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WITHDRAWAL PROCEDURE

Section	Finance		
Approval Date	09.02.2015	Approved by	Directorate
Next Review	08.02.2020	Responsibility	Director of Finance and Business Improvement
Last Reviewed	08.02.2018	Key Evaluation Question	6

PURPOSE

To provide a framework and set of principles relating to student withdrawals and related financial and academic impacts of those withdrawals. The policy and associated procedures are designed to ensure that all regulatory requirements are met; and that students and staff have access to clear information on processes and impacts in regard to a student's request to withdraw from any NMIT course or programme.

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

SCOPE

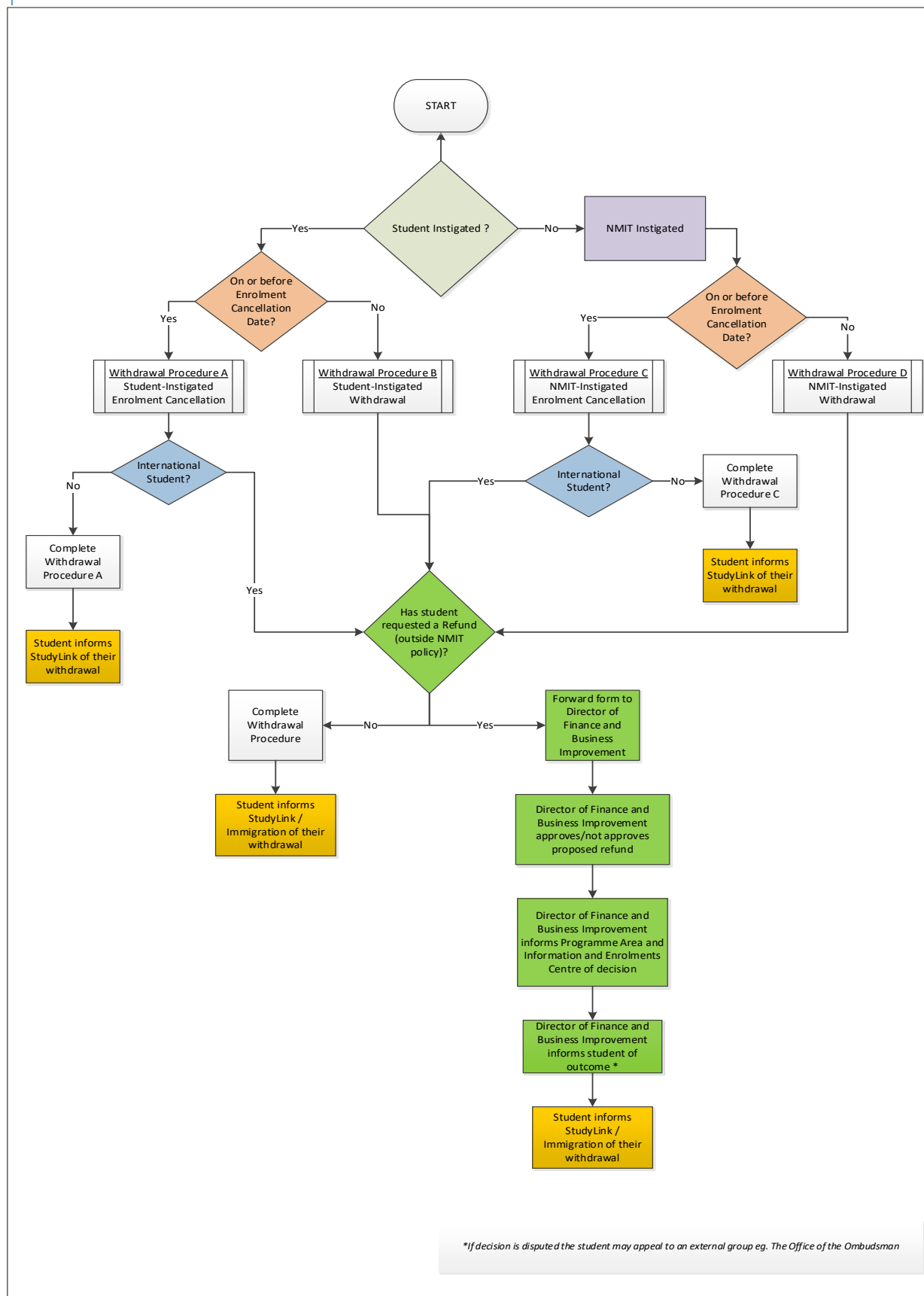
All NMIT programmes and courses.

