

Withdrawal, Transfer, Cancellation and Refund		FSA Policy	xxx
Approval	Senior Management Team	Date of approval	10 May 2022
Responsibility	DCE-Corporate Services	Effective Date:	10 May 2022
		Review Date:	2024

1. PURPOSE

To manage and administer student withdrawal, transfer and cancellations and associated refund of fees as set out in the procedures and guidelines.

2. DEFINITIONS

Components

Courses, which may include assessment standards, that make up a programme of study

Course Fees

The price/cost payable by students to enter into study programmes at Future Skills Academy (“FSA”).

Domestic Student

A person who is (a) a New Zealand citizen; or (b) the holder of a Permanent residence class visa; or (c) a person of a class or description of persons required by the Minister, by notice in the Gazette, to be treated as if they are not international students.

International Student

A foreign student who does not have citizenship or permanent residency status, studying in New Zealand on a visa from Immigration New Zealand, with the exception of students who are otherwise considered to be international students, but who are at FSA on the terms of an official exchange agreement with an international partner institution, are entitled to Ministry of Education domestic students funding and are not required to pay international students tuition fees, but all other international fees apply.

Programme of Study

A coherent arrangement of learning or training that is based on clear and consistent aims, content, outcomes and assessment practices, and which leads to a qualification on the New Zealand Qualifications Framework (NZQF).

Te Kaihāpai

In this policy the term conveys the meaning of an advocate and supporter and refers to the Academic Director (or delegate) exercising the Chief Executive's delegated authority to resolve academic appeals, complaints, and student disciplinary matters not resolved by the relevant manager. When investigating and actioning disciplinary matters, the Te Kaihāpai shall comprise the Academic Director and one other senior Manager.

3. POLICY

1. All students will be treated equitably and consistently with regard to withdrawals, transfers, programme/component cancellations, and the refund of fees.
2. Withdrawal periods and refund entitlements are set out in Schedule 1 for domestic students and Schedule 2 for international students.
3. Withdrawals after the periods set out in Schedules 1 and 2 are not entitled to a refund.
4. The guidelines for determining withdrawal, transfer, cancellations and refunds are set out in the annually published Terms and Conditions <http://futureskills.co.nz/about/terms-and-conditions/>

4. PROCEDURES

5. Students requesting a refund must formally withdraw in writing from a component/programme by personally completing and signing the Withdrawal Request form or, if studying online, by email or letter, and submitting it to Registry.
6. For students enrolled in a programme that is taught by distance or on-line, the email or letter must be attached to the Change of Enrolment, Withdrawal Request and Refund Form and submitted to Registry.
7. Verbal notice of withdrawal will not be accepted as a student's intention to withdraw.
8. The withdrawal date from a programme is taken as the date the form, email or letter is lodged with Registry.
9. Registry will record the withdrawal date in the Student Management System (SMS).
10. If a student is withdrawing from all components 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.

11. 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.
12. HOD's will counsel students who wish to fully withdraw:
 - a. To see whether there are other study opportunities for the student and should also refer the student to the Student Success Team.
 - b. The student will also be advised regarding any consequences to eligibility for loans and allowances as well as any academic implications for progression and results.
13. When a student has been admitted to a programme after the commencement date, the last date for withdrawal must be highlighted to the student. The student must also be alerted to the fact that late admission is not a reason for compassionate withdrawal.

Changes of enrolment and transfers

14. Students may make changes to their enrolment and/or transfer prior to starting the programme/component or within the first 10% of programme/component commencement with no academic or financial penalty after consultation with and the agreement of the HOD. Depending on the programme fees, students may either be refunded or required to pay additional fees.
 - a. The refund amount will be credited to the new programme if a student loan has not been used to pay fees. If a student loan has been used, the refund is returned to StudyLink and a new loan drawn down for the new programme.
 - b. It is the responsibility of the student to contact StudyLink to advise of the change in programme, and to advise Academic Registry that this has been done, before processing the withdrawal and re-enrolment.
 - c. Any academic results entered cannot be changed.
 - d. 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.

