

WITHDRAWAL & DEFERRAL POLICY

Amendment #	Amendment Date	Effective Date	Document Manager	Approved
Withdrawal & Deferral Policy				
1	02/11/2022	02/11/2022	Enrolment Manager	General Manager
Compliance	Student Fee Protection Rules 2013 PTE registration rule 5.1.4			
Related Policies	<ul style="list-style-type: none"> Student Fee Protection 			

Purpose

This document relates to students who have withdrawn/been withdrawn after the programme's scheduled commencement date. This document provides guidance on the process and records required for withdrawal of students. This document also provides guidance around contact with external agencies such as StudyLink and Immigration New Zealand.

Policy

Ardmore Flying School will meet with all students withdrawing from programmes whether voluntary or involuntary and complete withdrawal procedures in a timely, fair and supportive manner. AFS will follow the principles of natural justice when determining whether the student should be withdrawn resulting from a breach of policy / non-compliance and/or student rules and regulations.

Definitions

Involuntarily withdrawal from programme refers to when a breach of policy has occurred and the students is withdrawn from the programme by AFS Management.

Student Rules and Regulations refer to the rules and regulations and code of conduct detailed in the student handbook.

Voluntarily withdrawal from programme refers to when the student request to withdraw from the programme.

EnrolPro is the Student Management system used by AFS for reporting SDR and Fees free to TEC and entering and reporting students results to NZQA.

Responsibilities

Enrolment Manager responsible for processing withdrawals in EnrolPro within 2 working days of the student being withdrawn. He is responsible for advising Immigration NZ of the international withdrawal of any student from a programme.

Finance Manager is responsible for processing VoS upon domestic withdrawal and processing refund for all the Refunded EFTS.

The **General Manager** is responsible for making the final decision to withdraw a student where a breach of policy, rule or regulations has occurred.

Procedures

Deferral/ Absence Approval

Deferral for a programme of study may be approved where there are legitimate reasons for an absence and/ or exceptional circumstances such as illness, injury, bereavement, family crisis, or other unpredictable events the student has no control over. In a deferral situation the student would be given absence approval for an agreed period of time without impacting their programme progression.

The student must advise their instructor where there is an issue they believe might affect their ability to attend. The management reserves the right to request medical certificates or other documents to support reasons for absence.

Where there are on-going issues such as travel, childcare, financial requiring extra assistance, meeting outcome is recorded in student folder.

Voluntarily withdrawal from programme

Where a student voluntarily wishes to withdraw from a programme at any time following enrolment, they must make an appointment to see the Head of Training. The student will discuss the reasons why they intend to withdraw with the HoT who will advise the student on their options to complete the programme and consequences of withdrawal, including:

- how AFS could support them to remain on the programme
- reinstatement at a later date
- whether they are entitled to any refund of fees
- impact of withdrawal on future eligibility to student loans, allowances or visas

In the instance where a student cannot be reached or will not meet with the management regarding their withdrawal, the General Manager will authorise student withdrawal from a programme.

Involuntarily withdrawals

AFS Management may, at its discretion, withdraw a student who does not demonstrate commitment to their programme and/or a willingness to learn by the end of the third week of the course. This step is taken only after consultation with the student and Team Leader.

Where a student has a record of ongoing non-attendance or non-participation in scheduled programme activities the General Manager may withdraw a student involuntarily from their programme.

Where a student has been previously unsuccessful in achieving minimum requirements for a component and subsequent

reenrolment is unsuccessful, the General Manager may withdraw the student involuntarily from their programme.

Where a breach of student rules and regulations has occurred, and disciplinary procedures have been followed the General Manager may withdraw the student involuntarily from their programme.

Where a student is to be involuntarily withdrawn from a programme, the student will be requested to meet with the General Manager. The General Manager will discuss AFS's reasons for and consequences of withdrawal with the student, including:

- how AFS could support them through the withdrawal process
- applying for consideration for reinstatement to return and complete their programme
- whether they are entitled to any refund of fees
- impact of withdrawal on eligibility to student loans, allowances or visas

In the instance where a student cannot be reached or will not meet with the General Manager regarding their withdrawal, the General Manager will authorise student withdrawal from a programme.

