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Higher Education Withdrawing and Suspending Studies Procedure

1. Purpose

- 1.1 To ensure that students **enrolled** on Office for Students designated programmes receive appropriate support prior to being withdrawn or suspended.
- 1.2 To ensure that the fees charged and refunded to Higher Education (HE) students comply with the rates approved by the Corporation Board.
- 1.3 To notify the relevant HE institutions and other interested parties.

2. Applies to

- 2.1 All students who are enrolled on an Office for Students designated programme who:
 - a. Have withdrawn from or have been required to leave their programme. **Note that students are classed as early leavers if they have been absent for 28 consecutive days (4 weeks). After this, the College may decide that they have left the programme and withdraw the student with the relevant HEI.**
 - b. Wish to suspend studies on their programme.
 - c. Wish to transfer to another Institution (Please note: students wishing to transfer to another HE programme at Cornwall College are covered in the HE Transferring Studies Procedure).

3. Responsibility

3.1 Programme Manager (PM):

- a. Contacting absent students to confirm their intention to study.
- b. Completing the HE Student Suspending Study Form, or HE Student Withdrawal Form, and forwarding it to the site Administration Office.

3.2 Personal Tutor (PT) / Higher Education Senior Tutor (HEST)

- a. Assisting PM with contacting absent students to confirm their intention to study.

3.3 Site Administration Office (Camborne, Stoke Climsland, Bicton):

- a. Indicating the 'Fees Payable' on the relevant form.
- b. Keying the suspension or withdrawal onto Prosolution.
- c. Forwarding relevant form to HE Operations and Site Finance Administrator.
- d. Requesting the return of the students ID card.

- 3.4 **Site Finance Administrator:** for contacting the student and arranging the refund or payment of programme fees.

- 3.5 **Site Finance Administrator:** for informing the Student Loans Company of the student withdrawal or suspension.
- 3.6 **Higher Education Assistant Registrar (HEAR):** for notifying the Awarding Body of the withdrawal or suspension.

4. Principles of Withdrawing and Suspending Studies

A student who has withdrawn from a programme and subsequently wishes to re-join the programme will be required to re-apply.

Students who suspend or withdraw from a programme within the appropriate deadline will not be allowed to commence another module in the same term.

Students may suspend or withdraw from a programme at any point during the academic year. Where a student does so, they will be awarded credit for any modules successfully completed prior to the date of withdrawal, but will not be permitted to complete any module assessment after the date of suspension/withdrawal.

A student may agree with the PM to suspend studies rather than withdraw from the programme. In this case the date for resumption must be agreed when the suspension is agreed.

A student who does not resume studies by the agreed date of return will be contacted by the PM and may be suspended for a further year.

The students actual end date is their date of last attendance. Where the student is attending college, the site Administration Office should check this date on Prosolution. Where the student does not attend college, the 'Recording Learner Attendance Procedure' should be followed. This outlines the attendance documentation that must be kept for students studying via distance or open learning. The site Administration Office should check the date of last contact with the PM.

5. Processes and Documentation

- 5.1 If a student has been absent for 5 consecutive days (1 week), the PM must contact the student by telephone in order to confirm their intention to study. If the PM is concerned, they should contact the student's next of kin. If the learner is continuing to study at home, contact logs should be maintained by the PM.
- 5.2 If a student has been absent for 10 consecutive days (2 weeks), the PM must seek consent from the PT or HEST before sending a letter to the student to confirm their intention to study. The letter must warn the student that they are at risk of being withdrawn if they do not contact the College within the next two weeks. If the PM is concerned, they should contact the student's next of kin. If the learner is continuing to study at home, contact logs should be maintained by the PM.
- 5.3 If a student has been absent for 15 consecutive working days (3 weeks), the PT or HEST must send a letter to the student via recorded delivery to confirm their intention to study. The letter must warn the student that they will be withdrawn from the programme if they do not respond within 5 days. If the learner is continuing to study at home, contact logs should be maintained by the PM.

