Information and Enrolments Centre.	Chief Operating Officer	
10	Send letter advising student of outcome of refund decision.	Executive Assistant to the Chief Operating Officer	Use all available contact details
11	<p>International Students:</p> <p>Inform Immigration of the change to the student's study status.</p>	Information and Enrolments Centre Manager	

COURSE TRANSFER

Course Transfers are only available within the same Programme of Study, and normally only approved within 3 weeks of the course start date. Course transfers within the same Programme of study do not need to follow any withdrawal procedure.

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	Contact tutor / learning coach / training provider to request a cancellation of your enrolment on a course(s) and enrolment in a different course(s).	Student	A transfer is only available for courses within the same Programme. Transfers are possible at any time before or on the Enrolment Cancellation date.
2	Where direct contact is made with the Programme Area Administrator, check the student has sought guidance from tutor / learning coach or training provider before progressing a Transfer. If not, support and guidance should be arranged with the student's agreement.	Programme Area Administrator / tutor / learning coach / training provider	
3	Provide support and guidance to the student. If the student confirms they will transfer their course enrolments, help them to complete the <i>Course Transfer Form</i> .	Tutor / learning coach / training provider	The <i>Course Transfer Form</i> is available on the Information and Enrolments section of the Intranet.
4	Check the completed <i>Course Transfer Form</i> and send to the Manager for them to sign, then forward to the Information and Enrolments Centre.	Programme Area Administrator	
5	International Students: Advise the Information and Enrolment Manager of the student's change in study contract.	Programme Area Administrator	
6	Complete the 'Information and Enrolments Centre' section of the Form. Amend the enrolment status in the Student Management System, including a VOS update (if required) and EFTS changed.	Information and Enrolments Centre Staff	
7	Forward the <i>Course Transfer Form</i> to the Finance Team.	Information and Enrolments Centre Staff	
8	Update the financial section of the Student Management System and return the <i>Course Transfer Form</i> to the Information and Enrolments Centre.	Finance Team	

REFERENCES

INTERNAL

Complaints Procedure
Course Transfer Form
Domestic Student Fees, Charges and Refunds
International Student Fees, Charges and Refunds
NMIT Academic Statute
NMIT Cancellation/Withdrawal Form
NMIT Guide to Application and Enrolment
Student Academic Support and Progression
Student Misconduct Procedure
Student Surveys

NMIT Enrolment Cancellation and Withdrawal Letters:

- Enrolment Cancellation Confirmation Letter
- Withdrawal Confirmation Letter
- NMIT-instigated Enrolment Cancellation Letter
- NMIT-instigated Withdrawal Letter 1
- NMIT-instigated Withdrawal Letter 2
- NMIT-instigated Withdrawal Letter 3
- StudyLink and Immigration Notification Letter

EXTERNAL

Education Act 1989 and amendments
TANZ Common Processes – Application and Enrolment Process Design
StudyLink website (www.studylink.govt.nz)

Tertiary Education Commission Rules:

- ENR042 Admission and enrolment - requirements
- ENR074 Enrolment Changes and Withdrawals - specifications of withdrawal time period
- ENR079 SAC student withdrawal - eligibility for funding
- ENR133 Enrolment changes and withdrawals - TEO course cancellation

APPENDICES

Appendix 1: Guide for Students Considering Cancellation or Withdrawal
Appendix 2: At-a-glance Illustrations for cancellation/withdrawal periods

APPENDIX 1 GUIDE FOR STUDENTS CONSIDERING CANCELLATION OR WITHDRAWAL

Disclaimer: This information is correct at the time this policy was approved. StudyLink policy may change from time to time. For accurate and up-to-date advice regarding your Study Contract and access to Loans and Allowances, contact StudyLink.

WHAT IS AN ENROLMENT CANCELLATION?

An **Enrolment Cancellation** is when you cancel your enrolment within 21 days (three weeks)* of the start date of your course or programme.

