



Admission, Enrolment and Fees Policy

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1. DEFINITIONS

Acceptable email address

means the “preferred” email address provided by the applicant on a signed form or updated on a web panel authenticated by the person concerned. Unitec supplies all Students in a formal programme with a Student email address – this may be chosen by the Student as their preferred email address.

Admission

means the process by which an applicant applies and is considered for placement in a programme at Unitec.

*Advice in Writing/
Application in Writing*

The following methods of communication sent by a Student will be considered by Unitec to be communications in writing for the purposes of this Policy provided that the Student’s full name and Unitec Student ID Number is specified in the communication:

- i) A signed and dated communication on paper (either a prescribed form or a letter) to the appropriate office holder, either posted to Unitec’s postal address or delivered to Student Central, or
- ii) An email from an email address clearly identifiable as belonging to the Student to the appropriate office holder, or
- iii) Entering a self-service information change or request via the Unitec Web self-service system.

The following methods of communication from a Unitec office holder to a Student will be considered to be communications in writing for the purposes of this Policy:

- i) an email to the preferred email address specified by the Student;
- ii) correspondence posted to the Student’s last known “mailing address”;
- iii) a text message to a mobile phone number specified by the Student;

Attendance

is considered physical attending to a defined class or virtual online attendance through engagement with online class and content.

Certified copies

means a photocopy of the original document that has been Certified (and signed) by an authorised person who has seen the original. An authorised person is a person listed in the **Oaths and Declarations Act 1957** who is able to take declarations. This person could be a Barrister or Solicitor of the High Court, a Justice of the Peace, a Notary Public, a Court Registrar or Deputy Registrar, a Member of Parliament, or a Land Transport Safety Authority, Public Trust, or local authority employee designated for this purpose. When an applicant is in a remote community and is unable to access a person listed in the Oaths and Declarations Act 1957, a school principal, minister of religion, or general practitioner is acceptable. Applicants may bring original document/s to Student Central for Unitec staff to make a photocopy of the document/s and certify, stamp and sign the copy. Student Recruitment staff are also able to certify original documents.

Class

means a specific delivery of a Course at defined times e.g. HEAL 5251 Class# 4321 held on Mondays and Wednesdays at 8.30am in Semester Two, 2015. This definition also refers to virtual classes where the learning material is accessible online at any time.

*Class
Start Date*

means the official date recorded in the Student Management System that a given Class starts for an intake for the purposes of this policy and for Student Loans and Student allowances purposes; it includes all compulsory elements of the Class including compulsory attendance at an orientation programme. For Student Loans and Student Allowances purposes, the official Start Date is usually taken as the first day of the week in which Classes commence.

<i>Class</i>	
<i>End Date</i>	means the official date recorded in the Student Management System that a given Class finishes for a semester for the purposes of this policy and for loans and allowances purposes. For loans and allowances purposes, the official end date is usually taken as the end of the week in which compulsory Classes finish including examinations and final assessments.
<i>Course</i>	means a self-contained block of study for which credits are granted upon successful completion. A Course may be offered through Classes (streams) that may be offered at different times of the week. See also Class.
<i>Domestic Student</i>	is defined by the Education Act 1989 here http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM182904.html
<i>Enrolment</i>	means the process by which Students register for a particular Class in a particular Course in order to satisfy their programme requirements.
<i>International Student</i>	is defined by the Education Act 1989 as a person who is not a Domestic Student. Where an International student studying the Graduate Certificate in Pacific NGO Management and Leadership offshore they are not considered international.
<i>Negative Service Indicator (NSI)</i>	means a code that is added to a Student's computer record on the Student Management System to prevent access to various systems, functions and services.
<i>No Show</i>	means any Student who has enrolled and has not withdrawn in writing and has not attended any Classes for their respective Course/s.
<i>Non-semesterised Programmes</i>	means Programmes for which the Courses may not all conform to the Unitec semester calendar and for which the Course length is not one semester – these may be block Courses, or Courses that cover the entire academic year.
<i>Offshore</i>	Students studying Unitec Courses within their home countries.
<i>Programme</i>	means a self-contained block of study or a combination of Courses with which a Student is required to be credited in order to be awarded a specified qualification by Unitec (e.g. a Certificate, a Diploma, or a Degree).
<i>Section 61</i>	refers to the Immigration Act 2009 and can be found here: http://www.legislation.govt.nz/act/public/2009/0051/latest/whole.html#DLM1440673
<i>Semesterised</i>	means Programmes for which the Courses conform to the Unitec semester calendar and the Course length is one semester.
<i>Short Courses</i>	means Courses or Classes (assessed or non-assessed) with fewer than 40 credits and which sit outside Unitec's portfolio of Programmes. A Short Course may be government funded if articulated with the Tertiary Education Commission, or may be an entrepreneurial Course.
<i>Sponsor</i>	means any person or organisation (other than the Student themselves or StudyLink) that will be paying for a Student's study.
<i>Start Date of Semester/ Official Start Date</i>	means the Start Date of the semester for those Classes which are taught as part of semester one or semester two and in the case of Classes in the in the summer semester or in any other term structures, the official Start Date of Classes (as defined above). There may be approved variations to the official Start Date as certain programmes have multiple intakes in a semester.

