

A01: Learner Admission and Withdrawal Policy

1.0 Purpose

The purpose of this policy is to:

Provide a system of admission and withdrawal of students enrolled in programmes including the setting, collection and refund of fees.

2.0 Policy

2.1 Learner Entry and Selection

- 2.1.1** Before enrolling domestic learners into a programme of study (including online), the Course Advisor (or for WBL programmes it is the Industry engagement team) will verify a copy of a formally approved New Zealand identification document to ensure the student is a valid enrolment. The Course Advisor will sign a copy of the documents and retain them in the student's file. The Enrolment Officer will check that verification has taken place and that the documents have been saved in the Student Management System.
- 2.1.2** Before enrolling international learners into an onshore programme of study NZSEG will ensure that the learner has authorised entry into Aotearoa New Zealand.
- 2.1.3** Before enrolling international learners into an offshore programme of study (including online) NZSEG will ensure that the learner provides the authentic documentation required for study.
- 2.1.4** A credit transfer policy will be maintained which is consistent with the New Zealand Qualifications Framework, which preserves the integrity of its own local programmes and has an effective system for informing learners of the policy and process for applications.
- 2.1.5** Learner entry requirements and selection criteria will be approved as part of the programme approval and accreditation process and any subsequent changes will be discussed at a senior academic level and approved by the Academic Board before submission to NZQA.
- 2.1.6** NZSEG will abide by the learner entry requirements established by external authorities who have jurisdiction over the programmes offered by NZSEG.
- 2.1.7** NZSEG will consider learners for special admission who do not satisfy the standard academic entry requirements of a programme but who in the opinion of the Head of School/ Academic Director can achieve the programme outcomes.
- 2.1.8** Late enrolment of a domestic learner to a course/programme may only be granted within the first two weeks of a course/programme's commencement date. An exception may occur if approval has been granted by the Head of School.
- 2.1.9** Late enrolment of an international learner to a course/programme can only be requested for approval of Head of School/Academic Director within the first two weeks of a programme commencement date. Exceptions can only be made for enrolments into programmes of at least 24 weeks with learners who can demonstrate a strong background.

2.2 Setting Fees

- 2.2.1** NZSEG shall review and approve learner tuition fee and other fees and charges annually.
- 2.2.2** NZSEG will publish fees including course related costs for all programmes. All fees quoted will include tuition fees, course related costs and GST.
- 2.2.3** NZSEG will publish its withdrawal / refund of fees policy.
- 2.2.4** When a learner signs the enrolment form, they are signing a legally binding agreement.
- 2.2.5** Where an administrative error results in an incorrect fee being published or quoted, NZSEG reserves the right to correct the error. The learner will be liable to pay the correct fee.
- 2.2.6** NZSEG reserves the right to vary any of the conditions of this policy and procedures to meet exceptional circumstances.

2.3 Payment of Fees

- 2.3.1** For domestic learners, all fees must be received by NZSEG no later than the end of the eighth day after the course/programme start date.
- 2.3.2** For international learners all agreed fees must be received by the programme start date.
- 2.3.3** For NZSE international learners on a payment by instalment agreement arrangement, the Outstanding Fee Agreement Form must hold signatures of the learner and NZSE Recruitment staff prior to the start of the course/programme.

2.4 Unpaid Fees

- 2.4.1** No learner will obtain any final assessment results, transcripts, certificates or be permitted to enrol in any further course/programme until all outstanding fees are paid or a satisfactory arrangement for payment has been made with NZSEG.

2.5 Cancellation of Enrolment by NZSEG

- 2.5.1** NZSEG reserves the right to cancel a course/programme if there are insufficient learner enrolments or resources or in other unforeseen circumstances.
- 2.5.2** NZSEG may refuse to permit the enrolment, or cancel the enrolment, of learners who:
 - are not of good character including, but not limited to, having a bad debt history, a criminal conviction, or a history of breaching NZSEG policies or regulations
 - have been guilty of misconduct or breach of discipline (see Misconduct Policy)
 - are enrolled in a full-time programme in another institution or secondary school
 - have made insufficient academic progress in their studies (see 2.14).

- 2.5.3** Where subsequent to enrolment learners are found to have falsified evidence or not disclosed required information relevant to the entry criteria, this will be treated as misconduct. This is likely to result in the cancellation of a learner's enrolment without refund of fees.
- 2.5.4** NZSEG may cancel the enrolment of domestic learners if the full fees are not received by the end of the eighth day after the programme start date.
- 2.5.5** NZSEG may cancel the enrolment of international learners if all agreed fees are not received by the programme start date.

