


 <p>WITT WESTERN INSTITUTE OF TECHNOLOGY AT TARANAKI <small>Te Kura Matatini o Taranaki</small></p>	POLICY AND PROCEDURE		 Academic		 	
	DOMESTIC AND INTERNATIONAL ĀKONGA WITHDRAWAL, TRANSFERS AND REFUND POLICY		Version number	03	Responsibility	Academic Director
			Approval date	04/02/2025	Approved by	Academic Standards Committee
			Next review	04/02/2028	Resolution number	Res 25/ASC01/2

1. PURPOSE






- 1.1 To provide a system that enables domestic and international ākonga to withdraw from courses/programmes, and for this information to be recorded in the Student Management System.
- 1.2 To provide a system for transferring ākonga from one course to another.

2. APPLICATION

- 2.1 This policy and procedure apply to all domestic and international ākonga currently enrolled in WITT programmes or courses.

3. DEFINITIONS

[Abbreviations and Definitions](#)

 Academic	 Academic Policies	 Academic Procedures	 Forms or templates	 Guidance documents
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Programme of study	A coherent arrangement of learning or training that is based on clear and consistent aims, content, outcomes and assessment practices, which leads to a qualification listed on the NZQCF
Compulsory Student Services Fee (CSSF)	A charge to help fund the costs of services and facilities that support students and enhance their academic experience.
Course	A collection of courses forms a programme of study.
Standards	There are three types of national standards: achievement standards, unit standards, and skill standards. A standard describes what a student who has achieved the standard knows and can do.
Distance learning	Delivery primarily through an online learning management system which may include webinars/virtual lectures (recorded or live), online tutorials and discussions, individual and group work.
External Fee	A fee component which is set by an external agency and collected by WITT on their behalf as part of the Student Fee (e.g. examination fees).
Partial withdrawal from a programme	Ākonga may choose to withdraw from one or more courses in a programme to which they have been admitted.
Short Course	A course lasting less than two weeks and/or up to 40 hours full-time equivalent tuition over a longer period.

Withdrawal

The documented decision of an enrolled ākonga to formally withdraw from a course or programme. This may be instigated by the ākonga or the provider.

4. POLICY



- 4.1 The final date for withdrawing from a programme/course(s) and receiving a refund is determined by the duration of the programme.
Domestic ākonga refer to Appendix A. International ākonga refer to Appendix B.
- 4.2 When an ākonga fails a pre-requisite course and is not able to commence course(s) they are already enrolled in a refund will be paid for the courses which required the prerequisite. Domestic ākonga refer to Appendix A. International ākonga refer to Appendix B.
- 4.3 Ākonga requesting a refund must formally withdraw from a programme/ course(s) by personally completing, signing, and submitting the Change of Enrolment, Withdrawal and Refund Form. Forms can be obtained from the website.

5. ADVICE TO ĀKONGA



- 5.1 When an ākonga is discussing withdrawal with any staff member, the ākonga (domestic) must be advised regarding any consequences to eligibility for loans and allowances as well as (all ākonga) any academic implications for progression and results.
- 5.2 Director of School or delegate should counsel any ākonga who wishes to fully withdraw to see whether there are other study opportunities for the ākonga and should refer the ākonga to the Careers Advisor. International ākonga are to be counselled regarding visa compliance.
- 5.3 If an ākonga is withdrawing from all courses within a programme their Student ID card will be deactivated as part of the withdrawal process.
- 5.4 The withdrawal date from a programme is taken as the date the Change of Enrolment, Withdrawal and Refund Form is submitted. The person who receives the form will record the withdrawal date on the form. **The responsibility for withdrawal is with the ākonga.**
Verbal notice of withdrawal will not be accepted as ākonga intention to withdraw.
- 5.5 No change to the ākonga enrolment status on the WITT Student Management System may be made unless formal withdrawal takes place.
- 5.6 Where an organisation is paying for more than one ākonga, a separate withdrawal form must be completed for each ākonga as this documentation will be attached to the official ākonga enrolment file which cannot hold information on other ākonga.
- 5.7 Where an ākonga 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 ākonga is responsible for payment of outstanding fees as notified.
- 5.8 WITT is unable to claim TEC funding for any domestic ākonga who has never attended a programme/course (or, in the case of online learning, never logged on), even if they have paid their fees. If the ākonga does not formally withdraw, **WITT will withdraw the ākonga** and set their record to 'Withdrawn Status', remove academic record, delete EFTS and refund fees paid.
- 5.9 An ākonga cannot be withdrawn from a programme or course(s) where the final assessment and/or the course/programme end date has taken place and final results are due to be, or are, entered in the Student Management System.
- 5.10 When ākonga stop attending, including engagement with online activities, and do not withdraw, **WITT will withdraw the ākonga**. These withdrawals are documented using the withdrawal form and signed by the Director of School or delegate. These withdrawals must only be made after at least three attempts to contact the ākonga. These emails, texts or letters must be on file, in the SMS, or a written declaration from a staff member that the

ākonga has been spoken to.

