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NMIT WITHDRAWAL POLICY

Section	Finance		
Approval Date	09.02.2015	Approved by	Business Division Lead
Next Review	21.02.2024	Responsibility	Executive Director: Finance and Operations
Last Reviewed	21.02.2023	Key Evaluation Question	1, 5

This policy is supplemental to [Te Kawa Maiorooro, Te Pūkenga's Educational Regulatory Framework](#). Te Kawa Maiorooro sets out the overarching regulations that apply to learning and delivery (teaching, assessment, rangahau and research, and support activities) at Te Pūkenga. As and when finalised, Te Pūkenga will publish policies and procedures that are intended to sit underneath Te Kawa Maiorooro and prescribe detailed requirements.

In the meantime, pursuant to Te Pūkenga's Grandparenting Policy, the regulations, policies, and procedures of the former subsidiaries apply unless there is a national regulation or policy in place. Accordingly, where a specific matter is not addressed within Te Kawa Maiorooro, this policy is intended to prescribe the requirements that are specific to the NMIT business division.

To the extent that there is any conflict or inconsistency between any of NMIT's policies or procedures and Te Kawa Maiorooro, Te Kawa Maiorooro shall prevail and have priority.

PURPOSE

To provide a framework and set of principles relating to ākonga 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 ākonga and kaimahi have access to clear information on processes and impacts in regard to an ākonga's request to withdraw from any Te Pūkenga trading as NMIT (NMIT) course or programme.

To describe provision of appropriate guidance and support to ākonga 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 ākonga.

The operational aspects of this policy are detailed in the ***Withdrawal Procedure***.

Note: NMIT's refunds and charges for withdrawals for ākonga nō Aotearoa (domestic learners) and ākonga nō tāwāhi (international learners) are outlined in the following policy documents:

[NMIT Fees, Charges and Refunds \(Ākonga nō Aotearoa – Domestic Learners\)](#)

[NMIT Fees, Charges and Refunds \(Ākonga nō tāwāhi - International Learners\)](#)

PRINCIPLES

NMIT's withdrawal practices are governed by fair, transparent and academically sound principles.

Ākonga who are experiencing difficulties in continuing on their course or programme should seek support from their kaiako, Programme Coordinator, Programme Support Coordinator or training provider.

The ākonga and their kaiako, Programme Coordinator, Programme Support Coordinator or training provider should identify options for the ākonga to continue their studies, unless there are circumstances outside NMIT's control that are preventing the ākonga from continuing.

In exceptional cases, the Executive Director Finance and Operations has the discretion to approve refunds outside of policy. A Withdrawal Form must be completed and submitted along with supporting documentation.

SCOPE

All NMIT programmes and courses.

POLICY

Ākonga requesting a refund must formally withdraw from a course / programme by following the procedures set out in the NMIT Withdrawal Procedure document.

The official withdrawal date is the date that the Curriculum Area Manager signs the Withdrawal form. The date can only be backdated by the Curriculum Area Manager if there is supporting documentation.

If an ākonga is withdrawing from a course / programme and a student ID card has been issued, the student ID card must be submitted to the Information and Enrolments team and any debts paid, as indicated on the Withdrawal form, before a refund can be authorised.

Where an ākonga withdraws from a course / programme after commencement but before fees are paid and before the last date for withdrawal (80% course / programme duration), any refund amount is deducted from the fees payable and the ākonga is responsible for payment of outstanding fees as notified.

The ākonga enrolment status will only be changed on NMIT's Student Management System as part of a formal withdrawal process.

A NMIT Curriculum Area can, independently of the ākonga, instigate the withdrawal process (NMIT-instigated withdrawal). Curriculum Area decisions to withdraw an ākonga can be based on but are not limited to:

- Non-attendance, including no-shows
- Enrolment at the wrong level
- Misconduct – ākonga 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).

See [NMIT Withdrawal Procedure](#) for process

Reasons for an ākonga instigating a withdrawal or course cancellation may include but are not limited to:

- Enrolment at the wrong level
- Enrolment on the wrong programme
- Change in personal circumstances

See [NMIT Withdrawal Procedure](#) for process

StudyLink Loans and Allowances

Withdrawal from some or all courses / programmes may affect an ākonga's eligibility for benefits including loans, allowances and living costs. Ākonga are responsible for notifying StudyLink of any changes to their programme of study, including withdrawals.

Withdrawal before course start date

Ākonga withdrawing from a course that has not started are entitled to a refund (see [Withdrawal Impacts table](#) page 7 for details)

Withdrawal within 10% of course / programme duration

Ākonga may withdraw within this withdrawal period without financial or academic disadvantage.

If an ākonga withdraws from all first-semester courses of a multi-semester programme, the withdrawal request is assumed to also apply to the second and subsequent semesters, unless otherwise advised by the ākonga. The same applies when a programme consists of courses that are shorter than a semester.

No-show

If an ākonga does not attend within the withdrawal without penalty period, i.e within the first 10% of the course / programme duration (except waitlisted programmes) and does not respond to any communications, the Curriculum Area Manager may cancel their enrolment as a 'no-show'.

