



**London  
South Bank  
University**

EST 1892

# Student Interruption and Withdrawal Procedure

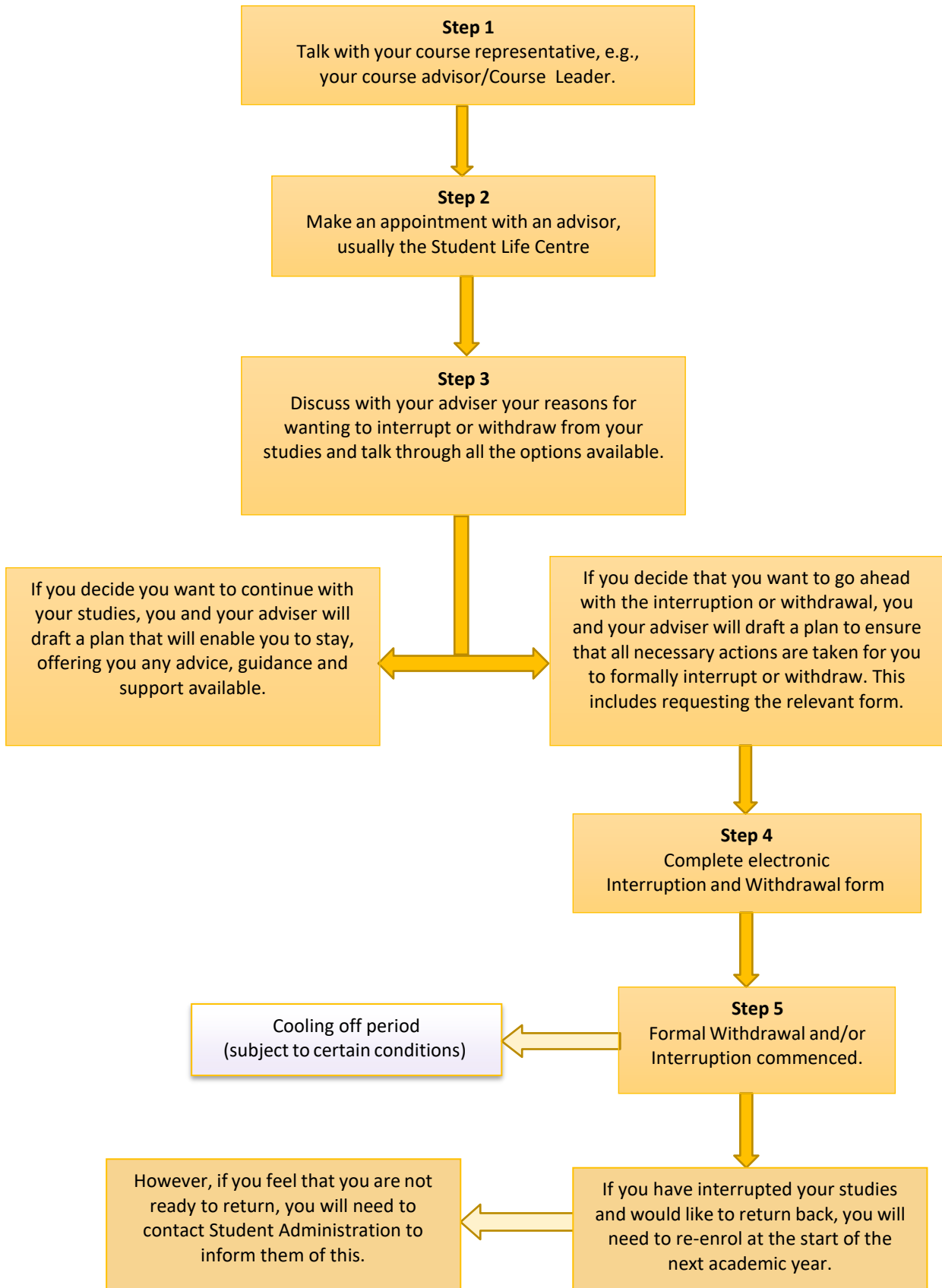
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**This Procedure is available in accessible formats on request from Student Life Centre. Please contact: [studentlife@lsbu.ac.uk](mailto:studentlife@lsbu.ac.uk)**

