

## Withdrawals and Refunds Policy and Procedures (MIT Domestic Students)

### Audience and scope

This policy is relevant to staff, students and external stakeholders.

**IMPORTANT NOTE:** This policy and procedure document applies to Manukau Institute of Technology only. The Unitec policy and procedure continue to operate in parallel until a unified fee payment policy is established across MIT&Unitec. If unsure which procedures apply, please contact the Finance Team for guidance.

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### Purpose

The purpose of this policy is to ensure that MIT&Unitec students are treated fairly and consistently with regard to cancellations, withdrawals and transfers. It also sets out the conditions under which students will be considered for a refund of tuition fees after the cancellation of a course, a transfer between courses, or following a withdrawal from courses: either by the student themselves, or by MIT&Unitec in line with the Student Regulations.

This policy applies only to Domestic Students. International Students should refer to Policy AM5 Withdrawals and Refunds Policy and Procedures (MIT International Students).

MIT&Unitec must honour its obligations to learners by not withdrawing students for any reason other than those outlined in the Student Regulations and/or this policy, or as otherwise permitted or required by law.

## Policy

1. The policy pertaining to withdrawal and refunds is reflected in the Student Regulations:

- Section 5 (Cancellations, Postponements and Timetable Changes);
- Section 6 (Withdrawals);
- Section 7 (Transfers);
- Section 8 (Refunding Fees); and
- Section 9 (Engagement and attendance).

*Please note that Transfers will be treated as a withdrawal from one course and an enrolment into another course.*

2. Campus Administration Managers and Ask Me Team Leaders are responsible to ensure that staff, who as part of their roles are withdrawing students using the Not Required (NRQ) function:

- have been appropriately trained, and
- comply with all instructions concerning withdrawal processing, in particular to instructions concerning assessing course engagement.

3. Heads of School are responsible to ensure that staff comply with MIT&Unitec Fees Payment policy: to record all Students attendance in Ontrack within 5 working days of the course, ongoing.

4. Student engagement with the course (course engagement) will be evidenced by students having attended a class (including on campus, on work placement/practicum or online) and/or submitted an assessment and/or coursework including, where relevant, a literacy or numeracy assessment.

For wholly online courses only, student engagement may also be evidenced by a student having:

- Logged into the learning management system (LMS) and/or
- Made phone/email contact with kaimahi

## Procedures

5. Consequences of withdrawal

5.1. The following table details what will be recorded on the academic record of Students who withdraw, or are withdrawn, from a course:

Date of withdrawal	Academic record
Up to 10% of the course duration	There will be no academic record for the relevant course.
After 10% and up to 80% of the course duration	The grade 'W' or 'WD' (withdrawn from course) will be recorded against the relevant course
After 80% of the course duration	The grade 'NC' or 'DNC' (did not complete course) will be recorded against the relevant course

## 6. Withdrawals made by students

- 6.1. A student may apply to withdraw from courses that they are enrolled in by submitting a Withdrawal and Transfer Application Form to Academic Registry, along with relevant supporting written information.
- 6.2. A withdrawal application must be received in the period within which the student is enrolled to study on that course, and will be actioned as at the date that the form is received by MIT&Unitec.
- 6.3. Where students notify MIT&Unitec prior to the commencement of their course that they will not attend, the AskMe! staff may withdraw these Students (NRQ) by completing a withdrawal form, attaching the notification to it, and forwarding it to the Academic Registry to be filed.

## 7. Withdrawals made by MIT&Unitec

- 7.1. MIT&Unitec will withdraw a student from a course where there is no evidence of course engagement (see section 3), including those students who have paid their fees.
- 7.2. Prior to withdrawal Campuses and Schools must attempt to contact students to determine whether they wish to remain enrolled in their course. If a student does not respond to any such attempt, they will be deemed to have withdrawn.

### ***Students who have not paid and have not engaged with their course (NRQ)***

- 7.3. Campuses and Schools must withdraw (NRQ) students who have not paid by the commencement of the course and have shown no evidence of course engagement in the first 10% of the course duration.
- 7.4. NRQ must not be used where a student has engaged with the course (see section 4).

### ***Students who have paid, but have not engaged with their course (WDC)***

- 7.5. On the advice of the Campus team, the Academic Registry will Withdraw (WDC) any student who has paid or been invoiced for fees, but has shown no evidence of course engagement. Such a withdrawal may be backdated to prior to the course commencement.

