



**London
South Bank
University**

EST 1892

STUDENT INTERRUPTION AND WITHDRAWAL PROCEDURE 2017/2018

This Procedure is available in accessible formats on request from the Student Administration team. Please contact [**studentlife@lsbu.ac.uk**](mailto:studentlife@lsbu.ac.uk)

1 Introduction – What are interruption and withdrawal?

- 1.1 Interruption is where you decide that for personal reasons, such as ill health or pregnancy/maternity, you wish to take a break from your studies.
- 1.2 Withdrawal is where you decide that you no longer wish to continue as a student at the University and permanently withdraw from your course.
- 1.3 You may also be interrupted or withdrawn from your studies by the University, in the following circumstances:
 - (a) interruption or withdrawal due to concerns about your physical or mental health in accordance with the [Fitness to Study procedure](#);
 - (b) interruption or withdrawal for reasons of academic failure as set out in the Academic Regulations;
 - (c) interruption or withdrawal for failure to attend or engage with your studies;
 - (d) withdrawal for a failure to re-enrol whether arising from non payment of tuition fees or otherwise;
 - (e) withdrawal for failure to comply with Home Office visa requirements, including requirements about attendance, if you are a student who requires a Tier 4 (General) visa to study at the University;
 - (f) where you are an apprentice, withdrawal because you have lost your job and are therefore no longer able to continue your apprenticeship.
- 1.4. This procedure does not cover suspension or exclusion from the University on disciplinary grounds, which are covered by the [Student Disciplinary procedure](#), or under the [School of Health and Social Care Fitness to Practise procedure](#).
- 1.5. Further detail about interruption is set out at [Annex A](#).
- 1.6. Further detail about withdrawal is set out at [Annex B](#).

2 Scope – Who is covered by this procedure?

The Interruption and Withdrawal Procedure applies to every student enrolled and/or registered with the University, including apprentices and students on programmes delivered in partnership with other providers, unless otherwise stated in the course specification.

3 Who is responsible for this procedure?

The Pro Vice-Chancellor for Education and Student Experience has overall responsibility for the procedure, but has delegated day-to-day responsibility for overseeing its implementation to the staff identified in this procedure. All relevant members of staff have been made aware of the procedure and have received appropriate training.

4 Support for students

- 4.1 You are encouraged to seek advice and support regarding this procedure from the Student Life Centre, LSBU Students' Union Advisory Service or Student Wellbeing team.

- 4.2 The University will make reasonable adjustments to this procedure where it is reasonable to do so to prevent you from suffering substantial disadvantage as a result of your disability.

5 How do I interrupt or withdraw from my studies?

Step 1: Speak with a course representative, e.g. your course director

- 5.1 If you wish to interrupt or withdraw from your studies you are advised to speak to a course representative, for example, the course director, before making a decision. Apprentices will need to make an appointment with the Apprenticeship Team as the University will need to confirm arrangements with your employer.

Step 2: Make an appointment with the Student Life Centre

- 5.2 If you decide to interrupt or withdraw from your course you must make an appointment with the appropriate member of University staff as below:
- For most students: an appointment should be made with a senior student adviser by visiting the Student Life Centre, emailing studentlife@lsbu.ac.uk or calling **020 7815 6454**.
 - For Health and Social Care students: an appointment should be made with a representative from the course, for example, the course director (or his/her alternative), who will take you through the process. Interruptions must be agreed by the course director (or his/her alternative) as your return is subject to the availability of placements.
 - Tier 4 International Students: An appointment should be made with an Immigration and International Student Adviser by emailing: international.advice@lsbu.ac.uk or calling: 020 7815 7037/6156.
 - All Apprentices: an appointment should be made with the Apprenticeship Team by emailing apprenticeships@lsbu.ac.uk or calling **020 7815 7324**.
- 5.3 If you are unsure who to make an appointment with, you should contact the Student Life Centre for assistance.
- 5.4 The University will aim to ensure that you are seen within five working days of a request for an appointment. Phone appointments can be arranged if required.

Step 3: speaking to an adviser

- 5.5 The senior student adviser (or Apprentices Team adviser or Immigration and International Student Adviser) will offer you a confidential space in which to talk through the reasons you feel you are not able to continue with your studies at this time. The aim of this appointment is to support you in coming to the right decision for you
- 5.6 The senior student adviser (or Apprentices Team adviser or Immigration and International Student Adviser) will discuss the options available to you and the consequences of that decision in areas such as finance, accommodation, visa implications and future study options.

Step 4: making a plan

- 5.7 If you decide to continue with your study at the University you and the senior student adviser will draft a plan together that enables you to stay. This plan may include arranging support from other services such as wellbeing, debt advice or study skills, or actions to complete such as submitting Extenuating Circumstances or contacting your personal tutor.
- 5.8 If you decide that interruption or withdrawal is the right thing for you, you and the senior student adviser will draft a plan together for you to make sure you have completed all the actions required to interrupt or withdraw. This may include actions such as informing student finance or accommodation.
- 5.9 You are expected to take responsibility for completing actions outlined in your plan.
- 5.10 If you choose to remain at the University and continue with your studies, the senior student adviser will provide advice and guidance on support services available.
- 5.11 The senior student adviser will follow up to see how you are coping with the studies and your plan at an appropriate time.
- 5.12 For apprentices the plan will be shared with your employer.

