

HE Student Withdrawal Policy

Relating to: UCSH

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1. Scope

This policy applies to all students on Higher Education courses across all campuses of St Helens College (the College).

2. Student Withdrawal – Support for all HE students

Students making a decision to withdraw from their programme of study should be supported to explore other options available to them, with withdrawal seen as a last resort.

All students considering withdrawal from their studies should seek academic advice and student guidance as soon as possible from both their Programme Leader in the first instance before making a decision to withdraw. Advice and guidance can also be sought from programme Personal Tutors and the College's Student Support Services Team as appropriate.

The Programme Leader should ensure that the student has sought and been given advice as appropriate on the following before making their decision to withdraw from the academic programme:

- The academic implications of withdrawal from programme and potential impact on future continuation of studies;
- Exploration within the awarding HEI/body's academic regulations, of the appropriateness of interruption to study as an alternative option to withdrawal;
- Exploration within the awarding HEI/body's academic regulations, of the appropriateness of transferring to another programme;
- If an alternative to withdrawal from the programme is the consideration of application for extenuating circumstances under the awarding HEI/body's academic regulations;
- The student has spoken with the College's Student Finance, Welfare and Guidance Manager in order to discuss the potential impact of their withdrawal on current and future student finance funding. Students should be advised to contact Kieron Potter; Email: KPotter@sthelens.ac.uk

It is recognised that students decide to withdraw or are withdrawn from their academic programme and the College for a variety of reasons. The College will use the following ILR definitions for all internally submitted change of status withdrawal requests:

Code	Definition	Code	Definition
2	Learner has transferred to another provider	45	Written off after lapse of time - HE learning aims only
3	Learner injury / illness	46	Exclusion
29	Learner has been made redundant	47	Learner has transferred to another provider due to merger
40	Learner has transferred to a new learning aim with the same provider	48	Industry placement learner has withdrawn due to circumstances outside the providers' control
41	Learner has transferred to another provider to undertake learning that meets a specific government strategy	97	Other*
42	Academic failure/left in bad standing/not permitted to progress - HE learning aims only	98	Reason not known
43	Financial reasons	6	Learner has temporarily withdrawn from the aim due to an agreed break in learning
44	Other personal reasons	*	Examples: Audit Withdrawal, Gained employment, Moved from area, Deceased

3. The Withdrawal Process

The process for withdrawal from a UCSH Higher Education programme corresponds with the College's Partner Higher Education Institutions (HEIs) or Awarding Body relevant procedures.

In general, a student withdrawal request can be either:

- a) Student-led: where a student decides that it is in their best interest to withdraw from the programme for personal reasons; or
- b) Institutional-led; where the College or awarding University has made a decision on the basis of relevant evidence related to non-attendance and engagement, that the student is to be withdrawn from their studies.

The College perceives the following to be examples of indicators of student engagement (non- exhaustive):

- Register attendance marks;
- Submission of work;
- Evidence of using the VLE to support learning.

Please note this policy should only be used if the College believes that a student no longer wishes to continue with the programme; it cannot be used as a means of managing poor attendance.

3.1 Pearson – UCSH Higher National (HN) Certificate and Diploma programmes or Level 4 to Level 7 full cost professional programmes

A. Student-led withdrawal

If a student wants to withdraw from their UCSH HN/L4 to L7 professional programme, they will need to complete and sign a St Helens College Withdrawal Form giving reasons for the withdrawal. The date of withdrawal will be the date given on the form received by the College/Management of Information Services (MIS).

Students, who are considering withdrawing from their studies are advised, in the first instance, to seek guidance from the Programme Leader/ Programme Tutor in order to discuss their intention to withdraw and obtain guidance on the withdrawal procedure. Where applicable, the Programme Leader/ Programme Tutor can refer the student to the relevant services for further support.

Where a student contacts the Programme Leader/ Programme Tutor, the member of staff should:

- ascertain the student's reason for their decision to withdraw;
- explore with the student the feasibility of other options such as interrupting their study or transferring to a different course;
- if appropriate, advise the student to seek financial advice that can then be taken into account as part of their discussions.