RESPONSIBILITIES

Director of Finance and Business Improvement	Approves any refunds for withdrawals that are outside NMIT policy. Provides instructions to Finance and Information and Enrolments Centre staff on refunds and credit of unpaid invoices (outside of policy).
Finance Staff	Updates financial section of NMIT Student Management System and processes any fee refunds.
Head of Department	Authorises completed <i>Cancellation/Withdrawal Form</i> . Authorises and signs letters to students for NMIT-instigated enrolment cancellations and withdrawals. Ensures records of withdrawal and cancellation documentation and correspondence are maintained by Programme Area staff.
Information and Enrolments Centre Manager	Notifies StudyLink and Immigration that a student enrolment has been cancelled / withdrawn. Notifies StudyLink and Immigration if a student stops attending a course or programme on the advice of Programme Area staff.

Information and Enrolments Centre Staff	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.
Programme Area Administrator	<p>Generates <i>Cancellation/Withdrawal Form</i> from NMIT's Student Management System.</p> <p>Checks the attendance register for the student.</p> <p>Administers and completes relevant section of the <i>Cancellation/Withdrawal Form</i> and attaches a copy of the Attendance Register.</p> <p>Advises students to inform StudyLink of their change in enrolment and seek advice regarding their continued eligibility for benefits.</p> <p>Advises international students to speak to the International Enrolments team for visa queries.</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>
Student	<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>
Student Survey Administrator	Processes Withdrawing Student Surveys and reports on aggregated survey results. <i>REFER STUDENT SURVEYS PROCEDURE</i>
Tutor/Programme coordinator or Student Learning Advisor/training provider	Provides support and guidance to students on their learning plan or contract. Where appropriate, facilitates <i>Withdrawing Student Survey</i> . <i>REFER STUDENT SURVEYS PROCEDURE</i>

FIGURE 1: ENROLMENT CANCELLATION AND WITHDRAWAL OVERVIEW



WITHDRAWAL PROCEDURE A – STUDENT-INSTIGATED ENROLMENT CANCELLATION

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Contact tutor / Programme Coordinator or Student Learning Advisor / training provider to:</p> <p>A review your learning contract and discuss your future options, or</p> <p>B request a cancellation of your enrolment on a course(s) or programme.</p>	Student	Enrolment Cancellation is possible at any time before or on the Enrolment Cancellation date
2	<p>Where direct contact is made with the Programme Area Administrator, check the student has sought guidance from tutor / Programme Coordinator or Student Learning Advisor or training provider before progressing Enrolment Cancellation process. 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 cancel their enrolment. Inform student to contact StudyLink for advice.</p> <p>Document that a learning conversation took place.</p>	Programme Area Administrator / tutor / Programme Coordinator or Student Learning Advisor / training provider	REFER TO WITHDRAWAL POLICY APPENDIX 1: GUIDE FOR STUDENTS CONSIDERING WITHDRAWAL
3	<p>Provide support and guidance to the student.</p> <p>If the student confirms they will cancel their enrolment, help them to complete the <i>Withdrawing Student Survey</i>.</p> <p>Advise the Programme Area Administrator of the student's decision to cancel their enrolment.</p>	Tutor / Programme Coordinator or Student Learning Advisor / training provider	REFER STUDENT SURVEYS PROCEDURE
4	<p>Generate a <i>Cancellation/Withdrawal Form</i> and issue it to the student (either in person, sent by mail or emailed) and advise that they need to read the following policies: NMIT Academic Statute, section 3.03 Withdrawal and Transfer and the Fees, Charges and Refunds – Domestic or Fees, Charges and Refunds – International.</p> <p>If the student has not completed a <i>Withdrawing Student Survey</i> this should also be sent to them.</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	REFER STUDENT SURVEYS PROCEDURE
5	<p>International Students:</p> <p>Advise the Information and Enrolments Manager of the student's decision to cancel their enrolment.</p>	Programme Area Administrator	

