

# Withdrawal Policy and Procedure

Version Control			
Version	Author	Date	Changes
1.0	Quay Huong Tran <sup>1</sup>	24 <sup>th</sup> May 2022	

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<sup>1</sup> This date is only indicative, and the said policy may be reviewed before due to changes in the macro and/or micro environment.

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## Definition

Withdrawal from the College means that you are leaving the College with no intention of returning. This also means that you are aware that it may affect your future funding entitlement (if funded) and your course fee liability.

## Withdrawal by the learner

Learners are required to formally notify the college of their request to withdraw from their programme. Learners are required to contact their tutor to discuss their withdrawal request. Withdrawal requests should be made in writing to your tutor. The last date of attendance for your course/programme will be used as the withdrawal date.

## Withdrawal by the college

The college can withdraw the learner due to:

- No response from the learner after a lack of attendance (including re-enrolment).
- Concerns regarding the learner's fitness to study which refers to their ability to fully engage with the programme of study whilst maintaining appropriate standards of behaviour required by the college in a manner which does not have a negative impact on the student, other students, staff or third parties.
- Exclusion (due to dangerous behaviour that presents an immediate risk to themselves or others; behaviour that does not meet the standards as a member of the college as set out in the Academic Misconduct Policy and other related policies; and/or failure of academic progress where lack of engagement is not indicated as a result of welfare concerns.
- Non-payment of fees

A learner who is withdrawn is not eligible to attend lessons or take assessments.

## Cancellation

In accordance with The Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, you may cancel your course anytime within fourteen days after you receive your course materials.

To cancel your course, you must send an email to Tania at [tatiana@blisscollegeuk.com](mailto:tatiana@blisscollegeuk.com) or contact support on 02085144977 Monday-Friday 10AM-5PM. Please note cancellations cannot be accepted via email or postal format.

We will process the refund due to you within thirty days of our receipt of your written notice of cancellation.

In line with The Consumer Rights Act 2015, you also have a 14 day right to change your mind and get a full refund. All cancellations will be subject to a flat charge of £100 for administration, which would be deducted from any refund due to you.

You may still request for a full refund up to the first 6 weeks but will be deducted a flat £100 for administration fees + additional fees for registration if you have been registered with an awarding body during that time.

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You can request for a withdrawal any time up until before you have been selected as a subject of moderation by the EQA (external quality assurance) of an awarding body.

## Re-admission

A withdrawal is a permanent status. If a learner wishes to continue study, they must reapply to the programme and will be subject to the admissions criteria. The applicant must be approved of by the academic staff before an offer is made and they are allowed to reinstate.

## Reinstatement

If the learner is withdrawn due to an administrative error by the college, the learner must be reinstated immediately. The affected learner will not be penalised in the event that the college fails to enforce its policies or procedures correctly.

## Extensions and suspension

A learner may request for extended time for their course if they believe they will be unable to complete their course within the provided deadline. The request will be looked at by the appropriate staff and a response will be given to the learner. If successful, the learner will be given the appropriate time and their academic status will be put on-hold instead of being withdrawn.

## Withdrawal procedure example

Below outlines an example of the steps taken for a learner to withdraw from their course/programme.

1. The learner requests, by phone, email, or in person that they wish to withdraw from the course. This can only take place after they have discussed with their tutor.
2. The learner is then referred to the appropriate person (if this has not been done by the tutor already). In this case, this would be the admin.
3. The admin will ask for reasons why the learner wishes to withdraw, if they have already spoken with a tutor or someone who is able to help before they came to their decision.
4. The learner provides their reasons for want to withdraw from the course/programme.
5. The admin gives the learner the [Learner Withdrawal Form](#) to complete.
6. The learner fills out the withdrawal form.
7. The admin confirms that the form has been filled out and approves of the withdrawal from the learner and dates the form. They will also need to confirm the last date of attendance for the learner at this time.
8. The form is scanned and stored in learner's online storage. The form is also to be provided as proof in case it is requested by the awarding body.
9. The admin withdraws the learner from the awarding body's system.
10. Admin updates learner's status to 'Withdrawn' on database.
11. Assessor is informed of the learner's withdrawal.

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## Disagreements with the decision

If they wish to challenge the decision made, they can, read the Complaints Procedure Policy, and, make a formal appeal by filling out a complaints form. We strongly recommend any appeals made to be accompanied by documentary evidence relating to the complaint.

End.

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