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**Responsible Board:** Higher Education Academic Board

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Document Change Log	
Summary of changes made between previous issue and this current issue	Page number

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- o [info@lwc.ac.uk](mailto:info@lwc.ac.uk)

If you need assistance or support the withdrawal from your programme please contact your Progress and Welfare Coach.

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## 1 Summary of this document

This document sets out the principals and expectations of students throughout the withdrawal process.

The document consists of our withdrawal policy and the procedure to be followed by you leaving your programme.

This document is located within the Institution's designated SharePoint site and, on the Lakes College Higher Education website so you can access this before applying for your programmes and to use throughout your journey.

## 2 Scope

Our Higher Education Withdrawal Policy and Procedure is for enquirers, applicants, Higher Education students, staff, and external stakeholders. The policy contains the Institution's approach and commitment to fair, transparent, accessible, and inclusive, Higher Education learner experience.

## 3 Responsibility

Title	Responsibility
The Dean of HE	Has overall responsibility for the strategic management of Higher Education Assessment Policy, monitoring of achievements and for the implementation of plans for improvements in outcomes for learners.
Board of Examiners	Is responsible for overseeing and administering examinations and assessments. They ensure the fairness, integrity, and the reliability of the examination process.
Data Services Team	Ensures your academic records are up-to-date and will remove you from your programme of study once you withdraw from a programme.

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Examinations Officer	Ensure that learners are registered accurately and in a timely way with relevant Awarding Organisations. Manage examination in line with Awarding Organisation's requirement
Higher Education Academic Board	Is responsible to the College Executive for the planning, development, operation and monitoring of the higher education academic work of Higher Education Programmes; and providing assurance that appropriate academic regulations as indicated by awarding and regulatory bodies are followed and methods for monitoring are effective. The Academic Board's primary duties are to oversee Higher Education academic standards, the quality of all Higher Education programmes within the Institution, and the student learning experience.
Institution Board of Governors	Monitors the Higher Education provision to review performance. The Chair of the Academic Board will report to the Board of Governors.
Quality Assurance Committee	Will monitor all curriculum activities against performance standards from the Office for Students and Awarding Bodies.
Curriculum Operational Leaders	Will meet with you to discuss your options if you choose to withdraw from your programme.
Programme Team Leaders	Will meet with you to discuss your options if you choose to withdraw from your programme.
Progress and Welfare Coach PWC	Provides pastoral support to you and monitor your progress during your programme of study. You can raise concerns to your PWC and will advise you the options available to you.

If you have any questions in relation to the HE Withdrawal Policy & Procedure, please contact [info@lcwc.ac.uk](mailto:info@lcwc.ac.uk).

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## 4 Introduction

You may find that studying on a higher education programme is not currently the right place and that you want to withdraw from your programme of study.

The document explains the process for you if you wish to permanently withdraw from your programme of study. It will ensure you have the relevant information before withdrawing you from your programme of study.

If you wish to temporarily withdraw from your programme of study due to personal circumstances, we advise you to speak to your Progress and Welfare Coach and Programme Team Leader. Further information can also be found in the [HE Extenuating Circumstances Policy and Procedure](#).

Withdrawing from your programme of study may incur fees to you dependant on your date of formal withdrawal. Please refer to the [HE Fees and Debt Policy](#)

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# Withdrawal Policy

## 5 Withdrawal Policy

### 5.1 Definition of Withdrawal

Withdrawal is formal notification of your, or the Institution's intention, to permanently remove you from your programme of study.

### 5.1 Withdrawal by you

If you wish to withdraw from your programme:

- You are required to formally notify us of your request to withdraw from your programme of study.
- You are required to contact your Progress and Welfare Coach (PWC) to discuss your withdrawal.
- Your request needs to be made in writing to your PWC.
- Your last date of attendance will be used as your withdrawal date.

### 5.2 Withdrawal by the Institution

The Institution can withdraw any student due to the following reasons:

- Failure to attend and engage in your programme as set out in [Institution's HE Attendance & Engagement Policy and Procedure](#)
- Exclusion due an outcome from [Student Conduct and Behaviour Policy and Procedure](#)
- Fitness to study concerns as set out in the Institution's [Fitness to Study Policy and Procedure](#).
- Non-payment of tuition fees as set out in the [HE Fees and Debt Policy](#).

Please note that you will not be able to attend teaching sessions or take assessments if you withdraw from your programme of study.

## 6 Consequences of Withdrawal

Withdrawing you from your programme of study will lead to following consequences:

- Removal of your access to the institution buildings, facilities, and services.

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- Financial implications including our requirement to notify the Student Loans Company of the date of your withdrawal from your programme.

## 7 Re-admission after withdrawal

If you wish to recommence your study following withdrawal from your programme, you will need to reapply to the programme and will be subject to the criteria for admission and Institution's [HE Admissions Policy and Procedure](#).

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# Withdrawal Procedure

This sets out the Higher Education Withdrawal Procedure which is in line with the Higher Education Withdrawal Policy. The procedure aims to ensure you have a fair and equal withdrawal process.

## 8 Procedure

### 8.1 Withdrawal by you

If you inform a member of staff that you wish to leave your course before completion, the Programme Team Leader in conjunction with the PWC will organise a transition meeting.