	STEPS	RESPONSIBILITY	TIMING/NOTES
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 Head of Department for them to sign. Forward the <i>Withdrawing Student Survey</i> to the Curriculum and Quality Team.	Programme Area Administrator	
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.	Head of Department	
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 Director of Finance and Business Improvement.		
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.	Director of Finance and Business Improvement	

	STEPS	RESPONSIBILITY	TIMING/NOTES
14	Domestic Students: Send the <i>Cancellation/Withdrawal confirmation Letter</i> to the student confirming their Enrolment Cancellation.	Information and Enrolments Centre Staff	<i>REFER CANCELLATION/ WITHDRAWAL LETTER</i>
15	International Students: Send the <i>Cancellation/Withdrawal confirmation Letter</i> to the student confirming their Enrolment Cancellation and outcome of any refund requests.	Information and Enrolments Centre Staff	<i>REFER CANCELLATION/ WITHDRAWAL LETTER</i>
16	International Students: Inform Immigration New Zealand of changes to the student's study status.	Information and Enrolments Centre Manager	

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Contact tutor / programme coordinator or Student Learning Advisor / 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 / programme coordinator or Student Learning Advisor 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 / Programme Coordinator or Student Learning Advisor / training provider	REFER TO WITHDRAWAL POLICY 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 / Programme Coordinator or Student Learning Advisor / training provider	REFER STUDENT SURVEYS PROCEDURE
4	<p>Generate a <i>Cancellation/Withdrawal Form</i> and issue it to the student (either in person, sent by mail or email) and advise that they need to read the following policies: NMIT Academic Statute, section 3.03 Withdrawal and Transfer and the Fees, Charges and Refunds (Domestic) or Fees, Charges and Refunds (International).</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 PROCEDURE</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	

	STEPS	RESPONSIBILITY	TIMING/NOTES
7	<p>Check the completed <i>Cancellation/Withdrawal Form</i> and complete the 'Programme Area' section. Check and attach a copy of the learner attendance.</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 Head of Department for them to sign.</p> <p>Forward the <i>Withdrawing Student Survey</i> to the Academic and Quality Team.</p>	Programme Area Administrator	
9	<p>Check the completed <i>Cancellation/Withdrawal Form</i> and sign it.</p> <p>Forward the completed <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.</p>	Head of Department	
10	<p>Complete the 'Information and Enrolments Centre' section of the Form.</p> <p>Update the 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>
11	If student has requested a refund (outside NMIT Policy), forward the <i>Cancellation/Withdrawal Form</i> to the Director of Finance and Business Improvement.	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.	Director of Finance and Business Improvement	
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	<p>Send the student a <i>Withdrawal Confirmation Letter</i> confirming their Withdrawal and outcome of any refund requests.</p> <p>Send the student a <i>Withdrawal Confirmation Letter</i> including notification of any refund request.</p>	Information and Enrolments Centre Staff	REFER WITHDRAWAL CONFIRMATION LETTER
15	<p>International Students:</p> <p>Inform Immigration New Zealand of the change to the student's study status.</p>	Information and Enrolments Centre Manager	

