



# QH Supplement 2D: Withdrawal from Study

## 1. Introduction

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- 1.1 Withdrawing from studies can be a complex and emotional experience for students and may take place for a variety of reasons. The University recognises that while every effort is made to ensure a student can complete their studies, there are some instances where a student may leave the University other than through the successful completion of their course.
- 1.2 Withdrawals are permanent, and the process within this supplement should be used when a student is considering withdrawing from their studies so that the appropriate support and advice can be provided, and the right outcome is achieved for the individual's circumstances. Students can follow the process up to any stage and change their minds without impacting their enrolment status.
- 1.3 The type and definition of withdrawal outlined in this supplement is:
  - a. Self-withdrawal: Where a student, of their own accord, wishes to withdraw from their studies and leave the institution.
- 1.4 Withdrawal from Study is one of several policies and processes designed to support students who encounter barriers to engagement and academic performance. Others include:
  - a. [Access Statements](#);
  - b. [Notification of Extenuating Circumstances](#);
  - c. [Variation to Study](#);
  - d. [Break in Study](#);
  - e. [Support to Study](#);
  - f. [Request for Reconsideration](#); and
  - g. [Academic Appeal](#).
- 1.5 Any questions related to the application of this supplement should be directed to the School Administration Team, who will then be able to explain the process to the student and signpost to appropriate support.

## 2. Principles

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- 2.1 This supplement is designed to ensure that all students are treated fairly and to provide a supportive and clear mechanism whereby students can withdraw from the University.

- 2.2 Students are encouraged to seek support at any stage of this process should they need it.
- 2.3 Principles of fairness are:
  - a. Setting out a clear process for how the University will manage withdrawals;
  - b. Ensuring that support is offered at each stage of the withdrawal process;
  - c. Ensuring that the process is applied consistently to all students.
- 2.4 If there are concerns regarding the student's wellbeing, any notifications and communications to the student will be managed appropriately, such as through a personal conversation.
- 2.5 The University will ensure that no student is discriminated against because of protected characteristics, as defined under the Equality Act 2010.

### 3. Scope

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- 3.1 The Withdrawal from Study supplement applies to all Nottingham Trent University students except those named in the further information below.
- 3.2 This supplement applies to:
  - a. All students currently enrolled with the University, including on part-time and distance learning courses.
  - b. Students on a break in study or placement.

#### Further information

- Students studying at a School-Based collaborative partner should submit requests for withdrawal to the University via the partner.
- Students studying at a Validated Centre should use the partner's own policy.
- Research degree students are subject to Quality Handbook [Section 11](#) and [Section 17F](#).
- Further Education students should contact the [Further Education Team](#).
- Students undertaking a commercial course should contact their School Administration Team.
- Apprenticeship route learners should contact the [Apprenticeships Team](#).

### 4. Support for students

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- 4.1 Students are encouraged to seek support at any stage of the withdrawal process.
- 4.2 If a student is considering or involved in a withdrawal from study process, the University provides a range of support services.
- 4.3 Students can seek independent advice from the Students' Union [Information and Advice Service](#).

- 4.4 Students may seek advice from academics or other members of staff at the University.
- a. Students can:
  - b. find out what support is available from [Student Services](#)
  - c. [speak with a support adviser](#)
  - d. get support from the [NTSU advice service](#).
- 4.5 The NTSU [peer-support scheme](#) offers support from students to students with similar experiences, problems or conditions. It is free, confidential and independent from NTU.

## 5. Self-withdrawal process

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- 5.1 NTU understands that students may need to take the difficult decision to withdraw from their studies. Where this is the case, NTU will provide support and guidance to help students through this. The sections below outline the process and timelines for withdrawal and the support available.

### Responsibilities

- 5.2 The following outlines the various responsibilities of different groups in the withdrawal process. At all times, colleagues should be cognisant that this is a difficult and potentially emotional time for the student and should approach all communications and discussions with compassion and sensitivity.
- 5.3 School Subject Administrators are responsible for:
- a. Receiving and processing Intent to Withdraw forms from students;
  - b. Organising the meetings between the student and School representatives;
  - c. Receiving and confirming the student's decision at the end of the 'cooling-off' period;
  - d. Finalising relevant information regarding the student's withdrawal and informing key stakeholders;
  - e. Writing to the student to confirm the completion of the withdrawal process.
- 5.4 Course Leaders, or nominees, are responsible for:
- a. Holding a meeting with students to discuss their intended withdrawal and listening to their reasons for withdrawal;
  - b. Explaining to the student their options, offering support, and signposting to relevant internal bodies to provide further advice;
  - c. Agreeing on an outcome of the meeting and putting in place a support plan if needed;
  - d. Offering an optional 'cooling-off' period and, if accepted, agreeing to a time period;
  - e. Referring any applications for backdated withdrawals to a Senior School colleague, such as a Head of Department or another nominee;
  - f. Ensuring the Full Withdrawal Form is completed correctly with the student;