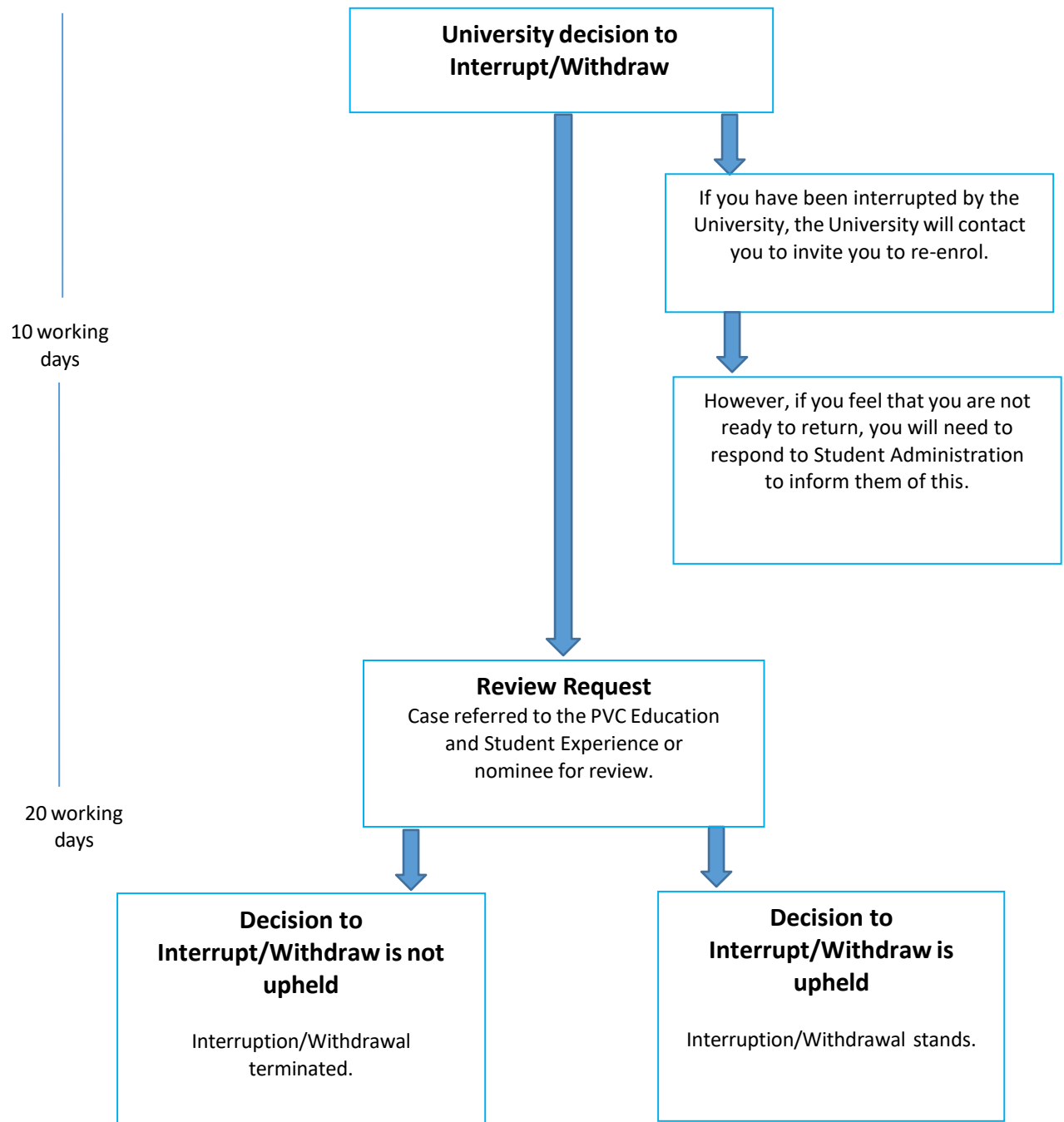
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# Student Interruption/Withdrawal Flowchart



# Interruption/Withdrawal of the Student by the University Flowchart



# Student Interruption and Withdrawal Procedure

## 1. Introduction – what are interruption and withdrawal?

- 1.1. Interruption is where you decide that for personal reasons, e.g., 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 You may also be interrupted or withdrawn from your studies by the University, in the following circumstances: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, including withdrawal as a penalty for academic misconduct under the University's Academic Misconduct policy;
  - c) interruption or withdrawal for failure to attend or engage with your studies as per the Attendance and Engagement Policy
  - d) withdrawal for failure to comply with Home Office visa requirements, including requirements about academic engagement, if you are a visa sponsored student at the University;
  - e) where you are an apprentice, withdrawal because you have lost your job and are therefore no longer able to continue your apprenticeship; and/or
  - f) withdrawal for failure to comply with the enrolment terms or in the other circumstances set out in the enrolment terms in the timeframe specified by the University.
- 1.4. Postgraduate Research (PGR) courses allow for a partial academic year interruption, returning to study at three points in the academic year: September, January, and April; these dates are aligned with our current re-enrolment periods.
- 1.5. PGR courses offer two years of interruption. Therefore, interruption could extend over different academic years and may trigger a "third year of interruption" on the University's systems. If the timeframe is within the 2-year period, the London Doctoral Academy Lead will confirm that the interruption has not exceeded 2 years in total.
- 1.6. 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 Practice procedure.
- 1.7. Further details about interruption is set out at Annex A.

