Student Withdrawal, Suspension and Transfer Policy

Field	Detail
Policy no.	SLCC 6.5
Version no. & date	Version 1.1 – 23 October 2026
Author	Head of Registry
Last review date	23 October 2026
Next review due	October 2028
Responsible Committee	Quality of Education Committee
Approved by & date	Quality of Education Committee – 23 October 2026
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 Complaints Policy; ASQ 1.5 Academic Appeals Policy and Procedure; ASQ 1.7 Extensions and Extenuating Circumstances Policy; SLCC 6.8 Attendance and Engagement Policy; SWS 7.2 Fitness to Study Policy; SLCC 6.4 Student Charter and Disciplinary Policy; SLCC 6.14 Student At Risk and Intervention Framework; SWS 7.1 Student Support and Wellbeing Policy
Audience	Students and Staff

1. 1. Purpose

This policy sets out the principles and procedures governing student withdrawal, interruption, suspension and transfer of studies at the UK 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
- interrupts their studies for a period
- transfers internally between programmes or campuses
- transfers to another higher education provider
- is suspended under SLCC 6.4 Student Charter and Disciplinary Policy
- has their enrolment terminated by the College.

Where circumstances affect a student's ability to complete or perform in assessments, these are considered under ASQ 1.7 Extensions and Extenuating Circumstances Policy. Concerns about a student's fitness to study are considered under SWS 7.2 Fitness to Study Policy. Any change to a student's status that results is governed by this policy.

3. Definitions

3.1 Withdrawal

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

3.2 Suspension

The temporary exclusion of a student from study, College premises or services, imposed by the College under SLCC 6.4 Student Charter and Disciplinary Policy, either as a precautionary measure during an investigation or as an outcome following a Stage 3 hearing. A precautionary suspension is not a penalty and does not indicate that the student has committed a disciplinary offence. Suspension is used only within the disciplinary process.

3.3 Interruption
A formally approved temporary pause in a student's studies for a defined period, after which the student is expected to resume. An interruption is normally requested by the student. The College may also propose an interruption, or require one following a Fitness to Study Panel under SWS 7.2 Fitness to Study Policy or a formal engagement review under SLCC 6.8 Attendance and Engagement Policy. Interruption is the only term used for a temporary pause in study.

3.4 Internal Transfer
Movement between batches, programmes, pathways or campuses within UKCBC.

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

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

4. Roles and Responsibilities

4.1 Students
Students are responsible for:

- informing the College if they intend to withdraw, interrupt 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, interruption or transfer requests by:

- emailing **registry@ukcbc.ac.uk**, or
- speaking with a Student Support and Experience 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, interruption and transfer
- decide requests for interruption on the advice of the Head of School (section 7.3)
- coordinate review of requests with relevant academic teams
- communicate formal decisions to students
- update student records and internal systems
- notify relevant external organisations including partner institutions as required.

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

4.3 Head of School and Senior Lecturers

The Head of School and Senior Lecturers are responsible for:

- advising students considering withdrawal, interruption 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 and Experience Officers

Student Support and Experience 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 Senior Lecturers 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, interruption 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.

Students are encouraged to discuss their circumstances with Student Support or their Senior Lecturer 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 SLCC 6.2 Tuition Fee Refunds and Compensation Policy.

Where the circumstances affecting study are temporary, students may wish to consider an interruption rather than withdrawal.

7. Interruption of Studies

7.1 Requesting an interruption

A student may request an interruption where circumstances significantly affect their ability to continue their programme for a period of time and the measures available under ASQ 1.7 Extensions and Extenuating Circumstances Policy are not sufficient.

Examples may include:

- serious or prolonged physical or mental health conditions
- significant caring responsibilities
- bereavement or severe personal crisis
- safeguarding concerns
- financial hardship or accommodation difficulties
- other serious personal circumstances beyond the student's control.

Students are encouraged to discuss their situation with a Student Support and Experience Officer or their Senior Lecturer before making a request. Requests are made to Registry using the form at Appendix B, with supporting evidence where relevant. Where the request arises from extenuating circumstances, evidence meeting the standards in ASQ 1.7 section 7.2 will be accepted.

7.2 Interruption proposed or required by the College

The College may propose an interruption where it considers this to be the most appropriate option for the student. The College may require an interruption following a decision of a Fitness to Study Panel under SWS 7.2 Fitness to Study Policy, or a formal engagement review under SLCC 6.8 Attendance and Engagement Policy or the regulations of the relevant awarding partner. Before an interruption is required, the student will be told the reasons in writing and given an opportunity to respond.

7.3 Decision making

Requests for interruption are decided by the Head of Registry or a nominee, on the advice of the Head of School on the academic implications. Registry will acknowledge a request within three working days, make a decision within 10 working days of receiving a complete request, and confirm the outcome in writing within three working days of the decision, subject to the regulations of the relevant awarding partner.

7.4 Duration

An interruption is approved for a defined period agreed with the College and will normally not exceed two years, unless exceptional circumstances apply and the regulations of the relevant awarding partner permit a longer period. The total period of registration remains subject to the registration limits set by the awarding partner.