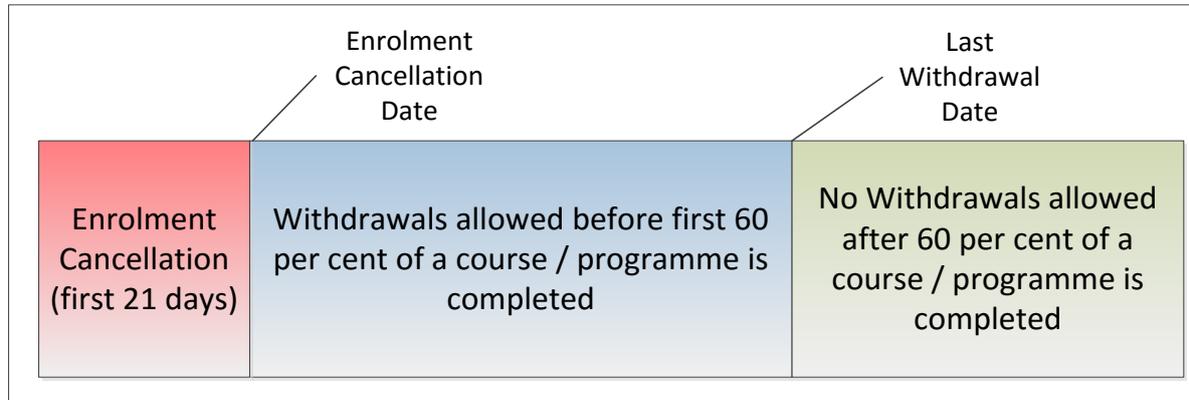
* For courses/programmes longer than eight weeks but shorter than 12 weeks this time period is 14 days (two weeks).

WHAT IS A WITHDRAWAL?

A **Withdrawal** is when your enrolment on a course or programme is removed in the period between 21 days (three weeks)* after the start date of your course and programme and on or before 60 per cent of the course or programme.

* For courses/programmes longer than eight weeks but shorter than 12 weeks this time period is 14 days (two weeks).

FIGURE 2: ENROLMENT CANCELLATION AND WITHDRAWAL OVERVIEW



DO I GET MY MONEY BACK IF I CANCEL MY ENROLMENT OR WITHDRAW?

There are different rules for Domestic and International students.

See the following documents on the NMIT website:

Domestic Students: [DOMESTIC STUDENT FEES, CHARGES AND REFUNDS](#)

International Students: [INTERNATIONAL STUDENT FEES, CHARGES AND REFUNDS](#)

WHAT RESULT DO I GET IF I CANCEL MY ENROLMENT?

If you **cancel your enrolment**, you will not have an Academic Record for the cancelled course(s) or programme.

WHAT RESULT DO I GET IF I WITHDRAW?

If you **withdraw** from your course(s) or programme, your results will be “Withdrawn”.

You may not withdraw after 60 per cent of the course has been delivered. If you do not meet course completion requirements your result will be a fail grade.

WHAT HAPPENS TO MY STUDENT ALLOWANCE IF I CANCEL MY ENROLMENT?

If you cancel your enrolment or drop a course you may not be studying full-time anymore, which means you may not qualify for the Student Allowance. Your Student Allowance needs to stop from the day you stop studying full-time. If you don't tell StudyLink, you could be overpaid, which means you'll have to pay the money back.

Contact StudyLink to discuss your options.

WHAT HAPPENS TO MY STUDENT LOAN IF I CANCEL MY ENROLMENT?

If you cancel your enrolment or drop a course you may not be studying full-time anymore, which means you may not qualify for the Student Loan living costs. Your living costs need to stop from the day you stop studying full-time. If you don't tell StudyLink, you could be overpaid, which means you'll have to pay the money back.

If you have used your Student Loan to pay for your fees and you are entitled to a fee refund, this will be paid by NMIT directly to StudyLink.

WHAT HAPPENS TO MY STUDENT ALLOWANCE IF I WITHDRAW FROM A COURSE OR PROGRAMME

Your Student Allowance needs to stop from the day you stop studying full-time.

If you withdraw, it could mean that you won't pass enough courses to receive a Student Allowance in the future.

Contact StudyLink to discuss your options.

WHAT HAPPENS TO MY STUDENT LOAN IF I WITHDRAW FROM A COURSE OR PROGRAMME?

Your Student Loan living costs need to stop from the day you stop studying full-time.

If you withdraw from a course or programme and don't tell StudyLink, NMIT is required to tell StudyLink. If StudyLink are informed that you are no longer studying, your loan may be suspended. That means you won't get any money for living costs, and any payments for fees and course-related costs will be put on hold.

If you withdraw from your course you are still responsible for repaying your Student Loan.

Contact StudyLink to discuss your options.

WHAT HAPPENS TO MY **STUDENT VISA** IF I **CANCEL MY ENROLMENT** OR **WITHDRAW** FROM A COURSE OR PROGRAMME?

If you stop studying your Student Visa will be terminated by Immigration. This will mean you have to leave New Zealand immediately.

International students are responsible for notifying Immigration of any changes to their study circumstances. Assistance can be provided from the Information and Enrolments Centre Staff.

PLEASE BE ADVISED THAT NMIT IS OBLIGATED TO NOTIFY IMMIGRATION SHOULD YOU STOP ATTENDING YOUR COURSE(S) OR PROGRAMME.

WHAT HAPPENS IF I STOP ATTENDING MY COURSE OR PROGRAMME AFTER 60 PER CENT OF THE COURSE OR PROGRAMME HAS PASSED?