- Prior to the transition meeting, you will be signposted to this withdrawal procedure and provided with a hard copy.
- The Cross-College Administration Team will organise the transition meeting (within 2 days) who will write and confirm the details of the meeting.
- During your transition meeting, you can express that you wish to withdraw from your programme of study. You will be provided information and support including the:
  - Clarification of the consequences of your withdrawal, including financial implications and factors which may impact your financial decisions.
  - Opportunity to meet with the HE PWC and student counsellor for support and to ensure that your safeguarding and well-being is maintained as a priority.
- If you do not wish to withdraw after the transition meeting, the Programme Team Leader will continue to closely monitor and support your progress.
- If you confirm your wish to be withdrawn from your programme after the transition meeting, or after a further period of time, the Programme Team Leader will complete the Withdrawal Form to seek authorisation from the Curriculum Operational Leader (COL) for withdrawal stating clear reasons for the request.

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- The COL will authorise the withdrawal request and an email will confirm the withdrawal and the COL will respond accordingly.
- The accepted withdrawal request is then processed with the Data Service Team and you will be removed from your programme of study and relevant attendance registers.
- Your PWC will contact you to confirm your reasons for leaving the course and to check your well-being.
- We report upon and evaluate programme withdrawals as part of the Institution's Quality Cycle. Report and evaluation does not identify individual students.
- The withdrawal process is also audited as part of the Institution's Quality Cycle.

## 8.2 Withdrawal by us

- If you have been absent for 4 consecutive weeks, without approval, the Programme Team Leader in conjunction with the PWC will organise a transition meeting.
- During your transition meeting, we will explore the reasons for your absence with you and any support you require. You may also express that you wish to withdraw from your programme of study. You will be provided with information including:
  - Clarification of the reasons for proposed withdrawal from your programme, the consequences of your withdrawal including financial implications, and the factors which may impact your financial decisions.
  - An opportunity to meet with the HE PWC and student counsellor to support you and to ensure that your safeguarding and well-being is maintained as a priority.
- If, after the transition meeting, it is agreed you continue on your programme, the Programme Team Leader will continue to monitor you progress closely to ensure you are meeting the programme requirements.
- If, after the transition meeting, it is agreed to withdraw you from your programme, the Programme Team Leader will complete the Withdrawal Form to seek authorisation from the Curriculum

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Operational Leader (COL) for withdrawal stating clear reasons for requests.

- If you do not attend the transition meeting and do not respond within 4 weeks of notification of withdrawal. We will follow the below withdrawal process.
- The COL will authorise the withdrawal and an email will confirm the withdrawal and the COL will respond accordingly.
- The accepted withdrawal request is then processed with the Data Service Team and you will be removed from your programme of study and relevant attendance registers.
- Your PWC will contact you to check your well-being.
- We report upon and evaluate programme withdrawals as part of the Institution's Quality Cycle. Report and evaluation does not identify individual students.
- The withdrawal process is also audited as part of the Institution's Quality Cycle.

### **8.3 Withdrawal for apprenticeship**

If you or your employer inform your Apprenticeship Development and Skills Coach that you wish to leave the apprenticeship before completion, the Apprenticeship Development and Skills Coach will:

- Consider any action that may support you to be able to continue. This will be detailed in your records. You should be recorded as a potential early leaver on Salesforce so that support systems are implemented to support your requirements.
- Inform the Business Engagement Manager for the relevant area if you are at risk at not completing your programme. They will discuss your situation with the employer and report back to the Apprenticeship Development and Skills Coach the actions agreed.
- If none of the actions above are successful, request your withdrawal through Salesforce, including your reason for leaving, and the last date of your attendance in learning.

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- This will then be submitted to the Apprenticeship Curriculum Operational Leader detailing that they have had intervention with the employer and no further action can be taken.
- The withdrawal is then formally approved, and Data Services will be notified through Salesforce that the learner needs to be withdrawn on EBS

## 9 Complaints

We are committed to a fully inclusive and transparent Withdrawal Policy and Procedure. You can complain about your Withdrawal process should you be dissatisfied with any aspect of your experience. Please refer to the Institution's [Complaints Policy and Procedure](#) for further information, which can be found in section 11 of this document.

## 10 Source of further information

Further information may be obtained from the:

- Inclusive Learning Leader
- Programme Delivery Team
- Progress and Welfare Coach

## 11 Other relevant policies and procedures

- [LCWC HE Admissions Policy and Procedure.](#)
- [LCWC HE Academic Misconduct, Malpractice and Maladministration Policy and Procedure](#)
- [LCWC HE Attendance & Engagement Policy and Procedure](#)
- [LCWC HE Complaints Policy & Procedure](#)
- [LCWC HE Data Protection Policy](#)
- [LCWC HE Extenuating Circumstances Policy and Procedure](#)
- [LCWC HE Fees and Debt Policy.](#)
- [LCWC HE Fitness to Study Policy & Procedure](#)
- [LCWC HE Reasonable Adjustment Policy & Procedure](#)
- [LCWC HE Recognition of Prior Learning Policy & Procedure](#)

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## 12 Any external references

- Competition Markets Authority [Competition and Markets Authority - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/organisations/competition-and-markets-authority)
- Consumer Rights [Consumer Rights Act 2015 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2015/15)
- Equality Act 2010 [Equality Act 2010: guidance - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guidance/equality-act-2010)
- Office for Students [Home - Office for Students](https://www.officeforstudents.org/)
- Office for the Independent Adjudicator [Office of the Independent Adjudicator for Higher Education - OIAHE](https://www.oiahe.ac.uk/)
- The Open University [Distance Learning Courses and Adult Education - The Open University](https://www.open.ac.uk/distance-learning)
- Pearson [Pearson | The world's learning company | UK](https://www.pearson.com/uk)
- University of Central Lancashire [University of Central Lancashire - UCLan](https://www.uclan.ac.uk/)
- University of Cumbria [University of Cumbria](https://www.cumbria.ac.uk/)

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