

# NMIT WITHDRAWAL PROCEDURE

<b>Section</b>	Finance		
<b>Approval Date</b>	09.02.2015	<b>Approved by</b>	Business Division Lead
<b>Next Review</b>	21.02.2024	<b>Responsibility</b>	Executive Director: Finance and Operations
<b>Last Reviewed</b>	21.02.2023	<b>Key Evaluation Question</b>	6

This procedure is supplemental to [Te Kawa Maiooro, Te Pūkenga's Educational Regulatory Framework](#).

*Te Kawa Maiooro 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 Maiooro 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 Maiooro, 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 Maiooro, Te Kawa Maiooro 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 Nelson Marlborough Institute of Technology (NMIT) course or programme.

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

## SCOPE

All NMIT programmes and courses.

## RESPONSIBILITIES

<b>Academic Administrator</b>	<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>
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	<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>
<b>Ākonga</b>	<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>
<b>Curriculum Area Manager</b>	<p>Authorises completed <i>Withdrawal Form</i>.</p> <p>Ensures records of withdrawal documentation and correspondence are maintained by Curriculum Area staff.</p>
<b>Executive Director Finance and Operations</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>
<b>Finance Staff</b>	<p>Update financial section of the SMS and processes any fee refunds.</p>
<b>Information and Enrolments Centre Manager</b>	<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>
<b>Information and Enrolments Centre Staff</b>	<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>
<b>Kaiako/Programme Support Coordinator/training provider</b>	<p>Provides support and guidance to ākonga on their learning plan or contract.</p>

## PROCEDURES

### ĀKONGA-INSTIGATED WITHDRAWAL (WITHIN 10% OF COURSE / PROGRAMME DURATION)

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Contact kaiako / Academic Administrator 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>	Ākonga	Possible at any time within 10% course / programme duration
2	<p>Where direct contact is made with the Programme Support Coordinator, check the ākonga has sought guidance from kaiako / Programme Support 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 ākonga 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>	Academic Administrator / tutor / Programme Support Coordinator or Student Learning Advisor / training provider	Refer to <a href="#">NMIT Withdrawal Policy</a> Appendix 1: Guide for Ākonga considering cancellation or withdrawal
3	<p>Provide support and guidance to the ākonga.</p> <p>Advise the Programme Support Coordinator of the ākonga's decision to cancel their enrolment.</p>	Kaiako / Programme Support Coordinator or Student Learning Advisor / training provider	
4	<p>Generate a <i>Cancellation/Withdrawal Form</i> and issue it to the ākonga (either in person, sent by mail or emailed) and advise that they need to read the following policies:</p> <p><a href="#">NMIT Fees, Charges and Refunds (Ākonga nō Aotearoa - Domestic Learners)</a> or <a href="#">NMIT Fees, Charges and Refunds (Ākonga nō tāwāhi - International Learners)</a></p> <p>Add a note to the ākonga's study contract in the Student Management System, stating when the <i>Cancellation/Withdrawal Form</i> was issued.</p>	Academic Administrator	
5	<p><b>International Ākonga:</b></p> <p>Advise the Information and Enrolments Manager of the student's decision to cancel their enrolment.</p>	Academic Administrator	

	STEPS	RESPONSIBILITY	TIMING/NOTES
6	Complete and sign a <i>Cancellation/Withdrawal Form</i> and return to the appropriate NMIT Academic Administrator.	Ākonga	
7	Check the completed <i>Cancellation/Withdrawal Form</i> and complete the 'Curriculum Area' section.  Add a note to the ākonga's study contract in the student management system, stating when the <i>Cancellation/Withdrawal Form</i> was returned.	Academic Administrator	
8	Send the <i>Cancellation/Withdrawal Form</i> to the Curriculum Manager for them to sign.	Academic 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.	Curriculum Area 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
11	<b>Domestic Ākonga:</b>  Forward the <i>Cancellation/Withdrawal Form</i> to the Finance Team.	Information and Enrolments Centre Staff	
	<b>International Ākonga:</b>  If the student has requested a refund, forward the <i>Cancellation/Withdrawal Form</i> to Executive Director Finance and Operations		
12	<b>Domestic Ākonga:</b>  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	<b>International Ākonga:</b>  'Approve' or 'not approve' requested refunds that are outside NMIT policy. Return the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.	Executive Director Finance and Operations	
14	<b>Domestic Ākonga:</b>	Information and Enrolments Centre Staff	

