

# The Mind Lab Admission, Enrolment, Exclusion and Withdrawal Policy and Procedures

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## Purpose

This policy provides a framework and a set of principles relating to admission, enrolment, variation of enrolment, suspension, exclusion and withdrawal of students within academic provision offered at The Mind Lab. The policy and associated procedures are designed to ensure that all external regulatory requirements are met.

## Scope

This policy applies to all academic provision at The Mind Lab<sup>1</sup>. It must be read in conjunction with any specific programme or course requirements described in individual programme regulations.

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<sup>1</sup> Tech Futures Lab is a wholly owned subsidiary of The Mind Lab. All policies and procedures of The Mind Lab also apply to Tech Futures Lab. Terms and Conditions, Policies and Declarations that relate to The Mind Lab also relate to Tech Futures Lab unless expressly stated otherwise.

## Policy Statements

Admission, enrolment, exclusion and withdrawal practices will be governed by fair, consistent, equitable, transparent and academically sound principles, and will meet the requirements of the Education Act 1989 and NZQA's Private Training Establishment Registration Rules 2018.

## Admission and Enrolment in Programmes and Courses

1. Applicants are eligible to be admitted to academic provision at The Mind Lab where they meet all published entry requirements, including admission and selection requirements, criteria and / or pre-requisites stated in the programme regulations and course descriptors.
  - 1.1. Where programme entry regulations allow, students may support their application for enrolment into an academic provision by providing evidence of experience that is deemed equivalent to the level of the qualification required for entry.
  - 1.2. Equivalence is assessment based on *The Mind Lab Recognition and Assessment of Prior Learning Policy and Procedure* and programme entry regulations.
2. Applicants may be refused entry if:
  - 2.1. they do not meet the published entry requirements
  - 2.2. they are unlikely to be successful in meeting the outcomes or have been excluded from entry to a programme or course (see next Section Exclusion)
  - 2.3. they have criminal convictions that would exclude them from meeting the requirements of external registration or licensing bodies or meeting the requirements of workplaces associated with The Mind Lab.
  - 2.4. they do not meet any other regulatory or legislative requirements applicable to academic provision offered at The Mind Lab.
  - 2.5. The General Managers, National Academic Director and Programme Leads have delegated authority to manage student entry into academic provision offered at The Mind Lab, in accordance with the approved entry criteria.
3. Course Enrolment: prerequisites and conditional enrolment
  - 3.1. During the enrolment process (continuous throughout the programme), all programme and course prerequisites must be met.
  - 3.2. If a student does not meet a prerequisite for a course, and no other form of credit transfer or recognition of prior learning is relevant, they cannot be enrolled and will have to re-enrol in the prerequisite course and successfully complete this to continue in the programme.

## Exclusion

1. A student may be refused entry to academic provision at The Mind Lab if they have previously been refused entry or excluded from another programme or course offered by The Mind Lab, or have been refused entry to a programme or course by another education provider, or have been excluded or expelled by any other education provider for any reason.
2. A student may be refused entry to a higher level programme if they do not demonstrate success within a lower level programme.
3. A student may be refused further enrolment in a programme or course if they do not make satisfactory progress. (See next Section Criteria for determining unsatisfactory progress).
4. A student will not be allowed to enrol in any course that they failed or did not complete more than twice unless there are exceptional circumstances approved by the National Academic Director.

5. A student who has been deemed to have made unsatisfactory academic progress may not be permitted to re-enrol without the prior permission of the National Academic Director.
6. Any excluded student who wishes to apply for permission to re-enrol must lodge a written application before the official enrolment date in the course and/or programme for which they seek admission.
7. The Mind Lab shall make the decision on whether any particular student who has been excluded may be permitted to re-enrol and may impose conditions on the re-enrolment to help ensure the student has a reasonable chance of success in the course or programme.
8. When applying for re-enrolment, the student will need to satisfy The Mind Lab that, as a result of study or other activity in the intervening period, there is a reasonable chance of success in subsequent study.
9. All exclusions must be authorised by the General Manager and National Academic Director.

### **Criteria for Determining Unsatisfactory Progress, which may lead to Exclusion:**

1. A student who does not make sufficient progress in the first "enrolment period" of a programme.  
Normally sufficient progress would be evidenced by regular attendance and participation, submitting assessment items on time, passing sufficient assessments for successful completion of courses and appropriately responding to student communication. This should be read in conjunction with specific Programme Regulations and Course Descriptors regarding attendance and assessment requirements.
2. A student who does not pass at least half of the credits in which the student was enrolled within one enrolment period.
3. A student who enrolled in the same course on two occasions and has failed that course, unless otherwise stated in the programme regulations.
4. A student who has not met specified attendance requirements.

### **Temporary Exclusion**

If a student's performance or participation in any particular course or at a particular delivery site is contrary to *The Mind Lab Code of Conduct*, the student's attendance may temporarily be removed from that course or delivery site, and relevant procedures from *The Mind Lab Student Disciplinary Policy and Procedures* will be instigated.