1.8. Further details 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?**

3.1. The Pro Vice Chancellor Education and Student Experience has overall responsibility for this 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.

3.2. This procedure will be reviewed from time to time (and at least every two years) by the Student Operations team, and the University Solicitor to ensure that its provisions continue to meet our legal obligations and reflect best practice.

## **4. Support for students**

4.1. Support and advice regarding this procedure is available from the Student Life Centre, LSBU Students' Union Advisory Service and/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 Leader

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

- 5.2. If you are a Visa Sponsored Student you need to make an appointment with the International Student Adviser, in the Immigration team **before** you speak to the academic team. You can make the appointment by submitting a query via [MyAccount](#).

### Step 2: Make an appointment with an adviser

- 5.3. 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 <https://myaccount.lsbu.ac.uk/s/login>, visiting or emailing the Student Life Centre at or calling 020 7815 6454.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 Leader (or their alternative), who will take you through the process. Interruptions must be agreed by the Course Leader (or their alternative) as your return is subject to the availability of placements.
  - **For Postgraduate Research students:** an appointment should be made with your supervisory team, who will discuss your options. Interruptions must be agreed by the Director of Postgraduate Research (or alternative) as your return to study is subject to the validity of your research.
  - **All Apprentices:** an appointment should be made with the Apprenticeship Team by emailing: [apprenticeships@lsbu.ac.uk](mailto:apprenticeships@lsbu.ac.uk) or calling: 020 7815 7324.
- 5.4. If you are unsure who to make an appointment with, you should contact the Student Life Centre for assistance.
- 5.5. 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.
- 5.6. Notes of the appointment will be recorded and uploaded by the relevant staff member to myaccount

### Step 3: Speaking to an adviser

- 5.7. Your adviser (for the relevant member of staff, please see Step 2 above) will offer you a confidential space in which to talk about 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.

- 5.8. Your adviser will discuss the options available to you and the consequences of any decision in areas such as finance, accommodation, visa implications, and future study options.

#### Step 4: Making a plan

- 5.9. If you decide to continue with your study at the University, you and your 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.
- 5.10. If you decide that interruption or withdrawal is the right thing for you, you and your 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.
- 5.11. You are expected to take responsibility for completing the actions outlined in your plan.
- 5.12. Your adviser will follow up to see how you are coping with the studies and your plan at an appropriate time.
- 5.13. For apprentices, the plan will be shared with your employer.

#### Step 5: Completing the interruption or withdrawal process

- 5.14. Your adviser will support you in completing the electronic interruptions and withdrawal form. You must return this form to the relevant department as directed by the Student Advisor who is supporting you, ~~your senior student adviser~~, to complete your interruption or withdrawal.
- 5.15. If you decide to withdraw you must return your ID card, as directed by your adviser. The date of withdrawal will be the date that the completed form is received by the University unless paragraph 5.16 applies.
- 5.16. You will have a 14-day (or 7 days, if you are a visa sponsored student) cooling off period from the date of your withdrawal. If you wish to retract your withdrawal from the University, please contact your adviser within that time to discuss if your return to study is possible.
- 5.17. If you are on a Student Visa (Tier 4), your visa will be reported to the Home Office. This is a cancellation of your immigration permission. The Immigration team will send you an official notification which outlines the next steps which must be complied with in line with your visa responsibilities.

#### Step 6: Returning after an interruption

- 5.18. If you have interrupted your studies, you will be expected to re-enrol at the start of the next academic year following the interruption and come back



to studies at the beginning of the equivalent semester in which your interruption began. All apprentices will need to complete additional paperwork with the Apprenticeship Team.

- 5.19. If you are a visa sponsored student, including on Tier 4, you must email the [tier4compliance@lsbu.ac.uk](mailto:tier4compliance@lsbu.ac.uk) team to request a CAS to return to the UK. This should be done at least 3 months in advance of your next start date.
- a) You must be able to provide supporting evidence for your CAS request i.e., exit evidence from your previous stay, bank statements etc.
- 5.20. 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 [reenrol@lsbu.ac.uk](mailto:reenrol@lsbu.ac.uk). It is your responsibility to keep the University informed.
- 5.21. 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.
- 5.22. If you have been interrupted by the University, the University will contact you to invite you to re-enrol.
- 5.23. If you need further advice and information whilst interrupted from your studies, please contact the Student Life Centre by emailing: [studentlife@lsbu.ac.uk](mailto:studentlife@lsbu.ac.uk) or by calling: 020 7815 6454.
- 5.24. All returning students will be subject to right to study checks: [www.lsbu.ac.uk/ data/assets/pdf file/0011/105302/right-to-study.pdf](http://www.lsbu.ac.uk/data/assets/pdf_file/0011/105302/right-to-study.pdf)