For International Students please refer to the Start Date as outline on the Offer of Place or, for returning International Students, on the Fees Invoice.

<i>Student</i>	means a person enrolled for one or more Courses at Unitec and for purposes of this policy only, also means a person applying to enrol in one or more Courses at Unitec.
<i>Student Central</i>	means the frontline centre where Students can seek advice on Programmes and Courses and make payments to the cashier. Two Student Centrals are located at Mt Albert campus and one at Waitakere campus.
<i>The 10% Date</i>	means the date which is 10% of the way through the Course duration as defined by the number of days from the official Class Start Date to the Class end date. For double semester (or “full year”) Courses where the Course consists of two components – Semester A and Semester B, the 10% Date is defined as being 20% of the way through the first semester component of the double semester Course.
<i>Unitec</i>	means Unitec Institute of Technology.

2. POLICY STATEMENT(S)

The purpose of this policy is to outline Unitec’s requirements for Admission, Enrolment and fees matters. This policy takes cognisance of relevant regulatory and legislative requirements.

2.1. Admission & Enrolment

- 1) The Admission requirements for a Programme must be set out in the Programme regulations and shall be such that the applicant can be expected to be able to achieve the standard required for the qualification.
- 2) Students may, where provided for in Programme regulations, be admitted to any appropriate point of a Programme with cross credits, exemptions or assessment of prior learning and on the payment of any prescribed fee as set by Council.
- 3) To be admitted to any Course or Programme a Student must provide acceptable evidence of meeting the criteria for entry to the Course or Programme. Committees or their delegate/s are the only authorised agents to decide if a Student meets the criteria for entry to a Course or Programme and therefore authorise that an offer of place should be made to a Student. Any appeal against a decision not to offer a Student an offer of place should be made following the process outlined in Section 8 of the Academic Management Policy.
- 4) To be admitted to any Programme or Course in a programme of study (including Short Courses) or in Class(es) which are government funded; involve the recording of assessment or counting of credits towards a qualification; the issuing of a Student ID Card; the use of the library, computer or other facilities; or the award of a certificate of achievement a Student will be required to produce evidence of their:
 - i) Full legal name; and
 - ii) Date of birth, and
 - iii) Gender; and
 - iv) New Zealand citizenship or residency visa; and
 - v) Any other evidence of identity relevant to Ministry of Education requirements, Enrolment restrictions, fixing of fees or eligibility for fees, grants, study awards, scholarships or other monetary grants or assistance.
- 5) The evidence required to be produced by a Student in 4) above must come from :
 - a) The original birth certificate; or
 - b) The relevant pages of a passport; or
 - c) A Certificate of Citizenship; or
 - d) A Certified Copy of any one of these items. First time Enrolments at Unitec including Students new to tertiary, must be verified even if the Student has an active National Student Number (NSN). For subsequent Enrolments at Unitec, a Student’s identity needs to be confirmed using the Student’s NSN and a photo identification document or via their use of their system login.

Where a Student is unable to access any of the above, a whakapapa validated by a Kaumātua, or other culturally recognised person will be accepted.

- 6) Where a Student has had a change of name or gender since the issue of any document listed in 5) above, and they are using this document as evidence of their identity, the Student must also produce one of the documents specified below to provide evidence of this change of name:
 - a) Marriage Certificate; or
 - b) Dissolution of Marriage Certificate; or
 - c) Statutory Declarations as issued by the Registrar of Births, Deaths, and Marriages;
 - d) Any other document approved by Unitec's General Manager, Operations; or
 - e) Birth Certificate
- 7) Any Student who is required to produce the evidence outlined in 5) and 6) above and who does not, is unable to be enrolled.
- 8) Certified evidence of a Student's identity will be recorded and need only be supplied once to Unitec. Unitec reserves the right to retain a record of this evidence indefinitely for the purposes of validating a Student's identity. Unitec requires verified evidence of a Student's permanent residency / eligibility to study in New Zealand. All Students studying at Unitec on an approved visa must also provide evidence of their ongoing eligibility to study every time their enrolment is extended or when there are changes to their visa conditions. All Students studying at Unitec on a permanent residency visa must also provide evidence of their eligibility to study when there are changes to their visa conditions. Unitec reserves the right to retain evidence of this permanent residency / eligibility to study in NZ indefinitely and will also record these details in the Student management system.
- 9) **International Students** may only be enrolled in Programmes approved for International Students and Enrolment will only take place once a formal offer of place has been issued in consultation with the International Office and if the Student has:
 - i) The appropriate Student visa and Student visa valid for the whole of the academic year of study (or approved part of a year); and
 - ii) Arranged appropriate and current medical and travel insurance while studying in New Zealand. This insurance must meet the requirements of the Code of Practice for the Pastoral Care of International Students. Unitec provides insurance that does meet these requirements.
- 10) All **International Students** must as soon as practicable after their acceptance of an offer of place and any subsequent extension of their enrolment present their visa/permit and medical and travel insurance details (where Unitec insurance is not being used) to the International Office for approval and to allow recording of these details in the Student Management System.
- 11) Any **International Student** who does not present their visa and insurance details to the International Office will:
 - i) Have a Negative Service Indicator (NSI) added to their Student record; and
 - ii) Will not be considered enrolled; and
 - iii) In the case of visa details only, will be reported to Immigration New Zealand.
- 12) Unitec may restrict the Admission of Students through:
 - a) Minimum entry standards for qualifications or Courses;
 - b) Requirements for satisfactory academic progress;
 - c) Requirements for academic completion;
 - d) Setting Admission limits in line with the Student Achievement funding cap;
 - e) Insufficient staff, accommodation or resources; and
 - f) Other grounds as stated in the TEC funding information.
- 13) Unitec can refuse to accept Students younger than 16 years of age unless:
 - i) The Student has:
 - a) A school exemption certificate from the Ministry of Education if the Student is going to study full time; or