If a student still decides that it is in their best interests to withdraw from their studies, the Programme Leader / Programme Tutor should provide the student with the College's Withdrawal from Study form. The student will be asked to complete the relevant sections of the form and send it as an email attachment to the Programme Leader / Programme Tutor as soon as possible.

Once the Programme Leader / Programme Tutor is satisfied that steps to re-engage the student have been taken and that these have proved to be unproductive, he/she will ensure that an internal St Helens College change of status request form is completed using the definitions given in Section 2 of this document. The date of the withdrawal will be the student's last date of attendance.

This change of status request form **MUST IN ALL CASES** be authorised by the relevant Head of School and Director of Adult and Higher Education prior to then being submitted to MIS for processing.

The student must then be notified in writing by the relevant Head of School that they have been withdrawn from the programme using the template in Appendix 4 of this document.

The Head of School will then facilitate informing the College's Examinations Team of the student's withdrawal from programme to ensure accuracy of the student's awarding body progression/ attainment records.

The Student Finance, Welfare and Guidance Manager is also to be notified of the student's withdrawal to ensure the accuracy of student status information College's within the College's student finance reporting mechanisms, thereby ensuring that the student's withdrawal notification informs Student Finance England funding contracts.

B. Institution-led withdrawal

If a student has historic in year non-attendance of the planned sessions for their programme and there is no evidence of the student's engagement with learning on their programme, then the College reserves the right to invoke its internal institution-led process to withdraw the student.

In this situation, the relevant Head of School must satisfy themselves that the sufficient steps have been made to re-engage the learner and convene a case conference.

A case conference will be held with the following attendees:

- Director of Adult and Higher Education,
- Head of School,
- HE Success Coach
- Student Liaison Officer
- Programme Leader
- Member of the safeguarding and wellbeing team (if appropriate)

The student will be notified of the outcome of the case conference in writing. Normally the case conference should not take place any later than 4 weeks after the first date of non-attendance/engagement.

The Head of School will then facilitate informing the College's Examinations Team of the student's withdrawal from programme to ensure accuracy of the student's awarding body progression/ attainment records.

The College's Student Finance, Welfare and Guidance Manager is also to be notified by the Curriculum Manager of the student's withdrawal to ensure the accuracy of student status information within the College's student finance reporting mechanisms, thereby ensuring that the student's withdrawal notification informs Student Finance England funding contracts.

3.2 Liverpool John Moores University (LJMU) programmes

A. Student-led withdrawal

Any LJMU student considering withdrawal from their studies should seek academic advice and student guidance as soon as possible from the Programme Leader / Programme Tutor in order to discuss their intention to withdraw and obtain guidance on the withdrawal procedure. Where applicable, the Programme Leader / Programme Tutor can refer the student to the relevant services for further support.

Where a student contacts the Programme Leader, the Programme Leader should:

- ascertain the student's reason for their decision to withdraw;
- explore with the student the feasibility of other options such as interrupting their study or transferring to a different course;
- if appropriate, advise the student to seek financial advice that can then be taken into account as part of their discussions.

Once the Programme Leader / Programme Tutor is satisfied that steps to re-engage the student have been taken and that these have proved to be unproductive; and the student still decides it is in their best interests to withdraw from their studies, the Programme Leader should provide the student with the Withdrawal from Study Form. The student will complete the relevant sections of the form and send it as an email attachment to the Programme Leader/ Programme Tutor as soon as possible.

The Programme Leader / Programme Tutor will ensure that an internal St Helens College change of status request form is completed using the definitions given in Section 2 of this document. The date of the withdrawal will be the student's last date of attendance.

The student should also be asked to confirm their decision with reasons by completing the online withdrawal form on the My LJMU portal <https://my.ljmu.ac.uk/> and should subsequently return their LJMU ID card.

The change of status request form **MUST IN ALL CASES** be authorised by the relevant Head of School and Director of Higher Education and Adults prior to then being submitted to MIS for processing.

The student must then be notified in writing by the relevant Head of School that they have been withdrawn from the programme using the template in Appendix 4 of this document.

