
To	Academic Board	From	Chantelle Daniels, Operations Manager, Academic Registry, Graduation and Student finance
Title	Requesting approval for Formal Periodic review	Date	2019 / 10 / 30

Recommendation/s

That Academic Board approve the policy updates resulting from the Formal periodic review for the Admission, Enrolment and Fees Policy, which upon review has adopted a new structure of;

- Admission, Enrolment and Fees Policy
- Admission and Enrolment Procedures
- Fees and Refunds Procedures.

I am requesting approval for all three documents above until the next periodic review in November 2020.

Purpose

To ensure that Unitec has student and staff facing policy and procedures for all matters relating to Unitec's admission, enrolment and fees.

Information that Unitec provides to staff and students should be aligned and consistent and leave no room for misinterpretation.

This extensive review has ensured we are clarifying and streamlining existing process across the business so staff and students will have the same understanding on all matters regarding admission, enrolment and fees.

The benefits of having these documents reviewed will also ensure we have one source of truth for Admission, Enrolment and Fees matters.

Background

On initial review of the current AEF Policy with Unitec Stakeholders, the feedback was collated into four main themes.

- to ensure clarity with no room for misinterpretation
- to align related policies, procedures, resources and website information as these were outdated and there was no one source of truth
- for related internal processes to be reviewed and updated, and for staff to be trained to be following the same and correct procedures
- clear distinction between what relates to Domestic vs International Students

The previous formal periodic reviews were not extensive and only covered minor changes such as role and title updates.

Working groups and independent consultations were conducted over a 6-month period to work towards achieving the main themes identified above.

Once this policy and procedures are approved, this will become the foundation to then review internal processes.

Next Steps

Once approval has been given, all resources (website information, associated procedures, policies) will be updated to ensure the revised content aligns.

The template will also be updated to ensure the layout is correct along with indents and tables within the procedures.

The policy and procedures will then be rolled out to Unitec business functions to ensure a consistent update amongst staff to ensure training gaps are closed and there is no room for misinterpretation.

We are also aware that the code for Domestic Students will be available 1st December therefore will ensure any recommendations from this are aligned with our policy and procedures.

Attachments

Revised versions of;

- Admission, Enrolment and Fees Policy
- Admission & Enrolment Procedures
- Fees & Refunds Procedures
- Tracked changes document to show tracked changes and rationale

Contributors:

Chantelle Daniels – Operations Manager, Academic Registry & Graduation

Sinead Hart - Senior Legal Counsel

Steve Marshall - Lead - Quality Partnering

Mrinal Mehra – International Business Coordinator

People Consulted

Stakeholder	Business Unit	Engagement
Student Finance	Team Leader, Student Finance	Workshop

Rakesh Patel	BA, Commercial services	Review of initial draft, Independent feedback
Irene Lee	Finance Administration Manager	Workshop and Independent feedback
Enrolment processing, Student Enrolment Managers	Enrolment and Academic Operations	Workshop
Nazli Byford	Student advocate	Workshop and Independent feedback
Mrinal Mehra	International Business Coordinator	Review of initial draft Workshop and Independent feedback
Tahreem Zia	International Business Support Manager	Review of initial draft Workshop and Independent feedback
Tracy Chapman	Director - International Priority Group	Workshop and Independent feedback
Sinead Hart	Senior Legal Counsel	Review of initial draft, Workshop and Independent feedback
Dan Blanchon, Katie Bruffy, Chris King	HoS	Review of initial draft Workshop and Independent feedback
Trude Cameron, Steve Marshall, Hiroko Hodge, Simon Tries	TKK	Workshop and Independent feedback, Review of initial draft
Mary ann Onduna,	IMS	Independent feedback
Operations Managers and Director	Enrolment and Academic Operations	Review of initial draft and Independent feedback
Antonio Montano	Concentrix	Independent feedback
Marcus Williams	Director Research & Enterprise	Independent feedback
Vivienne Merito, Farhana Nalar	Marketing and student attraction / International Marketing manager	Review of initial draft and Independent feedback
David Glover	ED, Partnerships & Student Recruitment,	Review of initial draft
ELT	ELT	Feedback on specific clause regarding Unitec's liability for associated costs regarding course/programme cancellations. International section sign off with updates made in July to meet the code

Student President		Initial feedback on current policy
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