

OTAGO POLYTECHNIC MANAGEMENT POLICY		Number: MP0351.02	
Title:	Students Withdrawal and Refund Policy for Year 2010		
ITPNZ Standard:	1 Institutional Academic Quality Management		
Chief Executive Approval:	Approval Date: 4 Nov 09	Effective Date:	4 Nov 09
Previous Policy Number	AP303, AP306, AP308	Review Date:	4 July 10
Contact Authority:	General Manager Academic Services	Status:	Current

Purpose

The following policy and procedures apply to the withdrawal and refund of all compulsory polytechnic fees in the year 2010 for all students.

Background

This policy has been developed to be:

- in accordance with Ministry of Education, TEC, NZQA, StudyLink and other external agency directives
- fair and equitable, both to the Polytechnic and to the student
- straightforward in design, and workable in practice
- readily compatible with the Student Management System (SMS)

The policy aims to encourage responsible attitudes towards tertiary study, and is in line with the comparable policies of other polytechnics.

Guidelines for All Student Withdrawals and Refunds can be found on [On Intranet\MP0351.02 Student Withdrawal and Refund Policy - Guidelines.doc](#)

Statutory Compliance

This policy is consistent with Ministry of Education and TEC publications on Student Component funding and the New Zealand Ministry of Education Code of Practice for the Pastoral Care of International Students.

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 a predetermined date.
- 2 This policy excludes student withdrawals from STAR courses which are covered by conditions in STAR contracts.
- 3 The final date for withdrawing from courses in a programme commencing in February 2010 and receiving any refund for any course is 31 March 2010 provided that in exceptional circumstances where this decision has unreasonable consequences the General Manager Academic Services may approve alternative arrangements.

The final date for withdrawing from courses in a **programme** that commences in Semester Two and receiving any refund for 2010 is 31 August 2010.

- 4 Students requesting a refund must formally withdraw from a programme/course(s) by personally completing and signing the Programme/Course(s) Transfers/Withdrawals Form and returning it to Customer Services. Forms can be obtained from Customer Services.
- 5 Any issues regarding withdrawal that are unable to be resolved at Customer Services are to be discussed with the General Manager Academic Services.



6 Advice to students

- 6.1 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.
- 6.2 Schools 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 Student Advisory Team.
- 6.3 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.
- 7 The withdrawal date from a programme is taken as the date the Programme/ Course(s) Transfers/Withdrawals Form is lodged with Customer Services. **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 Programme/Course(s) Transfers/Withdrawals Form when it is completed.** The appropriate academic staff member will sign on behalf of the student. **Verbal notice of withdrawal will not be accepted as a student's intention to withdraw.**
- 8 No change to the student's enrolment status on the Otago Polytechnic Student Management System may be made unless formal withdrawal takes place.
- 9 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.
- 10 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.
- Note that Otago Polytechnic is unable to claim TEC funding for any student who has never attended (or, in the case of online learning, never logged on), even if they have paid their fees. If the student does not formally withdraw (see above), Otago Polytechnic will set his/her record to 'Withdrawn Status' after 31 March, there will be no refund and the record will be removed from the Single Data Return (EFTS claim).
- 11 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.
- 12 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 or delegate (usually the Programme Manager). These withdrawals must only be made after two written attempts to contact the student. These 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.

13 The rules for determining refunds are attached as Appendix A.

14 **Transfers**

14.1 Students wishing to transfer from one programme or course(s) to another after the programme has started must do so by agreement through the formal Path of Study process and by filling in the Programme/Course(s) Transfers/Withdrawals Form. Depending on the different programme fees, students may either be refunded or required to pay additional fees.

14.2 Transfers between programmes or courses can only occur after negotiation with Head of School/Programmes/Programme Managers. There are no penalties for withdrawal and re-enrolment and the full refund amount will be credited to 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 Customer Services 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.

15 **Disputes**

15.1 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 Customer Services Manager, 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 **International**

16.1 Where a student fails to obtain a valid study permit or visa, 100% of tuition fees will be refunded.

16.2 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.

