

Deferral and Withdrawal Policy

1. Overview

- 1.1 This policy outlines the procedure for assessing and approving a deferment or withdrawal from study at UC International College (UCIC) and outlines the grounds for termination of enrolment at UCIC.
- 1.2 This policy has been developed in line with requirements of the Education (Pastoral Care of International Students) Code of Practice 2016 including amendments 2019 and the Private Training Establishment Registration Rules 2021 under section 452 (5) of the Education and Training Act 2020.

o Scope

- 1.2 This policy applies to all current and prospective students of UCIC.

2. Definitions

Term or Acronym	Definition
Course	The term course is used to mean a single subject. See Programme.
Deferral	To delay commencement or continuation of a programme. Normally for a period of a semester.
Letter of Offer	A formal offer of a place at UCIC in a nominated programme. This forms a binding contract between UCIC and the student.
Programme	The term programme is used to mean a study programme consisting of several courses. See Course.
Student	UCIC only enrolls international students. Therefore, for the purpose of this policy a student is assumed as an international student who is not a New Zealand or Australian citizen or holder of a permanent residency visa.
The Code	The Education (Pastoral Care of International Students) Code of Practice 2016 including amendments 2019 and the Private Training Establishment Registration Rules 2021 under section 452 (5) of the Education and Training Act 2020.
Semester	A defined and formal period of study within a programme. UCIC runs three formal study periods annually.
Census Day	The last day for commencing (new) students to enrol in a programme and the last day for current (returning) students to register in class or make changes to their programme or courses. Census Day falls on the tenth working day after the published commencement date of the semester and is the end of the Refund Period.

3. Policy Statement

- 3.1 A student may request to defer or withdraw their enrolment at any time during a semester in accordance with the sections 5 and 6. UCIC may cancel or terminate the enrolment of a student on the grounds outlined in section 7.
- 4.2 Students should be aware that deferment, withdrawal, cancellation or termination of enrolment may result in the cancellation of their student visa, and that they should refer to Immigration New Zealand for further information.
- 4.3 UCIC will notify Immigration New Zealand within seven days of any deferment, withdrawal, termination or cancellation of a student's enrolment, as required under Section 235E of the Education Act 1989.
- 4.4 UCIC must provide particulars of any breach of conditions of a student visa to Immigration New Zealand, even if the student has ceased to be a student of UCIC. A student cannot avoid being reported to Immigration New Zealand for non-attendance or failure to progress by cancelling or withdrawing their enrolment at UCIC.
- 4.5 Students who are under the age of 18 must provide UCIC with written evidence that a proposed deferral of studies or withdrawal from UCIC has the support of a parent or legal guardian.
- 4.6 Students who are sponsored must provide UCIC with written evidence that a proposed deferral of studies or withdrawal from UCIC has the support of their sponsor.
- 4.7 Academic and/or financial penalties may apply as a result of a proposed deferment or withdrawal from studies at UCIC. Refer to the Refund Policy for further details of financial penalties.

4. Deferral

- 4.1 Students wishing to defer studies must notify UCIC in writing stating the reason for their request. Relevant documentation must be provided to support the request for deferment.
- 4.2 In the case of deferment UCIC will retain any fees received, which will be used towards the subsequent semester charges. If the student subsequently withdraws, the Refund Policy applies.
- 5.3 UCIC will normally only allow an applicant or student to defer the commencement or continuation of studies twice. If a third request for deferral is made, UCIC may refuse the request unless there are exceptional circumstances demonstrated by the student and supported with relevant documentation.
- 5.4 Student applications for deferral will be considered on the following grounds:
 - 5.4.1 Delay in visa being granted or inability to gain a student visa in time for entry into the semester of application.
 - 5.4.2 Failure to meet entry requirements (either Academic or English language).
 - 5.4.3 Compassionate and compelling circumstances including, but not restricted to:
 - (a) Unexpected severe illness or death of a family member;
 - (b) Involvement of custody proceedings for their child;

- (c) The student, or accompanying family member has an acute medical condition requiring treatment;
- (d) The student has been involved in legal proceedings where the timing is beyond the student's control;
- (e) The student has been caught up in a natural disaster, political uprising or other similar event;
- (f) The student has an accident, falls seriously ill or contracts a serious medical condition after arriving in New Zealand;
- (g) Unavailability of courses as a result of a student failing a prerequisite course(s) or the course(s) not being offered in the following semester of study.

