

# Cancellations, Withdrawals and Transfers Policy

## Audience and scope:

This policy is relevant to the following roles:

- All kaimahi, ākonga and external stakeholders

## Document management and control

<b>Policy Number</b>	AM4	<b>Consultation Scope</b>	Reasonable and appropriate consultation with kaimahi, ākonga and external stakeholders
<b>Category</b>	Academic Management	<b>Approval Bodies</b>	Delegated Authority
<b>Policy Owner</b>	Delegated Authority	<b>Review Dates</b>	
<b>Policy Contact Person</b>	GM Academic Services		

## Amendment history

Version	Effective Date	Created/Reviewed by	Reason for review/Comment
Version 1	25 August 2009	Sue Wohlmuther, Academic Registrar	Put into new format
Version 2	13 <sup>th</sup> November 2013	Sue Wohlmuther, Academic Registrar	Part of Institute review request and put into new template
Version 3.0	11 December 2015	Chris Park, Academic Registrar	Planned review
Version 4.0	9 December 2016	Chris Park, Academic Registrar	Planned review
Version 5.0	4 September 2019	Chris Park, GM Academic Services	Planned review
Version 6.0	27 November 2019	Chris Park, GM Academic Services	Amendments relating to withdrawal processing
Version 7.0	25 January 2022	Chris Park, GM Academic Services	Planned review
Version 8.0	1 January 2023	Chris Park, GM Academic Services	Aligned to Te Kawa Maiooro
Version 9.0	07 February 2024	Chris Park, GM Academic Services	Aligned to Te Kawa Maiooro

## Table of Contents

---

<b>AUDIENCE AND SCOPE.....</b>	<b>1</b>
DOCUMENT MANAGEMENT AND CONTROL .....	1
AMENDMENT HISTORY .....	1
TABLE OF CONTENTS.....	2
<b>CANCELLATIONS, WITHDRAWALS AND TRANSFERS .....</b>	<b>3</b>
PURPOSE .....	3
POLICY .....	3
PROCEDURES.....	3
EVALUATION/OUTCOMES .....	6
<b>ADDITIONAL INFORMATION .....</b>	<b>7</b>
GLOSSARY.....	7
EXEMPTIONS AND DISPENSATIONS.....	8
DELEGATIONS .....	8
RELEVANT LEGISLATION.....	9
LEGAL COMPLIANCE.....	9
ASSOCIATED DOCUMENTS.....	9

## Cancellations, Withdrawals and Transfers Policy

---

*This policy is supplemental to Te Kawa Maiooro, Te Pūkenga's Educational Regulatory Framework. Te Kawa Maiooro sets out the overarching regulations that apply to learning and delivery (teaching, assessment, rangahau and research, and support activities) at Te Pūkenga. As and when finalised, Te Pūkenga will publish policies and procedures that are intended to sit underneath Te Kawa Maiooro and prescribe detailed requirements.*

*In the meantime, pursuant to Te Pūkenga's Grandparenting Policy, the regulations, policies, and procedures of the former subsidiaries apply unless there is a national regulation or policy in place. Accordingly, where a specific matter is not addressed within Te Kawa Maiooro, this policy is intended to prescribe the requirements that are specific to the MIT business division.*

*To the extent that there is any conflict or inconsistency between any of MIT's policies or procedures and Te Kawa Maiooro, Te Kawa Maiooro shall prevail and have priority.*

*Advice to Ākonga (Students) and Kaimahi (staff) reading this document: references to relevant sections of Te Kawa Maiooro (TKM) are noted at the beginning of each clause. Any text that is crossed out is no longer current policy and has been replaced by the policy settings in Te Kawa Maiooro. Please refer to that document.*

### Purpose

- 1.1. The purpose of this policy is to ensure that Manukau Institute of Technology business division of Te Pūkenga - New Zealand Institute of Skills and Technology ("MIT") ākonga are treated fairly and consistently with regard to cancellations, withdrawals and transfers. It also sets out the conditions under which an ākonga will be considered for a refund of tuition fees after the cancellation of a course, a transfer between courses, or following a withdrawal from courses: either by an ākonga themselves, or by MIT in line with Te Kawa Maiooro and/or its Ākonga Policy.
- 1.2. This policy applies only to ākonga nō Aotearoa (Domestic learners). Ākonga nō tāwāhi (International learners) should refer to Academic Management Policy AM5 Cancellations, Withdrawals and Transfers of Ākonga nō tāwāhi (International learners) (AM5).
- 1.3. MIT must honour its obligations to learners by not withdrawing ākonga for any reason other than those outlined in Te Kawa Maiooro, the Ākonga Policy and/or this policy, or as otherwise permitted or required by law.

