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WITHDRAWAL FROM NMIT PROGRAMMES AND COURSES

Section	Teaching and Learning		
Approval Date	01.03.2010	Approved by	Directorate
Next Review	Nov 2010	Responsibility	Director of Finance and Corporate Services
Key Evaluation Question	1 and 5	ITPNZ Quality Standard	6

PURPOSE

To describe procedures for any withdrawals from NMIT's programmes and courses to ensure these are followed consistently. And in cases where students have difficulties continuing with their course or programme, appropriate guidance and support is provided to them before any withdrawal is implemented.

Details of NMIT's refunds and charges for withdrawals are provided for domestic and international students respectively in policy documents: *Domestic Student Fees, Charges and Refunds*, and *International Student Fees, Charges and Refunds*

SCOPE

All NMIT programmes and courses.

RESPONSIBILITY

School Administrator: Generates Withdrawal Application Forms from NMIT's student management system (Artena) and sends these to students (where withdrawal is student instigated), administers and completes relevant section of these Forms.

Student: Returns completed Withdrawal Application Form and notifies Studylink of any changes to their programme of study.

Tutor/learning coach/training provider: Provides guidance to students on their learning plan or contract. Where appropriate, conducts Withdrawing Student Survey (Refer: *Student Surveys*)

Survey Coordinator: Processes reporting data on withdrawing students and reports survey results (Refer: *Student Surveys*)

Head of School: Authorises completed Withdrawal Application Forms

Information and Enrolment Centre Staff: Process Withdrawal Application Forms in NMIT student management system (Artena).

Director of Finance and Corporate Services: Approves any refunds for withdrawals that are outside NMIT policy.

POLICY

NMIT's policy for withdrawal is set out in the NMIT Academic Statute, and outlined in its Guide to Application and Enrolment. Students may withdraw from a course or programme at any time before 60% of their course or programme is complete and their academic record will show 'withdrawn'. After this period a student cannot withdraw and where they do not continue with their studies for that course or programme, their academic record will show a failing grade/no pass.

Students may withdraw before the start of their course or programme.

Where students are experiencing difficulties in continuing on their course or programme they should seek advice from their tutor, learning coach or training provider, to negotiate ways in which they might continue their studies, unless there are circumstances outside NMIT's control that are preventing the student from continuing.

Withdrawal from some or all courses will affect eligibility for benefits including loans, allowances and living costs. Students are responsible for notifying Studylink of any changes to their programme of study; including withdrawals.

An NMIT School can, independently of the student, instigate the withdrawal process. School decisions to withdraw a student can be based on but are not limited to:

- Attendance (eg when an enrolled student does not engage with a course or programme, as prescribed in the Programme Regulations)
- Enrolment at the wrong level
- Discipline - Students, who have been excluded from NMIT programmes or courses, may be withdrawn from any courses not yet started (and refunded the associated enrolment fees as appropriate). This process should start at Step 3 of 'Procedure for Withdrawal Instigated by NMIT' below.

Refer: *Student Misconduct Procedure*.

Also refer: *Student Rules*

PROCEDURE FOR WITHDRAWAL INSTIGATED BY THE STUDENT

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	A student contacts their tutor/learning coach or training provider to review their learning contract/discuss their future options, or to directly request to be withdrawn from a course/courses or programme. (In some instances they might contact their School direct).	Student	Withdrawal is possible at any time before starting a course/programme and up to 60% of the duration of course or programme
2	Where contact is made direct to School Administrator, check the student has sought guidance from tutor/learning coach or training provider before progressing withdrawal process. If not, guidance / support should be arranged upon the student's request.	School Administrator/tutor/learning coach/training provider	
3	Guidance / support provided, if requested, via interview with tutor/learning coach or training provider. (if it is decided the student will withdraw, where possible the 'Withdrawing Student Survey' should be completed at this interview, Refer: <i>Student Surveys</i>)	Tutor/learning coach/training provider	
4	If student confirms their intention to withdraw: generate a Withdrawal/Refund Application Form and issue it to the student (either in person, sent by mail or (if requested by the student) emailed to them). Where an interview has not been conducted (step 1c) or a Withdrawing Student Survey Form not completed, this Form should also be sent to the student, Refer: <i>Student Surveys</i> . Add note to the student's study contract on Artena, stating when the Withdrawal Form has been issued.	School Administrator	Withdrawal is possible at any time before starting a course/programme and up to 60% of the duration of course or programme.

