



Student Withdrawal, Suspension and Transfer Policy

Field	Detail
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Author	Head of Registry
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Responsible Committee	Quality of Education Committee
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External reference points	Office for Students Regulatory Framework Consumer Rights Act 2015 Competition and Markets Authority Higher Education Guidance Office of the Independent Adjudicator Good Practice Framework
Linked policies	SLCC 6.1 UKCBC Terms and Conditions; SLCC 6.2 Tuition Fee Refunds and Compensation Policy; SLCC 6.3 Student Complaints Policy; ASQ 1.5 Academic Appeals Policy; ASQ 1.7 Extensions and Extenuating Circumstances Policy; SLCC 6.8 Attendance and Engagement Policy; SWS 7.2 Fitness to Study Policy
Audience	Students and Staff

1. Purpose

This policy sets out the principles and procedures governing student withdrawal, suspension and transfer of studies at the United Kingdom College of Business and Computing (UKCBC).

The policy ensures that changes to student enrolment status are managed consistently, transparently and fairly, while supporting students to make informed decisions regarding their studies.

This policy also clarifies how the College will support students who may need to interrupt, withdraw from, or transfer their studies either within the College or to another provider.

This policy operates alongside the UKCBC Terms and Conditions, which define the contractual relationship between the student and the College.

2. Scope

This policy applies to all students enrolled at UKCBC, including those studying:

- full time or part time
- through blended or online delivery
- under partnership arrangements with awarding bodies.

The policy governs circumstances where a student:

- withdraws from their programme
- suspends their studies temporarily
- transfers internally between programmes or campuses
- transfers to another higher education provider
- has their enrolment terminated by the College.

Where circumstances affecting study arise from personal or medical issues, these may be considered under the Extensions and Extenuating Circumstances Policy, with this policy governing the administrative implementation of any resulting change to student status.

3. Definitions

Withdrawal

The permanent termination of a student's enrolment and current contractual relationship with UKCBC.

Suspension of Studies

A temporary break in study where a student remains registered but does not actively participate in teaching or assessment.

Internal Transfer

Movement between programmes, pathways or campuses within UKCBC.

External Transfer

Transfer of a student from UKCBC to another higher education provider.

Termination

Withdrawal initiated by the College due to academic, disciplinary, regulatory or engagement related reasons.

4. Roles and Responsibilities

4.1 Students

Students are responsible for:

- informing the College if they intend to withdraw, suspend or transfer their studies
- seeking advice before making decisions affecting their enrolment

- providing accurate information regarding their circumstances
- submitting requests using the appropriate College procedures.

Students may contact the College regarding withdrawal, suspension or transfer requests by:

- emailing registry@ukcbc.ac.uk, or
- speaking with a Student Support Officer on campus, who will direct the enquiry to the relevant department.

4.2 Registry

Registry is responsible for the administration and coordination of student status changes.

Registry will:

- receive and record requests relating to withdrawal, suspension and transfer
- coordinate review of requests with relevant academic teams
- communicate formal decisions to students
- update student records and internal systems
- notify relevant external organisations where required.

Registry acts as the primary communication channel for formal outcomes and status updates.

4.3 Course Directors

Course Directors are responsible for:

- advising students considering withdrawal, suspension or transfer
- reviewing requests where academic progression or programme suitability is relevant
- recommending outcomes to Registry where academic approval is required.

4.4 Student Support Officers

Student Support Officers act as an initial point of contact for students seeking advice.

They may:

- help students understand available options
- guide students through request procedures
- direct enquiries to Registry or Course Directors where appropriate.

5. Policy Statement

UKCBC recognises that students may experience circumstances that affect their ability to continue studying as planned. The College aims to support students in continuing their studies wherever possible. However, where this is not feasible, the College will consider requests for withdrawal, suspension or transfer in a fair and proportionate manner.

The College also has responsibilities to maintain academic standards, ensure compliance with regulatory requirements and protect public funding.

6. Withdrawal from Studies

Students may withdraw from their programme at any time.

Withdrawal must be confirmed through:

- submission of the relevant withdrawal request; or
- written notification to the College.

The effective date of withdrawal will normally be the date the College receives written notification.

Students are encouraged to discuss their circumstances with Student Support or their Course Director before making a final decision. Where withdrawal occurs, the student's academic record will be reviewed, and an exit award may be considered where applicable. Financial consequences of withdrawal are determined in accordance with the Tuition Fee Refunds and Compensation Policy.

7. Suspension of Studies

Students may request a temporary suspension of studies where circumstances significantly affect their ability to continue their programme.

Examples may include:

- medical or wellbeing circumstances
- significant personal events
- financial hardship
- other exceptional circumstances.

Requests may be considered through the Extensions and Extenuating Circumstances Policy, with Registry responsible for implementing the suspension once approved.

Suspension will normally be limited to a maximum of two years unless exceptional circumstances apply.

During suspension:

- students will normally not participate in teaching or assessment
- access to some College services may be restricted
- the expected return date will be agreed with Registry.

8. Transfer of Studies

Students may request to transfer their studies internally or externally.