- g. Ensuring the School Administration Team has all the information they need to process withdrawals effectively.
- 5.5 Senior School colleagues (Executive Dean, or nominee) are responsible for:
  - a. Reviewing and making a decision on any application to backdate a withdrawal.
- 5.6 Board of Examiners' Chairs are responsible for:
  - a. Reviewing grades and conferring any credit and/or interim awards to the student.
- 5.7 Academic Registry is responsible for:
  - a. Compiling the student's academic record for consideration by the Board of Examiners' Chair;
  - b. Notifying the School when the withdrawal has been processed and updating the student's record.
  - c. Notifying UKVI, where applicable.
- 5.8 Finance is responsible for:
  - a. Informing the appropriate body where instances such as Student Loan Company student loans and sponsors are concerned.
  - b. Calculating fee liabilities and issuing refunds.
- 5.9 Student Support Services are responsible for:
  - a. Providing and offering support to students throughout the process;
  - b. Providing and offering advice on immigration status to Student Route students;
  - c. Informing the US Department of Education of any relevant withdrawals;
  - d. Managing finance processes surrounding NTU Bursaries, Scholarships and Hardship payments.
- 5.10 Nottingham Trent Students' Union are responsible for:
  - a. Providing and offering support to students throughout the process.

## Initiating Withdrawal

- 5.11 If a student wishes to withdraw from the institution, they should first complete the Intent to Withdraw form. This short form captures the initial reasons for withdrawal so that the correct support can be offered; it does not form a binding commitment at this stage. This form is available on the NTU StudentHub.
- 5.12 Upon submitting the Intent to Withdraw form, the student should arrange a meeting with their School, usually a Course Leader, or another School nominee. The meeting must take place within **ten working days** of the date of submission. This meeting should generally be in person unless it is determined it is not practical to do so.
- 5.13 If a student does not attend or arrange the meeting, no further action will be taken, but the School Administration Team will contact the student to confirm they are still enrolled.
- 5.14 In some instances, a student will not complete the Intent to Withdraw form and contact the School directly stating they wish to withdraw (for example, by email or in person). When this happens, the student should be taken straight to the meeting phase.

## Meeting with the School

- 5.15 The School meeting is crucial to understanding why a student wants to withdraw and in providing support to aid the student in their decision-making.
- 5.16 At the meeting with the School, the reasons for the intended withdrawal will be discussed, as well as the options available and any further support that can be offered. The School should also outline the support available to students and signpost to services such as Accommodation, Finance, Student Finance Support Service and Student Support Services. At this stage, transfer to another course at NTU or another University may also be discussed.
- 5.17 There are three potential outcomes of the meeting with the School, which must be discussed and agreed upon with the student. These are:
- a. The student decides to remain at the University, and, where appropriate, a support plan is developed and implemented.
  - b. The student chooses to pursue another option, such as a Break in Study, or changing NTU courses within the same or next year.
  - c. The student wishes to continue the withdrawal process.
- 5.18 If the student chooses to continue the withdrawal process, at the meeting, they will be asked to provide more information on the reasons for withdrawal, complete the Full Withdrawal Form, confirming their intent to withdraw in writing.
- 5.19 The Full Withdrawal Form details the formal reasons for the student's withdrawal and a proposed date from which withdrawal should commence. The Full Withdrawal Form must be kept on file until the student confirms their decision to withdraw.

## Cooling-off period

**The 'cooling-off' period is optional and can be waived if the student is confident with their decision.**

- 5.20 If a student chooses to continue with the withdrawal process, the student must be offered the optional opportunity for a 'cooling-off' period. This 'cooling-off' period gives the student additional time to consider their options and seek further support if required.
- 5.21 The length of the 'cooling-off' period will be agreed on between the student and the School, and documented within the Full Withdrawal Form, but cannot be longer than **five working days**. This is because of the potential impact of withdrawal on fee and maintenance loan liability.
- 5.22 Where a student intending to withdraw holds a Student Route visa, the School should recommend that the student organise and meet with the International Student Support Team during the 'cooling-off' period to ensure they are aware of the impact of withdrawal on their immigration status.
- 5.23 Following the 'cooling-off' period, the School Administration Team will contact the student to confirm whether they wish to continue the withdrawal process. If the student confirms continuation in writing, the Full Withdrawal Form held on file is finalised by the School Administration Team. If a student does not respond within

**ten working days**, no further action will be taken, but the School Administration Team will contact the student to confirm they are still enrolled.

