



TANZ eCampus Compassionate Withdrawal Guidelines

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Contents

1. What is meant by compassionate withdrawal?	3
2. Support to consider before applying for withdrawal on compassionate grounds	3
3. Due dates for applying for compassionate withdrawal	3
4. How to apply for compassionate withdrawal	3
5. Information for international students.....	4
6. Implications for fees, loans and allowances, and immigration status	4
7. Review of decisions	4
8. COMPASSIONATE WITHDRAWAL FORM	5

What is meant by compassionate withdrawal?

Compassionate withdrawal refers to withdrawal from a course / programme (which may be after the cancellation or withdrawal deadlines), if you are prevented from successfully completing a course(s) due to unexpected circumstances / unplanned events **outside** your control.

Refunds may be considered for compassionate reasons upon receipt of written evidence which must be submitted by you with the completed 'Compassionate Withdrawal Form'.

Compassionate grounds are events, **occurring in the current occurrence of your course or programme**, that are outside your control, that could not have been predicted and that have had a significant impact on your ability to continue studying in your current course or programme for the foreseeable future.

This may include, but not limited to, such things as

- Serious illness or accident, or severe psychological impairment
- Bereavement
- Critical personal circumstances involving the health or wellbeing of a relative
- Sporting/cultural commitments (you must be representing New Zealand, or trialing for New Zealand representation)
- Service in the New Zealand Armed Forces, or
Other exceptional circumstances beyond your control (e.g. natural disaster, damage to significant property, impacts arising from being the victim of a crime, etc.).

The evidence supplied must be related to the dates of your current course occurrence or programme.

Compassionate grounds will not be considered sufficient for a refund of fees where you could have continued in the course or programme with support or where you have chosen to withdraw for other reasons.

Support to consider before applying for withdrawal on compassionate grounds

Before applying for withdrawal from a course or courses on compassionate grounds, it is strongly recommended that you seek support from your Facilitator or Student Advisor to see how they may be able to assist you in completing your courses successfully.

Due dates for applying for compassionate withdrawal

The application for compassionate withdrawal with refund should be made at the earliest possible time, but must be submitted **before the day of the final assessment for the course from which you wish to withdraw**. Late applications will not be considered. Supporting documentation must be provided within 14 days of submitting the application (if not already provided when the application was submitted).

How to apply for compassionate withdrawal

To apply for compassionate withdrawal, you need to fill in the "Compassionate Withdrawal Form" and return it to your eCampus Student Advisor. Supporting evidence (e.g. a medical certificate) must be provided either with the form or subsequently. You may be asked for additional evidence (if required).

Supporting documentation:

All applications based on medical impairment (illness, injury or mental health) must be supported by a medical certificate. It is strongly recommended that you see a Health Professional at an appropriate time, i.e. when the symptoms of your illness or injury are apparent. Medical certificates provided on the basis of a consultation after the impairment has passed are not likely to be considered suitable evidence.

In cases of bereavement, appropriate evidence may include a death notice (an online notification is acceptable). Where the notice does not mention you by name, you should provide a letter from a funeral director, minister of religion, kaumatua/kuia or the police to confirm your relationship with the deceased.

For all other exceptional cases, the nature of the supporting documentation will depend on the circumstances but might include police reports or a letter from an appropriate third party.

Certificates signed by family members or persons residing in the same household as you are not acceptable.

All supporting documentation must be written in English or be accompanied by a certified English translation.

If you are unsure of appropriate evidence, contact your Student Advisor for further advice.

Information provided in support of your application will be kept in confidence in accordance with the eCampus Privacy policy.

All withdrawals for compassionate consideration will be forwarded to your enrolling ITP. eCampus is responsible to forwarding all necessary documentation to the enrolling ITP.

The decision to refund fees on compassionate grounds will take into consideration the length of time you have been enrolled in a programme/course(s).

The final decision is made by your enrolling ITP and will be made within **10 working days** of receiving the recommendation from eCampus.

The amount of the refund will be at the discretion of your enrolling ITP Chief Financial Officer (or delegate).

Fees funded by StudyLink will be refunded to StudyLink.

Your enrolling ITP will let you know of their decision on your compassionate withdrawal application and fees refund.

Your enrolling ITP will also inform eCampus of their decision on your compassionate withdrawal application, EFTS funding claimed and fees refund.