8.1 Internal Transfers

Internal transfers may be approved where:

- entry requirements for the receiving programme are met
- places are available

- academic progression remains feasible.

Course Directors will normally review academic suitability and make recommendations to Registry.

8.2 External Transfers

Students may choose to transfer to another higher education provider.

Where a student intends to transfer externally, UKCBC will seek to support the student by:

- confirming their academic record
- providing transcripts or confirmation of study
- advising on exit awards where appropriate.

Acceptance onto another programme remains at the discretion of the receiving institution.

8.3 Transfer into UKCBC

Students wishing to transfer into UKCBC from another provider should contact:

admission@ukcbc.ac.uk or a **Student Support Officer on campus**.

The College will review applications in accordance with admissions requirements and may consider prior study through recognition of prior learning processes.

9. Withdrawal or Termination by the College

The College may withdraw or terminate a student's enrolment where it is reasonable and proportionate to do so.

This may occur where a student:

- fails to meet academic progression requirements
- fails to engage with their programme
- breaches the Student Code of Conduct

- fails to meet financial obligations
- provides false information
- presents risk to the safety or wellbeing of others.

Termination decisions will normally be communicated formally by Registry.

10. Financial Implications

Financial implications arising from withdrawal or suspension are governed by the Tuition Fee Refunds and Compensation Policy.

Fee liability is normally determined based on:

- the period of study delivered
- the student's formal withdrawal or suspension date.

11. Complaints and Appeals

Where a student believes a decision has been applied incorrectly, the appropriate procedure will depend on the nature of the concern.

- Academic decisions may be challenged through the Academic Appeals Policy.
- Concerns relating to service or administrative processes may be raised through the Student Complaints Policy.

Once internal procedures are completed, eligible students may request a Completion of Procedures letter and refer their case to the Office of the Independent Adjudicator for Higher Education.

12. Monitoring and Review

The operation of this policy will be monitored by the College Management Team.

Data relating to withdrawal, suspension and transfer will be reviewed periodically to ensure the policy is applied consistently and to identify trends affecting student continuation.

The policy will normally be reviewed every two years or earlier where regulatory or operational changes require revision.

Appendix A

Student Status Change Process (Operational Workflow)

Step	Action	Responsible Role	Output
1	Student raises enquiry regarding withdrawal, suspension or transfer	Student	Initial enquiry
2	Student contacts College via registry@ukcbc.ac.uk or speaks to Student Support Officer	Student / Student Support Officer	Enquiry logged
3	Student Support Officer provides guidance and directs student to appropriate request form	Student Support Officer	Student informed of options
4	Student submits completed request form with supporting evidence where required	Student	Formal request submitted
5	Registry logs the request and acknowledges receipt within 3 working days	Registry	Request recorded
6	Academic implications reviewed where necessary	Course Director	Academic recommendation
7	Registry reviews documentation and confirms decision	Registry	Decision recorded
8	Formal decision communicated to student in writing	Registry	Outcome letter issued
9	Student record updated and relevant departments informed	Registry	Student status updated
10	External bodies notified where required (awarding partner or funding agency)	Registry	Compliance notification

Appendix B

Student Withdrawal, Suspension or Transfer Request Form

Commented [SK1]: We have a form already in USE

Section	Information Required	Student Response
Student Name	Full legal name	
Student ID	UKCBC student identification number	
Programme	Current programme of study	
Campus	Campus location	
Email Address	Student contact email	
Telephone	Contact number	
Type of Request	Withdrawal / Suspension of Studies / Internal Transfer / External Transfer	
Requested Effective Date	Date change should take effect	
Reason for Request	Brief explanation of circumstances	
Supporting Evidence	Medical note / personal statement / other documentation where relevant	
Have you discussed this with Student Support?	Yes / No	
Have you discussed this with a Course Director?	Yes / No	
Are you receiving Student Finance funding?	Yes / No	
If transferring externally, name of receiving institution	Name of provider	

Student Declaration	I confirm the information provided is accurate and understand that financial implications may apply	
Student Signature		
Date		

Appendix C

Registry Decision Record

Field	Information
Student Name	
Student ID	
Programme	
Type of Request	Withdrawal / Suspension / Internal Transfer / External Transfer
Date Request Received	
Evidence Reviewed	Yes / No
Academic Review Required	Yes / No
Course Director Recommendation	Approve / Decline / Further Information Required
Final Decision	Approved / Declined
Decision Date	
Effective Status Change Date	
Registry Officer Name	
Outcome Letter Sent	Yes / No
External Bodies Notified	Yes / No
Notes	

Appendix D

Student Outcome Communication Template

Field	Information
Student Name	
Student ID	
Request Type	Withdrawal / Suspension / Transfer
Date of Decision	
Outcome	Approved / Not Approved
Effective Date	
Next Steps	Return date, transcript issue, or alternative options
Financial Implications	Refer to Tuition Fee Refunds and Compensation Policy
Further Support Available	Student Support Services
Right to Challenge Decision	Complaints Policy or Academic Appeals Policy where appropriate
Registry Contact	registry@ukcbc.ac.uk