### Policy

- 2.1. The policy pertaining to cancellation, withdrawal and transfers is reflected in Te Kawa Maiooro Section 2 (Enrolment) and in the Ākonga Policy:
  - Section 5 (Cancellations, Postponements and Timetable Changes);
  - Section 6 (Withdrawals);
  - Section 7 (Transfers); and
  - Section 8 (Refunding Fees).
- 2.2. Campus Administration Managers and Ask Me Team Leaders are responsible to ensure that kaimahi, who as part of their roles are withdrawing ākonga using the Not Required (NRQ) function:
  - have been appropriately trained, and
  - comply with all instructions concerning withdrawal processing, in particular to instructions concerning assessing course engagement.

- 2.3. Heads of School are responsible to ensure that kaiako comply with section 14 of the AM3 *Fees Payment* policy: to record all ākonga attendance in Ontrack within 5 working days of the course, ongoing.
- 2.4. TKM 5.1 Ākonga engagement with the course (course engagement) will be evidenced by an ākonga having attended a class (including on campus, on work placement/practicum or online) and/or
- ~~Submitted an assessment and/or coursework including, where relevant, a literacy or numeracy assessment.~~
- For wholly online courses only, ākonga engagement may also be evidenced by an ākonga having:
- ~~Logged into the learning management system (LMS) and/or~~
  - ~~Made phone/email contact with kaimahi~~

### Consequences of withdrawal

The following table details what will be recorded on the academic record of ākonga who withdraw, or are withdrawn, from a course:

Date of withdrawal	Academic record
TKM 2.22; 2.26: Before the last date of the withdrawal period (10% of the course duration)	There will be no academic record for the relevant course.
TKM 2.23; 2.26: After the last date of the withdrawal period but before 80% of the course duration	The grade 'WD' (withdrawn from course) will be recorded against the relevant course
TKM 2.24; 2.26: After 80% of the course duration	The grade 'DNC' (did not complete course) will be recorded against the relevant course

### Procedures

#### 3.1. Withdrawals made by ākonga

- 3.1.1. An ākonga may apply to withdraw from courses that they are enrolled in by submitting a Withdrawal and Transfer Application Form to Academic Registry, along with relevant supporting written information.
- 3.1.2. A withdrawal application must be received in the period within which the ākonga is enrolled to study on that course, and will be actioned as at the date that the form is received by MIT.
- 3.1.3. Where ākonga notify MIT prior to the commencement of their course that they will not attend, the Ask Me kaimahi may withdraw these ākonga (NRQ) by completing a withdrawal form, attaching the notification to it, and forwarding it to the Academic Registry to be filed.

#### 3.2. Withdrawals made by MIT

- 3.2.1. TKM 2E MIT will withdraw ākonga from a course where there is no evidence of course engagement (see 2.3), including those ākonga who have paid their fees.
- 3.2.2. Prior to withdrawal Campuses and Schools must attempt to contact ākonga to determine whether they wish to remain enrolled in their course. If an ākonga does not respond to any such attempt, they will be deemed to have withdrawn.

*Ākonga who have **not paid and have not engaged with their course** (NRQ)*

- 3.2.3. TKM 2.21(1) Campuses and Schools must withdraw (NRQ) ākonga who have not paid by the commencement of the course and have shown no evidence of course engagement in the first 10% of the course duration.
- 3.2.4. NRQ must not be used where an ākonga has engaged with the course (see 2.3).

*Ākonga who have **paid, but have not engaged with their course** (WDC)*

- 3.2.5. On the advice of the Campus team, the Academic Registry will Withdraw (WDC) any ākonga who has paid or been invoiced for fees, but has shown no evidence of course engagement. Such a withdrawal may be backdated to prior to the course commencement.
- 3.2.6. TKM 2.21(4) Withdrawals of ākonga who have paid but have not engaged with their course should be made as soon as possible within the first 10% of the course duration, and prior to the submission of the next Single Data Return (SDR).
- 3.2.7. In processing withdrawal requests for ākonga who have paid but have not engaged with their course Academic Registry will process the non-attendance report as approved by the Head of School. Any ākonga who has a record of having engaged with a course may not be withdrawn under 3.2.5.

