

Enrolment Kaupapa here | Policy

Policy Type:	Operations		
Policy Title:	Enrolment		
Policy Owner:	Head of Operations		
Version:	2		
Approval Date:	02/06/2026	Next review date:	02/06/2027
Effective from:	02/06/2026		

Other Related Internal Policies and Tūkanga | Procedures/Documents

Student Entry and Enrolment Procedure	Additional Procedures to be developed
Fees and Student Fee Protection Policy	Student Fee Protection and Refund Procedure
Withdrawal Form	Guide to Withdrawals & Changes to Enrolment
Complaints and Appeals Policy	International Contract of 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](#)
[NZQA Rules Student Fee Protection](#)
[Disability Action Plan 2019-2023](#)

Amendments

Version	Effective from date	Created by	Reason for review/change
1		Quality & Risk	Revisions to, and consolidation of, the Student Entry and Enrolment Policy , the Student Re-enrolment Policy and the Withdrawal, Deferral, Cancellation & Refund Policy

Scope of the Kaupapa here | Policy

The Enrolment Policy applies to:

- All ākonga (domestic and international) undertaking enrolment-related actions at Yoobee, including enrolment, withdrawal and refunds, transfer, and cancellations
- All Yoobee kaimahi, including Sales

The authority of a policy is established when it is formally approved by the Executive Leadership Team.

Pūtake | Purpose

The purpose of this policy is to:

- Outline the rules governing entry requirements and ākonga enrolments
- Detail the rules and responsibilities regarding scholarships
- Set out rules for withdrawal and transfer between campuses
- Specify the refund entitlements and conditions that apply in all situations covered by this policy
- Outline the circumstances and processes for programme cancellation

Mātāpono | Principles of Kaupapa here | Policy Development

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

- Adequate and appropriate information on Yoobee's rules, regulations and procedures to allow ākonga to make an informed choice when enrolling, re-enrolling, withdrawing, or transferring
- Consistency of practice relating to enrolment, re-enrolment, withdrawal, cancellation of enrolment and fees refunds across Yoobee and transparency of rules and processes for ākonga
- Alignment with NZQA rules and regulations

Kaupapa here | Policy Statements

To achieve equal education opportunities for ākonga, Yoobee will ensure procedures do not create barriers for ākonga with impairments.

Without exception, all ākonga will be provided with guidance and support to enrol in an appropriate programme.

Records of all requests and/or any appeal decisions will be kept along with other ākonga records in the Student Management System (SMS).

The rules for withdrawal, transfer, re-enrolment, cancellation, and refunds will be included in the Student Handbook, which must be provided to ākonga in the first week of their programme and available on the Yoobee website.

Additional or alternative policies may apply for International ākonga. Where there is any inconsistency for international ākonga, the International Contract of Enrolment prevails over this policy or related procedures.

Entry Requirements

- Yoobee will actively work to identify and remove any institutional barriers that may lead to inequality in selecting, entering, or enrolling ākonga, regardless of their background.
- All entry requirements, either minimum or programme specific, will be clearly stated in the prospectus, on the website, in all programme brochures, and during the sales process.
- Ākonga are eligible to be admitted to programmes where they meet all entry requirements.
 - All international ākonga must have the appropriate visa/permit and meet the academic entry and English Language Proficiency requirements.
 - Domestic ākonga under the age of 16 years on the first day of programme commencement will not be considered for enrolment except in exceptional circumstances and where an exemption is in place.
 - International ākonga under the age of 18 years on the first day of programme commencement will generally not be considered for enrolment. Exceptions may be made for offshore enrolment, or for onshore ākonga who live with their parent/legal guardian.
 - Where ākonga do not meet all entry requirements, they may gain entry under Special Admission conditions, approved at the discretion of the Campus Manager, where they are satisfied that the ākonga can undertake the programme. Documented evidence that supports the decision must be kept with the ākonga enrolment records.
 - Ākonga enrolled in a programme where results are not yet available may be provisionally enrolled (conditional offer of place, no fees charged) into a higher-level programme and subsequently cancelled if they do not achieve the required result. For International ākonga who have already paid tuition fees, these will be refunded less any costs incurred by the College prior to the College becoming aware of the academic condition not being met.
- Applicants may be refused entry if:
 - They do not meet the published entry requirements.
 - They have criminal convictions that would prevent them from meeting the requirements of an external registration or licensing body or meeting the requirements for work placements.
 - They do not meet immigration and visa requirements.
 - They have outstanding payments from a previous programme.
 - They are requesting enrolment after the programme confirmation period has ended
 - They have previously:
 - Been refused entry or re-enrolment in a Yoobee programme and/or
 - Been refused entry to a programme by another education provider, and/or
 - Been refused entry or expelled by another education provider for any reason, and/or
 - Been withdrawn by Yoobee, and/or
 - Withdrawn from a Yoobee programme more than once in an academic calendar year
 - The Campus Manager has any concerns relating to the applicant's previous behaviour, attendance, academic performance, or any matter affecting the safety or wellbeing of ākonga, kaimahi, or the campus community.

