



## **QUALITY ASSURANCE DOCUMENT QA 66 – NON- ACADEMIC WITHDRAWAL**

### **INTRODUCTION**

There are circumstances in which the University may withdraw students from their programme for non-academic reasons.

These circumstances may include, but are not necessarily limited to the following:

- Failure to complete the enrolment, registration or induction process.
- Failure to meet the criteria for required engagement or attendance as set out within *Arden's Attendance and Engagement Policy* (Blended Learning only).
- Failure to comply with immigration or visa requirements where applicable (Blended Learning only).
- Failure to secure student loan company funding or self-fund.
- Breaches of the Code of Conduct.

### **PROCEDURE FOR EARLY WITHDRAWAL (BLENDED LEARNING)**

1. Where there is a concern that a student is not meeting the expected attendance or online engagement requirements during the course induction period, they will be contacted by the course advisor and advised that failure to meet the required attendance/engagement within two weeks of the course commencement may result in withdrawal from the programme.
2. Where there is a concern over non-payment of course fees, or where a student has failed to secure and provide details of funding arrangements on enrolment, they will be contacted by the course advisor who will provide a deadline by which the matter must be resolved. This deadline will normally be within two weeks of the course commencement.
3. Where exceptional mitigating circumstances are identified, the student will be advised to refer to *QA 41 – Exceptional Mitigating Circumstances Affecting Student Assessment and Leave of Absence Policy*
4. Where the student fails to engage with their course advisor, or if the concern is not resolved within two weeks of the commencement of the course, a recommendation for withdrawal will be made.
5. A panel will be convened to consider students for early withdrawal from the programme. Membership will include the Deputy CEO, Operations Director, Campus Manager and SLC Manager.



6. Once confirmed by the panel, an official notification of withdrawal will be issued to the student within five working days of the panel decision.



## **PROCEDURE FOR IN COURSE NON-ACADEMIC WITHDRAWAL**

### **INITIAL WARNING**

1. Where there is a concern that a student is not meeting the expected requirements, the Student Support Co-ordinator will advise them of the concern in writing and give a deadline by which the matter must be resolved.
2. If the concern is ongoing after the given deadline, a stage 1 meeting will be arranged.
3. Where exceptional mitigating circumstances are identified, the student will be advised to refer to *QA 41 – Exceptional Mitigating Circumstances Affecting Student Assessment and Leave of Absence Policy*

### **STAGE 1: FORMAL WARNING**

4. If after the initial warning, the concern is ongoing past the given deadline, full-time students will normally be invited to attend a meeting with their Student Support Co-ordinator (in person, by telephone or Skype) to discuss the matter and agree a deadline for adequate resolution. If the student fails to attend the meeting without prior notice, or if a meeting date cannot not be agreed within 10 working days, a formal written warning will be issued.
5. A formal written warning will be issued to the student setting out the requirements for adequate resolution and the consequences if the matter is not resolved by the given deadline.

### **STAGE 2: FINAL WARNING**

6. If the matter is not resolved after completion of Stage 1, full-time students will be notified of the requirement to attend a meeting (in person, by telephone or Skype) with two members of staff including a tutor or senior member of staff to discuss the matter. If the student fails to attend the meeting without prior notice, or if a meeting date cannot not be agreed within 10 working days, a final written warning will be issued.
7. A final written warning will be issued to the student outlining that failure to resolve the matter by the given deadline will result in exclusion from the programme.

### **WITHDRAWAL**

8. If the matter remains unresolved after the given deadline at Stage 2, a panel will be convened to consider the student for withdrawal from the programme. Membership of the panel will



include the Pro Vice Chancellor Academic (or nominee), Head of Registry and Head of Student Achievement.

9. Once confirmed by the panel, an official notification of withdrawal will be issued to the student within five working days of the panel decision.

### **APPEALS**

Students who have been withdrawn in accordance with this policy for non-academic reasons will be notified in writing of this decision including their right to lodge a complaint through QA48 Student Complaints Procedure.