

	Ref No.	5 - 05
	Version No.	6
	Date Issued	10 June 2010
Title	WITHDRAWALS, TRANSFERS AND REFUNDS	
Responsibility	Academic Quality Programme Manager	

1. PURPOSE

To provide a system to enable students, both national or international, 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 applies to all students both national and international currently enrolled in Telford programmes, short courses and correspondence programmes.

This includes the need to ensure that Telford has complied with all relevant provisions of the Code of Practice for the Pastoral Care of International Students 2002, and revised version of August 2003.

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, and the Code of Practice for the Pastoral Care of International Students.

5. POLICY

Withdrawals

5.1 A student, including international students, may withdraw from a programme of study at any time by lodging a completed Withdrawal Form (A5 – 05A Notification of Student Withdrawal). The withdrawals must be authorized by the Programme Coordinator and be formally recorded by Senior Administration Manager.

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 take account of ~~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

Full 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 International Students: A full refund will be paid to International students where the New Zealand Immigration Services has refused to grant an initial visa for study in New Zealand, or where a Visa extension is refused by New Zealand Immigration Services.

Other Refunds

- 5.11 The refund payable to a student who withdraws from his or her programme of study will be ~~90%~~ 85% tuition and course fees, less any specified course costs and amounts owing to the Polytechnic, provided the withdrawal takes place during the refund period.
- The Refund Period covers: 10% of the programme length after programme start date (in weeks).
- 5.12 Where a student is enrolled on a programme of study where there is a mid-programme exit qualification and the student leaves at that stage with the exit qualifications a refund of 80% of remaining fees may be refunded. A student who leaves without an exit qualification is deemed to have withdrawn.
- 5.13 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. Any refund application supporting information must be submitted in writing.
- 5.14 Where a qualification/course is part of a conjoint agreement, the refund policy of the partner that collects the MOE/TEC funding will apply.

- 5.15 An international student who gains permanent residency will not receive a refund of fees. Students need to be permanent residents for two years before their education is able to be government subsidised.
- 5.16 Refunds will be paid in New Zealand dollars by cheque or bank draft, or into a nominated bank account, or to another institution – through arrangement with the Director, Finance and Administration.

Community Education Programmes or Short Courses

- 5.17 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

- 5.18 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 Administration office. This will include obtaining appropriate academic and administration clearance.
- 6.2 The Senior Administration Manager will enter the data into the Student Management System.
- 6.3 If the student is eligible for a refund, the Senior Administration Manager will liaise with the Director, Finance and Administration who will issue a refund if/as appropriate.

Summary – International Student Refund/s

Reason for requesting a refund	Information student must provide	Timing	Amount of refund
A visa was not granted	An official letter from NZIS indicating the rejection of the visa application	At any time	Total fees paid
Extension of visa is not granted	An official letter from NZIS indicating the rejection of the visa application	At any time	Total fees paid
Transferring to another institution	Evidence of an unconditional offer of place at the other institution	Before the course starts	85% of fees paid
		After the course starts	No refund
TRP is unable to proceed with the course	The refund is automatic		Total fee paid (however, if the student transfers to another institution, the refund will be sent to that institution)
Permanent residence is granted	Passport and visa	At any time	See under “Other Refunds”
No longer wishes to study at TRP	Certain conditions must be met	Before the course starts	85% of fees paid
		After the course starts	No refund
Compassionate reasons	Documentation supporting application for a refund	At any time	At the discretion of DFA

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

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	3 April 2009
5	Triennial review – insertion of new 5.11 and note at 5.14.	QMS Policy Review Committee	4 May 2010
6	In corporation of P & P 6-05	QMS Policy Review Committee	10 June 2010