

## 4. Enrolment

### Part A: Enquiries and information

#### 4.1. Information

Te Pūkenga provides complete and accurate information about approved programmes, their suitability for ākonga, and fees.

#### 4.2. Application and enrolment support

Te Pūkenga provides ākonga with appropriate support through the application and enrolment processes. Te Pūkenga is committed to an enrolment process that is timely, equitable and characterised by good communication.

#### 4.3. Advice about recognising prior learning

At the time ākonga apply, Te Pūkenga provides information about how knowledge and skills previously gained in formal and informal settings can be recognised.

### Part B – Work-based learning

Work-based learning is learning that is covered by a training agreement and that takes place at work, through work, for the purpose of work. In this section, ākonga includes apprentice.

#### 4.4. Training agreement

The training agreement serves as an application for formalised work-based learning.

- a. If employed, the training agreement is between the ākonga, the employer, and Te Pūkenga.
- b. If self-employed, the ākonga must have a contract for service with a relevant organisation and the training agreement is between the ākonga, the contracting organisation, and Te Pūkenga.
- c. Ākonga meet programme entry requirements, if applicable.
- d. Ākonga are required to be accurate and truthful in their training agreement and supporting documentation.
- e. Ākonga provide valid proof of identity and residency status if requested to do so.
- f. Providing incomplete or inaccurate information or evidence may result in a training agreement being cancelled.
- g. The training agreement is signed by the ākonga and the employer or contracting organisation.

- h. Ākonga under 18 when they sign the training agreement need the signature of a parent / guardian / caregiver if fees are payable.
- i. Ākonga who are under 16 when they sign the training agreement need a Ministry of Education Early Leaving Exemption certificate.

#### 4.5. Payment

Training agreements specify which party/parties are required to pay any applicable fees

#### 4.6. International ākonga in work-based learning

International ākonga who meet Immigration New Zealand visa requirements are able to apply for work-based learning. International ākonga must be on a valid work visa. If there are any changes to the terms of the work visa, ākonga must arrange a Variation of Condition.

#### 4.7. Withdrawal from or cancellation of training agreements

Ākonga may withdraw from their training agreement or the training agreement may be cancelled by the employer or contracting organisation or Te Pūkenga. Open dialogue between all parties is encouraged where withdrawal or cancellation of a training agreement is being considered by any party.

### **Part C: Application (Domestic Ākonga)**

This section is about the application process for domestic ākonga in programme-based study. For work-based learning, see Part B. For international ākonga, see Part F.

#### 4.8. General admission requirements

Te Pūkenga aims to enable broad access for ākonga and is committed to providing barrier-free access and enrolment processes for Māori, Pacific, Disabled, and other equity groups.. Ākonga need to meet the general admission requirements through one of the following provisions, as well as any programme-specific requirements detailed in the programme regulations.

- a. Open Entry – no academic achievement is required.
- b. Standard admission – ākonga meet the requirements detailed in the programme regulations.
- c. Discretionary Admission - Any ākonga who is not yet 20 years of age and has not reached the standard admission requirements for their intended programme may be eligible for Discretionary Admission. In assessing whether to grant Discretionary Admission, the delegated authority focuses on the applicant’s level of preparedness for their intended programme.
- d. Special Admission - Any ākonga who is 20 years of age or older and has not reached the standard admission requirements for their intended programme is eligible for Special Admission. Te Pūkenga works with the ākonga to ensure they are prepared for their intended programme.

#### 4.9. Application documentation

Ākonga are required to provide a complete and accurate application and any supporting evidence and documentation. Providing incomplete or inaccurate information or evidence may result in an application being declined or enrolment being cancelled.

#### 4.10. Ākonga under 18 years of age

For ākonga who are or will be under 18 years old on the programme start date, their parent/guardian/caregiver supports their application by signing the application form.

#### 4.11. Ākonga under 16 years of age

For ākonga who are or will be under 16 years old on the programme start date, their parent/guardian/caregiver supports their application by signing the application form. The application must also be supported by the Ministry of Education (Early Leaving Exemption certificate) and/or the relevant school principal. To accept an application from an ākonga under 16 years of age, the delegated authority confirms they are satisfied that the ākonga is capable of successfully completing the intended programme.