Withdrawal following AFS cancellation of programme

In the event of programme cancellation where AFS cease offering a programme in which students are enrolled, AFS will endeavour to give as much notice as possible to the students prior to the cancellation.

The General Manager will, advise the student(s) with a letter drafted by the Chief Executive - AFS including:

- reason(s) for programme cancellation
- apologies for inconvenience caused
- deferment of enrolment options if available for the cancelled programme
- details of refund amount and process
- request for a meeting with the General Manager to discuss any placement support AFS may offer (information about other programmes, education providers, career services etc)

At the meeting the General Manager will discuss with the student(s), options for: enrolment into other AFS programmes or future intakes where relevant, information about other education providers with similar programmes and how the student(s) would like AFS to help them in their next step as well as any concerns the student(s) may have with the programme cancellation process.

Change of Enrolment Status (CES) record

The Head of Training, Accommodation and Transport Manager, Finance Manager, Enrolment Manager and General Manager must approve student withdrawal from a programme. Academic Manager will process the Change of Enrolment Status (CES) in EnrolPro.

CES process in EnrolPro for the withdrawn student:

- students not withdrawn as 'early withdrawals' should only be withdrawn from courses they have not completed or Not Achieved
- the relevant withdrawal code must be entered with any relevant comments in the comments section/support documents
- withdrawals must be actioned and processed on the day the student is finalised for withdrawal by the Management, the CES date must align with the dated letter advising of withdrawal

Domestic Students

To enable student loans and student allowances to be cancelled as soon as possible, Finance Manager will complete CES through online VOS system to report the withdrawal of students to StudyLink within 5 working days of any withdrawal.

International Students

Where an international student is not returning, the Enrolment Manager will advise Immigration New Zealand within 7 days of the withdrawal of the student from the programme.

Student withdrawal letter

The Head of Training will issue the student a withdrawal letter using the AFS Student Withdrawal template which outlines the following:

- Official notification of withdrawal including information on the process followed, reason for withdrawal and enrolment information
- Identify the CES withdrawal date i.e. the date of withdrawal letter.
- Academic progress including information on record of learning, courses and credits attempted and achieved; courses and credits attempted and not achieved and any incomplete courses and credits.
- Information on notifying applicable external government agencies such as: StudyLink, New Zealand Immigration, Work and Income NZ, Tertiary Education Commission

All documentation pertaining to a student's withdrawal must be kept in the student's folder in P drive and ETA.

Reinstatement

Where a student returns to AFS within the original enrolment period, reinstatement may be approved.

Where reinstated students remain eligible for unused student allowance or living cost payments, General Manager may authorise Finance Manager to send a new Verification of Study (VOS) to StudyLink indicating the student has resumed study for their remaining weeks on the programme.

Variations to Standard practice

Where the enrolment period has ended, and a withdrawn student wishes to complete outstanding components, AFS will advise the

student of support options and whether they are eligible as a late completion or to reenrol.

Referral Documents

- Online Change of Enrolment Status (VoS)
- Attendance Breach Warning Letter Templates
- Withdrawal letter
- Absence Approvals
- Student Progress Reports
- Student Services Manual

Guiding Regulations

- Student Fee Protection Rules 2013 (13.7(c)).
- Private Training Establishment Registration Rules 2013 5.1.4
- Education Act 1989 Sections 235A(1)(c) and 235B
- Student Allowances Regulations 1998 (Part 4)

Note regarding all policies and procedures

This policy is a Controlled Document and managed by the document control manager in accordance with our SMS Document Control process. All staff are encouraged to provide suggestions for improvement and notification of errors in this document at any time. This can be done by completing a HICS. Any printed copy of this document is to be considered uncontrolled.

Refund of student fees - flowchart