	STEPS	RESPONSIBILITY	TIMING/NOTES
	Send the <i>Cancellation/Withdrawal confirmation Letter</i> to the student confirming their Enrolment Cancellation.		<a href="#">REFER CANCELLATION/WITHDRAWAL LETTER</a>
15	<b>International Students:</b> 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	<a href="#">REFER CANCELLATION/WITHDRAWAL LETTER</a>
16	<b>International Students:</b> Inform Immigration New Zealand of changes to the ākonga's study status.	Information and Enrolments Centre Manager	

## ĀKONGA-INSTIGATED WITHDRAWAL (AFTER 10% OF COURSE / PROGRAMME DURATION)

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Contact kaiako / Programme Support 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>	Ākonga	Withdrawal is possible up to 80% of the duration of the course or programme (Last Withdrawal Date)
2	<p>Where direct contact is made with the Academic Administrator, check the ākonga has sought guidance from kaiako / Programme Support Coordinator or Student Learning Advisor or training provider before progressing the Withdrawal. If not, support and guidance should be arranged with the ākonga's agreement.</p> <p>Inform ākonga there could be financial and/or academic implications if they withdraw. Inform ākonga to contact StudyLink for advice.</p> <p>Document that a learning conversation took place.</p>	Academic Administrator / kaiako / Programme Support Coordinator or Student Learning Advisor / training provider	Refer to <a href="#">Withdrawal Policy</a> Appendix 1: Guide for Ākonga considering cancellation or withdrawal
3	<p>Provide support and guidance to the ākonga.</p> <p>Inform the ākonga there could be financial and/or academic penalties as a result of withdrawal.</p> <p>Advise the Programme Area Administrator of the ākonga's decision to withdraw.</p>	Kaiako / Programme Support Coordinator or Student Learning Advisor / training provider	
4	<p>Generate a <i>Withdrawal Form</i> and issue it to the ākonga (either in person, sent by mail or email) and advise that they need to read the following policies:</p> <p><a href="#">NMIT Fees, Charges and Refunds (Ākonga nō Aotearoa - Domestic Learners)</a> or <a href="#">NMIT Fees, Charges and Refunds (Ākonga nō tāwāhi - International Learners)</a></p> <p>Add a note to the ākonga's study contract in the Student Management System, stating when the <i>Withdrawal Form</i> was issued.</p>	Academic Administrator	Withdrawal is possible up to 80% of the duration of the course(s) or programme
5	<p><b>Ākonga nō tāwāhi (international learners):</b></p> <p>Advise the Information and Enrolments Manager of the ākonga's decision to withdraw.</p>	Academic Administrator	
6	<p>Complete and sign a <i>Withdrawal Form</i> and return to the appropriate NMIT Curriculum Area.</p>	Ākonga	

