

Policy title	Programme Restarts and Reinstatement Policy
Policy area	Academic
Policy available for Students – yes/no	Yes
Policy detail	<p>The Learning Connexion (TLC) supports students to achieve successful completion of study programmes.</p> <p>The purpose of this policy is to outline the conditions and procedures for learners who wish to restart their programme at The Learning Connexion (TLC) following a withdrawal.</p> <p>Any learner who has an enrolment status in Phoenix of either Abandoned, Non-Completion, Limited Completion or Withdrawn, that is less than five (5) years old is eligible to apply to restart their programme.</p> <p>If the learner has an Early Withdrawal status, or their last (incomplete) enrolment was more than five (5) years prior to the date of their enquiry, they will be treated as a new enrolment, full fees will be payable, and this policy will not apply.</p> <p>ADMINISTRATION/PROGRAMME FEES</p> <p>There is a non-refundable administration fee of \$300 payable for every restart enrolment. A student may apply to have this fee waived under specific circumstances. Please see “Fee Waiver” below. With the exception of students with “Withdrawn” or “Abandoned” statuses, no other fees will be charged, however, any fees still outstanding from the previous enrolment will be required to be paid.</p> <p>PROGRAMME RESTART REQUEST</p> <p>A student must apply in writing to return to TLC to complete an unfinished programme of study. As part of this application, they must explain why their previous enrolment was not completed (without being forced to divulge sensitive or otherwise confidential information) and what they will do differently this time around to help ensure they complete their programme successfully.</p> <p>FEE WAIVER</p> <p>If the student’s previous withdrawal was due to circumstances outside of their control (for example, medical reasons) and/or they are currently experiencing financial hardship, they may apply to have the Administration Fee of \$300 waived. Any fee waivers will be considered and decided by Assessment & Moderation on a case-by-case basis.</p>

	<p>PROOF OF COMMITMENT</p> <p>All restart applicants will be required to provide proof of commitment to the programme by providing examples of recent creative work done since they withdrew. This work will not be credited to the student's new enrolment.</p> <p>If evidence is insufficient or concerns have been raised about a student's ability to successfully complete the programme, an interview with members of the ACA board will be required to gauge the student's commitment and the likelihood of a successful programme completion.</p> <p>NEXT STEPS</p> <p>Once received, the Restart Application will be forwarded to the Compliance Team to determine what, if any, TEC funding will be applicable to this enrolment and how many weeks the student will require to complete the outstanding Learning Outcomes. The number of weeks granted is based on which Learning Outcomes remain outstanding/how many credits the student has yet to achieve.</p> <p>Compliance will approve in principle, state number of weeks granted and forward to the Assessment and Moderation group, who will consider the student's request based on the likelihood of a student completing their programme successfully.</p> <p>If the student's application to restart is successful, then the enrolment will be processed by Admissions in the usual way, but the enrolment duration will be only as long as the number of weeks that Compliance has granted and the student will only be enrolled into the Learning Outcomes that they have not yet completed.</p> <p>DECLINED RESTART REQUEST</p> <p>If a request to restart is declined, the student may submit an appeal to the Director (or their nominated representative) for a review of the decision by the Academic Board.</p> <p>RESTART CATEGORIES</p> <ul style="list-style-type: none">● Restart required and restart fee (only) applies - Non/Limited Completion● Restart required and full fees payable (regardless of the time between enrolments) - Abandoned/Withdrawn● Restart not required (full fees payable) - Early withdrawal or more than 5 years since last incomplete enrolment
Procedures	<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 determined by Compliance, and, where applicable, approved by the Assessment & Moderation Group as a sub-group of the Academic Board</p> <ul style="list-style-type: none">● StudyLink: TLC verifies with StudyLink the required portion of

	<p>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.</p> <ul style="list-style-type: none"> ● 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. ● 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 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. ● 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.
Related Policies /Procedures	Recognition of Prior Learning Policy
Context	
Date created	Developed 2004
Review Date	Annually: Oct 2020, Dec 2021, Mar 2023, Sep 2024, Nov 2025
Next Review date	Sep 2026
Links	https://www.tlc.ac.nz/assets/Policies/Programme-Restarts-Reinstatement-Policy-CURRENT.doc.pdf