Deferral of study

15. In exceptional circumstances a student enrolled and admitted into a programme may be able to defer the commencement of their studies only once for that programme to a maximum period of one academic year. An approved deferral of studies does not incur any additional costs
 - a. The student must provide the HOD for that programme with written request to defer their study within 7 working days before the programme start date.
 - b. The deferral request must set out the proposed new start date, the extenuating grounds for their request and provide evidence to support their circumstances.

- c. The HOD will decide on the request and inform the student prior to the programme starting.
16. Where the request is accepted the HOD will inform Registry of the decision made. The start of the programme maybe deferred by the Senior Management Team due to factors outside of FSA's control including national emergencies. The HOD must inform all enrolled or deferred students of the deferral and as soon as reasonable possible.

No Shows, non-attendance

1. Students who have never attended class or logged in to an online class shall be treated as a No Show and withdrawn.
2. When a student ceases attending, including engagement with online activities, after the last date for withdrawal with a refund, and does not formally withdraw, FSA will withdraw the student when a period of at least four weeks has elapsed.
3. No Shows and attendance cessation are documented using the Withdrawal, Transfer, Cancellation and Change of Enrolment Form and signed by the HOD or delegate.
 - a. These withdrawals must only be made after two written attempts to contact the student and the emails, letters 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.
 - b. FSA will note the student record to 'Withdrawn' after 31 March, there will be no refund and the record will be removed from the Single Data Return (EFTS claim).

Withdrawals from 2-block enrolments

1. Where a programme duration spans 2 consecutive calendar years, FSA may withdraw a student if they do not return to complete the remaining components in the second block.
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.
3. Where students are withdrawn from the remaining components in the 2nd block, the balance of the Efts is available for another student(s).

Cancellation of programme/component by FSA.

1. FSA reserves the right to cease or cancel a programme/component/occurrence at the earliest opportunity if there are insufficient enrolments prior to programme/component commencement, it is no longer considered necessary or does not fit with FSA's investment plan and/or strategic direction.

2. To comply with the Fair-Trading Act 1986, all advertising, application and enrolment forms must contain the following statement (or similar) “enrolment in this programme/component is conditional upon, and subject to, sufficient numbers of students enrolling in this programme/component”.
 - a. The HOD, or equivalent, with authorization from the Chief Executive , is responsible for cancelling a programme/component and ensuring approved procedures are followed, including notifying students enrolled, or in the process of enrolling, external stakeholders, lecturers, administration staff, Academic Registry, People and Development, Finance, Marketing, Student Support and the Quality Team.
 - b. Where possible, affected students will be provided with alternative options for study and if accepted, the standard enrolment process shall continue.
 - c. If FSA ceases, cancels or postpones a programme/component all student fees will be refunded in full or credited to another component at the student’s request.

Withdrawal and Refunds on Compassionate Grounds

1. All withdrawals for compassionate consideration will be forwarded by Academic Registry to the Te Kaihāpa who will make a recommendation to the DCE: Corporate Services.
2. Compassionate consideration may be considered for the following reasons:
 - a. Medical, supported in writing by a health professional.
 - b. Other unanticipated circumstances beyond the learner’s control.
 - c. In the case of the death of a student, any refund would be remitted to the next of kin as detailed on the enrolment form.
3. The DCE: Corporate Services has authority to decide the refund on compassionate or other grounds for any individual case.
4. Fees funded by StudyLink are required to be refunded to StudyLink.

Appeal

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.
2. A request to review the outstanding amount must be made in writing to the Academic Registry, within the specified time period. There is discretion to accept reviews lodged outside the normal one-month time limit if FSA considers that there was good reason for the delay.