2.6 Learner Initiated Cancellation of Enrolment

- 2.6.1** Learners may cancel their enrolment for a course/programme at any time before the course start date. They will be refunded the full fees paid minus any administration fees.

2.7 Early Withdrawal of Learners

- 2.7.1** Unsatisfactory attendance, lack of participation, failure to engage in courses (including online) and behavioural issues may lead to early withdrawal of a learner by NZSEG.
- 2.7.2** Learners may make a written request for early withdrawal from a course/programme. The reasons for the withdrawal are to be provided by the learner.
- 2.7.3** Domestic Learners:
- Early withdrawal may occur any time from the programme start date until the end of the eighth calendar day after the programme start date.
 - Domestic learners will be refunded any fees paid.
- 2.7.4** International learners in enrolments twelve weeks or longer:
- Early withdrawal may occur any time from the programme start date until the end of the tenth working day after the learner is required to attend.
 - The total amount a learner will be refunded depends on the following:
 - The length of the learner's programme
 - Whether the learner has commenced the programme or not
 - Any obligations made to third parties such as the agents
 - New Zealand statutory requirements
 - Learners will be refunded any fees paid less an administration charge of up to 25% of the fees.
- 2.7.5** International learners in enrolments five weeks or longer but shorter than twelve weeks (Seaford only):
- Early withdrawal may occur any time from the programme start date until the end of the fifth day after the learner is required to attend.
 - Learners will be refunded any fees paid less a deduction of up to 25% of fees.
- 2.7.6** International learners in enrolments four weeks or fewer (Seaford only):

- Early withdrawal must occur before the end of the second day after the enrolment start date.
- Learners will be refunded any fees less a deduction of 50% of the fees.

2.7.7 In all cases of learner-initiated withdrawal, the date of withdrawal will be the date the written notice of withdrawal is received by NZSEG.

2.8 Late Withdrawal of Learners

2.8.1 Unsatisfactory attendance, lack of participation, failure to make satisfactory academic progress, failure to engage in courses (including online) and outstanding fees may lead to the late withdrawal of a learner by NZSEG.

2.8.2 Learners may make a written request to their tutor/teacher for a request for a late withdrawal from a course/programme.

2.8.3 There will be no refund of fees for a late withdrawal.

2.8.4 In exceptional circumstances a learner may apply to the Executive Leadership Team (ELT) for a refund of fees following a late withdrawal. The amount refunded, if any, will be at the ELT's discretion and their decision will be final.

2.8.5 StudyLink will be informed of domestic learner withdrawals, and this may lead to the termination of learner loans and allowances.

2.8.6 Immigration New Zealand will be informed of onshore international learner withdrawals, and this may lead to the termination of a learner's visa.

2.8.7 In all cases of learner-initiated withdrawal, the date of withdrawal will be the date the written notice of withdrawal is received by NZSEG.

2.9 Agent Fees and Commission

NZSEG is not liable to compensate the learner or repay any learner any commission of fees the learner paid any agent. Any fees the learner has paid a recruitment agent will have to be claimed by the learner from the agent.

2.10 Refund Arrangements

NZSEG will pay refunds directly to international learners or to a third party authorised by the learner. Refunds may be sent to the account holder who paid the fees in their country of origin, on receipt of a letter authorising payment from the learner. A refund may take up to three weeks to be processed, except in the case of exceptional circumstances which may take longer.

2.11 Permanent Residency

An international learner who gains permanent residency is entitled to be treated as a domestic learner. They will not receive a refund of fees for the semester/term during which the Permanent Residency is granted. However, the student will be entitled to pay domestic fees for any subsequent semesters/terms and will be refunded international fees for those semesters/terms.

2.12 Deferral of Enrolment

2.12.1 In exceptional circumstances a learner enrolled in a programme, or a course of study may apply in writing to have their enrolment deferred to a

subsequent offering of the course/programme of study with the approval of the HoS/AD.

- 2.12.2** Learners should submit documentation of the exceptional circumstances with their application to support their reasons for deferral.
- 2.12.3** Exceptional circumstances may include serious illness, injury, loss or bereavement, hardship or trauma or other critical circumstance.
- 2.12.4** Deferments will only be approved:
 - For the immediately following offering of the course/programme and
 - If places are available in the relevant programme or course.
- 2.12.5** A decision on the deferral will be made by the Head of School/AD and Registrar within five working days of receipt of the application from the learner.
- 2.12.6** Learners will be responsible for the payment of any additional fees or direct costs (such as equipment) incurred by NZSEG because of their deferment.
- 2.12.7** If the application for deferral is declined the learner's original enrolment will proceed, including the dates for the refund periods.
- 2.12.8** If the application is approved, the learner's current enrolment is withdrawn and a new enrolment approved with a subsequent start date. The learner will be made aware of any implications with Immigration New Zealand or StudyLink.