- Any proposal to change the entry requirements of a Yoobee programme is made to Teaching and Learning committee for recommendation to Te Poari Mātauranga | Academic Board for decision.

Definitions in SELMA Student Management System (SMS)

Terminology Programme Status

Confirmed A confirmed status in SELMA means the student is enrolled either in a current or future intake. Once 'create enrolment' is clicked in the CRM and the student is sent to SELMA to be enrolled, they will automatically have a confirmed status.

Provisional A provisional status should not be used. However, where a student has been enrolled into SELMA and through internal audit any core documentation (such as form of ID) isn't found, the auditor may change the student to provisional until the required documentation is uploaded into the CRM.

Early Withdrawal When ākonga withdraw or are withdrawn from a programme **prior to the start date or within the first 8 calendar days** (10 working days for Online) this is an **early withdrawal**. We receive no government funding (EFTS funding) for these ākonga and they are not reported in the SDR.

NOTE: this includes learners who never attend / log in (abandonment)

NOTE: For enrolments after the official programme start date, the days specified begin from the date the ākonga actually starts.

Withdrawn Special (31SOF) When ākonga withdraw or are withdrawn from a programme **after 8 calendar days** (10 working days for Online) **but before 10% of their programme length has passed**, they are a Withdrawn Special (31 Source of Funding). We receive no government funding (EFTS funding) for these ākonga, but they are reported in the SDR

Withdrawal SDR Reported When ākonga withdraw or are withdrawn from a programme **after 10% of their programme length has passed**, they are a Withdrawal. We receive government funding only for the courses that are 10% or more completed.

Cancelled Where a student has enrolled in a programme and either:

- The intake is cancelled
- The enrolment is incorrectly transferred to SELMA (i.e., incorrect campus, incorrect qual etc.)
- The ākonga does not meet the entry requirements

A cancelled status in SELMA means the enrolment won't be picked up by any reports. The enrolment ultimately 'reads' as if it never existed, although the record will remain in SELMA

Scholarship

- Scholarships are awarded to recognise merit, support priority ākonga, and remove barriers to participation and success. Scholarships must have a clearly defined purpose linked to educational outcomes, institutional priorities, or identified learner need.
- Scholarships must not be used as an inducement or incentive to enrol. Scholarships may only be awarded based on published criteria and must not be used as a recruitment tool, marketing incentive, or conditional offer to secure enrolment decisions.
- Each scholarship must have clear, transparent, and publicly available criteria.
- Scholarship decisions must be supported by documentation demonstrating how the applicant met the published criteria.
- There are no limits to the number of scholarships that can be granted to an ākonga, however ākonga who withdraw or are withdrawn due to lack of academic progress, attendance, or behavioural issues, will not be eligible for another scholarship.
- Scholarships cannot be transferred between programmes or intakes.
- If a recipient fails to complete the minimum period of enrolment required under the scholarship conditions, the institution reserves the right to recover any scholarship payments already made.
- Scholarship includes Domestic Student Services Levy

Zero-fee programmes

- Zero Fee programmes are programmes that have no fee attached to them in Ngā Kete
- Where offered, Zero Fee applies only to the tuition or enrolment fees associated with an eligible programme of study, including Domestic Student Services Levy. It does not include additional costs such as textbooks, uniforms, tools, materials, or other direct course costs.
- Zero Fee programmes are available to eligible domestic learners enrolled in approved programmes of study. To retain eligibility, learners must meet programme requirements including satisfactory academic progress, attendance, and compliance with the institution's policies and student code of conduct.
- The institution reserves the right to amend or withdraw Zero Fees eligibility where programme requirements are not met or funding arrangements change.