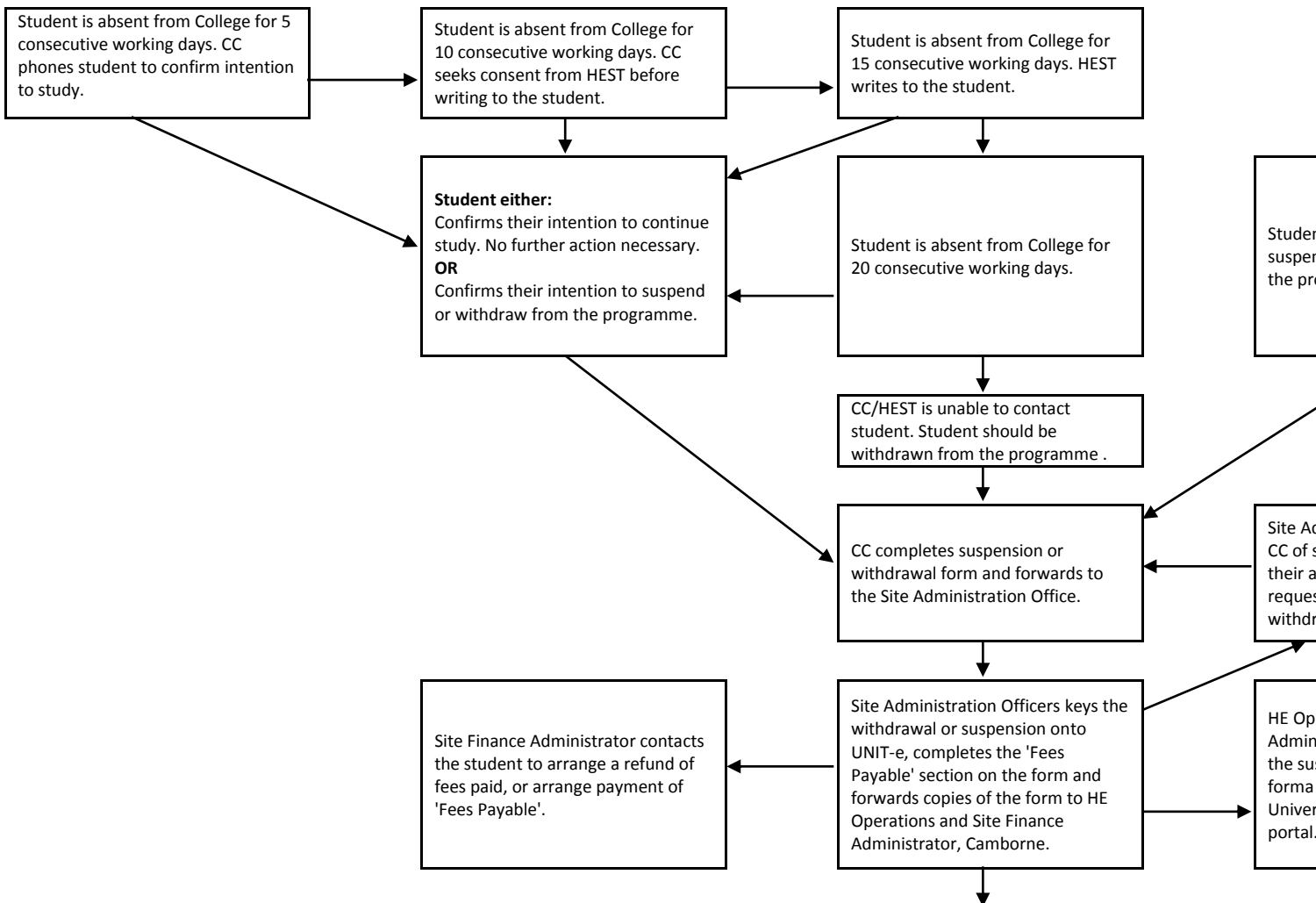
- 5.4 If a student has been absent for 20 consecutive working days (4 weeks), the PM must complete a HE Student Withdrawal Form.
- 5.5 Students who wish to suspend or withdraw from a programme must notify the PM in writing by the following deadlines:
- a. Term Long Modules: Deadline for notification is the end of the fourth week of the modules teaching schedule.
 - b. Year Long Modules: Deadline for notification is the end of the first term.