### Date of withdrawal

- 5.24 The date of withdrawal will be when a student formally confirms their intention to leave the institution after completing the withdrawal from study process.
- 5.25 Withdrawal will not normally be backdated. If a student wishes to have a backdated withdrawal, they must explain their reasons for not requesting an earlier withdrawal at the meeting with their School. A decision to agree to a backdated withdrawal must be decided upon by a senior School colleague (Head of Department or higher) while considering the potential impacts on fee liability, student finance, US loans and DSA support.

### Confirmation of withdrawal

- 5.26 Once the student has confirmed their decision to withdraw, the School Administration Team will finalise relevant information provided.
- 5.27 The finalised information will be provided to stakeholders within **five working days** for action with relevant internal and external bodies. Stakeholders include, but are not limited to, Academic Registry, Student Support Services, Finance, Strategic Planning and Change, Immigration Compliance, the Course Team, and the student.

### Post confirmation of withdrawal

- 5.28 Academic Registry will update the student's record within **five working days** of receiving formal notification and will inform the School of completion. After the record has been updated, the School Administration Team will send the student a letter (usually by email and post) confirming their withdrawal in writing and the date from which it applies. The letter will detail any [Terms and Conditions](#) of withdrawal that may still apply.
- 5.29 Finance will inform the appropriate body where student loans are concerned, including, but not limited to, the Student Loans Company. Student Support Services will notify the US Department of Education if required.
- 5.30 Any work submitted by the student before their withdrawal date will be marked and grades considered through a Board of Examiners' Chairs' action. The student will be considered for any awards due, and credit accrued will be awarded. The student will also have the right to appeal any outcomes of the Board of Examiners' meetings via the [Academic Appeals](#) policy.

### Reapplying to NTU

- 5.31 Should a student wish to re-join NTU at a later date, they will need to reapply through the correct mechanism, such as UCAS or direct application. A student can also use any credit awarded to apply for NTU or another institution. The [Midlands Credit Compass](#) enables a simplified transfer to one of several institutions within the Midlands region.
- 5.32 There may be instances where a student cannot apply for some courses at NTU, as outlined in the [Admissions Policy](#).

## 6. Fee liability

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- 6.1 All students are subject to tuition fees and may be entitled to have these fees recalculated when they withdraw or are withdrawn from the University.
- 6.2 The fee liability of all eligible students will be assessed in line with the [Fee payment conditions](#) of the University.

## 7. Student supporters and notifications to third parties

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- 7.1 Students have the right to be accompanied to any meeting arranged under this supplement. This person may be a fellow student, friend, partner, relative, or Student Union Adviser. This person is known as a supporter.
- 7.2 The role of a supporter is to provide support and advice to the student. The student is expected to engage with the process themselves, and there is no automatic right for a supporter to communicate on their behalf. The University reserves the right not to engage with a supporter if, in the view of the University, they do not behave in an acceptable manner, respect the nature of the role, or attempt to disrupt or delay the process.
- 7.3 If a student is under 18 years of age and begins the self-withdrawal process, the University will notify the emergency contact of this and keep them informed of progress.

## 8. Governance mechanisms

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- 8.1 Students' withdrawal from studies is overseen at a variety of levels within the institution.
- 8.2 At an institutional level, student withdrawal figures are monitored by the Extended University Executive Team (EUET) throughout the academic year to determine if additional action is needed to support students.
- 8.3 A student withdrawal report is presented annually to the Academic, Standards and Quality Committee (ASQC) as part of the evidence for assurance that NTU continues to meet the Office for Students' ongoing conditions of registration.
- 8.4 Each School reviews their withdrawal figures annually at its School Academic Standards and Quality Committee (SASQC) to understand the trends within its School, decide on potential actions to address any concerns, and determine whether the Withdrawal from Study process is followed correctly.

## 9. Other withdrawal mechanisms

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- 9.1 The categories of withdrawal **not covered** within this supplement, and are managed within their respective policies, are those resulting from:
- a. [Academic Irregularities](#)
  - b. [Fail and Termination decision at a Board of Examiners' meeting](#)
  - c. [Support to Study](#)
  - d. [Student Code of Behaviour](#)
  - e. [Student Route Academic Engagement Monitoring Policy](#)
  - f. [The University's Terms and Conditions](#)



<b>Policy owner</b>
Academic Registry/CADQ

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