

OTAGO POLYTECHNIC MANAGEMENT POLICY		Number: MP0351.10
Title:	Students Withdrawal and Refund Policy for Year 2018	
Baldrige Criteria:	6 Operations	
Chief Executive Approval:	Approval Date: 1 Jan 2018	Effective Date: 1 Jan 2018
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Contact Authority:	Director: Quality Services	Status: Current

Purpose The following policy and procedures apply to the withdrawal and refund of all compulsory Polytechnic fees in the year 2018 for all students.

Compliance This policy is consistent with Ministry of Education, TEC publications on Student Component funding, StudyLink, and the Education (Pastoral Care of International Students) Code of Practice 2016.

- Policy and Procedures**
- 1 The Withdrawal and Refund policy allows all students to receive a refund when they withdraw from a programme/courses prior to 10% of their programme/course elapsing (usually 10-20 working days).
 - 2 The final date for withdrawing from courses / a programme commencing in 2018 and receiving any refund for any course is 10% after commencement of the courses / programme (usually 10-20 working days, depending on whether course occurrences are for one semester or for the full academic year).
 - 3 Students withdrawing from course occurrences that have not started are entitled to a refund.
 - 4 When a student fails a pre-requisite course is not able to commence course(s) they are already enrolled in a refund will be paid for the courses which required the prerequisite. Refer to Appendix A
 - 5 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 Registry. Forms can be obtained from Registry.
 - 6 Any issues regarding withdrawal that are unable to be resolved at Registry are to be discussed with the Director: Quality Services.
 - 7 **Advice to students**
 - 7.1 When a student is discussing withdrawal with any staff member, the student must be advised regarding any consequences to eligibility for loans and allowances as well as any academic implications for progression and results. NB. The \$250 administration fee applies when the withdrawal is from the programme/all courses. The administration fee is included in the fees paid but is separated from the fees refund if a student withdraws.
 - 7.2 Programmes 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 Learner Services Team.
 - 7.3 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, otherwise the withdrawal will not be processed. If the student advises that their ID Card has been lost, they will be required to sign an ID Card Declaration.

- 8 The withdrawal date from a programme is taken as the date the Change of Enrolment, Withdrawal and Refund Form is lodged with Registry who record the withdrawal date in the SMS. **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 Otago Polytechnic received formal notification by e-mail or letter that confirms the student wishes to withdraw. **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.**
- 9 No change to the student's enrolment status on the Otago Polytechnic Student Management System may be made unless formal withdrawal takes place.
- 10 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.
- 11 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.
- 12 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.
- 13 When a student stops attending, including engagement with online activities, **after the last date for withdrawal with a refund** and does not withdraw, Otago Polytechnic will withdraw the student when a period of at least four weeks has elapsed. These withdrawals are documented using the withdrawal form and signed by the Head of School/College or delegate (usually the Programme Manager). These withdrawals must only be made after two written attempts to contact the student. These emails 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.
- 14 The rules for determining refunds are attached as Appendix A.
- 15 **Transfers**
 - 15.1 Students wishing to transfer from one programme or course(s) to another after the programme has started must do so by agreement with the programmes and by filling in the Change of Enrolment, Withdrawal and Refund Form. Depending on the different programme fees, students may either be refunded or required to pay additional fees.
 - 15.2 Transfers between programmes can only occur after negotiation with Head of School/College/Programme Managers. 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. Depending on the different programme or course(s) fees, students will either be refunded or required to pay additional fees. 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 years of the same programme if it occurs within the same

calendar year.

16 Disputes

- 16.1 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 Registry Team Leader, Otago Polytechnic, within the specified time period. There is discretion to accept reviews lodged outside the normal one-month time limit if Otago Polytechnic considers that there was good reason 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 Otago Polytechnic immediately notification is received.
- 16.2 International students who are still not satisfied following a review can make a complaint to iStudent complaints, complaints@istudent.org.nz

17 International

- 17.1 Where a student fails to obtain a valid study permit or visa, 100% of tuition fees will be refunded.
- 17.2 Where Otago Polytechnic is unable to proceed with the programme, 100% of tuition fees paid will be calculated in New Zealand dollars and refunded to the person (or agent) who paid the fees in the applicant's country of origin.
- 17.3 A request for deferral of commencement does not incur any additional costs. Only one deferral is allowed per student to a maximum period of one academic year.
- 17.4 Any overpayment of fees will be refunded to the applicant upon request. Otago Polytechnic will not be liable for any interest accrued on the amount of the overpayment.
- 17.5 An international student who has commenced and does not maintain or obtain a student permit visa shall not be entitled to a refund of any fees.
- 17.6 An International Student who is excluded/has their enrolment terminated due to unsatisfactory progress and/or poor attendance is not entitled to any refund.
- 17.7 An international student who gains Permanent Residency will not receive a refund of fees for the year in which residency is granted.