Step 5: Completing the interruption or withdrawal process

- 5.13 The senior student adviser will support you in completing the interruptions and withdrawal form which will be retained by the senior student adviser for processing. You must return this form to your senior student adviser to complete your interruption or withdrawal.
- 5.14 If you decide to withdraw you must return your ID card to the senior student adviser with your completed form. The date of withdrawal will be the date that the completed form is received by the University, unless paragraph 5.15 applies.
- 5.15 You will have a 14-day (or 7-day if you are a Tier 4 student) cooling off period from the date of your withdrawal. If you wish to retract your withdrawal from the University, please contact a senior student adviser (or Apprentices Team adviser or Immigration and International Student Adviser) within that time to discuss if your return to study is possible.

Step 6: Returning after an interruption

- 5.16 If you have interrupted your studies you will usually be expected to re-enrol in the academic year following the interruption at the beginning of the equivalent semester in which your interruption began. There may be exceptions to this, in particular in Health and Social Care, where you will be advised by your course director as to when you are expected to return to your studies. All apprentices will need to complete additional paperwork with the Apprenticeship Team.
- 5.17 If you are not ready to come back to your studies by re-enrolling in the academic year following the interruption, you need to contact Student Administration at studentlife@lsbu.ac.uk. It is your responsibility to keep the University informed.

- 5.18 If you have been interrupted by the University in accordance with the Fitness to Study procedure, you will need to present appropriate evidence to show that you are now able to return to study, before you can re-enrol. The process to be followed is set out in the Fitness to Study procedure. If you are an apprentice your employer will need to complete additional paperwork and confirm they are happy for you to resume.
- 5.19 If you need further advice and information whilst interrupted from your studies, please contact the Student Life Centre by emailing: **studentlife@lsbu.ac.uk** or by calling: **020 7815 6454**.
- 5.20 All returning students will be subject to right to study checks.

6 Review

- 6.1 If you are interrupted or withdrawn by the University in accordance with the Fitness to Study procedure, you have a right to request a Review of that decision in accordance with that procedure.
- 6.2 If you hold a Tier 4 (General) visa and you are withdrawn by the University in accordance with the Sickness and Absence Policy for Undergraduate and Postgraduate Tier 4 Students, you have a right of appeal in accordance with that policy.
- 6.3 In all other cases, you have a right to request a Review by the Pro Vice-Chancellor for Education and Student Experience of a decision to interrupt or withdraw you. You should submit your request for a Review in writing to Pro Vice-Chancellor for Education and Student Experience within 10 working days of being notified of the decision. You should set out your concerns clearly and succinctly and provide evidence in support (where possible).
- 6.4 The Pro Vice-Chancellor for Education and Student Experience or his/her nominee will review all information collated for the original decision, together with any new evidence presented, on the papers (but may contact you and/or anyone else involved in the matter if s/he considers it necessary).
- 6.5 The Pro Vice-Chancellor for Education and Student Experience or his/her nominee will notify you of his/her decision within 20 working days of receiving your request for a Review. The decision taken at the Review stage is final.
- 6.6 If the outcome of the Review is favourable to you, you can request the University to provide you with a Completion of Procedures ("COP") letter within 30 days of the date of the outcome letter. Where such a request is made, a COP will be provided within 14 days of the request. If the outcome of the Review is unfavourable to you, a COP will be sent to you automatically within 28 working days of the decision letter being issued.

7 Independent external review

If you are not satisfied with the outcome of this process, you may make a complaint to the Office of the Independent Adjudicator for Higher Education provided you have been issued with a COP. That letter will explain how you can submit a complaint and the deadline for doing so is 12 months from the date of the letter.

8 Use of data

- 8.1 The University will collect data on student interruptions and withdrawals, and use the data:
- (a) internally for reporting, evaluation, learning and training; and
 - (b) externally for discussion with regulators in the higher education sector.
- 8.2 The data used by the University for the purposes set out in paragraphs 8.1 i) and ii) will be anonymised. Your personal data and sensitive personal/special categories of data ('Personal Data') as defined by the Data Protection Act 1998 (the "DPA") or the General Data Protection Regulation ("GDPR) as relevant may be disclosed to the University's members of staff and regulators only for those purposes. Personal Data will not be shared with any other third parties unless the University has your express consent, has a statutory obligation to do so, or is otherwise permitted to do so under the DPA/GDPR.