Yoobee zero-fee scholarship programmes

- Yoobee zero-fee scholarship programmes are programmes that do have a fee attached to them in Ngā Kete but are periodically offered for free.
- Where offered, Zero Fee applies only to the tuition or enrolment fees associated with an eligible programme of study, including Domestic Student Services Levy. It does not include additional costs such as textbooks, uniforms, tools, materials, or other direct course costs.
- Zero Fee programmes are available to eligible domestic learners enrolled in approved programmes of study.
- The institution reserves the right to amend or withdraw Yoobee zero-fee scholarship eligibility where programme requirements are not met or funding arrangements change.
- Yoobee reserves the right to charge an administration fee for enrolments or for withdrawals.

Enrolment

- All ākonga applications for enrolment will be processed efficiently and according to the programme entry and admissions criteria and ākonga funding requirements.
- All applicable fees and course related costs must be paid in full prior to programme start date.
 - Exemptions may be considered for late enrolments and/or where domestic ākonga have proof of Studylink delays.
 - Domestic ākonga may request payment of fees in instalments, which must be approved by the Campus Manager. The request must be forwarded to the Finance manager for final approval. If an instalment becomes more than two weeks overdue, the Campus Manager will exclude the ākonga from the classroom until the arrears are caught up. If an instalment becomes more than four weeks overdue then debt collection processes will be commenced.
- Applicants have the right to apply for credit recognition, credit transfer or recognition of prior learning so they do not have to repeat equivalent study. *Refer to Assessment Policy.* Payment of applicable fees and course related costs are required by the ākonga for any portion of the enrolment that does not qualify for CRT or RPL.
- Domestic ākonga must provide all required documentation at the time of enrolment.
- International ākonga must provide all required documentation prior to orientation.
- Any student fees amounting to \$500 or more must adhere to the student fee protection regulations, thus necessitating the deposit and maintenance of fees in a Public Trust account. *Refer Student Fee Protection and Refund Procedure*

Transfer

- Enrolled ākonga who wish to change their location of study only, may do so without penalty provided there is space available at the requested location/intake. Such transfers are at the discretion of the Campus Managers from both the originating and destination campuses, and may be denied if there are concerns about behaviour, achievement or attendance.
- Transfers will be documented by the Team Leader at the origin campus using a [Transfer Form](#) and signed by both Campus Managers then sent to Registry and Sales for actioning in CRM and SMS.
- Both campuses will work together to make the transition as seamless as possible for the ākonga.
- A new Public Trust account must be created for the new location and the fees transferred.
- For all other changes to programme or intake date, the ākonga must withdraw from the current enrolment and enrol in the preferred alternative.

Re-enrolment

- Ākonga wanting to change to another programme (including full-time to part-time, or part-time to full-time) or intake date, may **withdraw** from the current programme and **enrol** into the preferred programme.
 - Online ākonga wanting to change from full-time to part-time (or part-time to full-time) prior to confirmation may do so.
 - Online ākonga wanting to change from full-time to part-time (or part-time to full-time) after confirmation must enrol in a future intake.
 - Ākonga wanting to change to a different programme prior to confirmation may do so.

- Ākonga wanting to change to a different programme after confirmation must enrol in a future intake
- Any difference in programme fees must be paid or will be refunded as applicable.
- Only one withdrawal and re-enrolment is allowed per learner within the academic year.
- Changes to Studylink loans will be the responsibility of the ākonga.
- Depending on the programme/course(s) stage of delivery any academic results achieved prior to the withdrawal will remain on the ākonga record, and can be cross credited to the new enrolment where applicable. *Refer Assessment Policy*

Withdrawal

- Domestic and international ākonga may withdraw from a programme at any time and must advise their intention to withdraw from a programme in writing to the Campus Manager.
- Ākonga may be withdrawn by the Campus Manager due to behavioural, lack of academic progress, or attendance issues. *Refer Academic Progress Policy*
- 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.
- Ākonga will be advised of any applicable refunds, refer **Domestic Refunds/fees**
- Immigration New Zealand will be notified if an international ākonga is withdrawn or chooses to withdraw from a programme.
- Withdrawals will be documented using a [Withdrawal Form](#) and signed by the Campus Manager. A withdrawal letter confirming the withdrawal will be provided to the ākonga, the Team Leader and the Campus Student Administrator.
- All withdrawals will be processed in the Student Management System (SMS) within 5 working days of the form being signed by the Campus Manager. Studylink / Immigration New Zealand (INZ) must be informed at the time of processing.
- If the withdrawal is the decision of the ākonga, the withdrawal date from the programme will be recorded in the SMS as the date the ākonga notified Yoobee in writing, of their intention to withdraw.
- If withdrawal is the decision of the Campus Manager due to **absenteeism** (failure to attend or engage in required learning activities, whether on campus or online), **disciplinary action**, or where the **progress of an ākonga is deemed unsatisfactory**, the withdrawal date from the programme must be recorded in the SMS as the last date in class (or logged in online) which should be indicated on the withdrawal letter provided by the Campus Manager. *Refer Academic Progress Policy*
- All communication to the ākonga including emails/letters/texts will be documented in the SMS. If the ākonga is under 18, a parent/guardian must be included in all communications and 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. The withdrawal date must be recorded as the last date in class (or logged in online). Withdrawals due to consecutive absenteeism can only be made if the correct procedure and notice periods have been adhered to.
- A transcript of ratified results will be supplied to the ākonga on request.