5.4.4 Amendment: COVID-19 deferral policy:

- (a) Applications for deferral by a student affected by the COVID-19 virus situation may be granted in the first instance for up to one year.
- (b) Applications for deferral will be considered on a case by case basis.
- (c) Commencing students will need to apply for any additional extensions by contacting: admissions@ucic.ac.nz
- (d) Returning students will need to apply for any additional extensions by contacting: student_services@ucic.ac.nz
- (e) Students will be advised about any effect that deferral may have on their study plans or progression to the University of Canterbury.
- (f) Student fees will be frozen and will be used for re-commencement of studies. Failure to re-enrol will result in the application of the refund policy.
- (g) Students who have commenced studies will not forfeit the balance of semester fees for the semester they defer due to an impact of COVID-19.
- (h) UCIC will notify Immigration New Zealand of a student's deferral as required.
- (i) The COVID-19 policy will be reviewed in line with changing developments.

5.5 Deferral from a programme prior to programme commencement (for reasons not related to COVID-19)

- 5.5.1 Where a deferral of offer prior to commencement is approved, UCIC will hold any fees paid until commencement of the new semester of offer and will not impose a cancellation charge for the deferral.
- 5.5.2 Where an application has already been submitted to Immigration New Zealand, UCIC will notify Immigration New Zealand immediately that the student is not intending to study at UCIC.
- 5.5.3 UCIC will issue a new Letter of Offer for the semester that the student is intending to commence, in order for the student to apply for the relevant visa. A receipt for fees will also be provided. Note: fees are subject to change.
- 5.5.4 If the applicant subsequently rejects their new offer, cancellation charges will be applied as at the initial deferral date (relevant to the initial semester of offer).
- 5.5.5 Where a deferral of offer is not approved, it will be considered that the applicant has requested a withdrawal, and cancellation charges will be applied, based on the original deferral request date, and the refund policy will apply.

5.6 Deferral from a programme after programme commencement (for reasons not related to COVID-19)

- 5.6.1 Students who have commenced the semester must complete an Application to Defer Studies form and submit to the UCIC Office with supporting documentation. Any queries should be sent to student_services@ucic.ac.nz

- 5.6.2 Where requested, students applying to defer must contact a member of the Academic Team to discuss their deferral and any consequences.
- 5.6.3 If a currently enrolled student leaves UCIC without prior approval of a deferral it will be considered that the student is no longer a bona fide student of UCIC and UCIC will terminate the student's enrolment.
- 5.6.4 If a student defers after Census Day they will forfeit the fees for that semester. Census Day typically falls on the tenth working day after the commencement of the semester.
- 5.6.5 If a student has not re-enrolled by the end of the approved period, it will be considered that the student is no longer a student of UCIC and UCIC will terminate the student's enrolment. It is the student's responsibility to contact UCIC well before re-commencement to confirm their intentions to re-enrol. It is also the student's responsibility to ensure that they allow adequate time to secure an appropriate visa and to ensure all fees are up-to-date.
- 5.6.6 UCIC will assist the student by providing a new Offer letter, fees receipt and Provisional Academic Transcript and Attendance Certificate (if applicable).

6. Withdrawal

- 6.1 Student applications for withdrawal will be considered on the following grounds:
 - 6.1.1 Delay in visa being granted or inability to gain a student visa in time for entry into the semester of application.
 - 6.1.2 Failure to meet entry requirements (either Academic or English language).
 - 6.1.3 Compassionate and compelling circumstances including, but not restricted to:
 - (a) Unexpected severe illness or death of a family member;
 - (b) Involvement of custody proceedings for their child;
 - (c) The student, or accompanying family member has an acute medical condition requiring treatment;
 - (d) The student has been involved in legal proceedings where the timing is beyond the student's control;
 - (e) The student has been caught up in a natural disaster, political uprising or other similar event;
 - (f) The student has an accident, falls seriously ill or contracts a serious medical condition after arriving in New Zealand;
 - (g) Unavailability of courses as a result of a student failing a prerequisite course(s) or the course(s) not being offered in the following semester of study.