2.13 Enrolment Extensions

- 2.13.1** In exceptional circumstances the end date for a course/programme or study may be extended for a learner for the learner to complete assessment requirements.
- 2.13.2** Exceptional circumstances may include serious illness, injury, loss or bereavement, hardship or trauma or other critical circumstance usually beyond the learner's control that have resulted in the learner being unable to submit assessment/s before the scheduled end date.
- 2.13.3** A decision on the extension will be made by the Academic Director within five working days of receipt of the application.
- 2.13.4** If the application is declined the original end date will apply.
- 2.13.5** If the application is approved the end date for the course/programme will be extended. The learner will be informed of any implications with Immigration New Zealand and StudyLink.
- 2.13.6** An extension beyond the end of the programme for any reason other than those listed in 2.13.2. will result in an investigation by the Group Academic Directors.

2.14 Insufficient Academic Progress

- 2.14.1** Learners who fail 50% of their enrolled credits in any delivery period may not automatically re-enrol in that course/programme or any other course/programme at NZSEG. The decision on whether to accept a re-enrolment will be based on the likelihood of learner success.

- The decision to accept a re-enrolment after failure to make sufficient academic progress once will be made by the Head of School/Director of Studies.
- The decision to accept a re-enrolment after failure to make sufficient academic progress a second time will be made by the Head of School/Director of Studies.
- The decision to accept a re-enrolment after more than two failures to make sufficient academic progress will be made by the Academic Director.

2.14.2 Learners who have had their re-enrolment accepted following a failure to make satisfactory academic progress will be provided with appropriate learner support and academic advice.

2.15 Re-Enrolment

2.15.1 If a learner fails a course/programme and has approval to enrol again they should complete a re-enrolment application. They will be required to pay the applicable fees in full.

2.15.2 Before re-enrolling in a course/programme of study, learners will be informed of the consequences for pre or co-requisites for other courses/programmes, and any implications for StudyLink and Immigration New Zealand.

2.16 Failure to engage in online courses

2.16.1 Where a programme is delivered fully online, learners must meet the minimum requirements of the programme for on-line contact with their tutor and for completing online activities on a regular basis.

3.0 Definitions

<i>SMS</i>	The electronic systems used to store all information pertaining to learners, programmes and courses of the New Zealand Skills and Education Group.
<i>SMS Codes</i>	Enrolled - learner is confirmed and has paid fees in full. EFTS claimed. Deferred - learner has been deferred to a later date. Cancelled - application has been cancelled. Transfer - learner has transferred to different programme of study/course/campus. Withdrawn- learner has either formally or informally withdrawn from course. Study Link and INZ informed.
<i>Programme</i>	All possible courses available to learners leading to a particular qualification together with supporting regulatory and management information.

<i>Qualification</i>	Official award in recognition of the successful completion of a programme of study, and which has been quality assured by a recognised quality assurance agency. The programme of study may consist of either locally developed courses and/or a combination of unit standards.
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4.0 Accountabilities

4.1 Monitoring and Evaluation:

The Academic Board is responsible for monitoring and evaluating this policy. The Executive Leadership Team has the overall responsibility for the QMS and its implementation.

Version	Type of Change	Reference	Approval Date	Effective from
1	Development of Policy	AB Action Items 27, 28 and 29	26 May 2015	26 May 2015
2	Minor Review and Re-format of Policy	Approved by AB	20 Oct 2015	20 Oct 2015
3	Minor Review and Re-format of section 2.1 Student Entry and Selection. 2.1.1 has been added.	Approved by EMT	19 Sep 2016	19 Sep 2016
4	Inclusion to NZSEG QMS and Policies.	Approved by EMT	16 Jan 2017	31 Jan2017
4.1	Small grammatical changes and title changes	Approved by AB	20 Sep 2018	20 Sep 2018
5	Addition of 2.3.3 The Outstanding Fee Agreement Form	Approved by EMT	04 Dec2018	04 Dec 2018
6	Addition of 2.16 Failure to engage in online courses	Approved by EMT	12 Aug 2019	12 Aug 2019
6.1	Amended titles, grammar corrections, full annual review by all relevant departments. Formatting and branding updated	Approved by AB	22 July 2020	22 July 2020
7.0	Minor wording changes	Approved by ELT	February 2025	February 2025