16.3 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.



16.4 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.

16.5 An international student who gains Permanent Residency will not receive a refund of fees for the year in which residency is granted.

17 Centre for Assessment of Prior Learning (CAPL) Withdrawals

17.1 If the formal withdrawal is before the facilitation process by CAPL has commenced, a 100% refund will be made less an administration fee of \$200 (GST incl).

17.2 Where the facilitation and assessment process has commenced, the Deputy Chief Executive 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) incurred have been deducted.

17.3 Where a CAPL 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 Refunds on Compassionate Grounds

18.1 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.

18.2 Consideration may be given to a refund upon receipt of written evidence which must be submitted at the same time as the completed Course Transfers/Withdrawals Form.

18.3 Exceptions may be considered on the grounds of:

18.3.1 Medical, supported in writing by a health professional.

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

18.4 The application should be made prior to withdrawal, or where circumstances prevent prior application at the earliest possible time. After receipt of the application, the Manager Customer Services shall seek an opinion from the Head of School whether compassionate withdrawal/refund is reasonable in the circumstances.

18.5 Any withdrawals for compassionate consideration will be submitted to the Chief Operating Officer for a decision. In the Chief Operating Officer's absence, these will go to the Chief Executive or Deputy Chief



Executive. The decision to refund fees or to credit fees against future enrolment on compassionate grounds will take into consideration the length of time in a programme/courses. The Chief Operating Officer has authority to decide the refund on compassionate or other grounds for any individual case. Outcomes may include holding fees in credit over to the next occurrence of the programme/course(s) if the student is intending to return to a programme of study with Otago Polytechnic. Fees funded by StudyLink are required to be refunded to StudyLink.

19 **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. In cases of late admission/enrolment after the last date for withdrawal, students must be informed that no refund will be paid if they later decide to withdraw.

20 **Programme/Courses, Short Courses and Short Awards Commencing Outside Main Intake Periods**

For programmes that commence outside of the main intake periods, stand alone courses (from a programme), short courses and short awards the last date for withdrawal with a refund is up until 25% from the commencement of the programme, stand alone course, short course or award.

21 **Cancelled Programmes**

A 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.

22 **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.

23 **Refunds for NQF Credit Fees**

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

24 **Refund for Levies**

There is no refund of OPSA, Student Services, Student Health and Counselling levies or the Internet fee after the first two weeks from the programme start date.

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 (eg City and Guilds examination fees, NZQA hook on charge, etc).
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 and Short Award	A short course or short award are entities in their own right and are not part of programmes.
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.

Referral Documents

A Guide to Student Enrolment for Tertiary Education Providers, Ministry of Education, 31 August 2002 and subsequent issues
A Guide to Tertiary Education Funding, Ministry of Education, 31 August 2002, and subsequent updates
AP0204 STAR Funded Programmes
AP0300 RPL Refunds - International Students
AP0302 Fee Payments - International Students
AP0306 International Students Withdrawal and Refund Policy
AP0308 Centre for Assessment of Prior Learning (CAPL) Refund Policy
AP0500 Path of Study
AP0504 Enrolment of Domestic Students
AP0517 Cancellation of Programmes, Courses and Course Occurrences
AP1008 Student Results



Chief Executive Approval



Signature

4 November 2009

Date



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
For first two weeks	Programme Commenced	95%	No Fee	No Result Recorded
CAPL Facilitation	Before facilitation/assessment process commences	100%	\$200 GST incl	No Result Recorded
After programme start date but before last withdrawal date with refund <i>Commenced programme February-31 March</i> <i>Commenced programme in July-31 August</i>	Withdrawal	75% (NB There is no refund of OPISA and Student Services levy, Student Health and Counselling levy or Internet fee)	\$200 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, short courses and short awards:

The last date for withdrawal is usually the first day of the course, short course or short award which equates to 10% of the course. A 95% refund will be paid (NB 100% if the amount is less than \$20).

