

HE Withdrawal Procedure (Collaborative Partnerships)

This procedure covers all HE withdrawals with specific responsibilities assigned to HE Partners (HEPs) and to NCD’s Registry, Finance and CIS departments.

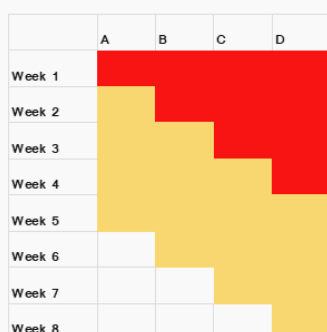
Stage 1: Identifying students to be withdrawn

The HEP will identify prospective withdrawals via a process of monitoring attendance and engagement. In addition, NCD Finance will request from them confirmation of attendance at the 3 finance census points. Non-attendance should be highlighted to the HEP and NCD Registry.

NCD Finance will identify withdrawals which must take place due to the application of the fee sanctions policy and inform HEPs and NCD Registry.

Withdrawals should be identified in a timely manner to ensure they are processed within sixty days of the Last Date of Engagement (LDE) in line with the Service Level Agreement between NCD and the Student Loans Company (SLC).

Sicknotes and the Withdrawal Process



| | |
|--------|----------------------------|
| Red | Period Covered by Sicknote |
| Yellow | 4 week absence |

In each case the LDE occurs at the point the sicknote runs out. Then the 4-week engagement period begins. If the student re-attends during this period, then they continue as usual.

If there has been an assessment deadline in the sicknote period, the student should be advised to ask for an extension or mitigation.

At week 4, at the end of the period denoted in yellow, the following should occur, triggering the withdrawal process:

| | |
|---|--|
| A | The student should receive Letter 1 at the end of W5 |
| B | The student should receive Letter 1 at the end of W6 |
| C | The student should receive Letter 1 at the end of W7 |
| D | The student should receive Letter 1 at the end of W8 |

In the case of D, or a longer absence, the student should be advised to consider a suspension of studies at the start of the period of absence and any further periods of absence following the end of their sicknote.

Stage 2: Voluntary withdrawal submission

Where a student has expressed in writing a wish to withdraw voluntarily, the HEP should inform NCD Registry. This must include the Last Date of Engagement (LDE) if different from Last Date of Attendance (LDA).

Stage 3: Withdrawal Letter process

Templates for letters to be used are included here as appendices.

Where a student is not attending for more than four weeks, or not-engaging with the assessments required to complete the programme, the HEP will initiate the Withdrawal Letter process.

Non-Attendance

In the fourth week of absence, the HEP will inform NCD Registry that the First Letter has been sent and provide the LDE as soon as is practicable. NCD Registry will instruct NCD CIS to process a strategic suspension which will pause the student's enrolment and SLC maintenance payments.

Where a student responds and the Programme Team confirm engagement within 5 working days the HEP will inform NCD Registry and the Strategic Suspension will be removed.

Where a student responds and confirms the withdrawal and the proposed LDE the HEP should send the Final Letter and confirm the date of the letter to NCD Registry.

Where a student responds and confirms the withdrawal but disputes the proposed LDE the HEP should resolve the dispute, send the Final Letter and confirm the date of the letter to NCD Registry.

Where a student fails to respond the HEP must send the Second Letter which is a reminder; if this letter is also not responded to within a further five working days the HEP should send the Final Letter and confirm the date of the letter to NCD Registry.

Four weeks absence - First Letter

Five weeks absence - Second (reminder) Letter

Six weeks absence - Final Letter and Withdraw

Non-Engagement

If a student fails to engage with their programme by failing to submit assignments or submitting low quality work, the HEP must review their academic profile and make a decision to either withdraw or continue to monitor the student.

To withdraw the student the HEP should send the Final Letter (Non-Engagement) and confirm the date of the letter and LDE to NCD Registry.

If the student is being monitored they should be made aware of the potential for not achieving a qualification and impact of their access to future funding.

Confirmation

Once the Final Letter has been sent NCD Registry will request that the Assistant Principal for HEPs approves the withdrawal on NCD systems. NCD CIS will receive notification of and withdraw students.

Appeals

All appeals must be made in writing by the student, with supporting evidence, to NCD Registry. NCD Registry will liaise with the HEP to establish whether the LDE is to be amended or whether the withdrawal is to be reversed.

Please see the corresponding HE Withdrawal Appeal procedure.

Appendix

First Letter

To be sent to the student after 4 weeks of non-attendance

Our Ref: [student reference]

Dear [Student's first name]

We have been advised that you have not engaged with your study programme since [LDE] and we would like to offer you the opportunity to either re-engage with your studies or confirm your withdrawal from the [programme title] programme.

If you wish to continue with your studies, we will contact you to discuss your re-engagement. If you confirm that you are withdrawing from your programme, we will withdraw you with a Last Date of Engagement (LDE) of [LDE DATE] and, where applicable, inform the Student Loan Company of your change of status.

Please could you reply to [HEP email] within **five working days** of this letter so that we can support your decision and answer any queries you may have, including the LDE.

Please be aware that any Student Finance payments may be affected.

Yours sincerely,

Second (reminder) Letter

Our Ref: [student reference]

Dear [Student's first name]

We wrote to you on [date of First Letter] asking you to confirm whether you wish to continue studying on the [insert programme title] or are to be withdrawn.

If you wish to continue with your studies, we will inform the Programme Team who will contact you to discuss your re-engagement. If you confirm that you are withdrawing from your programme, we will withdraw you with a Last Date of Engagement (LDE) of [insert LDE] and, where applicable, inform the Student Loan Company of your change of status.

Please could you reply to [HEP email] within **five working days** of this letter so that we can support your decision and answer any queries you may have, including the LDE. If we do not hear from you within five working days, we will accept your implied consent to be withdrawn from your programme.



Please be aware that any Student Finance payments may be affected.
Yours sincerely,

Final Letter

Our Ref: [student reference]

Dear [Student's first name]

As you have not responded after previous correspondence concerning your attendance on your NCD Foundation Degree programme we have accepted your implied consent to be withdrawn. Your withdrawal has now been confirmed with a Last Date of Engagement (LDE) of [insert LDE]

If you wish to appeal this decision or the LDE, please email registry@newdur.ac.uk within one month of this letter and we will review your request in accordance with our HE Withdrawal Policy.

Yours sincerely,

Final Letter (Non-Engagement)

Our Ref: [student reference]

Dear [Student's first name]

As you have not engaged with your academic studies on your NCD Foundation Degree programme you are to be withdrawn under the HE Withdrawal Policy and Student Engagement Policy according to the New College Durham University Centre Terms and Conditions. Your withdrawal has now been confirmed with a Last Date of Engagement (LDE) of [insert LDE]

If you wish to appeal this decision or the LDE, please email registry@newdur.ac.uk within one month of this letter with supporting evidence and we will review your request in accordance with our HE Withdrawal Policy.

Yours sincerely,