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## WITHDRAWAL POLICY

|                      |            |                                |  |
|----------------------|------------|--------------------------------|--|
| <b>Section</b>       | Finance    |                                |  |
| <b>Approval Date</b> | 09.02.2015 | <b>Approved by</b>             | Directorate                                  |
| <b>Next Review</b>   | 08.02.2020 | <b>Responsibility</b>          | Director of Finance and Business Improvement |
| <b>Last Reviewed</b> | 08.02.2018 | <b>Key Evaluation Question</b> | 1, 5   |

### 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 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.

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

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

***Fees, Charges and Refunds [Domestic Students]***

***Fees, Charges and Refunds [International Students]***

### PRINCIPLES

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

Students who are experiencing difficulties in continuing on their course or programme should seek support from their tutor, Programme Coordinator or Student Learning Advisor or training provider. The student and their tutor, Programme Coordinator, Student Learning Advisor 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.

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

## SCOPE

All NMIT programmes and courses.

## POLICY

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

The official withdrawal date is the date that the Head of Department signs the Cancellation/Withdrawal form. The date can only be backdated by the Head of Department if there is supporting documentation.

If a student is withdrawing from a course or 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 Cancellation/Withdrawal form, before a refund can be authorised.

Where a student withdraws from a programme after commencement but before fees are paid and before the last date for withdrawal, any refund amount is deducted from the fees payable and the student is responsible for payment of outstanding fees as notified.

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

Students withdrawing from course occurrences that have not started are entitled to a refund (see [Cancellation/Withdrawal Impacts table](#) page 5 for details)

A NMIT Programme Area can, independently of the student, instigate the withdrawal process. (NMIT-instigated withdrawal). 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).

See **Withdrawal Procedure** for process

Reasons for a student 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 **Withdrawal Procedure** for process

### **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.

### **Non-attendance after 60% of a course or programme has elapsed**

A student cannot withdraw after 60% of a course or programme has elapsed. Students who stop attending after this time are required to inform StudyLink or Immigration New Zealand 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 New Zealand should a student stop attending a course or programme.

Domestic Students who are receiving a StudyLink allowance may be affected.

## DEFINITIONS

The **NMIT Academic Statute - Section 2: Definitions** lists the academic terminology and the glossary of Māori terms used throughout this Policy. The definitions of specialist terms relevant to this Policy are listed below:

|                                     |   |
|-------------------------------------|---|
| <b>Contracted Training Provider</b> | A Contracted Training Provider is a Tertiary Education Organisation (TEO) that NMIT has contracted to teach a programme or course of study.   |
| <b>Enrolment Cancellation</b>       | <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><b>REFER:</b>    <i><b>FEES, CHARGES AND REFUNDS (DOMESTIC STUDENTS)</b></i><br/> <i><b>FEES, CHARGES AND REFUND (INTERNATIONAL STUDENTS)</b></i></p> |
| <b>Last Withdrawal Date</b>         | The Last Withdrawal Date occurs when 60% 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).   |
| <b>Non-starter</b>                  | A student who does not attend or engage in learning within the first 21 days (three weeks) of a course or programme. For courses/programmes longer than 8 weeks but shorter than 12 weeks this time period is 14 days (two weeks).  |
| <b>Single Data Return</b>           | <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>                                       |
| <b>Transfer</b>                     | <p>The process for 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. For courses/programmes between 8–11 weeks this time period is 14 days (two weeks). 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>           |
| <b>VOS</b>                          | 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.  |

|                                   |   |
|-----------------------------------|---|
| <b>Withdrawal</b>                 | 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).   |
| <b>Withdrawing Student Survey</b> | <p>For students who cancel their enrolment or withdraw before completing their course(s) or programme of study. Where possible this should be completed during a learning conversation with the student's tutor, the Programme Coordinator or Student Learning Advisor.</p> <p>The survey is part of the Cancellation/Withdrawal Form.</p> <p><b>REFER STUDENT SURVEY PROCEDURE</b></p> |