The Programme Leader will then facilitate confirmation to LJMU of the student's withdrawal from the programme to ensure accuracy of their student progression/attainment records.

The Head of School will then facilitate informing the College's Examinations Team of the student's withdrawal from programme to ensure accuracy of the student's awarding body progression/ attainment records.

The College's Student Finance, Welfare and Guidance Manager is also to be notified by the Curriculum Manager of the student's withdrawal to ensure the accuracy of student status information within the College's student finance reporting mechanisms, thereby ensuring that the student's withdrawal notification informs Student Finance England funding contracts.

B. Institution-led withdrawal

If a student has historic in year non-attendance of the planned sessions for their programme and there is no evidence of the student's engagement with learning on their programme, then the College reserves the right to invoke its internal institution-led process to withdraw the student.

In this situation, the relevant Head of School must satisfy themselves that the sufficient steps have been made to re-engage the learner and convene a case conference.

A case conference will be held with the following attendees:

- Director of Adult and Higher Education,
- Head of School,
- HE Success Coach
- Student Liaison Officer
- Programme Leader
- Member of the safeguarding and wellbeing team (if appropriate)

The student will be notified of the outcome of the case conference in writing. Normally the case conference should not take place any later than 4 weeks after the first date of non-attendance/engagement.

The Programme Leader will then facilitate confirmation to LJMU of the student's withdrawal from the programme to ensure accuracy of their student progression/attainment records.

The Head of School will then facilitate informing the College's Examinations Team of the student's withdrawal from programme to ensure accuracy of the student's awarding body progression/ attainment records.

The College's Student Finance, Welfare and Guidance Manager is also to be notified by the Curriculum Manager of the student's withdrawal to ensure the accuracy of student status information within the College's student finance reporting mechanisms, thereby ensuring that the student's withdrawal notification informs Student Finance England funding contracts.

3.3 University of Chester

A. Student-led withdrawal

Any University of Chester student considering withdrawal from their studies should seek academic advice and guidance as soon as possible from the Programme Leader / Programme Tutor in order to discuss their intention to withdraw and obtain information on the withdrawal procedure. Where applicable, the Programme Leader / Programme Tutor can refer the student to the relevant services for further support.

Where a student contacts the Programme Leader / Programme Tutor, the Programme Leader / Programme Tutor should:

- ascertain the student's reason for their decision to withdraw;
- explore with the student the feasibility of other options such as interrupting their study or transferring to a different course;
- if appropriate, advise the student to seek financial advice that can then be taken into account as part of their discussions.

If a student still decides that it is in their best interests to withdraw from their studies, the Programme Leader / Programme Tutor should provide the student with the College's Withdrawal from Study form. The student will be asked to complete the relevant sections of the form and send it as an email attachment to the Programme Leader / Programme Tutor as soon as possible.

The student will also need to be advised to complete and sign a University of Chester Notification of Withdrawal From Programme- Taught Students form giving reasons for the withdrawal. The date of withdrawal for the University of Chester purposes will be the date when the form is received by Chester's Registry Services. This form is obtainable from the Registry Services section of the University of Chester Portal <https://portal1.chester.ac.uk/registryservices/Pages/forms.aspx>.

Once the signed College's Withdrawal from Study form has been received from the student, the Programme Leader will ensure that an internal St Helens College change of status request form is completed using the definitions given in Section 2 of the HE Student Withdrawal Policy document and submitted to MIS for processing. The date of the withdrawal will be the student's last date of attendance.

This change of status request form **MUST IN ALL CASES** be authorised by the relevant Head of School and Director of Adult and Higher Education prior to then being submitted to MIS for processing.

The student must be notified in writing by the relevant Head of School that they have been withdrawn from the programme using the template in Appendix 4 of this document.

The Programme Leader will then facilitate confirmation to The University of Chester of the student's

withdrawal from the programme to ensure accuracy of their student progression/attainment records.

The relevant Head of School will then facilitate informing the College's Examinations Team of the student's withdrawal from programme to ensure accuracy of the student's awarding body progression/attainment records.