You cannot withdraw after 60 per cent of the course(s) or programme has passed.

Domestic students are responsible for notifying StudyLink of any changes to their study circumstances

International students are responsible for notifying Immigration of any changes to their study circumstances. Assistance can be provided from the Information and Enrolments Centre Staff.

PLEASE BE ADVISED THAT NMIT ARE OBLIGATED TO NOTIFY STUDYLINK OR IMMIGRATION SHOULD YOU STOP ATTENDING YOUR COURSE(S) OR PROGRAMME.

FIGURE 3: AT-A-GLANCE CANCELLATION/WITHDRAWAL TIME-FRAMES – 12 WEEKS OR LONGER

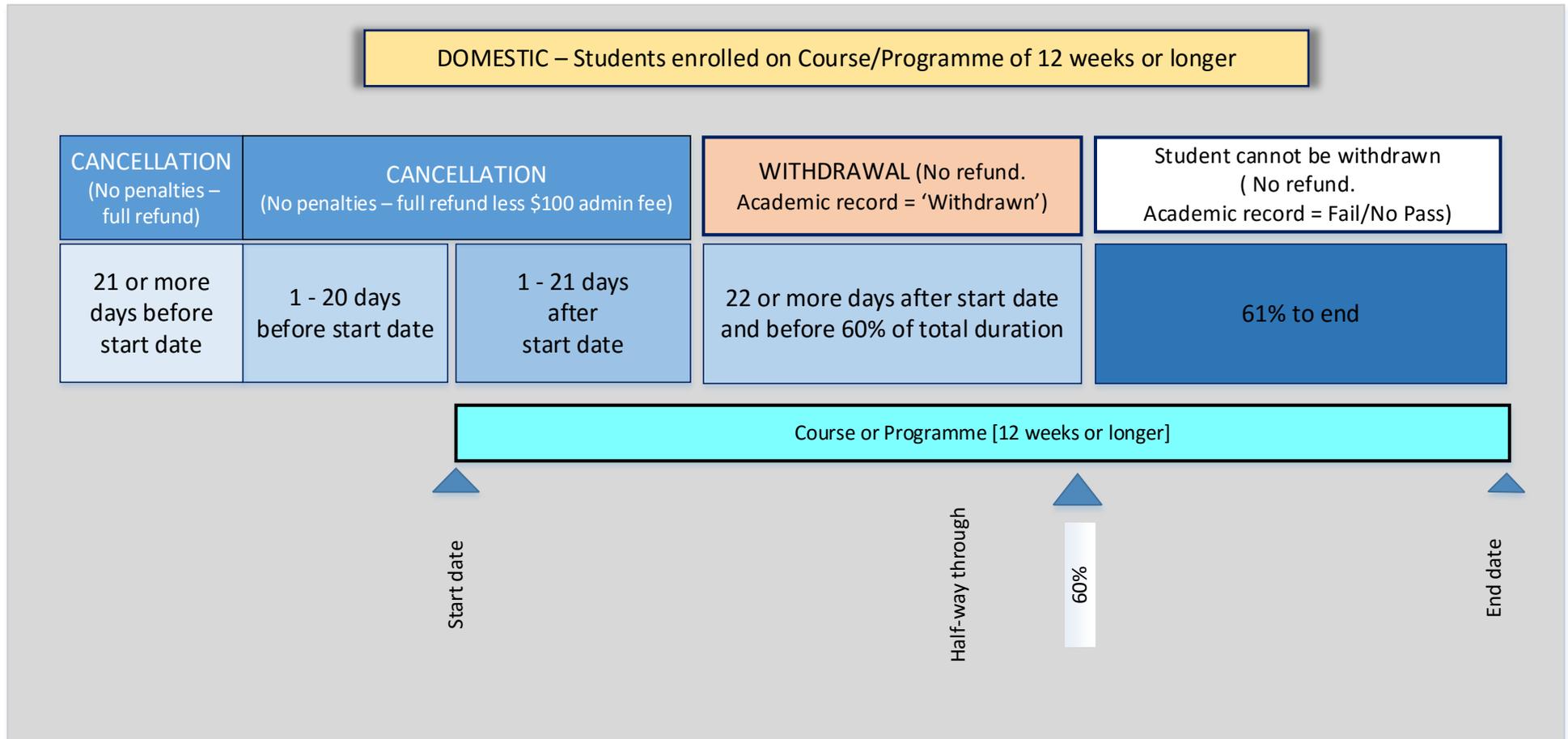


FIGURE 4: AT-A-GLANCE CANCELLATION/WITHDRAWAL TIME-FRAMES – 8 - 12 WEEKS

