Domestic Student Withdrawls, Transfers and Refunds Policy

TOI-OHOMAI
Institute of Technology

Toi Ohomai Institute of Technology acknowledges that students may need to withdraw from a course because of unforeseen circumstances; or transfer to another course that better suits them. Before transferring to another course, students are required to discuss their intention with their Programme Leader. It is also recommended that students discuss their intention to withdraw with their Programme Leader so that Toi Ohomai has an opportunity to suggest alternative options for the student.

From time to time Toi Ohomai may also need to cancel a course or manage the withdrawal of a student in circumstances where withdrawal is the only option. In this regard, Toi Ohomai is committed to ensuring a fair and consistent process is followed for all withdrawals, transfers and refunds; and has set out below a summary of its withdrawals, transfers and refunds policy. Faculty Dean approval is required for all refunds.

STUDENT INITIATED WITHDRAWALS			
Where date of notification of the withdrawal is received by Toi Ohomai	**Student's Academic Record**	**Required from the Student**	**Partial or Full Refund of Fees**
Before course/programme start date	N/A – No academic record created	Written notification from student required	Full refund
Between start date and 10% or one month (whichever is the lesser) of the course delivery period	N/A – No academic record created	Written notification from student required	Full refund
After the first 10% of the course/programme start date but before 80% of the course has been completed	W Grade (Withdrawn)	Written notification from student required (if claiming exceptional circumstances, written evidence must be provided)	No refund (except in exceptional circumstances)
After 80% of the course has been completed	Fail Grade DNC (Did not complete)	Written notification from student required (if claiming exceptional circumstances, written evidence must be provided)	No refund (except in exceptional circumstances)

TRANSFERS			
Where date of Transfer notice is submitted to Toi Ohomai	**Student's Academic Record**	**Required from the Student**	**Fees**
Before course/ programme start date	N/A – No academic record created	Written notification from student required together with approval from the Academic Lead. (NOTE: No transfers are available for short course programmes less than 12 weeks)	If the fees for the new course/programme are lower, then the difference will be refunded to the student (or StudyLink as the case may be); If the fees for the new course/programme are higher, then the student will be invoiced for the additional fees.
Between start date and 10% of the course start date or one month (whichever is the lesser)	N/A – No academic record created	Written notification from student required together with approval from the Academic Lead. (NOTE: No transfers are available for short course programmes less than 12 weeks)	If the fees for the new course/programme are lower, then the difference will be refunded to the student (or StudyLink as the case may be); If the fees for the new course/programme are higher, then the student will be invoiced for the additional fees.

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TOI OHOMAI INITIATED WITHDRAWALS			
Circumstances giving rise to a Toi Ohomai Initiated Withdrawal	**Student's Academic Record**	**Action by Toi Ohomai**	**Partial or Full Refund of Fees**
Where the course has been cancelled before start date	N/A – No academic record created	Students will be notified of alternative study options available e.g. enrolment on another programme; or on the same programme but in another intake.	Full refund
Where the student does not show up for course, or does not attend in the first 10% or one month (whichever is the lesser) of the course delivery period	N/A – No academic record created	Toi Ohomai will take reasonable steps to contact the student to confirm their intention to continue on the course, to withdraw, or to transfer to another course. If the student does not respond to reasonable attempts to communicate, Toi Ohomai may withdraw the student.	Full refund
Where it is found that the student has submitted fraudulent enrolment documentation	Fail or W Grade (Withdrawn)	An investigation will be undertaken including reviewing all relevant documentation and interviewing all relevant parties, including the student, to establish the authenticity of the enrolment documents.	No refund
Where it is found that the student has failed to meet compulsory course requirements; or where a student's behaviour is found to meet the threshold for serious misconduct	Fail or W Grade (Withdrawn)	An investigation will be undertaken including reviewing all relevant documentation and interviewing all relevant parties, including the student, to establish the circumstances around the wrongdoing alleged.	No refund