	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 / Programme Coordinator or Student Learning Advisor 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 / Programme Coordinator or Student Learning Advisor or training provider, Head of Department 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 within the first week, send (post / email) letter 1 advising the student their enrolment may be cancelled.</p> <p>Add a note to the student's study contract in the Student Management System that contact has been attempted / made.</p>	Head of Department / Programme Area Administrator / training provider	<p>Use all available contact details, including emergency contact</p> <p>REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 1</p>
3	<p>International Students:</p> <p>Advise the Information and Enrolment Manager of the student's potential cancellation.</p>	Programme Area Administrator	
4	<p>If no response send (post / email) letter 2 advising the student their enrolment may be cancelled.</p>	Programme Area Administrator	<p>Use all available contact details.</p> <p>Five working days after letter 1 has been sent</p> <p>REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 2</p>
5	<p>If no response, Generate a <i>Cancellation/Withdrawal Form</i> and attach the evidence of contact attempts.</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
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>	Head of Department	

7	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).	Information and Enrolments Centre Staff	
8	Domestic students: Forward <i>the Cancellation/Withdrawal Form</i> to the Finance Team.	Information and Enrolments Centre Staff	
	International students: Forward <i>Cancellation/Withdrawal Form</i> to the Director of Finance and Business Improvement if refund requested.		
9	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	
10	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.	Director of Finance and Business Improvement	
11	Domestic students: Send a <i>Cancellation/Withdrawal confirmation letter</i> to the student confirming their Enrolment Cancellation.	Information and Enrolments Centre Staff	REFER ENROLMENT CANCELLATION/WITHDRAWAL LETTER
12	International Students: Send an <i>Cancellation/Withdrawal confirmation letter</i> to the student confirming their Enrolment Cancellation and outcome of any refund requests.	Information and Enrolments Centre Staff	REFER ENROLMENT CANCELLATION/WITHDRAWAL LETTER
13	International Students: Inform Immigration New Zealand of the change to the student's study status.	Information and Enrolments Centre Manager	

	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 / programme coordinator or Student Learning Advisor 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 / Programme Coordinator or Student Learning Advisor or training provider, Head of Department 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>	Head of Department / Programme Area Administrator/ training provider	<p>Use all available contact details, including emergency contact</p> <p>REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 1</p>
3	<p>International Students:</p> <p>Advise the Information and Enrolment Manager of the student's potential withdrawal.</p>	Programme Area Administrator	
4	<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>	Head of Department / Programme Area Administrator/ training provider	REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 2
5	<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>	Head of Department / Programme Area Administrator/ training provider	REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 3
6	<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>	Programme Area Administrator/ training provider	

	Forward to Head of Department.		
7	Check the <i>Cancellation/Withdrawal Form</i> and sign it. Forward the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.	Head of Department	
8	Complete the 'Information and Enrolments Centre' section of the <i>Cancellation/Withdrawal Form</i> . Update the student's 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>
9	'Approve' or 'not approve' proposed refunds that are outside NMIT policy, and return <i>Cancellation/Withdrawal Form</i> to Information and Enrolments Centre.	Director of Finance and Business Improvement	
10	Send letter advising student of outcome of refund decision.	Information and Enrolments Centre Staff	Use all available contact details
11	International Students: Inform Immigration New Zealand of the change to the student's study status.	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 / programme coordinator or Student Learning Advisor / 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 / programme coordinator or Student Learning Advisor or training provider before progressing a Transfer. If not, support and guidance should be arranged with the student's agreement.	Programme Area Administrator / tutor / Programme Coordinator or Student Learning Advisor / 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 / Programme Coordinator or Student Learning Advisor / 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 Head of Department for them to sign, then forward to the Information and Enrolments Centre.	Programme Area Administrator	
5	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	
6	Forward the <i>Course Transfer Form</i> to the Finance Team.	Information and Enrolments Centre Staff	
7	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	

INTERNAL

Withdrawal Policy

Letters and forms (available on the Student Management System):

- Course Transfer Form
- Enrolment-cancellation Confirmation Letter
- Enrolment-withdrawal Confirmation Letter
- NMIT-instigated Non-Attendance letter 1
- NMIT-instigated Non-Attendance letter 2
- NMIT-instigated Non-Attendance letter 3