


 <p>WITT WESTERN INSTITUTE OF TECHNOLOGY AT TARANAKI Te Kura Matatini o Taranaki</p>	POLICY AND PROCEDURE		 Corporate  			
	DOMESTIC AND INTERNATIONAL STUDENT WITHDRAWAL, TRANSFERS AND REFUND POLICY		Version number	02	Responsibility	Executive responsible for Corporate
	Approval date	19-Jul-21	Approved by	Executive		
	Next review	July 2024	Signed off	Chief Executive		

1. PURPOSE

- 1.1 To provide a system that enables domestic and international students 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 students from one course to another.

2. APPLICATION

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

3. DEFINITIONS

[Abbreviations and Definitions](#)

 Corporate Services	 Corporate Services Policies	 Corporate Services Procedures	 Forms or templates	 Guidance documents
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Programme of study	The collection of courses in which a student is admitted to and enrolls in which contributes to meeting the requirements for the award of a qualification.
Compulsory Fee	Fee components which cover items which the student must purchase as a condition for enrolment.
Course	A component of a programme.
NQF Standard	A component of a course
Distance based Programme	Students that are studying in programmes or courses that are delivered primarily off campus.
External Fee	A fee component which is set by external agency and collected by WITT on their behalf as part of the Student Fee (e.g. examination fees).
Partial withdrawal from a programme	A student may choose to withdraw from one or more courses in a programme to which they have been admitted.
Stand-alone course	A course which is part of a programme, however the student may not have been admitted to the programme. Courses for personal interest and for a Certificate of Proficiency fall into this category.
Short Course	A short course is an entity in its own right and is not part of a programme.
Withdrawal from Programme	Withdrawal from all of the courses in that programme of study for which the course end dates are later than the withdrawal date.

4. POLICY AND PROCEDURES

- 4.1 The final date for withdrawing from a programme/course(s) and receiving a refund is determined by the length of the programme.
Domestic Students refer to Appendix A. International students refer to Appendix B
- 4.2 When a student 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 students refer to Appendix A. International students refer to Appendix B
- 4.3 Students requesting a refund must formally withdraw from a programme/ course(s) by personally completing and signing the Change of Enrolment, Withdrawal and Refund Form and returning it to the School. Forms can be obtained from Registry or from iWITT.

5. ADVICE TO STUDENTS

- 5.1 When a student is discussing withdrawal with any staff member, the student (domestic) must be advised regarding any consequences to eligibility for loans and allowances as well as (all students) any academic implications for progression and results.
- 5.2 Director of School or delegate should counsel any student who wishes to fully withdraw to see whether there are other study opportunities for the student and should refer the student to the Careers Advisor. International students to be counselled regarding visa compliance.
- 5.3 If a student is withdrawing from all courses within a programme and a Student ID card has been issued it must be attached to the withdrawal form.
- 5.4 The withdrawal date from a programme is taken as the date the Change of Enrolment, Withdrawal and Refund Form is lodged with the School who record the withdrawal date on the form. **The responsibility for withdrawal is with the student.**

For students enrolled in a programme that is **taught by distance/on-line**, the date of withdrawal will be taken from the date WITT received formal notification by e-mail or letter that confirms the student wishes to withdraw. International students refer to Appendix B

This information must be attached to the Change of Enrolment, Withdrawal and Refund Form when it is completed. **A staff member will sign on behalf of the student in these cases.**

Verbal notice of withdrawal will not be accepted as a student's intention to withdraw.

- 5.5 No change to the student's 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 student, a separate withdrawal form must be completed for each student as this documentation will be attached to the official student enrolment file which cannot hold information on other students.
- 5.7 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.
- 5.8 WITT is unable to claim TEC funding for any domestic student 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 student does not formally withdraw, **WITT will withdraw the student** and set his/her record to 'Withdrawn Status', remove academic record, delete EFTS and refund fees paid.