3. 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 FSA immediately notification is received.
4. Any issues regarding withdrawal, transfer, programme/component cancellations, and the refund of fees that are unable to be resolved at Academic Registry are to be discussed with the Deputy Chief Executive: Corporate Services.
5. Students who are still not satisfied following an internal review can escalate to NZQA using the following financial dispute resolution schemes:
 - a. Domestic students: [Tertiary Education Dispute Resolution](#)
 - b. International Students: [iStudent Complaints](#)

International Student Cancellation, Withdrawal and Refunds

1. FSA reserves the right to retain up to 25% of the tuition fee if the offer is declined or withdrawn as a result of fraudulent information being supplied by the student.
2. Applications and consideration will be made following the procedure guidelines in section three of this policy document.
3. Withdrawal periods and refund entitlements are set out in Schedule 2
4. Where the international student's permit/visa application is rejected or an extension declined by Immigration New Zealand, satisfactory evidence of INZ's rejection letter must accompany the student's application for cancellation, withdrawal or refund.
5. If there has been an overpayment of fees:
 - a. The processing will be made, upon request by the student and is completed by the Public Trust which may take a few days.
 - b. The refund will be paid to the person/organisation who paid the fees.
 - c. FSA will not be liable for any interest accrued on the amount of the overpayment.
6. If a refund is given it will be paid in NZ dollars and by direct credit either to:
 - The original payer's nominated bank account or
 - If a refund authorisation is completed by the original payer, to another party's bank account
7. Refunds will not be given directly to a student or transferred to a student's bank account in New Zealand unless authorised in writing by the payee, or, if the student is aged under 18 years the student's parents.

Change in Residency Status

An international student who gains Permanent Residency will not receive a refund of fees for the enrolment period during which the Permanent Residency was granted, however the student will be entitled to pay domestic fees for subsequent enrolment periods that start after Permanent Residency was granted (excluding components that go across a full year) and will be refunded any difference between domestic and international fees for those semesters.

PROCESSES

Responsibilities	Action	Comments
Registry	Record date of Withdrawal	
Academic /Director	Approve transfer, deferral, refunds	
HOD	Communicate outcome of transfer, withdrawal, deferral, refund decision to student and Registry	
HOD	Approve cancellation of Programme/Component(s) and inform all stakeholders	
HO or delegate	Complete withdrawal form for No Shows or attendance cessation	If this is not completed by the student
Te Kaihāpa	Make a recommendation in respect of applications for refund on compassionate grounds	
DCE: Corporate Services	Approve refunds on compassionate grounds	
Academic Registry/ DCE: Corporate Services	Consider appeals under this policy	

SCHEDULE 1: DOMESTIC STUDENTS

PROGRAMME LENGTH	DATE OF ADVICE OF WITHDRAWAL	CLASSIFICATION	REFUND DUE (OF FEES PAID)	LESS ADMINISTRATION CHARGE	ACADEMIC RESULT
≥ 3 months	Up to the end of the 8 th day of the start of the programme	Not started	100%	Lesser of 10% of the sum paid or \$500.00	No result recorded
2 days ≥	No withdrawal period	Started	As approved by the Deputy Chief Executive: Corporate Services		No result recorded
≥ 5 weeks < 3 months	Up to the end of five calendar days of the start of the programme	Not started	A minimum of 75% of the amount the student paid for the programme.		
All enrolments Programme/ Component transfer	When the transfer is approved by the Academic Manager		Difference between the programme and course fees if applicable		Academic record stands
All enrolments	Deferral 7 working days before programme commenced	Not started	No additional cost.		No academic record
All enrolments		No Shows	Nil		No academic record

All enrolments		Failure to Achieve	Nil		Academic record stands
All enrolments Compassionate reasons	At any time.	Withdrawn	Amount approved by the Deputy Chief Executive: Corporate Services.		Academic record stands
All enrolment	Within the early withdrawal period (10% or 20 working days of the length of the programme enrolled, whichever is lesser.)	After the start date	100%	less 10% or \$500, whichever is the lesser of the two	No academic record
All enrolments	After the last date for withdrawal with a refund but before 80% of the course/programme is completed	Withdrawal	Nil	Nil	Withdrawn
All enrolments	After 80% of the programme duration completed	Any withdrawal from a programme will not be processed in the SMS	Nil	Nil	Did Not Complete (DNC) or Grade attained
All enrolments	Final result entered or programme completed	Any withdrawal from a programme will not be processed in the SMS	Nil	Nil	Result or Grade attained
All enrolments FSA ceases, cancels or postpones a programme/ component		Not started	100% refund or credited to another programme		