Information for international students

If you are an international student, deleting or withdrawing from courses may mean that you no longer fulfil the conditions of your visa. Please speak to Immigration New Zealand or your Student Advisor.

Implications for fees, loans and allowances, and immigration status

Deleting or withdrawing from courses may have implications for your tuition fees and/or StudyLink loans and allowances. It may also affect the immigration status of international students.

Review of decisions

If you are dissatisfied with the outcome of a compassionate withdrawal application, you may request a review of that decision. Such requests must be put in writing and submitted within **10 working days** of the communication advising you of the initial decision. Requests can be submitted:

- Via email to the Curriculum and Quality Manager Jackie Rees; Jackie.rees@tanzecampus.com

The request should include the grounds for seeking review, considering the information which is provided in this form. You may also provide any additional information that further supports your application.

Review requests will be considered, within 10 working days, by an appropriate party not involved in the original decision.

COMPASSIONATE WITHDRAWAL *

If you are withdrawing from any courses(s)/programme on compassionate grounds, this form must be completed, signed and received by eCampus Student Advisor.. **Add name and email to return to.**

Before applying for withdrawal from a course or courses, it is strongly recommended that you seek support from eCampus to see how we may be able to assist you in completing your course(s)/qualification successfully.

Part 1: Learner Information:

Full Name: _____ Date: _____
Last First Middle initial.

Address: _____
Street Address Apartment/Unit #

City Region Post Code

Daytime contact number: _____ Email: _____

Student ID Number: _____ DOB: _____

Are you currently receiving or have applied for a Student Loan or Allowance? YES NO

If “Yes”, the change to your enrolment may affect your eligibility for a loan or allowance. You may wish to contact StudyLink to confirm your eligibility.

If you are receiving a Student Loan or Student Allowance, you will need to complete the *Loan or Allowance Change of Circumstances form*. Contact StudyLink for further details.

* The approval of a compassionate withdrawal MAY result in a refund of all or part of a learner’s course fees. Refunds are at the discretion of your enrolling institution. Please indicate if you would like a refund or would like to transfer to a later course occurrence.

REFUND

TRANSFER

If you would like any refunded fees to be used to enrol in a future occurrence, please indicate which month you would like to restart your studies:

How did you pay for the course fees e.g. Student loan, fees free, scholarship, self?

Part 2: Withdrawal:

Students may, in certain circumstances, apply for a compassionate refund. This is only considered when withdrawal circumstances are beyond a student's control and meet the requirements of *the Compassionate Consideration guidelines*.

List below the full details of the Course(s)/Programme you are withdrawing from:

Name of Course(s)/Programme: _____

Have you completed any courses? YES NO

If YES, please indicate courses / dates: _____

What date did you stop studying due to the reason given for this withdrawal? _____

Please tick the appropriate box with your reason for compassionate withdrawal:

- Serious illness or accident, or severe psychological impairment
- Bereavement
- Critical personal circumstances involving health or wellbeing of a relative
- Service in the New Zealand Armed Forces
- Sporting/cultural commitments (you must be representing New Zealand or trialing for New Zealand representation)
- Other exceptional circumstances beyond your control (e.g. natural disaster, damage to significant property, impacts arising from being a victim of a crime, etc.)

Details: _____

Supporting evidence (e.g. a medical certificate) must be provided either with the form or subsequently **within 14 days**. A medical certificate must indicate the dates that you were unable to study due to illness/accident.

You may be asked for additional evidence (if required). Please see the *Compassionate Withdrawal Guidelines* for details on required supporting documentation.

Information provided in support of your application will be kept in confidence in accordance with the eCampus Privacy policy.

Part 3: Learner Disclaimer and Signature:

I certify that my answers are true and correct to the best of my knowledge.

Signature: _____ Date: _____

OFFICE USE ONLY

ITP to complete and return to enrolment.admin@tanzecampus.com

Received by: _____ Date: _____

Recommended for Refund? YES NO

Recommended for compassionate withdrawal with the ITP? YES NO

Recommended by: _____
Full Name *Date*

Signature *Position*

Learner Details: _____
Last Name *First Name*

NSN number *Student ID number*

Study details: _____
Programme / Course Name

EFTS claimed? YES NO

Fees refunded? – Tuition and SAC / Tuition only (*please circle*) YES NO