## **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 are a visa sponsored student and you are withdrawn by the University in accordance with the Visa Sponsored Students Academic Engagement policy and procedure, you have a right to request a Review in accordance with that policy.
- 6.3. If you are withdrawn by the Exam Board for reasons of academic failure, you need to submit an academic appeal under the Student Academic Appeal procedure.
- 6.4. In all other cases, you have a right to request a Review by the Education

and Student Experience of a decision to interrupt or withdraw you. You should submit your request for a Review in writing to PVC Education and Student Experience or email [formerstudentcomplaintsandappeals@lsbu.ac.uk](mailto:formerstudentcomplaintsandappeals@lsbu.ac.uk) 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).

- 6.5. The PVC Education and Student Experience or their nominated panel (normally consisting of at least two senior academics, a member of the Student Administration Team as well as the Head of Student Affairs), where there is no conflict of interest, 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 they consider it necessary).
- 6.6. If your request for Review is based on previously undisclosed extenuating circumstances, the PVC Education and Student Experience or nominated panel will work with the Extenuating Circumstances team to reach a decision. The Extenuating Circumstances team will liaise with you and your Course Leader or Adviser in relation to the outcome of your case.
- 6.7. The PVC Education and Student Experience or their nominated panel will notify you of their decision within 20 working days of receiving your request for a Review. The decision taken at the Review stage is final.
- 6.8. 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. We will issue a COP as soon as possible and in any event within 28 days.

## **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 collects 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.

The data used by the University for the purposes set out in paragraphs 8.1 a) and b) will be anonymised. Your personal data and sensitive

personal data ('Personal Data') as defined by the Data Protection Act 2018 (the "DPA") may be disclosed to the University's members of staff and regulators for the purpose of dealing with your admission and/or enrolment, a complaint arising out of it and/or implementing any recommendations. 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.

## Annex A

### Interruption

- 1.1. All students can interrupt their studies, except for students studying Continuous Professional Development (CPD) modules.
- 1.2. You can apply to interrupt your course at any time. Interruption usually means that you stop attending your course, re-enrol at the beginning of the next academic year and resume your attendance at the beginning of the equivalent semester in which your interruption began. You should discuss your individual circumstances with your Course Leader
- 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 regarding an extension of the maximum period of interruption will also take into account, where relevant, the requirements of a regulatory body and/or the University's obligations under the Equality Act 2010 which include the duty to make reasonable adjustments for disabled students and to ensure that its policies do not without justification disadvantage students because of a protected characteristic, for example pregnancy/maternity (for more information please see LSBU Pregnancy, Maternity, Paternity and Adoption policy). Decisions to extend the maximum period of interruption will be made on a case-by-case basis and must also be approved by a member of the University's Executive Team.
- 1.4. If you are enrolled on a course which is subject to professional body regulation, you should note that the regulation may define your maximum period of enrolment.
- 1.5. To request an interruption, you must make an appointment with the Student Life Centre at [studentlife@lsbu.ac.uk](mailto: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.
- 1.6. Whilst your study is 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 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 Leader before deciding to interrupt.

- 1.8. During a period of interruption, the University will normally:
- 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 visa sponsored students in the UK);
  - 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 by email to [jobshop@lsbu.ac.uk](mailto: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 are a visa sponsored student, 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. If you do not leave 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 on that course again.
- 1.2. We will decide on a case-by-case basis if you may enrol on the same course from which you have withdrawn or been deemed withdrawn, or a course that leads to a similar qualification. You may re-apply to the University onto other courses if you withdrew in the past.
- 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 the same course or 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 Associate Dean 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. If we consider that your engagement is low, then this may have triggered the interventions detailed in the Attendance & Engagement Policy. As part of this process, you will be invited to work with the student engagement team to remove barriers to engagement or explain your absences and give information to the Case Management Review Panel. This process is detailed in the Universities Engagement and Attendance Policy [here Visa Sponsored Students Academic Engagement Policy and Procedure \(lsbu.ac.uk\)](https://www.lsbu.ac.uk/visa-sponsored-students/academic-engagement-policy-and-procedure).
- 1.5. If you are a visa sponsored student, you may be withdrawn from your course if you fail to comply with the requirements of your visa as listed on the [Policies](#) page of the website. 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) refuse to deal with applications for any other government funding;
  - b) inform the Student Loans Company or their 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 visa sponsored students);
  - e) inform Transport for London because your student oyster card will no longer be valid;
  - f) inform any other relevant funding or accrediting bodies.
- 1.8. 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 email to [jobshop@lsbu.ac.uk](mailto:jobshop@lsbu.ac.uk).