

Student Withdrawal Policy

Policy Number		Reviewer and Approval	Managing Director & Senior Management Team
Policy Author	Quality Manager	Date of Approval	5 February 2019
Related Policies		Review Date	February 2024

Version	Effective Date	Created/Reviewed by	Reason for review/Comment
V1.0	Nov 2010	Academic Director/Managing Director	
V2.0	Aug 2017	Academic Director	Update but incomplete
V3.0	Feb 2019	Quality Manager	Consolidate and updated withdrawal policy as required by TEC Audit Oct 2018

12.1. Purpose

The following policy and procedures set out the requirements for withdrawal and refund of fees for all students at Future Skills Academy including:

- a. Applicants in the process of enrolling at Future Skills Academy.
- b. Students enrolled in Future Skills Academy programmes and attending Future Skills Academy campuses.
- c. Students who are enrolled in Future Skills Academy programmes attending at other agreed and approved venues in industry or in the wider community.

12.2. General

- 12.2.1. The reference to 'programme(s)' refers to all educational and training offerings provided by Future Skills Academy including courses, training schemes and micro-credentials.
- 12.2.2. Students may apply to withdraw from a programme by completing a Change of Enrolment, Withdrawal and Refund Form and returning it to Student Services or emailing it to admin@futureskills.co.nz. The relevant requirements for early, normal and 2-block withdrawals will apply.
- 12.2.3. Students who enrol prior to receiving their final results from a course must withdraw if it eventuates that they have not passed a pre-requisite course. Future Skills Academy reserves the right to cancel an enrolment where a student does not meet the pre-requisite requirements to a programme.
- 12.2.4. This policy excludes student withdrawals from STAR courses and ILN.

12.3. Early Withdrawals

- 12.3.1. The early withdrawal and refund policy enable students to withdraw from a programme:
- (i) without incurring an academic penalty on their academic record and
 - (ii) have all paid fees refunded to them or to the source provider less \$500 dollars or 10% of the total tuition fees (whichever is the lesser) to cover administration costs.
- 12.3.2. The withdrawal period is 10% of the total approved programme delivery time OR 20 working days from when the student commenced the programme. The lesser of the 10% or 20 working days will apply. Table 1 below sets out the final days for early withdrawals determined by the length of each programme.
- 12.3.3. The policy also applies to fees-free programmes under YG and SAC 1&2 for the determination of whether EFTS will be claimed by Future Skills Academy or not.

Table 1: Early withdrawal timeframes

Length of programme	Final withdrawal day (10% of programme length or the listed working days below (whichever is the lesser))
42 weeks	20 days
40 weeks	20 days
30 weeks	15 days
26 weeks	13 days
20 weeks	10 days
23 weeks	12 days
18 weeks	9 days
15 weeks	8 days

- 12.3.4. 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 Student Services or emailing to admin@futureskills.co.nz before the final withdrawal date. Forms can be obtained from Student Services or www.futureskills/termsandconditions.
- 12.3.5. The date of withdrawal is when the completed Withdrawal and Refund Form is received by Student Services.
- 12.3.6. Future Skills Academy reserves the right to withdraw enrolled students from programmes who do not attend within the withdrawal periods set out in clause 13.3.2. Reasonable efforts will be made to contact students to determine whether they wish to be withdrawn. Where students do not respond, they may be withdrawn.
- 12.3.7. Students who withdraw from a programme before the final withdrawal date whether initiated by them or by Future Skills Academy, shall have their enrolments deemed no longer valid.

12.4. Normal Withdrawals

- 12.4.1. Future Skills Academy may withdraw students after the early withdrawal periods in clause 13.3.2 have elapsed in the following circumstances:

1. Where attendance is sporadic with regular or lengthy periods of unexplained absences and no reasonable grounds provided to Future Skills Academy for non-attendance.
 2. In cases of serious misconduct by the student.
 3. In exceptional circumstances at the discretion of the Operations Manager for.
- 12.4.2. Reasonable effort will be made to contact the student by email, text and/or letter within a 2-3-week period.
- 12.4.3. A student who withdraws or is withdrawn by Future Skills Academy, is ineligible for a refund of fees.

12.5. Withdrawal from Two- Block Enrolments.

- 12.5.1. Where a programme duration spans 2 consecutive calendar years, Future Skills Academy may withdraw a student if they do not return to complete the remaining courses in the second block.
- 12.5.2. Reasonable effort will be made to contact the student by email, text and/or letter and where these are unsuccessful in reaching the student or the student does not respond they may be withdrawn.
- 12.5.3. Where students are withdrawn from the remaining courses in the 2nd block, the balance of the Efts is available for another student(s).
- 12.5.4. A student who withdraws or is withdrawn by Future Skills Academy is ineligible for a refund of fees.