	STEPS	RESPONSIBILITY	TIMING/NOTES
7	Check the completed <i>Withdrawal Form</i> and complete the 'Curriculum Area' section. Check and attach a copy of the ākonga attendance.  Add a note to the ākonga's study contract in the Student Management System, stating when the <i>Withdrawal Form</i> was returned.	Academic Administrator	
8	Send the <i>Withdrawal Form</i> to the Curriculum Area Manager for them to sign.	Academic Administrator	
9	Check the completed <i>Withdrawal Form</i> and sign it.  Forward the completed <i>Withdrawal Form</i> to the Information and Enrolments Centre.	Curriculum Area 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.
11	If ākonga has requested a refund (outside NMIT Policy), forward the <i>Withdrawal Form</i> to the Executive Director Finance and Operations	Information and Enrolments Centre Staff	
12	'Approve' or 'not approve' proposed refunds that are outside NMIT policy, and return <i>Withdrawal Form</i> to Information and Enrolments Centre.	Executive Director Finance and Operations	
13	Update the financial section of the Student Management System updated and return the <i>Withdrawal Form</i> to the Information and Enrolments Centre.	Finance Team	
14	Send the ākonga a <i>Withdrawal Confirmation Letter</i> confirming their Withdrawal and outcome of any refund requests.  Send the ākonga a <i>Withdrawal Confirmation Letter</i> including notification of any refund request.	Information and Enrolments Centre Staff	Refer cancellation/ withdrawal letter
15	<b>Ākonga nō tāwāhi (international learners):</b>  Inform Immigration New Zealand of the change to the ākonga's study status.	Information and Enrolments Centre Manager	

NMIT-INSTIGATED WITHDRAWAL (WITHIN 10% OF COURSE / PROGRAMME DURATION)  
– NO SHOW

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Identify ākonga as a no-show through non-attendance or lack of engagement.</p> <p>Arrange a learning conversation between the ākonga and their kaiako / Programme Support Coordinator or Student Learning Advisor or training provider to review learning contract and Individual Learning Plan.</p> <p>If the ākonga chooses to withdraw, follow <b>Withdrawal Procedure A</b>.</p> <p>Document that a learning conversation took place.</p>	Kaiako / Programme Support Coordinator / Student Learning Advisor / training provider, Curriculum Area Manager or Academic Administrator	Within 10% course / programme duration
2	<p>Phone, text or email the ākonga 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 ākonga's study contract in the Student Management System that contact has been attempted / made.</p>	Curriculum Area Manager / Academic Administrator / training provider	<p>Use all available contact details, including emergency contact</p> <p><b>REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 1</b></p>
3	<p><b>International Ākonga:</b></p> <p>Advise the Information and Enrolment Manager of the ākonga's potential cancellation.</p>	Academic Administrator	
4	<p>If no response send (post / email) letter 2 advising the student their enrolment may be cancelled.</p>	Academic Administrator	<p>Use all available contact details.</p> <p>Five working days after letter 1 has been sent</p> <p><b>REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 2</b></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 withdrawal (no-show).</p> <p>Complete the 'Student Section' of the Form.</p>	Academic Administrator	Same day
6	<p>Check the <i>Cancellation/Withdrawal Form</i> and sign it.</p>	Curriculum Area Manager	



	STEPS	RESPONSIBILITY	TIMING/NOTES
	Forward the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.		
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	<b>Domestic Ākonga:</b> Forward the <i>Cancellation/Withdrawal Form</i> to the Finance Team.	Information and Enrolments Centre Staff	
	<b>International Ākonga:</b> Forward <i>Cancellation/Withdrawal Form</i> to the Executive Director -Finance, Compliance and Business Intelligence if refund requested.		
9	<b>Domestic Ākonga:</b> 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	<b>International Ākonga:</b> 'Approve' or 'not approve' requested refunds that are outside NMIT policy. Return the <i>Cancellation/Withdrawal Form</i> to the Information and Enrolments Centre.	Executive Director - Finance, Compliance and Business Intelligence	
11	<b>Domestic Ākonga:</b> Send a <i>Cancellation/Withdrawal confirmation letter</i> to the student confirming their Enrolment Cancellation.	Information and Enrolments Centre Staff	<b>REFER</b> <b>ENROLMENT CANCELLATION/WITHDRAWAL LETTER</b>
12	<b>International Ākonga:</b> 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	<b>REFER</b> <b>ENROLMENT CANCELLATION/WITHDRAWAL LETTER</b>
13	<b>International Ākonga:</b> Inform Immigration New Zealand of the change to the student's study status.	Information and Enrolments Centre Manager	