*This clause does not apply to Trades Academy and STAR programmes.*

#### 4.12. Evidence of eligibility

Ākonga provide evidence required to meet general admission requirements and any requirements specific to their programme, as set out in the programme regulations, and/or training agreement.

#### 4.13. Alternative enrolment options

Ākonga may be offered alternative pathways if their intended programme at their chosen campus/site is full or becomes unavailable, or they do not meet the entry requirements for their intended programme. The ākonga needs to meet the conditions of the alternative programme.

*This clause does not apply to work-based learning that is covered by a training agreement.*

#### 4.14. Limits on Enrolments

Limits on enrolments may be applied to a programme due to health and safety reasons or the availability of resourcing or work experience places.

- a. If the number of applications for a programme exceeds the number of available places, ākonga are offered the opportunity to be placed on a waitlist.
- b. Waitlisting takes place at the application stage and is clearly communicated to ākonga. The default waitlisting prioritisation is the order in which complete applications are received; however, a different approach may be applied to give effect to Te Pūkenga commitment to equity and inclusiveness for priority ākonga groups.

*There are no limits on enrolments for work-based learning that is covered by a training agreement.*

#### 4.15. Application acknowledgement and Offer of Place

Te Pūkenga advises ākonga promptly and clearly about the outcome of their application. If successful, ākonga are sent an Offer of Place (or confirmation) for their programme. As soon as practicable, ākonga are provided with key programme dates, location(s), fees and how to pay them, and any additional important information.

## **Part D – Enrolment (Domestic Ākonga)**

### 4.16. Acceptance of offer

An ākonga accepts the Offer of Place in writing (e.g., text, email, signature, as applicable). If the ākonga is under 18, their parent/guardian/caregiver confirms ākonga acceptance by signing on their behalf.

### 4.17. Payment

By confirming their intention to study, the ākonga undertakes to pay their tuition fees, course-related costs, and any other fees that may be applicable. If an ākonga does not pay within the payment deadline, their enrolment may be cancelled, and additional costs may be charged.

### 4.18. Payment Plans

With approval from the delegated authority, Te Pūkenga may permit ākonga who have not paid their tuition or other fees by the due date to pay off their debt by a payment plan.

### 4.19. Outstanding Fees

Te Pūkenga treats outstanding fees as an overdue debt unless it is being paid off in accordance with clause 4.18. That debt includes all unpaid tuition fees, course-related costs, and sundry fees.

### 4.20. Late enrolment

An ākonga may be accepted for late enrolment by the delegated authority up to ten working days or 10 per cent of the course duration (whichever is the lesser). In making their decision, the delegated authority balances a desire to be flexible against the likelihood of ākonga success following late enrolment.

### 4.21. Transfer of enrolment

An ākonga may transfer their enrolment between programmes, courses on a programme; campuses/sites, or delivery modes, normally within ten working days of the new course/programme start date or 10 per cent of the course duration (whichever is the lesser) with the approval of the delegated authority.

#### 4.22. Refusal or cancellation of enrolment

Te Pūkenga may refuse to enrol or may cancel the enrolment of ākonga due to a breach of the conditions of their training agreement or site/campus code of conduct, a history of unpaid debt, repeated applications/enrolments, failures, no-shows, and/or withdrawals.

### **Part E – Withdrawals and refunds (Domestic Ākonga)**

Wherever possible, support is provided to ākonga (e.g., through extensions or alternative assessments) to avoid withdrawal. This section does not apply to ākonga in work-based learning (refer Part B) or international ākonga (refer Part F).

#### 4.23. Advice for ākonga on implications of withdrawal

Te Pūkenga advises ākonga contemplating withdrawal about possible consequences for loans and allowances, and implications for those planning to enter professions governed by professional regulations.

#### 4.24. No-show

If an ākonga does not participate in the first 10 per cent of the duration of a programme or course and does not respond to any communications, the delegated authority may cancel their enrolment. For waitlisted programmes, the ākonga may be treated as a no-show on the third day of the programme.