- b) A letter from their secondary school principal if the Student is going to study part time; and
- ii) Unitec is satisfied the Student is capable of completing the academic requirements of the Courses or programme of study.
- 14) Students who are enrolled in Programmes that are part of approved web Enrolment services can use the web based Enrolment system to enrol in Classes and/or vary their Enrolment(s) within the first 10% of the course duration or such other schedule of dates as may be approved for future semesters.
- 15) Students who choose to use web based Enrolment services are required to observe relevant Unitec regulations and policies including those relating to the security of their computer login and their password. Any Admission application or Enrolment requests and/or Change to Enrolment requests entered via the web system will be considered by Unitec to be communications in writing.
- 16) **Returning International Students** utilising web based Enrolments must ensure they have a current offer of place for the programme in which they are enrolling. Failure to have a current offer of place may result in cancellation of their Enrolment.
- 17) Any web based application for Admission to a programme or a Course/Class is accepted subject to verification of suitable evidence as outlined in Section 2.1 4) above.
- 18) Where a Student submits an application for Enrolment in a Course(s) after the Class Start Date, or other date defined in the Programme regulations or Programme handbook the Programme Committee or delegate may approve an application for the Enrolment if it considers that a late Enrolment will not seriously disadvantage a Student's chance of success in the Course concerned.
- 19) Where a Student has been enrolled in a Course, whether using web self-service or a written application form, and it transpires that they have not applied for and been exempted from any published academic or other requirements or requisites, the Student must correct this situation at the earliest opportunity. Where a Student has not taken corrective action Unitec reserves the right to cancel such Enrolments at its discretion.
- 20) Where a Student has enrolled in a semester before all results are known and then it eventuates that the Student has not passed prerequisite Courses, the Student must ensure that this Enrolment is cancelled and another substituted. Unitec reserves the right to cancel such Enrolments at its discretion.
- 21) Where a Student has enrolled in a semester before all results are known and then it eventuates that the Student has enrolled in timetabled Courses which she/he is unable to attend, the Student must apply to swap their Enrolment to alternative Courses.
- 22) Where a Student has enrolled in a semester before progress has been assessed in terms of the Academic Requirements and Unsatisfactory Progress provisions of the [Academic and Programme Management Policy](#) and then it eventuates that the Student is subject to exclusion from a programme, the Student should follow the procedures identified in the Policy and if necessary cancel their Enrolment.
- 23) Where a Student wishes to enrol into an undergraduate Course that they have failed twice previously they are required to request approval by completing and submitting an Application for Third Time Enrolment Form.
- 24) All applications for Enrolment in Programmes and their associated Courses and Classes (including Short Courses) shall only be accepted on the approved Enrolment forms and must be submitted on or before the published date for submission. The published date of submission will always be a date prior to the first day of Class. All applications must be completed in full in order for the Student to be enrolled.
- 25) Notwithstanding any provision in Unitec's disciplinary or other regulations and policies, if any information provided by or for a Student in relation to any application or other process is found to be false or misleading or if the necessary documents (or Verified copies) to confirm identity, citizenship and evidence of meeting the criteria for entry to the Course or Programme is not provided, Unitec reserves the right to review the application or process and, where appropriate, to suspend a Student's place in a Programme or Class or to cancel a Student's Enrolment.

- 26) All Enrolments for formal Programmes and Short Courses shall be recorded in the Unitec's Student Management System.