Annex A

Interruption

- 1.1 All students are able to interrupt their studies, except for students studying Continuous Professional Development (CPD) modules.
- 1.2 You can apply to interrupt from your course at any time. Interruption usually means that you stop attending your course and resume your attendance in the next academic year at the beginning of the equivalent semester in which your interruption began. You should discuss your individual circumstances with your course director.
- 1.3 The maximum period of interruption is two academic years, unless in exceptional circumstances the University agrees to extend this period. 'Exceptional circumstances' means circumstances beyond your control which have a severe impact on your ability to return to study. A decision to extend the maximum period of interruption must be approved by a member of the University's Executive Team.
- 1.4 Interruptions must be within any maximum period of enrolment (as set out in the Academic Regulations) which will not be automatically extended when you interrupt. If you are enrolled on a course which is subject to professional body regulation you should note that the maximum period of enrolment may be shorter than for other courses.
- 1.5 In order to request an interruption, you must make an appointment with the Student Life Centre at studentlife@lsbu.ac.uk. Research Students should seek advice from the Central Research Support Team (see the Research Degrees Code of Practice). Apprentices should seek advice from the Apprenticeship Team, as the University will need to confirm arrangements with your employer. See further at section 9 below.
- 1.6 Whilst you are interrupted, you will not have access to University resources and facilities, including any support that may have been accessed from the Student Services team, except at the discretion of the University.
- 1.7 The University cannot guarantee that you will be able to return to exactly the same course after a period of interruption, particularly where this lasts longer than one academic year. Changes may be made to the course and individual modules may not run in future years. You should discuss this with your course director before deciding to interrupt.
- 1.8 During a period of interruption the University will normally:
 - (a) withhold any student loan or other cheque due;
 - (a) refuse to deal with applications for any other government funding;
 - (b) inform the Student Loans Company or its equivalent in Scotland, Wales or Northern Ireland;
 - (c) inform the Department of Health bursary authorities (for relevant students on health programmes);
 - (d) inform the Home Office (in the case of students in the UK on a Tier 4 (General) visa);

- (e) inform Transport for London because your student oyster card will no longer be valid;
 - (f) inform any other relevant funding or accrediting bodies.
- 1.9 Students who have interrupted their studies can still access support for employment through the Employability Team by calling 020 7815 6441 or emailing jobshop@lsbu.ac.uk.
- 1.10 The impact of interruption on your obligation to pay tuition fees is set out in the Tuition Fee Regulations. You should note that you will normally be charged tuition fees at the prevailing rate for new students in the year that you resume your studies.
- 1.11 If you hold a Tier 4 (General) visa, you should note that the University is required to inform the Home Office if you interrupt and this is likely to result in the curtailment of your visa. Curtailment of your visa will affect your ability to remain in the UK. The University may not be able to issue you with a Confirmation of Acceptance for Studies (CAS) in the future when you wish to return to study and this may lead to you being withdrawn by the University.
- 1.12 If you are living in University accommodation when you interrupt, your Accommodation Agreement will automatically come to an end and you will be required to move out. The University cannot guarantee you a place in University accommodation on your return to your course.

Annex B

Withdrawal

- 1.1 Withdrawal means permanently leaving your course before successful completion. Once you have withdrawn or been withdrawn from a course you cannot re-enrol onto that course again.
- 1.2 While you may not re-enrol onto the same course from which you have withdrawn you may re-apply to the University.
- 1.3 If you are withdrawn by the University because of a 'Fail-Terminated' judgement from an examination board you may not return to your course. You can apply to a different course at the University, but you cannot be admitted to another course leading to an award at the same level in a related subject area of the course from which you have been withdrawn. The University retains the right not to make you an offer even if you would otherwise meet the criteria for an offer to be made.
- 1.4 The University may withdraw you from your course if you have stopped engaging with it. The Director of Education and Student Experience in your School will make this determination by reviewing your attendance records (including placements), use of University systems and submission of assessed work over a period of two weeks (ten working days). If we consider that your engagement is not consistent with the conditions above, we will write to you setting out our concerns and asking you to comment. You can when you comment provide any supplementary evidence you may wish to submit.
- 1.5 If you hold a Tier 4 (General) visa, you may be withdrawn from your course if you fail to comply with the Sickness and Absence Policy for Undergraduate and Postgraduate Tier 4 Students. You should note that the University is required to inform the Home Office if you withdraw and this is likely to result in the curtailment of your visa. Curtailment of your visa will affect your ability to remain in the UK.
- 1.6 Withdrawal means that you will cease to be a student of the University.
- 1.7 Once you have withdrawn the University will normally:
 - (a) withhold any student loan or other cheque due;
 - (b) refuse to deal with applications for any other government funding;
 - (c) inform the Student Loans Company or their equivalent in Scotland, Wales or Northern Ireland;
 - (d) inform the Department of Health bursary authorities (for relevant students on health programmes);
 - (e) inform the Home Office (in the case of students in the UK on a Tier 4 (General) visa);
 - (f) inform Transport for London because your student oyster card will no longer be valid;
 - (g) inform any other relevant funding or accrediting bodies.

- 1.8 You must return your student ID card and any other University materials (such as library books) which may be in your possession.
- 1.9 If you are living in University accommodation when you withdraw, your student Accommodation Agreement will automatically come to an end and you will be required to move out.
- 1.10 Students who have withdrawn can still access support for employment through the Employability Team by calling **020 7815 6441** or by emailing **jobshop@lsbu.ac.uk**.