6.2 Withdrawal from programme prior to programme commencement

- 6.2.1 Students wishing to withdraw prior to programme commencement must notify the Manager of Student and Academic Services and Admissions in writing. Students wishing to withdraw are encouraged to speak directly with the Director of Marketing and Student Recruitment.
- 6.2.2 Once written confirmation is received that the student wishes to withdraw from UCIC, UCIC will cancel their enrolment. UCIC will notify Immigration New Zealand immediately.
- 6.2.3 Any available refunds will be calculated and processed in line with the Refund Policy.
- 6.2.4 Any applicant who has had their application to enrol refused will need to submit a new application if they wish to re-apply for a future semester.

6.3 Withdrawal from programme by student after programme commencement

- 6.3.1 A student may request to withdraw from their programme at any time during the semester. The student should discuss the matter with a member of the Academic Team. Academic staff will provide information about the consequences of withdrawing so that the student can make an informed decision.
- 6.3.2 Notification of withdrawal from a programme of study should be made formally by submission of a Withdrawal Form, available from reception or by emailing: student_services@ucic.ac.nz.
- 6.3.3 Once confirmation is received that the student wishes to withdraw from UCIC, UCIC will cancel the student's enrolment and notify Immigration New Zealand immediately. Refunds, if applicable, will be calculated and processed in line with the Refund Policy.

7. Termination of enrolment by UCIC

- 7.1 If a returning student is not registered in classes by Census Day, it will be deemed that the student is no longer a student at UCIC. UCIC will terminate their enrolment on the next subsequent working day.
- 7.2 UCIC has the right to terminate a student's enrolment as outlined in the Attendance, Satisfactory Programme Progress, Student Code of Conduct and Academic Integrity Policies. Students should refer to the applicable policy under which the decision was made for the timeframe in which an appeal can be submitted.

See the following link for policy information: <https://www.ucic.ac.nz/policies>

- 7.3 The grounds which UCIC may use to terminate a student's enrolment include, but are not restricted to, the following:
- (a) Misconduct, (including Academic Misconduct)
 - (b) Breach of attendance requirements
 - (c) Unsatisfactory Programme Progress
 - (d) Any breach of the Conditions of Enrolment, see: <https://www.ucic.ac.nz/enrolment-conditions>
 - (e) Any breach of their student visa, including not renewing a visa before expiry date
- 7.4 UCIC will notify the student of its decision to terminate the student's enrolment.
- 7.5 Where the student is under the age of 18, the student's guardian and/or parents will be informed if the student is at risk of having their enrolment terminated.
- 7.6 Where the student is sponsored, the sponsor will be informed if the student is at risk of having their enrolment terminated.

8. Academic Penalties

The following criteria is applied to students who cancel, withdraw, defer or have their enrolment terminated in a programme during a semester:

- 8.1 Students who withdraw from a course or from their programme before the end of week two (2) of a semester will not incur an academic penalty and the course will not be recorded on their academic transcript.
- 8.2 Withdrawal from any course or programme between weeks three (3) and nine (9) of a semester will incur a grade of W (withdrawn). This course or courses will be not be included in a student's GPA (Grade Point Average) calculation.

- 8.3 Withdrawal from any course or programme between weeks ten (10) and thirteen (13) of a semester will incur a grade of WF (withdrawn fail). This course or courses will be included in a student's GPA calculation.

Approval History

[Details of amendments are maintained in the College's Policy Amendment Register](#)

Policy Title	Deferral and Withdrawal Policy	
Policy Owners	Academic Director	
Contact Persons	Manager, Student and Academic Services and Admissions	
Key Stakeholders	UCIC Students (current and future)	
Approval Authority	UCIC Executive Committee	Meeting date approved 31/08/2021
Relevant Legislation	The Education (Pastoral Care of International Students) Code of Practice 2016 including amendments 2019 and the Private Training Establishment Registration Rules 2021 under section 452 (5) of the Education and Training Act 2020	
Related Policies	Refund Policy, Student Complaints Policy, Attendance Policy, Satisfactory Programme Progress Policy, Student Code of Conduct Policy, Academic Integrity Policy.	
Related Guidelines	Conditions of Enrolment	
File information	File number N/A	Version number V3.2
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