### **Variations to Enrolment**

1. Unless otherwise stated in the programme regulations, an enrolled student may apply for a Variation to Enrolment (VOE) prior to the start date for the programme or course intake, or within the first 10% of programme or course commencement, with no academic penalty, after consultation and agreement with the Programme Lead.
2. Unless otherwise stated in the programme regulations, students wishing to transfer from one programme or course intake to another outside the 10% period may do so by negotiated agreement with the Programme Lead on a case-by-case basis.
3. Applicable fees and refunds will be calculated on the basis of the date on which a student requests a VOE.
4. The General Managers, National Academic Director, and National Academic Registrar have delegated authority to approve transfers and variations to enrolment for all academic provision offered at The Mind Lab.

## Suspension of Enrolment in Level 9 Courses

1. Continuous enrolment is normally required throughout the duration of any programme; however students enrolled in level 9 courses may apply to suspend their enrolment for up to one year, and a student may be granted no more than one suspension during their level 9 study.
2. Applications for suspension must be made using the Request for [Suspension of Enrolment in Level 9 Courses form](#). There is no additional fee associated with this application.
3. This application must include relevant evidence and must be supported by the student's advisor on the course.
4. All suspensions of enrolment in level 9 courses must be approved by the National Academic Director.
5. There may be restrictions around the length of time taken to complete a qualification that affects the ability to complete / eligibility to graduate. These will be taken into account before any suspension is approved.

## Withdrawals and Refunds

1. Students will be provided an opportunity to review and agree to the terms and conditions and other relevant information about withdrawal and entitlement to refunds at the time of application for enrolment, and within public and student facing handbooks for all academic provision at The Mind Lab.
2. Students who wish to apply for withdrawal must make an application in writing. Verbal notice of withdrawal will not normally be accepted as a learner's intention to withdraw.
3. Except under exceptional circumstances and with the approval of the National Academic Director, students who have had more than four consecutive weeks of non-attendance in classes, non-participation in required online activities associated with academic provision that they are enrolled in, and no contact with The Mind Lab, will be withdrawn.
4. A student cannot be withdrawn from a programme or course(s) after 75% of the enrolment period has passed, or where the final assessment and/or the course/programme end date has taken place and final results are due to be, or are, entered in the Student Management System.
5. Applicable fees and refunds will be calculated on the basis of the date on which a student requests a withdrawal.
6. Students will normally receive a full refund if The Mind Lab cancels a scheduled delivery of a course or programme offering.

## Procedures

TML Enrolments and Fees Procedure: The purpose of this procedure is to outline the admission and fees procedures for students enrolling in TML programmes, and to clarify the documentation and data requirements for student records.

TML Withdrawal, Variation and Refunds Procedure: This procedure outlines the provisions and processes for students requesting withdrawal from or variations of enrolment in TML programmes, and the related financial and academic impacts. Withdrawals, Variations of Enrolment and Refunds are processed by the TML Enrolments team and a record of this is kept against the student enrolment record in TML's Student Management System.

## Definitions

Term	Definition
Academic provision	Programmes, courses, and other educational activities offered and delivered by or through The Mind Lab.
Admission	Entry to academic provision within The Mind Lab as a student, based on meeting the criteria for eligibility and acceptance into particular programmes and courses.
Enrolment	A process of applying for, and being accepted into particular programmes and courses, following acceptance for admission.
Variation of Enrolment (VOE)	Transfer of enrolment within a programme or course, from one intake or enrolment period to another, or from one option to another, or from part time to full time and vice versa, subject to provisions in the programme regulations.
VOE Forms	TML VOE forms are used by the Enrolments team to process Variation of Enrolments. These are also used to process refunds in the case of withdrawals.
Enrolment period	The period during which a particular programme or course is offered, e.g. an intake or a part of a programme (information on enrolment periods for specific programmes is available in The Mind Lab Academic Management Policy and Procedures.
Exclusion	Refusal to enrol an applicant or cancellation of a student's enrolment within an academic provision at The Mind Lab
10% Date	The date which is 10% of the way through the Programme or Course duration, as defined by the number of days from the official Start Date to the End Date.
75% Date	The date which is 75% of the way through the Programme or Course duration, as defined by the number of days from the official Start Date to the End Date.
Exceptional Circumstances (which require compassionate consideration)	Circumstances which are exceptional for an individual student, beyond their control, and where there is evidence that the circumstance has negatively affected their actions or performance in a variety of situations - assessment, enrolment, withdrawal, etc. A full list is available in The Mind Lab Academic Management Policy and Procedures
Prerequisite	A requirement that students must meet before being enrolled into a course or programme, or to continue their enrolment in a programme. These are outlined in the programme documents.
TML / TFL Enrolments site	The Mind Lab's customised enrolments website that is built on/integrated with Salesforce - a CRM and cloud application development platform - in which The Mind Lab enrolment and student data is held.