A student who does not meet the appropriate deadline, and subsequently does not complete the module within that academic year, will be deemed to have failed the module.

- 5.6 When a PM receives notification of the student's intention to suspend or withdraw from their programme, they must accurately complete the HE Student Suspending Study Form or HE Student Withdrawal Form.
- 5.7 If a part time student needs to reduce the amount of credits they are studying in a particular year, due to personal circumstances, they may do so provided:
- a. They submit the HE Module Suspension Form within the deadlines specified on the form. If the student misses the deadline, and subsequently does not achieve the module, they may be deemed to have failed the module.
 - b. They are still able to complete the programme by their expected end date.
- 5.8 Once the PM has completed the HE Student Suspending Study Form, or HE Student Withdrawal Form, they must forward it to the site Administration Office.
- 5.9 The site Administration Office must key the suspension or withdrawal onto ProSolution and complete the 'Fees Payable' section on the HE Student Suspending Study Form, or HE Student Withdrawal Form. Please refer to Annex I before deciding on the Fees Payable. Once the 'Fees Payable' has been completed, a copy of the form should be sent to HE Operations and Site Finance Administrator.
- 5.10 The HE Assistant Registrar must notify the Awarding Body of the change of circumstance.
- 5.11 If a Student informs Student Finance England of their withdrawal or suspension directly, Student Finance England will contact the Administration Finance Office, Camborne.
- 5.12 The Administration Finance Office, Camborne will be required to key details, including Fees Payable, directly onto the Student Loans Company portal.
- 5.13 The Site Finance Administrator must contact the student to arrange a refund of paid programme fees, or to arrange the payment of the 'Fees Payable' as indicated on the suspension or withdrawal form.

6. Related Documents and Data

HE Student Suspending Study Form
HE Student Withdrawal Form
HE Module Suspension Form
Fee Amendments for Withdrawing and Suspending Students (Annex I)



Site Administration Office requests
return of students ID card.

ANNEX I

Fee Amendments for Withdrawing and Suspending Students in 2018/19

Withdrawing and Suspending Studies

1. Learners that withdraw from a programme and begin a new programme on or after 1 September 2018 will be deemed to be a new learner and will adopt the new fee for the academic year in which the learner commences study.

The College will operate the following fee refund policy for undergraduate or postgraduate taught learners who withdraw or suspend their studies:

Withdrawal / Suspension	Fees Payable
The following tuition fee charges will apply to learners who are new to the college who withdraw or suspend between:	
17 September 2018 and 28 September 2018	No Charge
29 September 2018 and 14 December 2018	25% of annual tuition fee charged
7 January 2019 and 5 April 2019	50% of annual tuition fee charged
23 April 2019 and 14 June 2019	100% of annual tuition fee charged
The following tuition fee charges will apply for learners who are continuing study at the college who withdraw or suspend between:	
17 September 2018 and 14 December 2018	25% of annual tuition fee charged
7 January 2019 and 5 April 2019	50% of annual tuition fee charged
23 April 2019 and 14 June 2019	100% of annual tuition fee charged
The following tuition fee charges will apply for learners who are enrolled on a HEFCE recognised programme, who are repeating modules in 2018/19, who withdraw or suspend between:	
17 September 2018 and 14 December 2018	25% of annual tuition fee charged
7 January 2019 and 5 April 2019	50% of annual tuition fee charged
23 April 2019 and 14 June 2019	100% of annual tuition fee charged
The following tuition fee charges will apply for learners who are resuming studies in 2018/19, onto a recognised HEFCE programme, who withdraw or suspend between:	
17 September 2018 and 14 December 2018	25% of annual tuition fee charged
7 January 2019 and 5 April 2019	50% of annual tuition fee charged
23 April 2019 and 14 June 2019	100% of annual tuition fee charged

Learners who suspend study due to valid extenuating circumstances will be liable for the suspension fees above but the fee they pay when they resume studies will take into account these charges. Please see the *Resuming Studies* section for more details.