#### 4.25. Withdrawal within 10 per cent of course duration

An ākonga may withdraw within 10 per cent of the duration of their course without financial or academic penalty.

#### 4.26. Withdrawal of disengaged ākonga

Where an ākonga has disengaged and has not responded to reasonable attempts to contact them, Te Pūkenga may treat their non-engagement as a withdrawal and withdraw the ākonga.

#### 4.27. Withdrawals from funded Micro-credentials

An ākonga enrolled in a funded Micro-credential may withdraw without financial penalty until 10 per cent of the course duration, and without academic penalty until 80 per cent of the course duration.

#### 4.28. Other withdrawals

- a. An ākonga enrolled in a short course (including an Adult and Community Education (ACE) course that has tuition fees) may withdraw without financial penalty before or on the start date.

- b. An ākonga enrolled in an unfunded Micro-credential or Full Cost Recovery course may withdraw without financial or academic penalty before/on the start date.

4.29. Withdrawal after 10 per cent of course duration

If an ākonga withdraws after 10 per cent of the course duration, they are not entitled to any refund, unless they can prove to the delegated authority they were affected by circumstances beyond their control.

4.30. Withdrawal after 80 per cent of course duration

If an ākonga withdraws after 80 per cent of the course duration, a Did Not Complete (DNC) grade is recorded on their academic record.

4.31. Withdrawal of ākonga aged under 18 years of age

If an ākonga under the age of 18 wishes to withdraw, their parent/guardian/caregiver confirms their agreement, normally in writing.

4.32. Withdrawal due to exceptional circumstances

If an ākonga withdraws or is withdrawn and believes they have been affected by circumstances beyond their control, they may apply for Exceptional Circumstances consideration.

### **Part F – International ākonga**

In this section, 'international ākonga' means an International Student as defined in the Education and Training Act 2020 (section 10).

This Part refers to international ākonga in programme-based study. For international ākonga in work-based learning, refer Work-based learning (refer Part B)

4.33. International ākonga application

- a. International ākonga are required to meet Immigration New Zealand visa requirements, English language requirements (if applicable), as well as any other programme-specific requirements.
- b. In addition, Te Pūkenga may accept international ākonga between 16 and 18 years of age subject to the approval of the parent or guardian and an assessment of ākonga support systems.

4.34. International offer of place

If the application meets the requirements, an international offer of place is provided to the international ākonga and, where applicable, their agents.

4.35. Acceptance of offer

The ākonga accepts their offer of place in writing (e.g., text, email, signature, as applicable). If the ākonga is under 18, their parent/guardian/caregiver accepts on their behalf.

4.36. International ākonga withdrawals

International ākonga withdrawal requests are responded to promptly, fairly, and consistently, and in accordance with Immigration New Zealand and Education Code of Practice requirements.

### **Part G – Programme approval, changes, and cancellation**

4.37. Programme approval pending

Ākonga may apply for programmes pending approval from the relevant regulatory and funding bodies. However, enrolments are only accepted into the programme once approval has been received.

4.38. Cancellation or postponement of an offering

Te Pūkenga may cancel or postpone a programme or course offering with approval from the delegated authority. Cancellation decisions are made as early as possible to enable ākonga to make informed choices. Cancellation of programmes in which international ākonga are enrolled must be discussed with the delegated authority prior to action.

- a. Te Pūkenga will, as far as is practically possible, avoid cancelling or making other significant changes to an advertised programme or course less than two weeks before it starts (or five working days for short courses).
- b. Te Pūkenga assists affected ākonga with other options, including, where appropriate, transferring their application to another offering, mode of delivery, employer, or campus/site, subject to any additional requirements specific to the alternative offering.
- c. Ākonga unable to enrol in an alternative course or programme offered by Te Pūkenga are provided with a full refund to the person or organisation that paid their fees.

4.39. Change to published date or time

Te Pūkenga may reschedule the published date or time of a course or programme where there is a genuine need to do so.