- 7.6. Withdrawals of students who have paid but have not engaged with their course should be made as soon as possible within the first 10% of the course duration, and prior to the submission of the next Single Data Return (SDR).
- 7.7. In processing withdrawal requests for students who have paid but have not engaged with their course, Academic Registry will process the non-attendance report as approved by the Head of School. Any Students who has a record of having engaged with a course may not be withdrawn under section 7.5.

***Students withdrawn as an exception (WDC)***

- 7.8. In exceptional circumstances students may be withdrawn in accordance with section 6 of the Student Regulations. Such withdrawals will be assessed and managed on a case-by-case basis and include withdrawals due to failed pre-requisites, unsatisfactory academic progress or at the discretion of the [Delegated Authority].
- 7.9. Students who cease engaging part way through their course will not ordinarily be withdrawn from the course.

***Automatic withdrawal from attendance only courses longer than two weeks***

- 7.10. Students who do not attend in the first two weeks of their enrolment will be withdrawn by the relevant School (see section 6.2. of the Student Regulations).

**8. Refunds**

Circumstances	Refunds	Admin Fee
<ul style="list-style-type: none"> <li>All courses other than short courses or micro-credentials - <i>Withdrawal and Transfer Application</i> form (or email notification) is received by MIT&amp;Unitec before the course start date and up to 10% of the course duration.</li> <li>Short courses or micro-credentials of 12 weeks duration or less - <i>Withdrawal and Transfer Application</i> form (or email notification) is received by MIT&amp;Unitec five (5) working days or more prior to the course start date. Micro-credentials over 12 weeks' duration will be treated as a course.</li> <li>MIT&amp;Unitec withdraws student where there is no evidence of course engagement (see Student Regulations section 6.2: Withdrawal by MIT&amp;Unitec).</li> <li>MIT&amp;Unitec cancels an enrolment where the student has not passed a pre-requisite course or has made insufficient academic progress (see Student Regulations sections 6.1.8 - 6.1.9: Withdrawals).</li> <li>Course cancelled or postponed (see Student Regulations section 5: Cancellations, postponements, and timetable changes).</li> </ul>	100% tuition fees 100% resource fees where these apply (provided physical resources are returned unused)	Nil
<ul style="list-style-type: none"> <li>Compassionate or exceptional circumstances (see Student Regulations section 8.4: Refunds on compassionate or exceptional grounds).</li> </ul>	As determined by [Delegated Authority]	Nil

8.1. Any entitlement to refund will be calculated as follows:

- For withdrawal requests initiated by students, from the date that MIT&Unitec receives notification of withdrawal by the student;
- For withdrawal requests initiated by MIT&Unitec, from the date that the withdrawal is processed by MIT&Unitec (unless otherwise specified in this policy).

8.2. Students must provide a copy of a bank statement or bank deposit slip along with any additional information requested in a timely manner, to facilitate a refund within the year that the refund has been processed.

8.3. A refund may take up to three weeks to be processed following receipt of complete paperwork.

8.4. Refunds made on Exceptional Circumstances grounds may take longer than three weeks.

## **9. Refunds to Companies or Other Third Parties**

9.1. Section 9 of the MIT&Unitec Fees Payment Policy applies to Companies paying fees on behalf of a student.

9.2. Refunds to third parties will be made in accordance with section 8 of the Student Regulations.

## **10. Complaints and Appeals**

10.1. Students who believe they have been treated unfairly by any decision, action or omission in respect of the administration of this policy should seek to have their complaint dealt with in accordance with the provisions of MIT&Unitec's Student Concerns, Complaints and Appeals Procedures.

## **Exemptions and dispensations**

[Provide information any blanket exemptions or dispensation from the policy and the approval process for seeking any one of exemptions]

## **Definitions**

See the *Glossary for MIT&Unitec Academic Policies, Procedures and Associated Documents*.

## **Evaluation / outcomes**

The extent to which the implementation of this policy and the associated procedures achieve their intended outcomes will be subject to evaluation and review by the MIT&Unitec Executive Leadership Team.

## Delegations

Authority	Delegated authority	Supporting endorsement

## Relevant legislation

- Education and Training Act 2020 *and all subsequent amendments.*
- Public Records Act 2005

## Related documents

- Student Regulations
- Fee Payment Policy and Procedure
- Withdrawals and Refunds Policy for International Students
- Admissions and Enrolments Policy and Procedures
- Withdrawal and Transfers Application

## Document management and control

<b>Approver:</b>	TTG
<b>Latest approval date:</b>	2025-12-11
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<b>Policy sponsor:</b>	DCE Academic
<b>Policy owner:</b>	General Manager Academic Services

## Amendment history

Document Version	Effective Date	Approver	Amendment details
V1.0	2026-01-01	TTG	New document MIT&Unitec transition