2.2. Short Course Eligibility

- 1) An **International Student** cannot obtain a Student visa to enrol in a Short Course. However, an International Student currently enrolled in a formal Programme at Unitec and holding a valid Student visa can enrol in a Short Course provided that it does not conflict with their approved study.
- 2) People admitted into New Zealand on a work permit can enrol in a Short Course. Part-time formal study requires a variation of conditions of the work permit to be granted by the Immigration New Zealand. They must have appropriate current medical and travel insurance for the period of study.
- 3) People admitted into New Zealand on a visitor's visa must not be enrolled in Short Courses, or multiple Short Courses, where the total enrolment duration would exceed 12 weeks maximum. They must also have appropriate current medical and travel insurance for the total period of study. Any person wishing to study for a total combined duration exceeding 12 weeks must have a student's visa.
- 4) No Student shall be permitted to participate in a Short Course without having paid the prescribed fee.

2.3. Offering of Course, Selection and Cancellation

- 1) All Programmes of study must have NZQA and/or Academic Board approval before being offered to Students.
- 2) Where a Programme and/or a Course requested by a Student on an application form is not available or is not suitable in the light of the Student's prior learning, Unitec reserves the right to offer alternative Programme(s) and/or Course(s) where possible.
- 3) In exceptional circumstances, including a situation where it appears that the number of Students enrolled in a particular Class/Course is insufficient to justify the holding of that Class/Course, the Head of Practice Pathway may cancel the Class/Course, notwithstanding that Enrolments have been accepted. In such cases a full 100% refund of the amount paid (taking into account any discounts, scholarships) shall be given.
- 4) Where the situation arises that a Student enrolled in Courses and the timetable was changed subsequent to this Enrolment, Unitec will endeavour to provide an alternative that meets the Student's requirements or will cancel the Student's Enrolment and fully refund the Student's fees.
- 5) Final responsibility for Enrolment choices rest with Students – Unitec is not responsible for choices made by Students. Unitec will provide counselling and advice to Students to enable suitable choices to be made.
- 6) In the event of a 'force majeure' situation (unforeseeable circumstances beyond Unitec's control) causing suspension of Classes for an indefinite period of time, Unitec disclaims all liability.
- 7) Where a Executive Dean is satisfied that it is necessary to do so, he or she may determine the maximum number of Students who may be enrolled in a particular Class, Course or Programme in a particular year or semester.
- 8) Selection criteria for Programmes or Courses may relate to the particular Student's academic ability, general suitability for the Course, and such other approved criteria.
- 9) Where the number of places available in a Course or Programme is insufficient to accommodate all eligible applicants, the Programme(s) Committee has the power to select applicants according to selection criteria contained in the Programme regulations.

2.4. Access to Student Services and Facilities

- 1) Only Students who have had their official name, birth date and citizenship verified, have enrolled in Programmes or Courses, have signed the Enrolment declaration and have completed payment of their fees and any other prescribed additional costs, are entitled to access the Student services and facilities available to them during their period of Enrolment at Unitec, with the exception of pre-enrolment discussions with services such as Student Careers Centre and Disability Liaison. The services and facilities available to Students include, but are not limited to:
 - i) Access to academic services such as attendance at Classes, academic advice, return of marks and comments for assessments, certificates of achievement;
 - ii) Access to administrative services including Enrolment in further Courses;
 - iii) Access to a Student ID Card (except for Students enrolled in Courses less than 3 weeks in duration and those enrolled in IELTS Preparation Course);
 - iv) Access to library facilities (except for Students enrolled in Courses less than 3 weeks in duration and those enrolled in IELTS Preparation Course). For Short Courses of less than 3 weeks' duration access to library material may be possible only if the lecturer arranges this directly with the library prior to the commencement of the Course;
 - v) Access to computer and reprographics facilities, where allocated to the programme(s) and Class(es) they are enrolled in, such as on-campus computers, Unitec network systems, Student mail, eLearning systems, the student self-service system, Unitec internet services, Unitec printing and photocopying services;
 - vi) Access to other Student services such as counselling, health, careers and employment.
- 2) In certain cases Students may be given access to these services and facilities at the start of Classes subject to finalisation of fees payment or Unitec receiving evidence that a confirmed Student loan application is in progress or the Student has been linked to a third party contract (on production of a signed approval from an employer or other approved Sponsor). This provision does not entitle the Student to ongoing access to facilities and services if fees are not paid. If arrangements for payment of fees are not completed by the due date, access to facilities and services will be withdrawn 14 days after the Class Start Date.
- 3) Where access has been cancelled due to unpaid Course fees, Students must apply for reinstatement of these services by contacting Student Central – this application must be accompanied by payment or by evidence that a loan is in progress. Students must not attempt to resolve any disputes with the service providers directly for example the library or IMS.
- 4) Notwithstanding Section 2.4 (1) - Section 2.4 (3), the General Manager, Operations or other person with delegated authority may approve a written application on compassionate grounds from a Student who has accepted a place in Classes at Unitec to access certain Student services for a defined period. This authority will be recorded in a confidential manner on an appropriate system.
- 5) In the case of postgraduate Students who are no longer active in the Student management system and who require access to Student services and facilities to complete their thesis - these students may make a request to the Manager, Student Administration for a reinstatement of access to these services for a period of 90 days.