7.5 During an interruption

During an interruption:

- 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.

Registry will notify the awarding partner of the change of status.

7.6 Return to study

When an interruption is approved, the College will agree with the student the expected return date, the point of re entry to the programme and any academic or wellbeing support required on return. Students may be required to meet the Senior Lecturer or the Student Support and Experience Team before resuming their studies. Where the interruption followed a Fitness to Study Panel, the Return to Study process in SWS 7.2 Fitness to Study Policy section 11 applies.

7.7 Pregnancy and maternity

Where a student becomes pregnant during their studies, UKCBC will prioritise the health and wellbeing of the student, and support is available through the Student Support and Experience Team under SWS 7.1 Student Support and Wellbeing Policy. Where pregnancy or maternity significantly affects a student's ability to continue their studies, the student may continue with appropriate support arrangements or request an interruption under this section. Pregnancy or maternity does not in itself give rise to action under SWS 7.2 Fitness to Study Policy. Where an assessment is affected, the student may make a claim under ASQ 1.7 Extensions and Extenuating Circumstances Policy.

7.8 Fees

The financial implications of an interruption are governed by SLCC 6.2 Tuition Fee Refunds and Compensation Policy.

8. Suspension

Suspension is a College decision taken only within the disciplinary process. It may be applied on a precautionary basis by the Head of Student Support and Experience, confirmed by the Chief Academic Officer within five working days, or imposed as an outcome following a Stage 3 hearing, in accordance with SLCC 6.4 Student Charter and Disciplinary Policy. The grounds, process and appeal rights for suspension are set out in that policy.

Registry is responsible for recording the suspension and its review or end date on the student record, notifying the awarding partner, and confirming the student's return to study, or any further change of status, when the suspension ends.

9. Transfer of Studies

Students may request to transfer their studies internally or externally.

9.1 Internal Transfers

Internal transfers may be approved where:

- entry requirements for the receiving programme are met
- places are available
- academic progression remains feasible.

The Head of School will normally review academic suitability and make recommendations to Registry.

Transfer requests may also be subject to partner university approval where programmes are delivered under franchise arrangements.

9.2 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.

9.3 Transfer into UKCBC

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

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

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

10. 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 Charter under SLCC 6.4 Student Charter and Disciplinary Policy
- 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.

Before a termination decision is taken, the student will normally be told in writing that termination is being considered and the reasons, and given an opportunity to respond.

Termination arising from attendance and engagement is determined under SLCC 6.8 Attendance and Engagement Policy and the regulations of the relevant awarding partner; from conduct, under SLCC 6.4 Student Charter and Disciplinary Policy; from fitness to study, under SWS 7.2 Fitness to Study Policy; and from non payment of fees, under SLCC 6.1 UKCBC Terms and Conditions and SLCC 6.2 Tuition Fee Refunds and Compensation Policy.

11. Financial Implications

Financial implications arising from withdrawal, interruption or suspension are governed by SLCC 6.2 Tuition Fee Refunds and Compensation Policy.

Fee liability is normally determined based on:

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

12. Complaints and Appeals

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

- The routes for challenging each type of decision are set out below.

Decision	How it may be challenged

Refusal of a request for interruption or transfer	SLCC 6.3 Complaints Policy
Interruption required following a Fitness to Study Panel	SWS 7.2 Fitness to Study Policy, section 14
Interruption required, or withdrawal, following a formal engagement review	SLCC 6.8 Attendance and Engagement Policy and the relevant partner annex
Suspension, or withdrawal on conduct grounds	SLCC 6.4 Student Charter and Disciplinary Policy, sections 6.7 and 7.2
Termination on academic progression grounds	ASQ 1.5 Academic Appeals Policy and Procedure

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.

13. Monitoring and Review

The operation of this policy will be monitored by the Quality of Education Committee.

Data relating to withdrawal, interruption, 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, interruption or transfer	Student	Initial enquiry
2	Student contacts College via registry@ukcbc.ac.uk or speaks to Student Support and Experience Officer	Student / Student Support and Experience Officer	Enquiry logged
3	Student Support and Experience Officer provides guidance and directs student to appropriate request form	Student Support and Experience 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	Head of School	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, Interruption or Transfer Request Form

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 / Interruption / 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 a Student Support and Experience Officer?	Yes / No	
Have you discussed this with a Senior Lecturer?	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 / Interruption / Suspension / Internal Transfer / External Transfer
Date Request Received	
Evidence Reviewed	Yes / No
Academic Review Required	Yes / No
Head of School 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 / Interruption / 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	As set out in section 12 of SLCC 6.5 Student Withdrawal, Suspension and Transfer Policy
Registry Contact	registry@ukcbc.ac.uk

Version History

Version	Date	Author	Summary of changes	Approved by
1.1	23 October 2026	Head of Registry	Role titles updated following organisational restructure, and internal consistency corrections; front sheet, footer and cross references updated for approval; student status terminology standardised (interruption for a pause requested by the student or required by the College; suspension for the disciplinary process only); interruption section rebuilt with provisions moved from ASQ 1.7; suspension section and challenge routes table added; sections renumbered.	Quality of Education Committee