WITT will notify ākonga in writing that their enrolment has been withdrawn on their behalf and advise the person or organisation that paid the fees. Ākonga remain liable for the fees except with the approval of the delegated authority.

Ākonga receive Withdrawn or Did Not Complete grades, as applicable.

5.11 The rules for determining refunds for domestic ākonga are attached in Appendix A.

The rules for determining refunds for international ākonga are attached in Appendix B.

Ākonga who withdraw but have completed NZQCF units will have these results reported to NZQA and the ākonga will be responsible for payment of the fee associated with this.

6. TRANSFERS



6.1 Transfers between programmes or course(s) can only occur after negotiation with the Director of School or delegate. There are no penalties for withdrawal and re-enrolment and the full refund amount will be credited to the new programme if a student loan has not been used to pay fees. If a student loan has been used, the refund is returned to StudyLink and a new loan drawn down for the new programme. It is the responsibility of the ākonga to contact StudyLink to advise of the change in programme, and to advise SMS Administrator that this has been done, before processing the withdrawal and re-enrolment.

6.2 It is not possible to transfer between different intakes of the same programme. The ākonga must withdraw and re-enrol.

6.3 When assessing an application for transfer, the Director of School or delegate will take into account:

- The period of time the course or programme being transferred into has been underway.
- The likelihood of the ākonga succeeding in a new course or programme.
- The time required for ākonga to catch up on missed classes or assessments.
- The degree of kaimahi support ākonga would need to succeed in the programme or course.
- An assessment of the extent to which proficiencies and career intentions of the ākonga are matched by the education opportunities offered by the new programme/ Institution.

6.4 International ākonga wishing to transfer may only do so within the conditions of their Visa.

7. DISPUTES



7.1 Any ākonga who wish to dispute the transfer/withdrawal or refund decision must do so according to the [Appeals policy](#).

Any outstanding monies owing at the outcome of the appeal are to be paid to WITT immediately when notification is received.

8. REFUNDS AND COMPASSIONATE GROUNDS



INTERNATIONAL AND DOMESTIC ĀKONGA

8.1 If ākonga withdraw or are withdrawn on their behalf and believe they have been affected by exceptional circumstances (i.e., circumstances beyond their control), they may apply for a refund on compassionate grounds.

8.2 Compassionate grounds will not be considered sufficient for a refund of fees where the ākonga could have continued in the programme with support or where the ākonga has chosen to withdraw for other reasons.

8.3 An application for a refund on compassionate grounds must be submitted to an Information and Enrolments Administrator, using the Compassionate Refund form in addition to the withdrawal form. The form must be accompanied by any supporting evidence that the ākonga is able to provide, such as a medical certificate.

- 8.4 The application will be recorded on the SMS, and forwarded to the Academic Director for consideration.
- 8.5 The application should be made prior to withdrawal, or where circumstances prevent prior application, at the earliest possible time. After receipt of the application, the Academic Director may seek evidence from the Director of School or Deputy Director of School on whether compassionate withdrawal/refund is reasonable in the circumstances.
- 8.6 The decision to refund fees on compassionate grounds will take into consideration ākongā circumstances, the length of time in a programme/courses, including the last date for withdrawal, final assessment, and the end of the programme of study/course.
- 8.7 The Academic Director has authority to decide the refund on compassionate or other grounds for any individual case.
- 8.8 Any refund approved will be applied against any outstanding fees and any remainder will be refunded back to the person or company who originally paid the fees. For example, fees funded by StudyLink are required to be refunded to StudyLink.
- 8.9 If ākongā are dissatisfied with the decision, they may appeal the decision as set out in the Appeals Policy.
- 8.10 The regular withdrawal date applies to any late enrolments, and ākongā are not entitled to a refund if they withdraw after this date.

INTERNATIONAL ĀKONGA ONLY

- 8.11 By accepting a place in a programme at WITT, an international ākongā enters a contract with WITT for the period of one academic year (or for the length of the programme if less than one year).
 - International ākongā who withdraw before their programme start date are entitled to a full refund of fees paid, minus an administration fee. The administration fee varies in relation to the proximity to the start date and is advised on the Offer of Place.
 - If international ākongā withdraw after the programme start date, no refund is payable unless ākongā can provide evidence they were subject to exceptional circumstances beyond their control.
 - Supporting information must be submitted in writing to the Academic Director, using the Compassionate Refund Form.
 - If Immigration New Zealand (INZ) refuse to grant an initial student visa for study in New Zealand the ākongā is entitled to a 100% refund of the tuition fee, less a \$500 administration fee.
 - Returning international ākongā who are not granted a subsequent visa by Immigration New Zealand on the basis of poor attendance, a breach of academic integrity, unsatisfactory academic performance, and/or late submission of visa application may receive a partial refund, minus an administration fee. The delegated authority decides the amount to be refunded (if any). The agent commission is not refunded.
 - If WITT is unable to proceed with the programme offered to ākongā, and there is no suitable alternative, the person or organisation that paid the fees receives a full refund.