2.5. Payment of Fees

- 1) Fees shall include any deposits specified as payable in advance in respect of a particular Course to cover materials supplied or other Course expenses. For Domestic Students, fees must be paid at least seven days prior to the Class Start Date, or alternatively Unitec must have received evidence that a confirmed Student loan application is in progress or the Student has been attached to a third party contract (on production of a signed approval from an employer or other approved Sponsor). Failure to meet these deadlines may result in access being denied to all Unitec services, as outlined in Section 2.4 (1). No person shall be deemed to have completed enrolment requirements for a Course, Class or Programme unless payment of all approved fees has been made and receipted.
- 2) **For International Students**, fees must be paid at least fourteen days prior to start of semester or the Course/ Class Start Date as stated on the Offer of Place. Failure to meet these deadlines

may result in access being denied to all Unitec services, as outlined in Section 2.4. International Students are not eligible for Ministry of Education subsidised fees unless explicitly provided for in Ministry of Education policy.

- 3) **International Students** who are enrolled for a full year Non-semesterised Programme must pay the full year tuition fee in one instalment prior to commencement of study.
- 4) Students may utilise the student self-service system to pay their tuition fees by credit card.
- 5) Where a Student has not confirmed Enrolment by payment of fees or a confirmed Student loan application by the due date for payment, the Head of Practice Pathways may, at his/her discretion, cancel the Student's Enrolment for such Classes in order to make places available to other Students waiting to take up places. Unitec must make it clear in its Offer of Place and Confirmation of Enrolment letters that Enrolments for unpaid Classes may be cancelled if other Students are waiting for places.
- 6) Students who enrol for more than one semester and do not pay for the first of those semesters may have their Enrolment cancelled from subsequent semesters after Advice in Writing from the Academic Leader.
- 7) Practice Pathways with Programmes where a holding deposit is required to secure a place must give Students the option of the deposit either being refunded if they are applying for a loan or offset against the fee total. Only the fee balance can be used for a Student loan application. Student loans are not applicable for International Students.
- 8) If a holding deposit is required to secure a place Students may apply for a full or partial waiver on financial hardship grounds through a Student Hardship application. This can be applied for through Student Experience provided they indicate they will pay their fees by a Student loan.
- 9) Students intending to pay their fees by means other than a Student loan cannot, unless in exceptional circumstances approved in writing by the relevant Admissions Team Leader in consultation with the Head of Practice Pathways, have the deposit waived. This is not applicable to International Students. Students intending to pay their fees by means other than a Student loan cannot, unless in exceptional circumstances approved in writing by the relevant Admissions Team Leader in consultation with the Head of Practice Pathways, have the deposit waived. This is not applicable to International Students. No Student shall obtain any assessment results or be permitted to graduate or to receive a qualification or an attendance certificate or to enrol in any further Courses until all outstanding debts to Unitec are paid including tuition and other fees, library fines, and accommodation charges.
- 10) Any person who submits an application and completes enrolment formalities after the stipulated closing date may be liable for a late payment penalty fee as may be determined by the Council.

2.6. Changes to Enrolment / Withdrawals - Course, Class or Programme

- 1) Students wishing to make a change to the Course(s) or major (plan) for which they have been enrolled must submit the online Change Enrolment form using student self-service where applicable [within the first 10% of the Course(s)], providing a valid reason for this change to support their request. Unitec reserves the right to decline a request for a Change Enrolment. **International Students** wishing to change their major (plan) must advise the International Office first; if required they may then submit an online Change Enrolment form to request a change of major (plan). **International Students** wishing to change their Course(s) must submit the online Change Enrolment form.
- 2) Students wishing to change the Programme(s) for which they have been enrolled must withdraw from their Programme and apply for a new Programme. Unitec reserves the right to decline a request for Change Enrolment.
- 3) Students wishing to withdraw from the Programme must provide notification by completing and submitting an online Change Enrolment Form using student self-service [within the first 10% of the Course(s)]. Any outstanding fees will be charged in accordance with Section 2.8 depending on the point at which the Student withdraws and whether the Student is domestic or international. When a Student withdraws, their Programme status will be marked appropriately, and have a withdrawn status against the Course on their academic record if they have withdrawn after the 10% Date.