- 5.9 A student 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 a student stops attending, including engagement with online activities, and does not withdraw, **WITT will withdraw the student**. These withdrawals are documented using the withdrawal form and signed by the Director of School or delegate. These withdrawals must only be made after two written attempts to contact the student. These emails, texts or letters must be on file, in the SMS, or a written declaration from a staff member that the student has been spoken to. In such cases there must be a follow up letter on file.
- 5.11 The rules for determining refunds for domestic students are attached in Appendix A. The rules for determining refunds for international students are attached in Appendix B.

Students who withdraw but have completed NQF units will have these results reported to NZQA and the student 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 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 student to contact StudyLink to advise of the change in programme, and to advise Registry that this has been done, before processing the withdrawal and re-enrolment. It is not possible to transfer students between calendar years **although** it is possible to transfer between offerings of the same programme if it occurs within the same calendar year.
- 6.2 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 student succeeding in a new course or programme.
 - The time required for a student to catch up on missed classes or assessments.
 - The degree of staff support a student would need to succeed in the programme or course.
 - An assessment of the extent to which proficiencies and career intentions of the student are matched by the education opportunities offered by the new programme/ Institution.
- 6.3 International students wishing to transfer may only do so within the conditions of their Visa.

7. DISPUTES



- 7.1 Any student who wishes to dispute the transfer/withdrawal or refund decision must do so within one month of receiving the notification (letter, invoice or statement) showing the outstanding amount. A request to review the outstanding amount must be made in writing to the Director – Corporate Services, within the specified time period. There is discretion to accept reviews lodged outside the normal one-month time limit if WITT considers that there was good reasons for the delay. The review should be completed within seven days of the date of receipt of the application for review. Any outstanding monies owing at the outcome of the review are to be paid to WITT immediately when notification is received.

8. REFUNDS AND COMPASSIONATE GROUNDS

INTERNATIONAL AND DOMESTIC STUDENTS

- 8.1 Exceptions may be made in exceptional circumstances for compassionate reasons. Compassionate grounds are considered to be events outside the individual's control that could not have been predicted and that have had a significant impact on the person's ability to continue studying in the current academic year or the foreseeable future. This could for example include such things as significant accidents or personal injury to self or a close family member that would affect the student's ability to continue studying. Compassionate grounds will not be considered sufficient for a refund of fees where the student could have continued in the programme with support or where the student has chosen to withdraw for other reasons.
- 8.2 Consideration may be given to a refund upon receipt of written evidence which must be submitted by the student, or the School on the student's behalf, to Registry at the same time as the completed Change of Enrolment, Withdrawal and Refund Form. For International Students the refund application, with supporting information, must be submitted in writing to the International Office.
- 8.3 Exceptions may also be considered on the grounds of:
- Medical, supported in writing by a health professional.
 - Work related, supported by a letter from an employer.
- 8.4 The application should be made prior to withdrawal, or where circumstances prevent prior application at the earliest possible time. After receipt of the application, Registry shall seek evidence from the Director of School or delegate on whether compassionate withdrawal/refund is reasonable in the circumstances.
- 8.5 All withdrawals for compassionate consideration must be forwarded by the Student Management System Co-Ordinator to the Director – Corporate Services. In the Director – Corporate Services absence, these will go to the Chief Executive or Academic Director. The decision to refund fees on compassionate grounds will take into consideration the length of time in a programme/courses. The Director – Corporate Services has authority to decide the refund on compassionate or other grounds for any individual case. Fees funded by StudyLink are required to be refunded to StudyLink.
- 8.6 **Variations to Policy**
- Under exceptional circumstances, the Chief Financial Officer may authorise a variation to rules set out within this policy. Requests for any variation in policy must be submitted in writing.

INTERNATIONAL STUDENTS ONLY

- 8.7 By accepting a place in a programme at WITT, an international student enters a contract with WITT for the period of one academic year (or for the length of the programme if less than one year).
- There is no automatic right to a refund of fees if a student changes his/her mind about studying at WITT.
 - Supporting information must be submitted in writing to the International Office, with any refund application.
 - If Immigration New Zealand (INZ) refuse to grant an initial student visa for study in New Zealand the student is entitled to a 100% refund of the tuition fee, less a \$500 administration fee. If WITT is unable to proceed with the programme offered to a student, the student is entitled to a 100% refund of the tuition fee.
 - No refunds to international students will be given after the programme has commenced.