SCHEDULE 2 : INTERNATIONAL STUDENTS

PROGRAMME LENGTH	DATE OF ADVICE OF WITHDRAWAL/ VISA DECLINE	CLASSIFICATION	REFUND DUE (OF FEES PAID)	LESS ADMINISTRATIVE CHARGE PER WITHDRAWAL/ VISA DECLINE	ACADEMIC RESULT
All enrolments	Notification within 7 days of visa/permit having been declined, and before programme start date.	A visa or visa extension is not granted	100%		No academic record
3 months or more	Up to the end of the tenth working day after the first day on which Future Skills requires the student to attend the establishment:	Withdrawn	75%	25%	No result recorded
≥ 5 weeks < 3 months	Up to the end of five calendar days of the start of the programme	Not started	75%	25%	No result recorded
< 5 weeks	Up to the end of two calendar days of the start of the programme	Not started	75%	25%	No result recorded
All enrolments A student wishes to transfer to another institution	Notice is received by Academic Registry prior to the start date on the student's offer of place letter.	Not started	75%	25%	No result recorded
All enrolments		No Shows	Nil		No academic record

All enrolments		Failure to Achieve	Nil		Academic record stands
All enrolments Programme/ Component transfer	When the transfer is approved by the HOD		Difference between the programme and course fees if applicable		Academic record stands
All enrolments	Deferral 7 working days before programme commenced	Not started	No additional cost		No academic record
All enrolments Withdrawal due to academic progress or disciplinary procedures	After programme start date.	Programme commenced	Nil		Did Not Complete (DNC) or grades attained
All enrolments Fraudulent information supplied by the student		Programme commenced	75%	25%	No result recorded
All enrolments Compassionate reasons	At any time.		Amount as approved by the Deputy Chief Executive: Corporate Services.		Academic record stands
All enrolments	After the last date for withdrawal with a refund but before 80% of the course/programme is completed	Withdrawal	Nil	Nil	Withdrawn

All enrolments	After 80% of the programme duration completed	Any withdrawal from a programme will not be	Nil	Nil	Did Not Complete (DNC) or Grade attained
All enrolments	Final result entered or programme completed	Any withdrawal from a programme will not be	Nil	Nil	Result or Grade attained
All enrolments FSA ceases, cancels or postpones a programme/		Not started	100% refund or credited to another programme		
Fees set by external bodies					
Before cut-off date		100%	\$50 GST incl		
Agent fees		Nil	Nil		

RELATED DOCUMENTS

- Academic Appeal Process policy
- Programme Entry, Continuation and Exclusion Policy
- Assessment of Prior Experiential Learning Policy
- Resolution of Student Complaints
- Student Discipline Policy
- Terms and Conditions - <http://futureskills.co.nz/about/terms-and-conditions/>

STATUTORY COMPLIANCE

- Credit Contracts and Consumer Finance Act 2003
- Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.
- Education and Training Act 2020
- Fair Trading Act 1986.
- Funding Rules Tertiary Education Commission
- Immigration New Zealand
- StudyLink regulations

FORMS

- Withdrawal, Transfer, Cancellation and Change of Enrolment Form
- ID declaration to the Withdrawal Form
- Deferral record form
- Follow up letter to students to draft eg withdrawals must only be made after two written attempts to contact the student and the emails, letters 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.

VERSION CONTROL

Version	Effective Date	Created/Reviewed by	Reason for review/Comment
1	10 May 2022	Quality Manager	New policy

APPROVED

Sign: 

Date: 10.05.22

Name: Sam Alavi (Group Chief Executive)