- 4) All **International Students** who wish to withdraw from a Programme or change to part-time study (44 credits or less) must consult with the International Office first; if required they may then submit a Change Enrolment online.
- 5) Where a Student withdraws from a Course or changes from one Course or Class to another Course or Class any outstanding fees will be charged in accordance with Section 2.8 depending on the point at which the Student withdraws and whether the Student is domestic or international. When a Student withdraws, their Course/Class status will be marked appropriately.
- 6) A Student wishing to apply for leave of absence must follow the guidelines in their Programme Regulations.
- 7) When a Student has stopped attending Class(es), all reasonable efforts will be made to contact the Student to determine whether they have formally withdrawn. If a Student does not respond to these efforts, the Head of Practice Pathways or Academic Leader may approve the withdrawal of the Student from Class(es) not attended. This will be categorised as an administrative withdrawal.

2.7. No Shows

- 1) Domestic and International Students who are enrolled and have not withdrawn in writing and have not attended any Classes for their respective Course/s shall be considered “No Shows” unless they have taken one or more of the following actions:
 - i) Signed an attendance register;
 - ii) Submitted Course work or other forms of assessment;
 - iii) Accessed Moodle or any of the electronically based class material after the start date of the course.
- 2) Subject to the ratification in writing by the Executive Dean or his/her delegate, and the specification of the effective cancellation date, such Students may, after the due date, have their place in the Course dropped, resulting in their place being offered to other Students and the cancellation of their access to services and facilities.
- 3) Students who enrol for more than one semester and do not show up for the first of those semesters may have their Enrolment cancelled from subsequent semesters after Advice in Writing from the Academic Leader.
- 4) Withdrawals advised prior to the official Class Start Date will have their Enrolment in such Courses cancelled completely – meaning that no fees will be charged and no EFTS funding is claimed by Unitec.
- 5) Students identified as “No Shows” after the official Class Start Date will be administratively withdrawn.
- 6) All No Shows must be identified within 30 days of the Class Start Date and processed within 60 days of the Class End Date in the year in which the Student was enrolled. If, due to exceptional circumstances, a No Show is identified subsequent to this date, the cancellation must be approved by the Executive Dean.
- 7) If at any time evidence is provided that a Student has attended Classes or used electronically based Class materials but has not paid their fees, Unitec may pursue the debt for the relevant Enrolment(s).

2.8. Refund of Fees

- 1) The effective date for processing of any withdrawal or any request for refund will be the date the fully completed application on the appropriate form is received by Student Central or, in the case of International Students, by the International Office.

Note: Applications for withdrawal may also be accepted in formats equivalent to those outlined in “Advice in Writing” (see definitions).

- 2) Students who apply for a place in a Course/programme remain liable for fees unless they withdraw in writing prior to the 10% Date (in which case the Student is entitled to a refund of

90% of the fees paid). Students who withdraw after the 10% Date, and who are not no-shows, will be charged the full fees for the Course, and the full Student component of the funding will be claimed.

2.8.1 Refunds for NZ Citizens and Permanent Residents (Domestic Students)

- 1) If a Domestic Student (NZ Citizens and Permanent Residents) applies in writing to withdraw before the official Class Start Date of the Class (see definition of the Class Start Date), a full 100% refund of fees paid shall be given with the exception of any non-refundable deposit.
- 2) If a Student submits an application to withdraw from a Course of 12 weeks or longer (or a Course normally taught for 12 weeks or longer that is being offered in condensed form in the summer school) on or before The 10% Date of the Course, the Student is entitled to a refund of 90% of the fees paid (i.e. to take account of discounts, scholarships, etc.) and no record of the Student's Enrolment will be entered onto the Student's academic record.
- 3) If a Student has paid a holding deposit and subsequently withdraws, the full deposit shall be retained or 10% of the total fee, whichever is the greater. If the Student who has withdrawn has not paid any fees, the normal 10% retained amount is to be pursued through the debt collection process. Amounts under \$100 remain a charge on the Student's account, and will be pursued through the debt collection agency at the discretion of Finance Committee. No further Enrolments will be possible until this balance has been paid.
- 4) If a Student withdraws in writing from a Course/Programme of 12 weeks or longer (or a Course normally taught for 12 weeks or longer that is being offered in condensed form in the summer school) after The 10% Date but before the submission or sitting of the final summative assessment, no refund is given, except in exceptional circumstances. Exceptional circumstances refunds require submission of the Application for Exceptional Refund of Fees Form to be lodged with Student Central within 30 days of the last day of attendance or prior to the last day of the Course whichever date is earlier, and require the approval of the Executive Dean or their representative. In such cases a refund of fees may be given to a maximum of 30% of the fees paid.
- 5) A Student may change from one Course/Class to another Course/Class within the same semester and a direct transfer of fee will take place in the Student Management System if the Student applies to do so prior to the 10% Date of the Class in which the Student is enrolled. In the case of a change to a Course/Class with a higher fee then the Student must pay the difference. If the change is to a Course/Class of a lower fee then the difference shall be refunded.
- 6) All Domestic Students with credit balances in their account shall be reviewed on a six monthly basis. Networks will be contacted to verify the credit and monies refunded appropriately.
- 7) The Executive Dean (or person approved by him/her) is authorised within the limits of their financial delegated authority to approve refunds for Domestic Students on a compassionate basis in exceptional circumstances (such as serious illness, etc.) The amount of the refund will be at the discretion of the Executive Dean, or the person approved above by him/her (in accordance with the table below).