## RESPONSIBILITIES

|  |   |
|--|---|
| <b>Programme Area Administrator</b>  | <p>Generates <i>Cancellation/Withdrawal Form</i> from NMIT's Student Management System (SMS).</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 domestic 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 SMS.</p> |
| <b>Head of Department</b>  | <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>  |
| <b>Tutor/Programme Coordinator or Student Learning Advisor/training provider</b> | <p>Provides support and guidance to students on their learning plan or contract. Where appropriate, facilitates <i>Withdrawing Student Survey</i>.</p> <p><b>REFER STUDENT SURVEY PROCEDURE</b></p>   |
| <b>Information and Enrolments Centre Staff</b>                                   | Processes <i>Cancellation/Withdrawal Forms</i> in the SMS and sends <i>Withdrawal Confirmation Letters and Enrolment Cancellation Letters</i> to students for Student-instigated withdrawals.   |
| <b>Information and Enrolments Centre Manager</b>                                 | <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>  |
| <b>Finance Staff</b>   | Update financial section of the SMS and processes any fee refunds.  |

|   |   |
|---|---|
| <b>Student</b>                                      | <p>Signs and returns completed <i>Cancellation/Withdrawal Form</i> to the Programme 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, transfers and enrolment cancellation (domestic students).</p> <p>Notifies Immigration of any changes to their programme of study, including withdrawals, transfers and enrolment cancellation (International students).</p> |
| <b>Student Survey Administrator</b>                 | <p>Processes Withdrawing Student Surveys and reports on aggregated survey results. <a href="#"><i>REFER STUDENT SURVEY PROCEDURE</i></a></p>  |
| <b>Director of Finance and Business Improvement</b> | <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>   |

## CANCELLATION/ WITHDRAWAL IMPACTS

The tables below show the academic and financial outcomes following cancellations or withdrawals for students enrolled on Short Courses; Domestic (including e-campus); International (including e-campus); and Trades Academy courses.

See also: [At-a-Glance illustrations, APPENDIX 2](#)

### SHORT COURSE STUDENTS

Domestic and International students enrolled on a Short Course, e.g. Bar Managers, Bartenders, Introduction to Espresso, Food Safety, Wine Appreciation, Chinese Language, Marine Short Courses

| Time frame                    | Academic Course Grade | Refund Eligibility |
|-------------------------------|-----------------------|--------------------|
| Before course start date      | Not recorded          | Full refund        |
| On or after course start date | Fail grade/No pass    | No refund          |

### DOMESTIC STUDENTS

| Enrolment Duration of Programme/Course | Time frame   | Academic Course Grade | Refund Eligibility   |
|--|--|-----------------------|--|
| Less than 8 weeks                      | After programme/course start date  | Fail grade/No pass    | No refund  |
| 8-11 weeks                             | 14 or more days before programme/course start date   | Not recorded          | Full refund  |
|  | Less than 14 days before programme/course start date<br><b>or</b><br>Up to, and including, 14 days after programme/course start date | Not recorded          | Full refund less \$100 administration fee  |
|  | Between 14 days and 60% of programme/course completion   | Withdrawn             | No refund  |
|  | After 60% of programme/course completion a student cannot be withdrawn   | Fail grade/No pass    | No refund  |
| 12 weeks and longer                    | 21 or more days before programme/course start date   | Not recorded          | Full refund  |
|  | Less than 21 days before programme/course start date<br><b>or</b><br>Up to, and including, 21 days after programme/course start date | Not recorded          | Full refund less \$100 administration fee<br>[NB where significant costs have been incurred in the first 21 days, the refund may be reduced accordingly. i.e. Certificate in Superyacht Crewing] |
|  | Between 21 days and 60% of programme/course completion   | Withdrawn             | No refund  |
|  | After 60% of programme/course completion a student cannot be withdrawn   | Fail grade/No pass    | No refund  |
| TANZ e-campus courses only             | First 10% or one month of course/programme (whichever is the lesser)   | Not recorded          | Full refund less \$100 administration fee  |
|  | Between 10% or one month of course/programme <b>and</b> 80% of programme/course completion   | Withdrawn             | No refund  |

|  |  |                    |           |
|--|--|--------------------|-----------|
|  | After 80% of programme/course completion a student cannot be withdrawn | Fail grade/No pass | No refund |
|--|--|--------------------|-----------|