The College's Student Finance, Welfare and Guidance Manager is also to be notified of the student's withdrawal to ensure the accuracy of student status information within the College's student finance reporting mechanisms, thereby ensuring that the student's withdrawal notification informs Student Finance England funding contracts.

B. Institution-led withdrawal

If a student has historic in year non-attendance of the planned sessions for their programme and there is no evidence of the student's engagement with learning on their programme, then the College reserves the right to invoke its internal institution-led process to withdraw the student.

In this situation, the relevant Head of School must satisfy themselves that the sufficient steps have made to re-engage the learner and convene a case conference.

A case conference will be held with the following attendees:

- Director of Adult and Higher Education,
- Head of School,
- HE Success Coach
- Student Liaison Officer
- Programme Leader
- Member of the safeguarding and wellbeing team (if appropriate)

The student will be notified of the outcome of the case conference in writing. Normally the case conference should not take place any later than 4 weeks after the first date of non-attendance/engagement.

The Programme Leader will then facilitate confirmation to The University of Chester of the student's.

withdrawal from the programme to ensure accuracy of their student progression/attainment records.

The Head of School will then facilitate informing the College's Examinations Team of the student's withdrawal from programme to ensure accuracy of the student's awarding body progression/ attainment records.

The College's Student Finance, Welfare and Guidance Manager is also to be notified by the Curriculum Manager of the student's withdrawal to ensure the accuracy of student status information within the College's student finance reporting mechanisms, thereby ensuring that the student's withdrawal notification informs Student Finance England funding contracts.

3.4 University of Central Lancashire (UCLan)

A. Student-led withdrawal

Any UCLan student considering withdrawal from their studies should seek academic advice and guidance as soon as possible from the Programme Leader in order to discuss their intention to withdraw and obtain information on the withdrawal procedure. Where applicable, the Programme Leader can refer the student to the relevant services for further support.

Where a student contacts the Programme Leader, the Programme Leader should:

- ascertain the student's reason for their decision to withdraw;
- explore with the student the feasibility of other options such as interrupting their study or transferring to a different course;
- if appropriate, advise the student to seek financial advice that can then be taken into account as part of their discussions.

If a student still decides that it is in their best interests to withdraw from their studies, the Programme Leader should provide the student with the College's Withdrawal from Study form and ask them to complete the relevant sections of the form and send as an attachment to an email to the Programme Leader as soon as possible.

The student will also need to contact the HE Administrator to arrange to meet with them to commence the UCLan SEAM withdrawal process. This will then facilitate formal withdrawal of the student at the next available UCLan SEAM Board.

Once the signed College's Withdrawal from Study form has been received from the student, the Programme Leader will ensure that an internal St Helens College change of status request form is completed using the definitions given in Section 2 of the HE Student Withdrawal Policy document and submitted to MIS for processing. The date of the withdrawal will be the student's last date of attendance.

This change of status request form **MUST IN ALL CASES** be authorised by the relevant Head of School and Director of Adult and Higher Education prior to then being submitted to MIS for processing.

The student must be notified in writing by the relevant Head of School that they have been withdrawn from the programme using the template in Appendix 4 of this document.

The Programme Leader will then facilitate confirmation to UCLan of the student's withdrawal from the programme to ensure accuracy of their student progression/attainment records.

The College's Student Finance, Welfare and Guidance Manager is also to be notified of the student's withdrawal to ensure the accuracy of student status information

within the College's student finance reporting mechanisms, thereby ensuring that the student's withdrawal notification informs Student Finance England funding contracts.

B. Institution-led withdrawal

If a student has historic in year non-attendance of the planned sessions for their programme and there is no evidence of the student's engagement with learning on their programme, then the College reserves the right to invoke its internal institution-led process to withdraw the student.

In this situation, the relevant Head of School must satisfy themselves that the sufficient steps have been made to re-engage the learner and convene a case conference.

A case conference will be held with the following attendees:

- Director of Adult and Higher Education,
- Head of School,
- HE Success Coach
- Student Liaison Officer
- Programme Leader
- Member of the safeguarding and wellbeing team (if appropriate)

The student will be notified of the outcome of the case conference in writing. Normally the case conference should not take place any later than 4 weeks after the first date of non-attendance/engagement.