18 Capable NZ Withdrawals

- 18.1 If the formal withdrawal is before the facilitation process by Capable NZ has commenced, a 100% refund will be made less an administration fee of \$250 (GST incl).
- 18.2 Where the facilitation and assessment process has commenced, the Head of School Capable NZ will authorise that a refund be made on the proportionate balance remaining after all service and administration and other costs (such as NZQA credit fees, travel costs, assessor costs, and \$250 GST incl administration fee) incurred have been deducted.
- 18.3 Where a Capable NZ Facilitator considers that a change is required to the qualification being sought and different fees apply to that qualification, Otago Polytechnic will be responsible for ensuring the balance of fees is used for further APL services, or the balance is

refunded to the candidate.

18.4 There is no refund if a candidate withdraws after 80% of facilitation has occurred.

19 **Refunds on Compassionate Grounds**

19.1 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.

19.2 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.

19.3 Exceptions may also be considered on the grounds of:

19.3.1 Medical, supported in writing by a health professional.

19.3.2 Work related, supported by a letter from an employer.

19.4 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 Head of School/College whether compassionate withdrawal/refund is reasonable in the circumstances.

19.5 All withdrawals for compassionate consideration must be forwarded by Registry to the Director Business Services for a decision. In the Director Business Services absence, these will go to the Chief Executive or Director: Quality Services. Schools/Colleges do not have the delegation to make a decision regarding compassionate withdrawals. The decision to refund fees on compassionate grounds will take into consideration the length of time in a programme/courses. The Director Business 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.

20 **Late Admissions/Enrolments**

When a student has been admitted to a programme after the commencement date, the last date for withdrawal must be highlighted to the student. The student must also be alerted to the fact that late admission is not a reason for compassionate withdrawal.

21 **Stand Alone Courses, Short Courses and Programmes Commencing Outside Main Intake Periods**

For programmes that commence outside of the main intake periods, stand alone courses (from a programme), and short courses the last date for withdrawal with a refund is up until 10% from the commencement of the programme, stand alone course or short course.

22 **Cancelled Programmes**

A full refund will be made if the Polytechnic considers it is necessary to cancel or postpone a programme. The documentation will be completed by Otago



Polytechnic on behalf of the student and **no administration fee** will be charged.

23 Refunds for Examination Fees

External examination fees will be refunded if a Programme/Course(s) Transfers/Withdrawals Form is formally lodged with the Polytechnic before the cut-off date for the exam fees determined within each programme each year. If fees have been sent to the examining body, a request for refund must be made by the student directly to the appropriate organisation.

24 Refunds for NZQF Credit Fees

Refunds for NZQF credit fees are part of the refund of fees outlined in Appendix A.

Definitions	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.
	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 an external agency and collected by Otago Polytechnic 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.

Related Policy, Forms and Documents

Funding Rules Tertiary Education Commission (TEC)
Guidelines for the Education (Pastoral Care of International Students) Code of Practice 2016 – Tertiary

AP0501 Recognition of Prior Learning
AP0504 Application, Entry and Enrolment
AP0517 Cancellation of Programmes, Courses and Course Occurrences
AP1008 Student Results
MP0354 Student Fees
MP0357 Cancellations, Withdrawals, Transfers and Special Assessments for International Students at Auckland International Campus

Approved by Chief Executive

Date: 1 January 2018



Students Programme/Individual Courses Withdrawal Refund Matrix

Withdrawals from Courses:

The refund policy is based on **programmes**, which are composed of a number of **courses**. Where a student has been admitted to a programme, refunds are processed at programme level.

Stand alone courses, short courses and short awards are treated differently.

Date of Advice of Withdrawal	Classification	Refund Due (of fees paid)	Less Administration Charge Per Withdrawal Form	Academic Result
Before the programme start date	Not started	100%	No Fee	No Result Recorded
Domestic Students - for first 10%	Programme commenced	100%	\$250 GST incl	No Result Recorded
TANZ eCampus (Domestic Students) - for first 10%	Programme commenced	100%	\$50 GST incl	No Result Recorded
Before the course start date and where a prerequisite course is not passed	Not started	100%	No Fee	No Result Recorded
International Students – for first 10%	Programme commenced	100%	\$500 GST incl	No Result recorded
Capable NZ Facilitation	Before facilitation/ assessment process commences	100%	\$250 GST incl	No Result Recorded
Capable NZ Facilitation	From commencement of facilitation/ assessment process	Varies depending on services consumed	\$250 GST incl	Withdrawn
After last date for withdrawal but before 80% of the course/programme is completed	Withdrawal	Nil	Nil	Withdrawn
After 80% of programme duration completed	Any Withdrawal from a programme is not processed in the SMS	Nil	Nil	Did Not Complete (DNC) or Grade attained (Refer to Grade Table for programme)
Final result entered or programme completed	Any Withdrawal from a programme is not processed in the SMS	Nil	Nil	Result or Grade Attained

For a stand alone course which is part of a programme or short courses:

The last date for withdrawal is usually the first day of the course or short course which equates to 10% of the course. A \$50 GST incl administration fee will be charged for a withdrawal after the course starts and before 10% elapses.