8.8 Full Refunds may be given if:

- You are an International Student 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 student chooses to withdraw, they are not eligible for a refund.

Other refunds may be given if:

- A student 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 students 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 a student wishes to withdraw or transfer to another institution his/her 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.
- Refunds will be paid in New Zealand dollars:
 - To another institution
 - Into a nominated bank account
- WITT will not be liable for any exchange rate loss or bank fees charged upon repayment of a refund.

9. LATE ADMISSIONS / ENROLMENTS

- 9.1 When a student has been admitted to a programme **after the commencement date**, a refund of tuition fees will only occur if the withdrawal is within 2 weeks from the date on their enrolment form. The student must also be alerted to the fact that late admission is not a reason for compassionate withdrawal.

10. STAND-ALONE COURSES, SHORT COURSES AND PROGRAMMES COMMENCING OUTSIDE MAIN INTAKE PERIODS

- 10.1 For programmes that commence outside of the main intake periods, stand-alone courses (from a programme), and short courses, the last date for domestic students to withdraw with a refund is up until 10% from the commencement of the programme, stand-alone course or short course. International students refer to Appendix B.

11. CANCELLED PROGRAMMES



- 11.1 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 student and **no administration fee** will be charged.

12. PROCEDURE



12.1 Student Withdrawals, Transfers and Refunds (flowchart)

13. RELATED FORMS AND GUIDANCE DOCUMENTS

Forms and Templates 	Guidelines 
<ul style="list-style-type: none">Change of Enrolment, Withdrawal and Refund formInternational Student Withdrawal, Leaving, Application for Refund form	No guidelines

14. RECORD MANAGEMENT

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

15. 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

APPENDIX A

1. DOMESTIC STUDENTS PROGRAMME / INDIVIDUAL COURSES WITHDRAWAL REFUND MATRIX

1.1

The refund policy is based on programmes, which are composed of a number of courses.

Where a student has been admitted to a programme (rather than individual courses), refunds are processed at programme level.

1.2 Stand-alone courses, short courses and short awards are treated differently (refer clause 10.1).

	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 (30 teaching wks)	Programme commenced but less than 4 weeks since start of programme has passed	Full refund	Yes	Academic record for the course deleted (enrolment record changed to EW in SMS and locked)
b)	Full year programme (30 teaching wks) AND 1 or more NQF standard(s) achieved within the first 4 weeks	Programme commenced but less than 4 weeks since start of programme has passed 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. Info and Enrol Admin 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 (15 teaching wks)	Programme commenced but less than 2 weeks since start of programme has passed	Full refund	Yes	Academic record deleted (enrolment record changed to EW in SMS and locked)
d)	Half year programme (15 teaching wks) AND 1 or more NQF standard(s) achieved within the first 2 weeks	Programme commenced but less than 2 weeks since start of programme has passed 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. Info and Enrol Admin 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).
e)	All other programme lengths	Programme commenced but less than 10% of programme has been delivered	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 first 10% of the programme	Programme commenced but less than 10% of programme has been delivered 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. Info and Enrol Admin to enter results for NQF units achieved and set to complete (for NZQA reporting). Set academic record for programme to WD (enrolment

	Date of Advice of Withdrawal	Explanation	Amount of Refund	Efts Returned to TEC	Academic Results
				standard(s) achieved	record changed to EW in SMS and locked).
	After last date of withdrawal as per a, b, c, d, e or f above, but prior to 75% of the programme being delivered	Programme commenced but less than 75% has been delivered	No refund	No	NQF units to T&L Committee for approval before withdrawal form is sent for processing. Info and Enrol Admin 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 75% of programme has been delivered	Programme commenced and more than 75% has been delivered	No refund	No	School to enter results and follow process as per students who complete the programme (Reporting and Certification policy)

APPENDIX B

Reason for Wanting a Refund	Information Student 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	No Refund
Transferring to another institution	Evidence to support Director of School approval of transfer	Two weeks prior to the programme start date After the programme starts	70% of fees paid 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 After the programme starts	70% of fees paid 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

STUDENT WITHDRAWALS, TRANSFERS AND REFUNDS