## INTERNATIONAL STUDENTS

| Time frame  | Academic Course Grade | Refund Eligibility   |
|---|-----------------------|--|
| 21 or more days <u>before</u> programme start date  | Not recorded          | Full refund of enrolment fee less \$350 administration fee |
| Less than 21 days <u>before</u> programme start date  | Not recorded          | 90% refund of enrolment fee less \$350 administration fee  |
| After programme start date and before 60% of programme/course completion  | Withdrawn             | No refund  |
| After 60% of programme/course completion a student cannot be withdrawn  | Fail grade/No pass    | No refund  |
| <b>For TANZ e-campus courses only:</b><br>10% or one month of the course has passed (whichever is the lesser) <b>or</b><br><b>Between 10% or one month of course/programme and 80% of programme/course completion</b> | Withdrawn             | No refund  |
| <b>For TANZ e-campus courses only:</b><br><b>After 80% of programme/course completion a student cannot be withdrawn</b>   | Fail grade/No pass    | No refund  |

## TRADES ACADEMY STUDENTS

| Time frame  | Academic Course Grade          | Refund Eligibility |
|---|--------------------------------|--------------------|
| Before start date   | Not recorded                   | Not applicable     |
| Anytime during a term but before the next term starts           | Dependent on studies completed | Not applicable     |
| In the last term of their studies a student cannot be withdrawn | Dependent on studies completed | Not applicable     |

## REFERENCES

### INTERNAL

[Formal Complaints Resolution Procedure](#)  
[Fees, Charges and Refunds \(Domestic Students\)](#)  
[Fees, Charges and Refunds \(International Students\)](#)  
[NMIT Academic Statute, Section 3: Academic Regulations](#)  
[Student Academic Support and Progression](#)  
[Student Misconduct Procedure](#)  
[Student Rules](#)  
[Student Surveys Procedure](#)  
[Withdrawal Procedure](#)

### EXTERNAL

Education Act 1989 and amendments  
StudyLink website ([www.studylink.govt.nz](http://www.studylink.govt.nz))  
[Tertiary Education Commission Funding Rules](#)  
[Immigration New Zealand's Student Enrolment Termination form](#)  
The Education (Pastoral Care of International Students) Code of Practice 2016

## APPENDICES

[Appendix 1: Guide for Students Considering Cancellation or Withdrawal](#)  
[Appendix 2: At-a-glance Illustrations for cancellation/withdrawal impacts](#)



## 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.

### 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: [\*FEES, CHARGES AND REFUNDS \(DOMESTIC STUDENTS\)\*](#)

International Students: [\*FEES, CHARGES AND REFUNDS \(INTERNATIONAL STUDENTS\)\*](#)

### 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% 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.**

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#### 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.**

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#### 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.