## NMIT-INSTIGATED WITHDRAWAL (AFTER 10% OF COURSE / PROGRAMME DURATION)

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>Identify ākonga who is not attending or has disengaged with their course(s) or programme.</p> <p>Arrange a learning conversation between the ākonga and their tutor / programme coordinator or Student Learning Advisor or training provider to review learning contract and Individual Learning Plan.</p> <p>If the ākonga chooses to withdraw, follow <b>Withdrawal Procedure A</b>.</p> <p>Document that a learning conversation took place.</p>	Academic Administrator / kaiako / Programme Support Coordinator or Student Learning Advisor / training provider	Any time before 80% of the duration of the course or programme.
2	<p>If the ākonga 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 ākonga's study contract in the Student Management System that contact has been attempted / made.</p>	Curriculum Area Manager / Academic Administrator/ training provider	<p>Use all available contact details, including emergency contact</p> <p><b>REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 1</b></p>
3	<p><b>Ākonga nō tāwāhi (international learners):</b></p> <p>Advise the Information and Enrolment Manager of the ākonga's potential withdrawal.</p>	Academic Administrator	
4	<p>If the ākonga 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 ākonga's study contract in the Student Management System that contact has been attempted / made.</p>	Curriculum Area Manager / Academic Administrator/ training provider	<b>REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 2</b>
5	<p>If the ākonga does not respond to Letter No.2, send Letter No.3 advising the ākonga they will be withdrawn in five working days.</p> <p>Add a note to the ākonga's study contract in the Student Management System that contact has been attempted / made.</p>	Curriculum Area Manager / Academic Administrator/ training provider	<b>REFER NMIT-INSTIGATED NON ATTENDANCE LETTER 3</b>
6	<p>If no response after five working days:</p> <p>Generate a <i>Withdrawal Form</i>.</p> <p>Add a note to the ākonga's study contract in the Student Management System, stating this is an NMIT-instigated withdrawal.</p>	Academic Administrator/ training provider	

	STEPS	RESPONSIBILITY	TIMING/NOTES
	Complete the 'Student Section' of the <i>Withdrawal Form</i> . Forward to Curriculum Area Manager.		
7	Check the <i>Withdrawal Form</i> and sign it. Forward the <i>Withdrawal Form</i> to the Information and Enrolments Centre.	Curriculum Area Manager	
8	Complete the 'Information and Enrolments Centre' section of the <i>Withdrawal Form</i> . Update the ākonga'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.
9	'Approve' or 'not approve' proposed refunds that are outside NMIT policy, and return <i>Withdrawal Form</i> to Information and Enrolments Centre.	Executive Director Finance and Operations	
10	Send letter advising the ākonga of outcome of refund decision.	Information and Enrolments Centre Staff	Use all available contact details
11	<b>Ākonga nō tāwāhi (international learners):</b> Inform Immigration New Zealand of the change to the ākonga'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 where they are within 10 working days of the new course/programme start date or 10 per cent of the course duration (whichever is the lesser).

Course transfers within the same Programme of study do not need to follow any withdrawal procedure.

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	Contact kaiako / Programme Support Coordinator / training provider to request a transfer of your enrolment on a course(s) and enrolment in a different course(s).	Ākonga	A transfer is only available for courses within the same Programme.  Transfers are possible at any time up to 10 working days after the course start date or 10 per cent of the course duration (whichever is the lesser)
2	Where direct contact is made with the Academic Administrator, check the ākonga has sought guidance from kaiako / Programme Support Coordinator / training provider before progressing a Transfer.  If not, support and guidance should be arranged with the ākonga's agreement.	Academic Administrator / kaiako / Programme Support Coordinator / training provider	
3	Provide support and guidance to the ākonga.  If the ākonga confirms they will transfer their course enrolments, help them to complete the <i>Course Transfer Form</i> .	Kaiako / Programme Support Coordinator / 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 Curriculum Area Manager for them to sign, then forward to the Information and Enrolments Centre.	Academic 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	

## REFERENCES

### INTERNAL

#### [NMIT 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