For waitlisted courses or programmes, the ākonga may be treated as a no-show on the third day of the programme or after three attempted contacts, to allow waitlisted ākonga to join the programme.

No academic record is created for no-show ākonga.

The tuition fees of ākonga who do not attend within the withdrawal period of their programme/course are refunded (if applicable) to the person or organisation that paid their fees (a Verification of Study is submitted to StudyLink).

Withdrawal after 10% of course duration

If an ākonga withdraws after 10% of the course duration, they are not entitled to any refund, unless they can prove to the Curriculum Area Manager that they were affected by exceptional circumstances.

If an ākonga withdraws after 10% of the duration of a course, a 'Withdrawn' (WD) grade is recorded on their academic record.

Withdrawal after 80% of course duration

If an ākonga withdraws after 80% of the course duration, a Did Not Complete (DNC) grade is recorded on their academic record.

If the ākonga ceases to attend or participate and cannot be contacted, a DNC grade is recorded for the relevant courses.

NMIT aims to assist postgraduate ākonga to complete their studies by arranging extensions where appropriate and with the approval of the Curriculum Area Manager. If this is not possible, a DNC grade is recorded.

Withdrawal of disengaged ākonga

Where an ākonga has disengaged after the withdrawal period and has not responded to reasonable attempts to contact them, the Curriculum Area Manager may treat their nonengagement as a withdrawal and withdraw the ākonga on their behalf.

At least three attempts are made to contact a disengaged ākonga before withdrawing their enrolment.

The ākonga is advised in writing that their enrolment has been withdrawn on their behalf and advises the person or organisation that paid the fees. The ākonga remains liable for fees except with the approval of the Executive Director Finance and Operations.

The ākonga receives WD grades or DNC grades as applicable.

Other withdrawals

An ākonga enrolled in a short course (including an Adult and Community Education (ACE) course that has tuition fees) may withdraw without financial penalty before/on the start date.

An ākonga enrolled in a funded micro-credential may withdraw without financial penalty until 10 per cent of the course duration, and without academic penalty until 80% of the course duration.

An ākonga enrolled in an unfunded micro-credential or Full Cost Recovery course may withdraw without financial or academic penalty before/on the start date.

If an enrolled ākonga withdraws after attending a workshop or accessing/engaging in online resources that form part of a funded micro-credential or full cost recovery course, they are not entitled to any refund.

Withdrawal due to exceptional circumstances

If an ākonga withdraws or is withdrawn on their behalf and believes they have been affected by exceptional circumstances (i.e. circumstances beyond their control), they may apply for exceptional circumstances consideration using NMIT's exceptional circumstances process.

If the ākonga is unsatisfied with the decision, they may appeal the decision as set out in the Ākonga Appeals Policy and Procedures.

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

Ākonga nō Aotearoa (domestic learners) who are receiving a StudyLink allowance may be affected.

DEFINITIONS

Definitions of specialist terms relevant to this Policy are listed below:

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.
No-show	An ākonga who does not attend or engage in learning within the first 10 working days of a course, or 10% of the course duration (whichever is the lesser).
Single Data Return	<p>The Single Data Return (SDR) provides the base data for compilation and analysis of tertiary education statistics on ākonga 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>

Transfer		<p>The process for ākonga 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 10 working days of a course, or 10% of the course duration (whichever is the lesser).</p> <p>If ākonga change their programme of study, this is treated as Withdrawal 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 an ākonga's entitlement for Student Allowances and/or Student Loans.</p>
Withdrawal	Within 10% of course / programme duration	<p>Ākonga may withdraw within 10 per cent of the course / programme without financial or academic disadvantage.</p> <p>The student enrolment will not be reported in the Single Data Return (SDR).</p>
	After 10% of course duration, and up to and including 80% of course duration)	<p>If ākonga withdraw after 10% of the duration of a course, a 'Withdrawn' (WD) grade is recorded on their Academic Record.</p>
	After 80% of course duration	<p>If ākonga withdraw after 80% of the course duration, a Did Not Complete (DNC) grade is recorded on their Academic Record</p>

