

Withdrawal, Deferral, Cancellation & Refund Kaupapa here | Policy

Policy Type:	<i>Student</i>		
Policy Title:	Withdrawal, deferral, cancellation & refund		
Policy Owner:	Head of Operations		
Version:	1		
Approval Date:	02/12/2022	Next review date:	02/12/2025
Effective from:	02/12/2022		

Other Related Internal Policies and Tūkanga | Procedures/Documents

Withdrawal Procedure	Withdrawal Form
Sales Procedures Manual 2019	A Guide to Withdrawals & Changes to Enrolment

Relevant External Rules and Guidelines

[Education and Training Act 2020](#)
[Education and Training Amendment Act 2021](#)
[Education \(Domestic Tertiary Student Contract Dispute Resolution Scheme\) Rules 2021](#)
[Education \(Pastoral Care of Tertiary and International Learners\) Code of Practice 2021](#)
[Fair Trading Act 1986](#)
[Funding Rules Tertiary Education Commission \(TEC\)](#)
[Immigration New Zealand](#)
[International Student Contract Dispute Resolution Scheme Rules 2016](#)
[Student Allowance Regulations 1998](#)

Amendments

Version	Effective from date	Created by	Reason for review/change
1		Quality & Risk	

Scope of the Kaupapa here | Policy

The Withdrawal, deferral, cancellation & refund Policy applies to:

- all ākonga (domestic and international) enrolling in a programme at Yoobee Colleges Ltd (hereafter referred to as Yoobee).
- Yoobee Sales kaimahi

The authority of a policy is established when it is formally approved by the Te Poari Mātauranga | Academic Board.

Pūtake | Purpose

The purpose of this policy is to:

- outline the rules surrounding ākonga withdrawals and transfer/deferral to alternative programmes.
- programme cancellation and refunds are also covered in this policy

Mātāpono | Principles of Kaupapa here | Policy Development

Policy development and review is a process driven by the need for:

- consistency of practice relating to withdrawals, deferral of study, cancellation of enrolment and fees refunds across Yoobee and transparency of rules and processes for ākonga

Kaupapa here | Policy Statements

Information for ākonga

- The rules for determining withdrawals, transfers, deferrals, cancellations, and refunds are set out in the Student Handbook which is provided to ākonga in the first week of their programme and available on the Yoobee website.
- Domestic and international ākonga may withdraw from an EFTS funded programme at any time. Ākonga must advise their intention to withdraw from a programme in writing to the Campus Manager.
- Ākonga will be advised that being withdrawn from a programme will impact their academic record and may impact future enrolment and the ability to continue future study in Aotearoa New Zealand.
- Immigration New Zealand will be notified if an international ākonga is withdrawn or chooses to withdraw from a programme.

Withdrawal

- Withdrawals will be documented using a [Withdrawal Form](#) and signed by the Campus Manager. A withdrawal letter confirming the withdrawal once processed will be provided to the ākonga.

- All withdrawals will be processed in the Learner Management System (LMS) within 5 working days and Studylink informed.
- If withdrawal is decided by the ākonga, the withdrawal date from the programme is taken and recorded in the Learner Management System (LMS) as the date the ākonga notified Yoobee in writing, of their intention to withdraw.
- If withdrawal is decided by the Campus Manager due to consecutive absenteeism, non-consecutive absenteeism, disciplinary action, or where the progress of an ākonga is deemed unsatisfactory, the withdrawal date from the programme is taken and recorded in the LMS as the date indicated on the withdrawal letter provided by the Campus Manager.
- All communication to the ākonga including emails/letters/texts will be documented in the LMS. If the ākonga is under 18, a parent/guardian will be invited to any/all formal meetings.
- Notice periods will apply to all withdrawals due to consecutive absenteeism if an ākonga is unable to be contacted and/or no contact is received from the ākonga. Withdrawals due to consecutive absenteeism can only be made if the correct procedure and notice periods have been adhered to.
- If an international ākonga has been absent for 10 consecutive days and is unable to be contacted and/or no contact is received from the ākonga, Yoobee will notify Immigration New Zealand (INZ) of this absence.

Deferral to other programmes of study/course(s)

Domestic ākonga may defer to another programme/course(s) prior to their start date with no academic or financial penalty, after consultation and agreement with the Campus Manager.

- International ākonga may defer to another programme/course(s) up to 10 days prior to their start date with no fee penalty. Any difference in programme fees must be paid or will be refunded as applicable. An administration fee may apply and is at the discretion of the Campus Manager.
- Ākonga wishing to defer from one programme/course(s) to another outside of the timeframes stated in the points above, may do so by negotiated agreement with the Campus Manager. An administration fee may apply and is at the discretion of the Campus Manager.
- Only one deferral is allowed per learner to a maximum period of one academic year. Where possible, and based on availability, the ākonga will be placed in the next academic year or available intake.
- Depending on the different programme/course(s) fees and payment methods, ākonga may either be refunded or required to pay additional fees. Changes to Studylink loans will be the responsibility of the ākonga.
- Depending on the programme/course(s) stage of delivery any academic results entered will remain on the ākonga record.
- If deferring to the same or similar programme/course(s), any results achieved prior to deferral will be cross credited to the new enrolment where applicable.

Cancellation of a programme/course(s)

- We reserve the right to cancel a programme/course(s) due to insufficient demand/enrolments, unavailability of suitable training kaimahi or facilities or similar major problems prior to programme/course(s) commencement.
- In all cases, any ākonga enrolled in a course that is cancelled will be offered alternative training dates or a full refund.
- All parties involved in a programme/course(s) that is cancelled will be notified, including but not limited to; enrolled ākonga or ākonga in the process of enrolling, external stakeholders,

administration kaimahi, registry, finance, marketing and communications, and campus/training kaimahi. Yoobee will endeavour to provide such notification at least seven calendar days prior to programme commencement.

