

 <b>Telford</b> Rural Polytechnic <i>Te Whare Wanaka O Puerua</i>		Ref No.	<b>5 - 05</b>
		Version No.	<b>4</b>
		Date Issued	<b>3 April 2009</b>
Title	<b>WITHDRAWALS, TRANSFERS AND REFUNDS</b>		
Responsibility	<b>Academic Director</b>		

## 1. PURPOSE

To provide a system to enable students to withdraw from a programme of study and for this information to be recorded in the Take 2 Student Information Management System.

To provide a system for transferring students from one qualification or course to another.

To provide a clear statement on the Polytechnic's policy on refund of student fees.

## 2. APPLICATION

This Policy and Procedure applies to all students currently enrolled in Telford programmes, short courses and correspondence programmes, as specified.

## 3. DEFINITIONS

### Programme of study

The Telford qualification/s or course/s in which the student is enrolled.

### Refund period

The time commencing two weeks prior to qualification start date and the period after qualification start date in which a student is entitled to a refund or partial refund, as defined by this policy.

### Programme start date

The first day of qualification/course delivery.

## 4. STATUTORY OBLIGATIONS

This Policy and Procedure complies with Sections 227 and 228 of the Education Amendment Act 1990.

## 5. POLICY

### Withdrawals

- 5.1 A student may withdraw from a programme of study at any time by lodging a completed Withdrawal Form (A5 – 05A Notification of Student Withdrawal) with the Coordinator. Withdrawals must be authorized by the Programme Coordinator and be formally recorded by Senior Administration Officer.
- 5.2 Any withdrawal from a programme of study is without prejudice to the student's right to apply for re-enrolment at a future time.
- 5.3 Provision will be made for a student withdrawing from a programme of study to apply for a refund of fees.

- 5.4 Students receiving a Student Loan or Student Allowance have an obligation to advise the agency responsible for the payment of the Loan or Allowance of their withdrawal from a programme of study and of any application for a refund of fees.
- 5.5 Withdrawal from a programme of study will be reported on a student's Academic Transcript in accordance with Policy and Procedure 10-01 Reporting and Certification.

### **Transfers**

- 5.6 Enrolled students may change their programme of study after completing the appropriate Transfer Form (A5 – 05B Notification of Student Transfer) and paying the prescribed fee.
- 5.7 Students wishing to change their programme of study must obtain the approval of the Programme Coordinator who, if agreeable to the transfer, will countersign the transfer form.
- 5.8 When assessing an application for transfer, a Programme Coordinator will have due regard to:
- The period of time that the programme/course being transferred into, has been underway.
  - The ability of the student to succeed in the proposed new programme or course.
  - The time required for a student to catch up on missed classes and assessable work completed.
  - The level of the programme or course into which the student is being transferred.
  - The amount of support that would be required by tutorial staff to ensure the success of the student.

### **Refunds**

- 5.9 A full refund of fees including any deposit is payable where a programme of study is cancelled by the Polytechnic.
- 5.10 The refund payable to a student who withdraws from his or her programme of study will be 90% tuition and course fees, less any specified course costs, provided the withdrawal takes place during the refund period.

The Refund Period covers:

- Two weeks prior to programme start date; to
- 10% of the programme length after programme start date (in weeks).

Refunds will have the following amounts deducted from them:

- An appropriate charge for course costs and/or consumables
- Any other fees owing to the Polytechnic.

- 5.11 Following the refund period, no refund of fees is given as of right. Applications for partial fees refunds will, however, be considered in exceptional circumstances and at the sole discretion of the Director, Finance and Administration.
- 5.12 Where a qualification/course is part of a conjoint agreement, the refund policy of the partner that collects the MOE/TEC funding will apply.
- 5.13 Under exceptional circumstances the Director, Finance and Administration may authorise variations to any refund policies.

### **Community Education Programmes or Short Courses**

- 5.14 A refund of fees for withdrawal from Community Education Programmes or Short Courses is only available to any student who lodges a completed official withdrawal/refund form (A5 – 05A Notification of Withdrawal), five working days before a course commences.

### **Appeals**

- 5.15 Students may appeal against any decision based on this policy by writing to the Director, Finance and Administration. Refer to Policy and Procedure 6.15 Student Appeals.

## 6. PROCEDURE

- 6.1 Any student wishing to withdraw or leave the Polytechnic, or who wishes to transfer programmes/courses, should complete the appropriate form (A5 – 05A Notification of Withdrawal, A5 – 05B Notification of Transfer), available from the Programme Coordinator. This will include obtaining appropriate academic and administration clearance.
- 6.2 The Senior Administration Officer will enter the data into the Student Management System.
- 6.3 If the student is eligible for a refund, the Senior Administration Officer will liaise with the Director, Finance and Administration who will issue a refund if/as appropriate.

## 7. RECORD MANAGEMENT

Record	Responsibility	Filed	Retention Time
Notification of Student Withdrawal	Senior Administration Manager	Student file	Indefinitely
Notification of Student Transfer	Senior Administration Manager	Student file	Indefinitely

## 8. ASSOCIATED DOCUMENTS

Reference	Document Title
A5 – 05A	Notification of Student Withdrawal
A5 – 05B	Notification of Student Transfer

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REVISION HISTORY			
Version	Description of Change	Author	Effective Date
1	New document.	External Consultant	April 2004
2	Triennial review.	QMS Team	September 2006
3	Alignment of the QMS with actual practices at Telford in response to the ITPQuality Audit Report, April 2007. Clauses 4.3.4 and 4.5 deleted and clauses 5.1 and 5.2 combined from version 2, clause 8 added. Minor editing and re-formatting.	QMS Policy Review Committee	1 March 2008
4	Triennial review	QMS Policy Review Committee & Council	3 April 2009