If international ākongā withdraw because they believe that they have been affected by exceptional circumstances beyond their control, and can provide evidence of this, they may apply for a refund of their tuition fees. Tuition fees for a programme or course that has already started are seldom not refunded. The agent commission is not refunded.

- 8.12 Full Refunds may be given if:
 - You are an international ākongā and Immigration New Zealand has refused to grant an initial visa for study in New Zealand
 - WITT is unable to proceed with the programme or course offered
 - WITT ceases to be a code signatory
 - WITT ceases to be a provider

If an international ākongā chooses to withdraw, they are not eligible for a refund.

Other refunds may be given if:

- Ākonga in a semester-based programme who gain permanent residency will not receive a refund or fees for the semester in which residency is granted. However, they will be treated as a New Zealand Permanent Resident for the following semester and refunded any international fees paid beyond the semester in which residency was granted. International ākonga in programmes designed with full-year non-semester-based courses must pay the international fees for the full year, regardless of the date on which permanent residence has been granted during that year.
- If ākonga wish to withdraw or transfer to another institution and their application and notice is received by the International Office prior to programme commencement, a refund of 70% of tuition fees paid will be given (30% is retained for administration purposes). The registration and homestay placement (if applicable) are not refundable.

8.13 Where international ākonga are due a refund, the funds are paid to the account from which the fees were paid. The refund is denominated in New Zealand dollars, or the equivalent of the New Zealand dollar amount converted into foreign currency at the current exchange rate. WITT will not be liable for any exchange rate loss or bank fees charged upon repayment of a refund.

9. DISTANCE AND ONLINE LEARNING AND SHORT COURSES

- 9.1 For distance online courses or programmes, the withdrawal period may be up to 28 days.
- 9.2 Ākonga enrolled in a short course may withdraw without financial penalty until the start date.
- 9.3 Ākonga enrolled in a micro-credential may withdraw without financial penalty until 10 per cent of the course duration, and without academic penalty until 80 per cent of the course duration.
- 9.4 If enrolled ākonga withdraw 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.



10. CANCELLED PROGRAMMES

- 10.1 A full refund will be made if WITT considers it is necessary to cancel or postpone a programme. The documentation will be completed by WITT on behalf of the ākonga and **no administration fee** will be charged.

11. PROCEDURE

- 11.1 Student Withdrawals, Transfers and Refunds (flowchart)

12. RELATED FORMS AND GUIDANCE DOCUMENTS

Forms and Templates 	Guidelines 
<ul style="list-style-type: none"> • Change of Enrolment, Withdrawal and Refund form • Compassionate Refund form 	No guidelines

13. RECORD MANAGEMENT

Record	Responsibility	Filed	Retention Time	Disposal Action
Change of Enrolment, Withdrawal and Refund form	Information and Enrolments Administrator	SMS – Student file	7 years	Destroy
Withdrawal/Leaving	International Students' Office	SMS – Student file	7 years	Destroy

Transfer/Withdrawal	International Students' Office	SMS – Student file	7 years	Destroy
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14. REVISION HISTORY

Version	Description of Change	Effective Date
01	New Policy. The Domestic Students Withdrawal and Refund Policy has been merged with the International Students Withdrawal and Refund Policy.	11/12/19
02	3 yearly Policy review to update with current legislation and working practices.	19/07/21
03	Changes made to align policy with Te Kawa Maioorooro and include Te Reo terms. Moved to Academic Category from Corporate, changed operational responsibility.	04/02/2025

APPENDIX A

1. DOMESTIC ĀKONGA PROGRAMME / INDIVIDUAL COURSES WITHDRAWAL REFUND MATRIX

- 1.1 The refund policy is based on programmes, which are composed of a number of courses. Where ākonga have been admitted to a programme (rather than individual courses), refunds are processed at programme level.
- 1.2 The withdrawal period is normally the lesser of one month (30 days) from the start date or 10 per cent of the duration of a programme, or a course within the programme.
- 1.3 Ākonga may withdraw within the withdrawal period without financial or academic disadvantage.
- 1.4 If ākonga withdraw after the withdrawal period, they are not entitled to any refund, unless they can prove to the delegated authority that they were affected by exceptional circumstances.
- If ākonga withdraw after the withdrawal period, a 'Withdrawn' (WD) grade is recorded on their academic record.
- 1.5 If ākonga withdraw after 80 per cent of the course duration, a Did Not Complete (DNC) grade is recorded on their academic record.
- If ākonga cease to attend or participate and cannot be contacted, a Did Not Complete grade is recorded for the relevant courses.