Summary Table of Domestic Student Refunds

The following table summarises the refund policy above and provides supplementary details.

Reason for wanting a refund	What do you have to supply to Unitec	Timing	Amount of refund
No longer wish to study at Unitec	Completion of Change Enrolment form online	Prior to official Class Start Date	100% refund of fees
Wish to withdraw from Course/programme	Completion of Change Enrolment form online	After the Class Start Date but up to The 10% Date	90% refund of fees
Wish to withdraw from Course/programme	Completion of Change Enrolment form online	After 10% of Course	No refund of fees
Unitec is unable to proceed with the programme or Course	No documentation required	A refund is initiated by Unitec	100% refund of fees paid
Compassionate reasons/exceptional circumstances (serious illness etc.)	Completion of Change Enrolment form online; <i>and</i> Completion of SAF 004 Application for Exceptional Refund of Fees Form, <i>and</i> Documentation supporting your application for a refund	Within 30 days of the last day of attendance or prior to the last day of the Course whichever is earlier	Maximum of 30% of the fees at the discretion of the Executive Dean or his/her rep

2.8.2 Refund for International Students

- 1) The effective date for processing any request for refund will be the date the fully completed International Student Refund Application form or Advice in Writing is received by International Student Support Services.
- 2) An International Student in a Semesterised Programme who gains a Resident/Permanent Resident Visa will not receive a refund of fees for the semester in which residency is granted, unless they provide the documents required prior to the Semester start date. However, for the following semester(s) will be refunded any international fees paid beyond the semester in which residency was granted.
- 3) If a student is enrolled but not maintained or obtained a student visa then enrolment will be cancelled and no refund granted.
- 4) International Students who wish to defer to the following semester must notify International Student Support Services before the semester start date. There will be no refund of tuition fees as they will be applied against the amount payable for the next semester in which the student has deferred to.
- 5) Where an International Student wishes to transfer to another institution they must have Immigration New Zealand (INZ) approval to do so.
- 6) All refunds will be paid in NZ dollars, and
 - Paid directly into the student's nominated bank account; or
 - Sent to the student in New Zealand on sighting a changed visa e.g. Visitors Visa or Work Permit or;
 - Sent to another institution, if requested in writing with the applicant's signature and supported by evidence of an offer of place by the other institution and a Student Visa for that institution, and
 - In all instances, Immigration New Zealand (INZ) will be notified.

7) If the contract of enrolment becomes frustrated due to Unitec no longer being entitled to enrol International students, then a student is entitled to either:

- a refund of the fees paid for services that have yet to be delivered (as determined in accordance with clause 30(3)(a) of the Code of Practice; or
- have the amount transferred to another education provider in accordance with clause 30(3)(b) of the Code of Practice.

8) There will be no refund for Summer School for a Student from another institution. There is no automatic right to a refund of fees if a Student changes his/her mind about studying at Unitec.

9) If a Student's contract of enrolment is suspended or terminated due to the Student acting contrary to the Student Disciplinary Statute, I will not be entitled to a refund.

10) Students who have been granted an extension for their start date – note that the refund policy applies from the initial start date not the extended start date.

11) Students who apply for a place in a Course/programme remain liable for fees unless they withdraw in writing as per the Summary Table below.

Summary Table of International Student Refunds

Reason for Refund	Documents Required	Dates Received for Completed Refund	Refund amount
No longer wish to study at Unitec	<ul style="list-style-type: none"> ▪ Change Enrolment Form through the Student Portal ▪ International Student Refund Application Form ▪ Advice in writing sent to International Student Support 	Before the Semester start date	100% Refund of fees minus \$500 admin fee
		Within 14 days of the Semester start date	90% Refund of fees
		14 days after the Semester start date	No Refund
Student Visa has not been processed in time to begin Course by latest start date.		No later than the latest start date.	Fees deferred – No refund.
Initial student visa declined (new students) or Extension of student visa declined (Returning Student)	<ul style="list-style-type: none"> ▪ Change Enrolment Form through the Student Portal ▪ International Student Refund Application Form ▪ Official letter from INZ indicating the declined student visa application 	Within 14 days of student receiving notification from INZ	100% Refund of fees minus \$500 admin fee