Domestic Refunds/fees

If a domestic ākonga withdraws or is withdrawn from a programme and has paid fees, the following refunds will be applied:

Programme Length	Timeframe	Domestic Refund
Programmes less than 2 days	Withdrawal any time	No refund applicable
Programmes less than 5 weeks	Withdrawal up to and including 2 calendar days following the programme start date	Refund of 50% of amount paid
	Withdrawal after 2 calendar days following the programme start date	No refund applicable
Programmes less than 3 months	Withdrawal up to and including 5 working days following the programme start date	Refund of 75% of amount paid
	Withdrawal after 5 working days following the programme start date	No refund applicable
Programmes 3 months or longer	Early Withdrawal: withdrawal prior to the start date or within the first 8 calendar days (10 working days for Online) of a programme	Refund of amount paid, minus \$500 or 10% of amount paid, whichever is the lesser amount
	Withdrawn Special or Withdrawn SDR: withdrawal after 8 calendar days (10 working days for Online) of a programme	Refund of amount paid, minus \$500 or 10% of amount paid, whichever is the lesser, only for courses where the withdrawal occurs prior to the course start date or within the first 8 calendar days (10 working days for Online) of the course For courses where the withdrawal occurs after the first 8 calendar days (10 working days for Online) of the course, no refund applicable

- An international ākonga who gains Permanent Residency will not receive a refund of fees for current and completed courses but will be entitled to pay domestic fees for any course(s) that have not commenced and any subsequent enrolments.
- Any refund will be provided to the person or organisation that paid the fees.
- 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.
- 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 to the crown.
- In exceptional circumstances a refund of fees outside normal refund criteria may be considered on compassionate grounds, upon receipt of evidence (such as support from a health professional), consideration of 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. Refunds based on compassionate grounds must be approved by the Head of Operations in consultation with the Campus Manager.
- Ākonga enrolled in a programme who do not meet the academic entry requirements will be considered an early withdrawal and applicable refunds will apply.
- 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 applicable refunds for Early Withdrawal will apply. The record will be removed from the Single Data Return (SDR) Equivalent Full Time Student (EFTS) claim.

International Refunds/fees

Are detailed in the Contract of Enrolment maintained by UP International Compliance team

Cancellation of a programme/course(s)

- Yoobee reserves the right to cancel a programme/course(s) due to insufficient demand/enrolments, unavailability of suitable training kaimahi, unavailability of suitable facilities, or similar major problems prior to programme/course(s) commencement.
- In all cases, any ākonga enrolled in a programme/course that is cancelled will be offered alternative programme, alternative intakes (if available) 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 endeavor to provide such notification at least seven calendar days prior to programme commencement.

Disputes

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

Domestic ākonga moving overseas

- Ākonga who are NZ citizens may study online from another country, for programmes where we offer an online mode of delivery. Ākonga on a New Zealand resident class visa where New Zealand is their normal country of residence and they have not previously lived in the other country for more than 6 months may also study online. In all other cases, the ākonga may not study online.

Kaupapa here | Policy Implementation

The process of implementation of the policy is:

- **Awareness:** communication of the policy and procedures to all kaimahi
- **Desire:** communication on why the change is needed and what is changing
- **Capability:** adequate training for kaimahi on the policy and related procedures, and access to relevant forms and guides
- **Ability:** ongoing support for kaimahi as required
- **Reinforcement:** monitoring to ensure procedures are being adhered to, continuous improvement, inclusion in process maturity assessment cycle

Roles and Responsibilities	
Everyone	• 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	• 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
Report Builder	• Ensure clarification of which enrolment codes are / are not included in any report or analysis

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