



Withdrawal Policy

Purpose

This policy sets out the withdrawal procedures for University of Otago Language Centre and Foundation Year (UOLCFY) students. Students may be withdrawn from their programme by UOLCFY for a variety of reasons, or a student may withdraw voluntarily.

Principles

- Withdrawal processes will be clearly communicated to students.
- In certain circumstances UOLCFY will withdraw students from their programme. The reason for withdrawing a student could include: poor attendance, lack of sufficient academic progress, unpaid fees, falsifying documents, visa irregularities, misconduct, criminal activity and serious physical and/or psychological health issues.
- Students may choose to withdraw from their UOLCFY programme.
- Decisions made by UOLCFY to withdraw a student can be appealed.

Outcome

The withdrawal of students from UOLCFY following clear and transparent processes.

Organisational Scope

This policy only applies to the UOLCFY students.

Definitions

Appeal

A formal process initiated by the student and assisted by Student Support, to assess that correct procedures have been followed.

Appeals Committee

Made up of the CEO and/or Deputy CEO, the Operations Manager, Dean of Students and/or one other manager.

BP

Foundation Year Bridging Programme

Exceptional Circumstances

Circumstances beyond the control of the student

FY

Foundation Year Department

FSC

Foundation Studies Certificate, also known as the Foundation Year Programme

Induction Period

The period during which a new student may withdraw and expect to have a substantial portion of their fees refunded. The period begins from the course start date, and is the duration specified below, unless there are special circumstances as approved by the CEO:

- LC and BP - 5 days
- FY - 21 days

LC

Language Centre Department

Programme

The combination of things a person will study or do while at LC or FY.

Refund

The payment of money held in credit by FSL.

The University

The University of Otago

Transfer

The process of withdrawing/being withdrawn from one LC or FY enrolment and entering another LC, FY or University enrolment.

UOLCFY

University of Otago Language Centre and Foundation Year (otherwise known as FSL)

Withdrawal

The processing of terminating a student's enrolment, by the student or FSL.

Procedures

Withdrawal processes will be clearly communicated to students, prior to their enrolment, during the enrolment process and while they are studying at UOLCFY. At Orientation, information on the Withdrawal Policy will be provided to students along with reference made to the location of this policy in the Student Handbook. Where/when relevant, students are provided with information on the Withdrawal Policy by the Deans and Student Support. Reference is also made on Blackboard to the location of this policy.

In certain circumstances UOLCFY will withdraw students from their programme. If this occurs, the UOLCFY withdrawal of student process should be followed.

Students are able to withdraw from their UOLCFY programme. If this occurs, the withdrawal by student process should be followed.

Decisions regarding UOLCFY withdrawing students can be appealed.

If a student is unhappy with how FSL withdrawal processes were followed, the following appeal process applies:

- Attempt to resolve the issue informally by discussing the matter with the Student Support Officers.
- If the student is not satisfied that the issue is resolved, he/she can write a letter of concern to the FSL Appeals Committee outlining the reasons for appeal.
- If the application is again declined, a further appeal can be addressed to the FSL Board Chairperson.
- For international students, if the application is again declined, a further appeal can be made to the International Education Appeal Authority.