Extension of student visa declined (Returning Student) on the basis of, Serious Misconduct, poor attendance and/or grades or late visa application (section 61)	<ul style="list-style-type: none"> ▪ Change Enrolment Form through the Student Portal ▪ Official letter from INZ indicating the Declined Extension of the student visa application. 		No Refund
Unitec programme unable to proceed	No documentation required	A refund is initiated by Unitec	100% Refund of fees
Transfer to another institution	<ul style="list-style-type: none"> ▪ Change Enrolment Form through the Student Portal ▪ International Student Refund Application Form 	Before the Semester start date	100% Refund of fees minus \$500 admin fee
		Within 14 days of the Semester start date	90% Refund of fees
		After 14 days of the Semester start date	No Refund
Resident Visa/ Permanent Residence granted	Copy of Passport and visa label/ E-Visa to be emailed to; studentvisa@unitec.ac.nz	Before the Semester start date	(Refer to point 5 above)
Summer School (Unitec Students)	<ul style="list-style-type: none"> ▪ Change Enrolment Form through the Student Portal ▪ International Student Refund Application Form 	Before the start of summer school	100% Refund of fees minus \$500 admin fee
		Before completion of 10% of classes	90% Refund of fees
		After completion of 10% of classes.	No Refund
Short Courses	<ul style="list-style-type: none"> ▪ Advice in writing sent to International Student Support Services ▪ International Student Refund Application Form ▪ 	At least 7 days before the Course Start Date	100% Refund of fees minus \$500 admin fee
		Unitec cancels the Course	100% Refund of fees
		Less than 7 days before the Course start date	No Refund
Exceptional/Compassionate circumstances	<ul style="list-style-type: none"> ▪ Completion of Change Enrolment form online ▪ Completion of Application for 	Within 30 days of the last day of attendance or prior to the last day of the Course whichever is earlier	Discretion of the Executive Dean Academic or their delegate.

	Exceptional Refund of International Fees Form <ul style="list-style-type: none"> ▪ Documentation supporting the application for a refund 		
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2.8.3 Refunds for Short Courses

A Student may be eligible for a refund of 90% of the Short Course fee paid only if the Student withdraws and requests the refund in writing at least 7 days before the Class Start Date. If the Course is cancelled a 100% refund of the Short Course fee paid (i.e. to take account of discounts, scholarships, etc.) shall apply and be actioned immediately by the Network concerned. No refund shall apply except in exceptional circumstances. Exceptional circumstances refunds require submission of the Application for Exceptional Refund of Fees Form to be lodged with Student Central within 30 days of the last day of attendance or prior to the last day of the Course whichever date is earlier, and require the approval of the Executive Dean or their representative. In such cases a refund of fees may be given to a maximum of 30% of the fees paid.

REFERENCE DOCUMENTS

- [1] Unitec Student Management System procedures.
- [2] [Academic and Programme Management Policy](#)
- [3] [Academic Statute](#)
- [4] [Admission Requirements Policy](#)
- [5] Tertiary Education Commission Funding Guide - <http://www.tec.govt.nz/Funding/>
- [6] Education Act - <http://www.legislation.govt.nz/act/public/1989/0080/latest/DLM175959.html>
- [7] Code of Practice for the Pastoral Care of International Students – a summary is available [here](#)

Note: Some provisions applying to International Students are covered in this policy. However this policy does not purport to cover all regulations and procedures impacting on International Students who must check with the International Office for full information concerning their status and relevant Government and Unitec policies and procedures.

DOCUMENT DETAILS

Version:	14	Issue Date this Version:	July 2019
This Version Approved by:	Executive Leadership Team	Date of Approval:	July 2019
Document Owner:	Manager, Operations	Document Sponsor:	Executive Director, Operations
Date of Next Review:	August 2019		
Date first version issued:	September 2002	Original Approval Body:	Senior Management Team

AMENDMENT HISTORY

Version	Issue Date	Reason for Revision	Approved by
1	09/2002	New document – Replacement for Enrolment, Establishment of Fees, Payment of Fees & Debt Collection Policy	Senior Management Team
1.1	12/2002	Minor updates	Senior Management Team
2	10/2003	Formal periodic review	Senior Management Team
3	08/2004	Formal periodic review	Senior Management Team
4	09/2005	Formal periodic review	Senior Executive
5	11/2006	Formal periodic review	Senior Executive
5.1	02/2007	Minor updates	Senior Executive
6	04/2008	Formal periodic review	Senior Executive
7	19/05/2011	Formal periodic review	Academic Board
8	23/02/2012	Formal periodic review	Academic Board
8.1	10/05/2012	Minor update – addition of words “which are government funded” to section 2.1 (4)	Manager, Student Administration
9	04/12/2012	Formal periodic review	Academic Board
10	10/09/2013	Formal periodic review	Academic Board
11	02/12/2014	Formal periodic review	Academic Board
12	01/12/2015	Formal periodic review	Academic Board
13	01/2018	Formal periodic review and update to reflect new organisational structure	Academic Board (Dec 2017)
14		Update to International Refund section to reflect the code of practice and to update ‘Programme’ to ‘Semester’ in time for International Orientation. The Policy is currently under full review	Executive Leadership Team