	Date of Advice of Withdrawal	Explanation	Amount of Refund	Efts Returned to TEC	Academic Results
	Before the programme start date	Programme has not commenced	Full refund	Yes	Academic record deleted (enrolment record changed to EW in SMS and locked)
	Where a pre-requisite course is not passed		Full refund for the course(s) which required the pre-requisite	Yes	Academic record deleted (enrolment record changed to EW in SMS and locked)
a)	Full year programme	Programme commenced but within the withdrawal period as specified in clause 1.2 above	Full refund	Yes	Academic record for the course deleted (enrolment record changed to EW in SMS and locked)
b)	Full year programme AND 1 or more NQF standard(s) achieved within the withdrawal period	Programme commenced but within the withdrawal period as specified in clause 1.2 above and NQF units achieved	Partial refund (keep efts relating to number of weeks attended and the cost of standards achieved as advised by School)	Partial efts returned – keep proportion of efts associated with NQF standard(s) achieved	NQF units to T&L Committee for approval before withdrawal form is sent for processing. SMS Coordinator to enter results for NQF units achieved and set to complete (for NZQA reporting). Set academic record for programme to WD (enrolment record changed to EW in SMS and locked).
c)	Half year programme	Programme commenced within the withdrawal period as specified in clause 1.2 above	Full refund	Yes	Academic record deleted (enrolment record changed to EW in SMS and locked)
d)	Half year programme AND 1 or more NQF standard(s)	Programme commenced but within the withdrawal period as specified in clause 1.2 above) and NQF units achieved	Partial refund (keep efts relating to number of weeks attended and the cost of standards achieved as advised by School)	Partial efts returned– keep proportion of efts associated with NQF	NQF units to T&L Committee for approval before withdrawal form is sent for processing. SMS Coordinator to enter results for NQF units achieved and set to complete (for NZQA reporting). Set academic record for

	Date of Advice of Withdrawal	Explanation	Amount of Refund	Efts Returned to TEC	Academic Results
	achieved within the withdrawal period			standard(s) achieved	programme to WD (enrolment record changed to EW in SMS and locked).
e)	All other programme lengths	Programme commenced but with the withdrawal period as specified in clause 1.2 above	Full refund	Yes	Academic record deleted (enrolment record changed to EW in SMS and locked)
f)	All other programme lengths AND 1 or more NQF standard(s) achieved within the withdrawal period	Programme commenced but within the withdrawal period as specified in clause 1.2 above and NQF units achieved	Partial refund (keep efts relating to number of weeks attended and the cost of standards achieved as advised by School)	Partial efts returned– keep proportion of efts associated with NQF standard(s) achieved	NQF units to T&L Committee for approval before withdrawal form is sent for processing. SMS Coordinator to enter results for NQF units achieved and set to complete (for NZQA reporting). Set academic record for programme to WD (enrolment record changed to EW in SMS and locked).
	After withdrawal period, but before 80% of the programme or course duration	Programme commenced but before 80% of duration	No refund	No	NQF units to T&L Committee for approval before withdrawal form is sent for processing. SMS Coordinator to enter results for NQF units achieved and set to complete (for NZQA reporting). Set academic record for programme to WD (enrolment record changed to EW in SMS and locked).
	After 80% of programme has been delivered	Programme commenced and more than 80% has been delivered	No refund	No	Ākonga to receive a Did Not Complete grade.

APPENDIX B

1. INTERNATIONAL ĀKONGA PROGRAMME / INDIVIDUAL COURSES WITHDRAWAL REFUND MATRIX

Reason for wanting a refund	Information ākonga must provide	Timing	Amount of refund
A student visa was not granted	An official letter from INZ confirming the rejection of the visa application	At any time	Full refund less \$500 administration fee
Extension of visa is not granted	An official letter from INZ confirming the rejection of the visa application	At any time	At the discretion of delegated authority (partial refund)
Transferring to another institution	Evidence to support Director of School approval of transfer	Two weeks prior to the programme start date	70% of fees paid (30% administration fee retained)
		After the programme starts	No refund
WITT is unable to proceed with the programme or course	The refund is automatic		Total fees paid
Permanent residence is granted	Passport and visa	At any time	Refer Clause 8.8
No longer wish to study at WITT	Documentation supporting application for a refund	Before the programme starts	Full refund, minus an administration fee
		After the programme starts	No refund
Compassionate reasons	Documentation supporting application for a refund	At any time	At the discretion of WITT
Termination of enrolment	Documentation supporting application for a refund	At any time	At the discretion of WITT