*Ākonga withdrawn as an **exception** (WDC)*

- 3.2.8. In **exceptional** circumstances ākonga may be withdrawn in accordance with section 2.27 of Te Kawa Maiororo or section 6 of the Ākonga Policy. Such withdrawals will be assessed and managed on a case- by-case basis and include withdrawals due to failed pre-requisites (Ākonga Policy section 6.1.4), withdrawals for unsatisfactory academic progress (Ākonga Policy section 6.1.5) and withdrawals at the discretion of the Delegated Authority, Academic (Ākonga Policy section 6.2.4).
- 3.2.9. TKM 2.25 Ākonga who cease engaging part way through their course will not ordinarily be withdrawn from the course.

*Automatic withdrawal for **Adult and Community Education (ACE) Non-Assessed Courses** only*

- 3.2.10. TKM 2E Ākonga who engage with less than two sessions over the first two weeks of their enrolment will be withdrawn by the relevant School.
- 3.2.11. ~~Ākonga who engage with less than two sessions over the first two weeks and are withdrawn may not re-enrol unless the relevant Head of School approves the re-enrolment. This will only be considered in special circumstances, for instance, injury, bereavement, critical family business or company business, and where appropriate written supporting documentation has been supplied.~~

### 3.3. Refunds TKM 2.16(3)

Circumstances	Refunds	Admin Fee
<ul style="list-style-type: none"> <li>▪ <i>Withdrawal and Transfer Application Form</i> (or notification in writing) submitted to MIT before the course start date; or</li> <li>▪ <i>Withdrawal and Transfer Application Form</i> submitted to MIT 10% of the course duration; or</li> <li>▪ MIT withdraws an ākonga where there is no evidence of course engagement</li> <li>▪ Course cancelled or postponed.</li> </ul>	100% tuition fees plus full resource fees	Nil
<ul style="list-style-type: none"> <li>▪ TKM 2.23(1) <i>Withdrawal and Transfer Application</i> form submitted to MIT after 10% of the course duration; or</li> <li>▪ For courses less than 0.03 EFTS, <i>Withdrawal and Transfer Application</i> form submitted to MIT after the course start date or after the examination entry cut-off date (whichever is earlier).</li> </ul>	Nil	Nil

3.3.1. Any entitlement to refund will be calculated as follows:

- For withdrawal requests initiated by ākonga, from the date that MIT receives notification of withdrawal by the ākonga;
- For withdrawal requests initiated by MIT, from the date that the withdrawal is processed by MIT (unless otherwise specified in this policy).

3.3.2. Ākonga must provide a copy of a bank statement or bank deposit slip along with any additional information requested in a timely manner, to facilitate a refund within the year that the refund has been processed.

3.3.3. A refund may take up to three weeks to be processed following receipt of complete paperwork.

3.3.4. Refunds made on Exceptional Circumstances grounds may take longer than three weeks.

### 3.4. Refunds to Companies or Other Third Parties

3.4.1. Section 13 of AM3 Fees Payment Policy applies to Companies paying fees on behalf of an ākonga.

3.4.2. Refunds to third parties will be made in accordance with section 8.1.6 of the Ākonga Policy.

### 3.5. Complaints and Appeals

Ākonga who believe they have been treated unfairly by any decision, action or omission in respect of the administration of this policy should seek to have their complaint dealt with in accordance with the provisions of Te Pūkenga's Ākonga Concerns and Complaints Policy.

## **Evaluation/Outcomes**

- 4.1.** Review periods and new policy suggestions are monitored by the GM Academic Services and the Delegated Authority.

## Additional Information

### Glossary

Term	Definition
Academic Registry	The MIT Academic Registry located in ND Block on MIT's Otago Campus.
Course TKM Glossary	<del>A self-contained block of study. A specific course or collection of courses forms a programme or training scheme. A course may include one or more assessment standards which may or may not add up to the total credit value of the course.</del> A course may also be referred to as a paper, module or unit of study.
Ākonga nō Aotearoa TKM Glossary	As defined in section 10 of the Education and Training Act 2020:- “Domestic tertiary ākonga means an individual who is: (a) who is: (i) a New Zealand citizen; or (ii) the holder of a residence class visa granted under the <a href="#">Immigration Act 2009</a> who satisfies the criteria (if any) prescribed by regulations made under sub-section 2 [of section 10 of the Education and Training Act 2020]; or (iii) a person of a class or description of persons required by the Minister for Tertiary Education, by notice in the Gazette, to be treated as if they are not international ākonga; and (b) who is a tertiary ākonga enrolled at an institution or a registered establishment.”
Engagement	TKM 5.1 Ākonga engagement with the course (course engagement) will be evidenced by their having: <ul style="list-style-type: none"> <li>• Attended a class (including on campus, on work placement/practicum or online) and/or</li> <li>• Submitted an assessment and/or coursework including, where relevant, a literacy or numeracy assessment.</li> </ul> For online courses, student engagement may also be evidenced by a student having: <ul style="list-style-type: none"> <li>• Logged into the learning management system (LMS) and/or</li> <li>• Made phone/email contact with staff</li> </ul>
Enrolment period	The period during which particular courses are offered. Usually a semester, trimester, quarter or full-year.
Head of School	The MIT Head of School.
NRQ	The enrolment is <b>Not ReQuired</b> – the code used when withdrawing ākonga who have not paid and have not engaged with their course.
Programme TKM Glossary	As defined in section 10 of the Education and Training Act 2020: “A programme of study or training leading to a qualification listed on the New Zealand Qualifications Framework.” A programme is made up of one or more courses.
Resource fees	Non-teaching related fees paid by ākonga to cover specific course related costs (e.g., tools).