The Programme Leader will then facilitate confirmation to UCLan of the student's withdrawal from the programme to ensure accuracy of their student progression/attainment records.

The Head of School will then facilitate informing the College's Examinations Team of the student's withdrawal from programme to ensure accuracy of the student's awarding body progression/ attainment records.

The College's Student Finance, Welfare and Guidance Manager is also to be notified by the Curriculum Manager of the student's withdrawal to ensure the accuracy of student status information within the College's student finance reporting mechanisms, thereby ensuring that the student's withdrawal notification informs Student Finance England funding contracts.

4. Withdrawal Appeals Process

Should a student wish to appeal against a college institution-led withdrawal from programme decision they are to be advised to follow the College's Complaints Policy and Procedure.

5. Interruption to Study

If following discussions between the student and Programme Leader / Programme Tutor, it is decided that it is in the best interests of the student for them to temporarily interrupt their studies then the procedures as laid out by the awarding HEI/body should be followed and the associated notification paperwork completed.

The Programme Leader / Programme Tutor will ensure that they receive a copy of the HEI/ Awarding body confirmation of approval for the student to interrupt their studies from the student.

The Programme Leader/ Programme Tutor will then ensure that an internal St Helens College change of status request form is completed using the definitions given in Section 2 of this document.

This change of status request form **MUST IN ALL CASES** be authorised by the relevant Head of School and Director of Adult and Higher Education prior to then being submitted to MIS for processing.

A copy of the HEI/ Awarding body confirmation of approval for the student to interrupt their studies in all cases must submit to MIS with the change of status request.

Appendix 1



University Centre
St Helens

WITHDRAWAL FROM STUDY FORM

Please read the instructions overleaf carefully before completing this form.

Section 1: Your details

Full name: _____

Student College ID Number: _____

Student HEI/Awarding Body ID Number: _____

Address for future correspondence: _____

Do you receive funding from Student Loans Company? YES / NO

Has your employer funded your course? YES / NO

Programme of study: _____

Length of study for full award: _____

Current Year of Study: _____

Programme Leader: _____

Last date of attendance: _____

Reason for requesting withdrawal from programmes of studies:

Please tick **ONE** box only and give further details below.

Reason (Please Tick)	Code	Definition
	2	I have transferred to another provider
	3	Personal injury / illness
	29	I have been made redundant
	40	I have transferred to a new programme with the College
	41	I have transferred to another provider to undertake learning that meets a specific government strategy
	42	Academic failure/left in bad standing/not permitted to progress – HE learning aims only

Further details as to why you are withdrawing from the programme:

Section 2: Student Declaration (For student completion only)

- I note that withdrawing from my programme of study at St Helens College may affect my eligibility for full-time or part-time financial support, the funding package for which I am eligible, and the tuition fees charged and that it is recommended that I seek advice from both the College’s Student Finance, Welfare and Guidance Manager and Student Finance England regarding the wider financial implications.

- I am aware that all guidance is provided in good faith based on the information held about my situation. I note that St Helens College endeavours to ensure that guidance is accurate at the time it was given. However, it can be subject to change and responsibility cannot be accepted for any errors or omissions, for consequences arising from the use of the information, nor for decisions or updates made by government agencies. Should any information change, any guidance that I have already been given may no longer be applicable and I may be required to seek further advice.
- In submitting this form, I confirm that I have investigated my circumstances in light of the changes requested above and understand the impact upon my academic studies.
- I confirm that I have discussed the above reasons for my withdrawal with my Programme Leader/ Programme Tutor and have read and agree to follow the procedure as stated on page 3 of this form.

Signature of Student: _____ Date: _____

Signature of Programme Leader / Programme Tutor: _____

Date: _____

Once this form has been completed, including all the relevant signatures, it should be sent to the relevant Head of School for authorisation.