Refunds/fees

If an ākonga withdraws from a Yoobee programme and has paid fees the following applies in relation to refunds/fees.

Domestic Ākonga

Programmes 2 days or less in duration	
Withdrawal any time	No refund applicable
Programmes more than 2 days but under 5 weeks	
Withdrawal up to 2 calendar days from programme start date	50% of amount paid
Programmes 5 weeks or more but less than 3 months	
Withdrawal up to 5 calendar days from programme start date	75% of amount paid
Programmes 3 months or longer duration	
Withdrawal prior to start date (whether full or part-payment is received)	\$500 or 10% of any amount paid, whichever is the lesser amount
Withdrawal up to 8 calendar days from programme start date	\$500 or 10% of any amount paid, whichever is the lesser amount
Withdrawal from the 9 th calendar day of the programme start date	No refund applicable Pro-rata refunds may be considered under extenuating circumstances and at the discretion of the Campus Manager

International Ākonga

Programmes less than 5 weeks in duration	
Withdrawal 6 working days or more prior to start date	Full refund
Withdrawal up to 2 working days from programme start date	Up to 50% of programme fees. However, if 2 days constitutes the full amount of tuition paid, 100% of programme fees will be retained
Withdrawal from the 6 th working day of programme start date	No refund applicable
Programmes 5 weeks or more but less than 3 months	
Withdrawal 6 working days or more prior to start date	Full refund
Withdrawal up to 5 working days from programme start date	Up to 25% of tuition and course related fees paid
Withdrawal from the 6 th working day of the programme start date	No refund applicable

International and Domestic Online Learners

Programmes 3 months or longer in duration	
Withdrawal 21 working days or more prior to start date	Full refund
Withdrawal up to 10 working days from programme start date	Up to 25% of tuition and course related fees paid
Withdrawal from the 11 th working day of programme start date	No refund applicable

- A full or partial refund may be applicable to an international ākonga if an extension to a permit/visa application is rejected by INZ. Satisfactory evidence of the rejected permit/visa by Immigration New Zealand must accompany the application.
- An international ākonga who gains Permanent Residency will not receive a refund of fees for the enrolment period during the time which the Permanent Residency was granted, however, the learner will be entitled to pay domestic fees for any course(s) that have not commenced and subsequent enrolments.
- If there has been an overpayment of fees, these will be refunded to the person or organisation that paid the fees. Yoobee will not be liable for any interest accrued on the amount of the overpayment.
- In exceptional circumstances, withdrawals may be considered on compassionate grounds upon receipt of evidence (such as support from a health professional) provided by the ākonga. The decision to refund fees on compassionate grounds will take into consideration the circumstances of the ākonga, the length of time in a programme/course(s), including the last date for withdrawal, final assessment, and end of course date. Compassionate withdrawals may be approved for refunds outside normal refund criteria if approved by the Head of Operations in consultation with the Campus Manager. Any refund will be provided to the person or organisation that paid the fees.
- No refund applies to a programme that has commenced where; ākonga has requested a transfer to another provider; ākonga has been expelled; and/or inaccurate or false information is included in the enrolment application. Refunds will apply for any course(s) not yet commenced/subsequent course.
- If an ākonga fails a pre-requisite programme and is not able to commence a subsequent programme they are already enrolled in, a refund will be paid for the programme /course which required the pre-requisite.
- Yoobee will not claim Tertiary Education Commission (TEC) funding for any ākonga who has never attended (or, in the case of online learning, never logged on), even if they have paid their fees. If the learner does not formally withdraw, Yoobee will set their record to 'Student Not Started' (SNS) and refund any fees that have been paid. The refund will be provided to the person or organisation that paid the fees, and the record will be removed from the Single Data Return (SDR) Equivalent Full Time Student (EFTS) claim.

Notes all refunds:

- For domestic enrolments after the official programme start date, the calendar days specified begin from the day the ākonga is scheduled to start the programme.

- For international enrolments after the official programme start date, the working days specified begin from the day the ākonga is scheduled to start the programme.
- If an ākonga leaves or is withdrawn from a course after the cancellation period, they will be liable for any outstanding fees.
- Any excess fees or other funds that remain unclaimed for a period of one year or more from the end of the final programme of an ākonga will be forfeited.

Disputes

- Any ākonga who wishes to dispute a withdrawal, transfer, deferral or refund decision must follow the Complaints Procedure as outlined in the Student Handbook.

Kaupapa here | Policy Implementation

The process of implementation of the policy is:

- communication of the policy and procedures to all kaimahi
- ensure all kaimahi feel competent to follow the policy
- ensure line management kaimahi have received adequate training to embed the policy into their operations
- assess kaimahi ability to follow policy and support them to advance their knowledge as required
- policy is included in the on-going Process Maturity Assessment cycle

Roles and Responsibilities	
Everyone	<ul style="list-style-type: none"> • reading and understanding the policy, principles, guidelines, and procedures outlined in this policy • implement the policy as business as usual • implementing policy in a manner that upholds Te Tiriti o Waitangi commitments
Quality and Risk Team	<ul style="list-style-type: none"> • ensuring that the policy is regularly reviewed to ensure it remains fit for purpose, clear and current • maintaining a system that reflects the policy and associated procedure, sets up (files) and tracks progress of its implementation, identifying and raising any systemic issues and concerns • periodic evaluations and reporting on the quality of outcomes and disseminating outcomes and sharing good practice

For all definitions please refer to the definitions [Glossary](#)