RESPONSIBILITIES

Academic Administrator	<p>Generates <i>Withdrawal Form</i> from NMIT's Student Management System (SMS).</p> <p>Checks the attendance register for the ākonga.</p> <p>Administers and completes relevant section of the <i>Withdrawal Form</i> and attaches a copy of the Attendance Register.</p> <p>Advises ākonga nō Aotearoa (domestic learners) to inform StudyLink of their change in enrolment and seek advice regarding their continued eligibility for benefits.</p> <p>Advises ākonga nō tāwāhi (international learners) to speak to the International Enrolments team for visa queries.</p> <p>Sends letters to ākonga for NMIT-instigated withdrawals.</p> <p>Maintains records of withdrawal documentation and correspondence, including notes in the SMS.</p>
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Ākonga	<p>Signs and returns completed <i>Withdrawal Form</i> to the Curriculum Area Administrator or the Information and Enrolments Team.</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 and transfers (Ākonga nō Aotearoa - domestic learners).</p> <p>Notifies Immigration of any changes to their programme of study, including withdrawals and transfers (Ākonga nō tāwāhi - international learners).</p>
Curriculum Area Manager	<p>Authorises completed <i>Withdrawal Form</i>.</p> <p>Ensures records of withdrawal documentation and correspondence are maintained by Curriculum Area staff.</p>
Executive Director Finance and Operations	<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 (outside of policy).</p>
Finance Staff	<p>Update financial section of the SMS and processes any fee refunds.</p>
Information and Enrolments Centre Manager	<p>Notifies StudyLink and Immigration that an ākonga has withdrawn.</p> <p>Notifies StudyLink and Immigration if an ākonga stops attending a course or programme on the advice of Curriculum Area staff.</p>
Information and Enrolments Centre Staff	<p>Processes <i>Withdrawal Forms</i> in the SMS and sends <i>Withdrawal Confirmation Letters</i> to ākonga for Ākonga-instigated withdrawals.</p> <p>Authorises and signs letters to ākonga for NMIT-instigated withdrawals</p>
Kaiako/Programme Support Coordinator/training provider	<p>Provides support and guidance to ākonga on their learning plan or contract.</p>

WITHDRAWAL IMPACTS

The tables below show the academic and financial outcomes following withdrawals for ākonga enrolled on Short Courses; ākonga nō Aotearoa (domestic learners) and ākonga nō tāwāhi (international learners).

SHORT COURSE ĀKONGA

Ākonga nō Aotearoa and ākonga nō tāwāhi enrolled on a Short Course, e.g. Bar Managers, Bartenders, Introduction to Espresso, Food Safety, Chinese Language, Maritime Short Courses, Adult and Community Education courses.

Time frame	Academic Course Grade	Refund Eligibility
Before / on course start date	Not recorded	Full refund
After course start date	Fail grade/No pass	No refund

ĀKONGA NŌ AOTEAROA

Time frame	Academic Course Grade	Refund Eligibility
Before start date	Not recorded	Full refund
Within 10% of course/programme duration	Not recorded	Full refund
After 10% and up to 80% of course/programme duration	Withdrawn	No refund
After 80% of course/programme duration	Did Not Complete	No refund

ĀKONGA NŌ TĀWĀHI

Time frame	Academic Course Grade	Refund Eligibility
Before programme start date	Not recorded	Full refund of fees paid minus an administration fee
On or after programme start date	Withdrawn	No refund
After 80% of programme duration	Did Not Complete	No refund

REFERENCES

INTERNAL

[NMIT Ākonga Concerns and Complaints Procedure](#)
[NMIT Fees, Charges and Refunds \(Ākonga nō Aotearoa - Domestic Learners\)](#)
[NMIT Fees, Charges and Refunds \(Ākonga nō tāwāhi - International Learners\)](#)
[NMIT Student Misconduct Procedure](#)
[NMIT Student Rules](#)
[NMIT Student Surveys Procedure](#)
[NMIT Unsatisfactory Academic Progress Procedure](#)
[NMIT Withdrawal Procedure](#)

EXTERNAL

Education and Training Act 2020
StudyLink website (www.studylink.govt.nz)
[Tertiary Education Commission Funding Rules](#)
[Immigration New Zealand's Student Enrolment Termination form](#)
Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021

APPENDICES

[Appendix 1: Guide for Students Considering Cancellation or Withdrawal](#)

APPENDIX 1: GUIDE FOR ĀKONGA CONSIDERING 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.

DO I GET MY MONEY BACK IF I WITHDRAW?

There are different rules for Domestic and International students. See the following documents on the NMIT website: Ākonga nō Aotearoa (domestic learners): [NMIT Fees, Charges and Refunds \(Ākonga nō Aotearoa - Domestic Learners\)](#)

Ākonga nō tāwāhi (international learners): [NMIT Fees, Charges and Refunds \(Ākonga nō tāwāhi - International Learners\)](#)

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”.

However after 80% of the course has been delivered, and you withdraw, a Did Not Complete (DNC) grade will be recorded on your Academic Record

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 inform 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 inform 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 inform StudyLink, NMIT is required to inform 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 cancelled by Immigration New Zealand. This will mean you have to leave New Zealand immediately.

Ākonga nō tāwāhi (international learners) are responsible for notifying Immigration New Zealand 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 NEW ZEALAND SHOULD YOU STOP ATTENDING YOUR COURSE(S) OR PROGRAMME.

WHAT HAPPENS IF I STOP ATTENDING AFTER 80% OF THE COURSE OR PROGRAMME HAS PASSED?

A Did Not Complete (DNC) grade will be recorded on your Academic Record

Ākonga nō Aotearoa (domestic learners) are responsible for notifying StudyLink of any changes to their study circumstances. NMIT is required to advise StudyLink of any withdrawals due to non-attendance or non-participation which may result in your Student Allowance payments ceasing.

Ākonga nō tāwāhi (international learners) are responsible for notifying Immigration New Zealand 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 NEW ZEALAND SHOULD YOU STOP ATTENDING YOUR COURSE(S) OR PROGRAMME