	STEPS	RESPONSIBILITY	TIMING/NOTES
5	Student completes and signs Withdrawal Application Form and Withdrawing Student Survey Form and returns them to the appropriate NMIT School.	Student	Any time before the start of the programme and up to 60% of the duration of the course or programme.
6	<p>School Administrator checks completed Withdrawal Application Form, then fills in and actions 'School Administrator' sections.</p> <p>Withdrawal Application Form sent to Head of School for signature, then forwarded to Information & Enrolment Centre.</p> <p>If a Withdrawing Student Survey Form is returned, this is forwarded to the Curriculum and Quality Team.</p> <p>If required, inform student of any final decision by the School concerning their withdrawal.</p> <p>Withdrawing Student Survey Form sent to Survey Co-ordinator</p>	School Administrator & Head of School	Academic records are deleted if withdrawal date no later than 3 weeks after start of course/programme (and/or first communication with a tutor for distance delivery), Refer: <i>Academic Statute</i> .
7	<p>'Information & Enrolment Centre' section of Form is completed, enrolment status amended and EFTS adjusted.</p> <p>Forward Form to Finance Team or to Director of Finance & Corporate Services if refund is outside NMIT policy.</p>	Information & Enrolment Centre Staff	
8	'Approve' or 'not approve' proposed refunds that are outside NMIT policy, and return Form to Information & Enrolment Centre.	Director of Finance & Corporate Services	
9	On receipt of Form, the Finance section is completed and financials actioned in NMIT student management system.	Finance Team	
10	Student informs Studylink of their withdrawal.	Student	As soon as student receives confirmation of their withdrawal from the School.

PROCEDURE FOR WITHDRAWAL INSTIGATED BY NMIT

	STEPS	RESPONSIBILITY	TIMING/NOTES
1	<p>School/ training provider identifies where a student should be withdrawn</p> <p>When an enrolled student does not engage with a course or programme, a learning conversation should happen between the student and their tutor/learning coach or training provider to review learning contract and Individual Learning Plan, agreeing next course of action. If there is mutual agreement that the student should withdraw, follow 'Procedure for Withdrawal Instigated by the Student')</p>	<p>Tutor/learning coach or training provider, Programme Leader or School Administrator</p>	<p>Any time before 60% of the duration of the course or programme.</p> <p>In cases of attendance, schools/programmes may have different ways of monitoring student engagement.</p>
2	<p>Up to two written warnings (by letter) are sent to the student, requesting an appointment to offer support (see Appendix 1 exemplar letter).</p>	<p>Programme Leader/School Administrator/ training provider</p>	<p>See Appendix 1 for exemplar letter.</p>
3	<p>If the student does not respond to written warnings, or other cases of NMIT instigated withdrawal (eg discipline):</p> <p>A Withdrawal/Refund Application Form is generated, and a note added to the student's study contract on Artena, stating this is an NMIT instigated withdrawal.</p> <p>The 'Student Section' of the Withdrawal Application Form is completed by the School, signed by the Head of School then forwarded to Information & Enrolment Centre.</p>	<p>School Administrator & Head of School</p>	<p>After 10 working days from the second written warning.</p>

	STEPS	RESPONSIBILITY	TIMING/NOTES
4	<p>'Information & Enrolment Centre' section of Form is completed, enrolment status amended and EFTs adjusted.</p> <p>Forward Form to Finance Team or to Director of Finance & Corporate Services if refund is outside NMIT policy.</p>	Information & Enrolment Centre Staff	
5	'Approve' or 'not approve' proposed refunds that are outside NMIT policy, and return Form to Information & Enrolment Centre.	Director of Finance & Corporate Services	
6	On receipt of Form, the Finance section is completed and financials processed in NMIT Student Management System.	Finance Team	
7	Student informs Studylink of their withdrawal.	Student	As soon as student receives confirmation of their withdrawal from the School.

REFERENCES

INTERNAL

NMIT Academic Statute
 Domestic Student Fees, Charges and Refunds
 International Student Fees, Charges and Refunds
 Student Misconduct Procedure
 NMIT Guide to Application/Enrolment
 Student Surveys
 NMIT Student Handbook
 NMIT Withdrawal Application Form

APPENDICES

Exemplar Course Non-attendance letter

APPENDIX 1: EXEMPLAR COURSE NON-ATTENDANCE LETTER

[insert student's address]

Dear *[insert name]*

Course non-attendance

I am writing about your *[insert as appropriate: absence from classes/ for the [insert course/programme details]* on which you are enrolled. Can you please advise us of any circumstances that may be preventing your attendance, since I am concerned that this will jeopardise your chance to successfully complete this course/programme.

When enrolling you signed to comply with NMIT's Academic Statute and other rules and regulations. Under paragraph 7.2 of the Statute we reserve the right to withdraw you from these courses if we do not hear from you.

Where an enrolled student does not engage with a course or programme as prescribed in programme regulations, at any time before 60% of the course or programme is complete; two written warnings will be sent to the student. If, after 10 working days from the second written warning, the student does not respond, either confirming their intention to remain enrolled on the course or programme, or to request withdrawal; NMIT reserves the right to automatically withdraw the student from that course or programme.

Can you please contact the School Administrator, *[insert name]*, on *[insert no.]* to set up an appointment with me as soon as possible to consider how you can catch up with your course work and any support that NMIT can provide to assist you in your studies.

Regards

[Insert name]

Programme Leader

[insert programme name]