FOR OFFICE USE ONLY

Student's Full Name _____ Date of Withdrawal: _____

HoS Signature _____ Date _____

Director Signature _____ Date _____

For completion by the Head of School once withdrawal authorised by the Director of Adults and HE

Has the student been notified of their withdrawal? YES/NO

Date Sent _____ Signature _____

College's Examinations Team notified? YES/NO

Date notified _____ Signature _____

College's Student Finance, Welfare and Guidance Manager notified? YES/NO

Date notified _____ Signature _____

HEI notified of the student's withdrawal? YES/NO

Date Sent _____ Signature _____ Recipient contact details _____

Procedure to be followed when requesting withdrawal from a UCSH Higher Education programme

When wanting to withdraw from a UCSH Higher Education programme of studies a student should proceed as follows:

Step 1 - You should contact your Programme Leader/ Programme Tutor immediately in order to discuss your intention to withdraw, explore other possible options and if necessary, obtain guidance on the withdrawal procedure. Where applicable, the

Programme Leader/ Programme Tutor will then refer you to the relevant services for further support.

Step 2 - Contact your Funding Provider (e.g. Student Loans Company, employer) to discuss the financial implications of this change.

You can seek further advice from the College's Student Finance, Welfare and Guidance Manager following your contact with your Funding Provider.

Kieron Potter - Student Finance, Welfare and Guidance Manager

Email: KPotter@sthelens.ac.uk

Tel: 01744 623238

Step 3 - Download a notification of withdrawal form from the MyDay HE Zone.

Step 4 - Complete the form stating reasons for wanting to withdraw from your studies

Step 5 - Email your completed and signed form to your Programme Leader/ Programme Tutor for authorisation and processing.

Step 6 - Return all materials and items owned by St Helens College and pay any outstanding sums owed to St Helens College.

Step 7 - Once the form has been processed, you will receive an email from the relevant College Head of School to confirm your withdrawal from the UCSH programme. The College's Student Finance, Welfare and Guidance Manager will also notify Student Finance England/Wales or Local Authority (LA) if applicable and the College's Finance Department.

Step 8 - Please ensure you have notified Student Support England/Wales or your Local Authority of your change of circumstance. Please go to: <https://www.gov.uk/apply-for-student-finance/change-an-application> for further information about this.

Please note that a withdrawal will NOT be processed without the signature of the student whose intention it is to withdraw. In exceptional circumstances, the signature of an authorised member of staff may be accepted.

Fees Due

The tuition fee charge for the academic year will be based on the date of last attendance.

For full information in relation to the fees that will be charged when a student withdraws from their programme of study, please refer to the Tuition Fees Policy 2021/2022 Entry on the College's website.

Refunds

If a student leaves the programme before the programme has finished, they may be entitled to a refund for all, or part of the fees paid. Such refunds only apply to the fees paid in respect of the academic year in which they leave. Please refer to the Fees, Charges and Fee Discount Policy 2021/22.

Withdrawal

Withdrawal is effective from the last date of attendance, which will be determined by checking the College's attendance monitoring system.

Fee Discounts

Any student in receipt of a discount to their fees will only receive the discount in proportion to the fees paid.

Appendix 2

Step 4 - Withdrawal notification to student (Institution-led)

Dear **STUDENT NAME**

Date of Letter:

I wrote on the **XX/XX/XX** asking you to contact me as a matter of urgency to discuss how we can support you to return to your studies both from an academic point of view and, if appropriate, through the support services that the College offers.

I am aware that you have not attended planned sessions on the **PROGRAMME TITLE (e.g. HNC/ FdSc/BA (Hons)...**) for the past **INSERT DURATION**, nor do we have any other evidence of engagement on the programme during this time. I am also aware that despite attempts to contact you, neither the programme team nor I have received any communication from you during this period.

I must inform you that you will now be formally withdrawn from the **PROGRAMME TITLE (e.g. HNC/ FdSc/ BA (Hons)...**).

You are now asked to return all materials and items owned by St Helens College and pay any outstanding sums owed to St Helens College.

Should at a future date you want to explore recommencing your studies then please contact me to discuss your situation.

Yours sincerely

Director of Adults and Higher Education

SIGNATURE: _____