Ākonga TKM Glossary	Any person: <ul style="list-style-type: none"> <li>Enrolled, or in the process of applying to be enrolled, in a programme or training scheme delivered by MIT; or</li> <li>Participating in any course, programme or training scheme delivered by MIT, provided that this does not include a person who is acting solely in a teaching or instructing capacity.</li> </ul>
WD	Withdraw or Withdrawn – the code used when withdrawing all ākonga other than those who have not paid and have not engaged with their course. See NRQ.

## Exemptions and Dispensations

- 6.1. Dispensations from the requirements of this policy for one-off circumstances must be approved in writing by the Delegated Authority.

## Delegations

### 7.1. General

- ~~7.1.1. Board Delegation to the Chief Executive: To determine the management policies<sup>4</sup> of the Institute in relation to the management of its affairs and the implementation of its approved Investment Plan and Strategic Plan. (Delegation to be exercised in accordance with the requirements of section 324 of the Act). [Board Register of Permanent Delegations and Authorisations: CE/OP6 (May 2012)].~~

### 7.2 Withdrawals

- ~~7.2.1. Board Delegation to the Chief Executive: Authority to ... cancel the enrolment of a person who has made insufficient progress in their studies at the Institute or another Institution. [Board Register of Permanent Delegations and Authorisations: CE/AC2 (May 2012)].~~

- 7.2.2. Executive Director to Head of School (sub-delegation): Authority to cancel the enrolment of an ākonga who has made insufficient progress (including connection) [note: as described in sections 3.2.9].**

### 7.3. Refunds

- ~~7.3.1. Board Delegation to the Chief Executive: Authority to approve refunds to ākonga whether domestic or international, of all or any part of the fees paid or to be paid to the Institute [Board Register of Permanent Delegations and Authorisations: CE/F110 (May 2012)].~~

- 7.3.2. Executive Director to the DCE responsible for the Academic Registry (sub-delegation): Authority to approve a variation to the Cancellations, Withdrawals, Transfers Policy to allow for refunds or transfers of funds in exceptional circumstances.

<sup>4</sup>This delegation excludes Human Resources (personnel) policies, which are the responsibility of the Chief Executive as the employer of kaimahi (section 597 of the Act). This delegation excludes the Institute's Treasury Management Policy, which requires Board approval in accordance with Council minute C06/15, 2014.

- 7.3.3. ~~Te Pūkenga Standing Delegations Register – Executive Director to the GM Academic Services (Authorisation): Authority to approve refunds of fees as outlined in section 8.4 of the Ākonga Regulations to individual ākonga on compassionate grounds.~~

#### 7.4. Transfer Fees

- 7.4.1. ~~Board Delegation to the Chief Executive: To prescribe resource fees (including course costs and administration fees) and ākonga services fees payable by domestic and international ākonga (delegation to be exercised in accordance with the requirements of section 256 of the Act)). [Board Register of Permanent Delegations and Authorisations: CE/F18 (May 2012)].~~

### Relevant Legislation

Education and Training Act (2020)  
Public Records Act (2005)

### Legal Compliance

This policy complies with MIT statutes, regulations and relevant legislation.

### Associated documents

~~Statute 3 The Academic Statute~~  
~~Statute 4 The Ākonga Statute~~  
Te Kawa Maiororo  
MIT Ākonga Policy  
Policy AM3 Fee Payment  
Policy AM5 Cancellations, Withdrawals and Transfers of Ākonga nō tāwāhi (International Learners)  
Te Pūkenga's Ākonga Concerns and Complaints Policy  
Withdrawal/Transfer Application form