

Policy title	Programme Restarts and Reinstatement Policy
Policy available for Students – yes/no	Yes
Policy area	Academic
Policy detail	<p>The Learning Connexion (TLC) supports students to achieve successful completion of study programmes.</p> <p>PROGRAMME RESTART REQUESTS</p> <p>To be applied where a student makes a request in writing to the Assessment and Moderation group (who report to the Academic Board) to return to TLC to complete their incompleting programme of study (and an extension or reinstatement is not possible on the original enrolment).</p> <p>The Assessment and Moderation group will consider the student’s request and if a restart is approved, one of the following situations will apply:</p> <p>A) If the student’s last incomplete enrolment end date was within the last five years, their previous records will be reviewed to confirm the length of time required to complete the enrolment. To calculate time required, the time between withdrawing and the original end date is noted. The time needed to complete is then assessed, based on Graduate Outcomes not completed. The student will receive whichever time is longer to complete their studies. If applicable, TLC will claim additional funding from the Tertiary Education Commission (TEC) for any previously reported incomplete programme components. All approved restarts less than five years from the student’s previous end-date are required to study as distance delivery students only.</p> <p>B) If the student’s last incomplete programme end date was more than five years ago, the student will be granted the full amount of time to complete the full programme again - any previous work submitted cannot be reused for this enrolment. All approved restarts over five years from the student’s previous end-date have options to study either as distance delivery or onsite students.</p> <p>ADMINISTRATION FEE</p> <ul style="list-style-type: none"> • If a student’s enrolment status in Phoenix (SMS) is ‘Limited Completion’ or ‘Non-completion’, an administration fee of \$300 will apply if the student’s

previous enrolment end date was within the last five years.

- If the enrolment end date was more than five years ago, then full fees are payable and the student is treated as a new enrolment.

FEE WAIVER

A fee waiver can be applied for based on circumstances beyond the control of the student, to be considered and decided by Assessment & Moderation on a case-by-case situation.

PROOF OF COMMITMENT

All restart applicants will be required to provide proof of commitment to the programme through at least six examples of their work that have been completed since their incompleting programme. This work will not be credited to the student's new enrolment.

Where evidence is insufficient or concerns have been raised about a student's ability to successfully complete the programme for which the restart is sought, then an interview with the student to gauge their commitment and the likelihood of a successful programme completion will be required.

ACCESS TO ONSITE CLASSES

Access to onsite classes is provided in the same way as any other DD student and depends on PT/FT status.

- Part-time students can register for one class only per term – either a mains class (waitlisted) or one block class (preferential entry).
- Full-time students can register for two classes only per term – either two mains classes (waitlisted), one mains class (waitlisted) and one block class (preferential entry), or two block classes (preferential entry) per term.

DECLINED RESTART REQUEST

If a request to restart is declined, a prospective student may submit an appeal to the Director (or their nominated representative) for a review of the decision by the Academic Board.

RESTART CATEGORIES

- Early withdrawal - restart not required
- Non-Completion - restart required
- Limited Completion - restart required
- Withdrawn - restart required and full fees payable regardless of the time between enrolments

	<ul style="list-style-type: none">● Abandoned - restart required and full fees payable regardless of the time between enrolments
Procedures	<p>HISTORIC RESTART INFORMATION</p> <ul style="list-style-type: none">● Restarting Pre-2000 enrolment: Pre-2000, a student enrolled either into six months of the one year, Stage 1 Diploma (Foundation level), or the full one year, Stage 1 Diploma, which contained the six month Foundation programme, plus a further six months of study. So, pre-2000, foundation and Diploma were only a 12 month programme compared with today's 18 month programme. Students who enrolled pre 2000 will not be charged the difference in fees.● Restarting Pre-2001 enrolment: Restarts are required to have their pre-2001 completed credits submitted to the Assessment and Moderation group to be recognised as prior learning. Pre-2001, completions were not recorded with the Tertiary Education Commission.● Restarting after 24th July 2017: Students restarting after this date will be RPL'd into our new qualifications in creativity except for students restarting into Diploma of Art and Creativity (Advanced). Any work used as RPL that results in completed Graduate Outcomes can not be claimed by TLC for funding. Assessment and Moderation will review their record to confirm the length of time required to complete the programme. <p>NB: Please refer to the Recognition of Prior Learning Policy for more information.</p> <p>TLC REPORTING</p> <p>Any applicable fees and information pertaining to start/end dates, EFTS value and amount of EFTS claimed, is to be approved by the Academic Board.</p> <ul style="list-style-type: none">● StudyLink: LC verifies with StudyLink the required portion of study the student is returning to complete. It is the responsibility of the student to sort out eligibility for StudyLink funding. TLC cannot guarantee that StudyLink will fund programme restarts.● TEC Reporting: A student who has restarted will originally have been reported as a non-completion (code #4) or limited completion (mixture of code #2, #3 and #4) in the TEC completion reports. Once the student has restarted, and fully completed their programme of study, a

	<p>successful completion (code #2) is reported for this restart enrolment in the next TEC completion report. It is important that restarts follow the normal completion process with all the same paperwork and copies forwarded to the staff member responsible for compilation and submission of the SDR. Once the student has been reinstated, the next current or subsequent SDR will be amended accordingly.</p> <ul style="list-style-type: none">● Programme Reinstatement: To be applied where a student has previously been withdrawn or listed as a limited completion or non completion, but has shown sufficient evidence of engagement within eight weeks of last status change. The student will be reinstated into their programme of study and notification will be made to StudyLink once the student has met 80% of the requirements of their programme. The reinstatement will be reported to the Assessment and Moderation group at their weekly meeting.● StudyLink Compliance: The student should contact StudyLink directly for any implications on loans/allowances/EFTS allowance. The student should be aware that TLC is obligated to report any changes in enrolment status to StudyLink.
Context	
Date created	Developed 2004
Review Date	To be reviewed annually. Nov 2018, Oct 2019, Oct 2020, Dec 2021, Mar 2023
Next Review date	Mar 2024
Links	