**International students** 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.*

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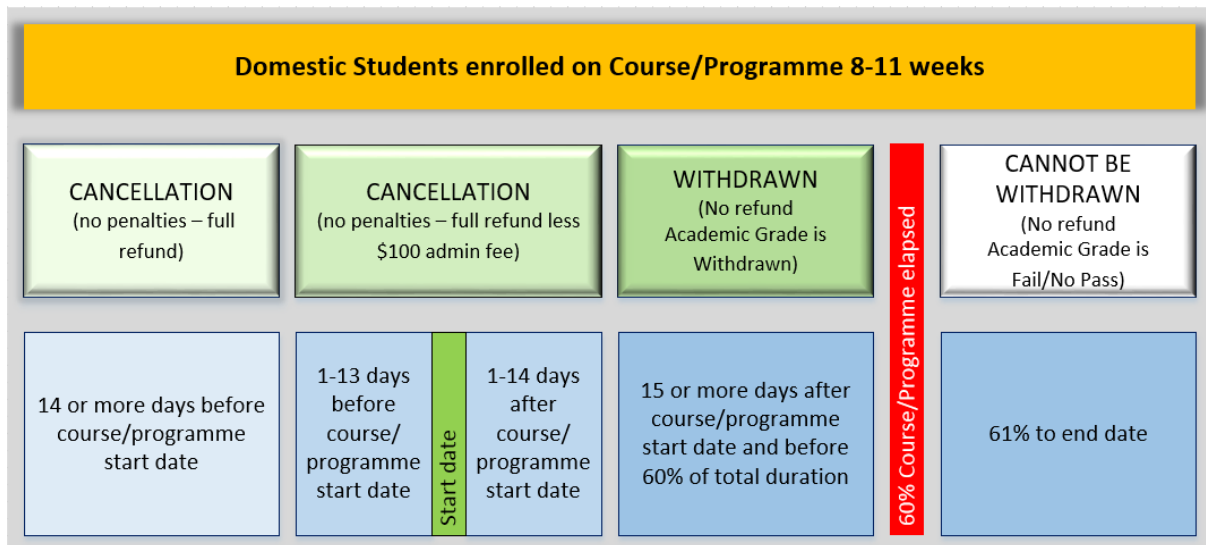
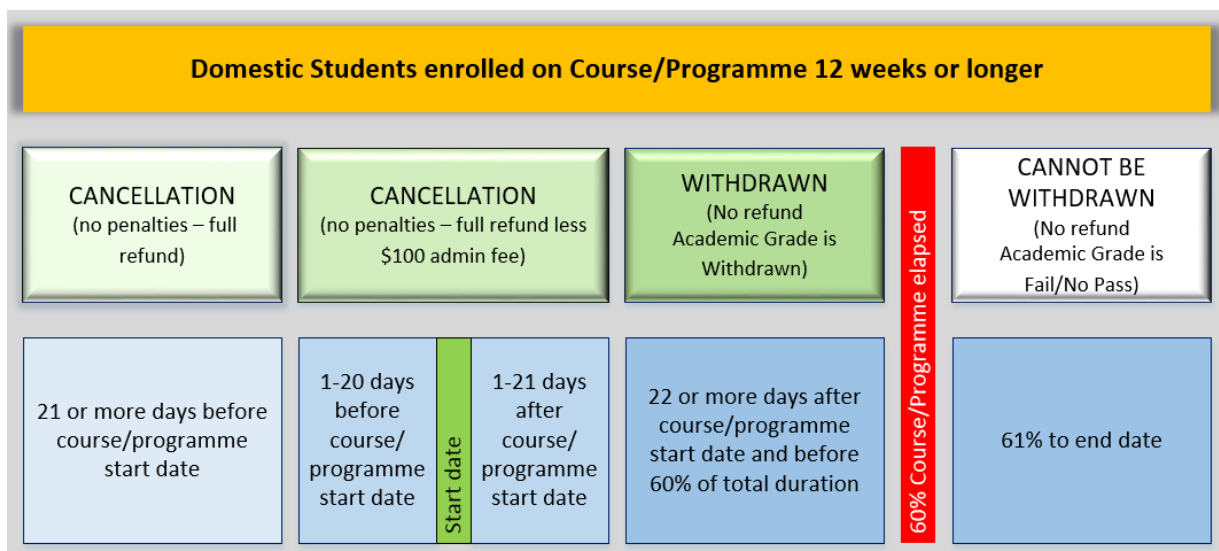
#### WHAT HAPPENS IF I STOP ATTENDING AFTER 60% OF THE COURSE OR PROGRAMME HAS PASSED?

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

**Domestic students** 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.

**International students** 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.*

FIGURE 1: **AT-A-GLANCE** CANCELLATION/WITHDRAWAL TIME-FRAMES – 8-11 WEEKS

FIGURE 2: **AT-A-GLANCE** CANCELLATION/WITHDRAWAL TIME-FRAMES – 12 WEEKS OR LONGER

FIGURE 3: **AT-A-GLANCE** CANCELLATION/WITHDRAWAL TIME-FRAMES – **INTERNATIONAL**
