

End of Enrolment Procedures

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Ruawai College will ensure that the end of enrolment process for international learners is managed safely, fairly, and in accordance with the Education (Pastoral Care of Tertiary and International Learners) Code of Practice 2021.

These procedures apply when an international learner:

- completes their enrolment
- voluntarily withdraws
- transfers to another provider
- has their enrolment terminated
- leaves New Zealand before the end of enrolment

1. End of Enrolment Planning

The School will work with the learner, parents or legal guardians, residential caregivers, and relevant staff to ensure appropriate arrangements are in place before the learner's enrolment ends.

This may include:

- confirming final attendance dates
- confirming travel arrangements
- arranging airport transport where required
- confirming transfer of care arrangements
- confirming accommodation end dates
- returning school property

- confirming emergency contact details

2. Voluntary Withdrawal

Where a learner wishes to withdraw from enrolment, the learner and/or parent or legal guardian must notify the School in writing.

Ruawai College will:

- discuss the reasons for withdrawal where appropriate
- explain any refund conditions
- ensure safe departure or transfer arrangements are in place
- maintain records of the withdrawal process

Refund requests will be managed in accordance with the School's refund policy.

3. Transfer to Another Provider

Where an international learner transfers to another education provider, Ruawai College will:

- confirm transfer arrangements with the learner and family
- maintain communication with the receiving provider where appropriate
- ensure transfer of care arrangements are confirmed
- provide records or documentation where authorised and appropriate

4. Termination of Enrolment

Where enrolment is terminated due to disciplinary, attendance, wellbeing, visa, or other serious concerns, Ruawai College will follow the principles of natural justice and the requirements of the enrolment agreement.

The School will:

- inform the learner and parent or legal guardian of concerns
- provide an opportunity for the learner to respond
- document decisions and actions taken
- ensure appropriate wellbeing and departure arrangements are in place

5. Accommodation and Transfer of Care

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Where the learner is under 18 years, Ruawai College will ensure that:

- appropriate transfer of care arrangements are confirmed
- parents or legal guardians are informed of arrangements
- residential caregivers and homestays are advised of departure details
- airport transfer arrangements are confirmed where required

The School will maintain records of transfer arrangements.

6. Immigration and Visa Matters

Where required, Ruawai College will notify Immigration New Zealand of changes relating to enrolment, withdrawal, termination, or visa concerns in accordance with legal obligations.

7. Refunds and Financial Matters

Refunds will be managed in accordance with the School's International Learner Fee Protection and Refunds Policy. Any outstanding school fees, charges, or property matters will be addressed before the learner departs where possible.

8. Records and Documentation

Ruawai College will maintain records relating to:

- withdrawal or termination decisions
- communication with learners and families
- transfer of care arrangements
- accommodation arrangements
- refunds and financial matters
- Immigration New Zealand notifications where applicable

Records will be stored securely in accordance with school procedures and privacy requirements.

9. Supporting Documentation

- Enrolment Agreement
- International Learner Fee Protection and Refunds Policy
- Withdrawal Procedures
- Transfer of Care Procedures
- Accommodation Procedures

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- International Student Records Procedures
- Complaints Procedures
- Immigration Monitoring Procedures



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