



KMS 114 Higher Education Interruption of Studies, Withdrawal & Non-Completion Policy

University Centre Kingston Maurward

Alternative formats

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Created by:	Head of Higher Education & Assistant Principal Student Engagement and Progression	Review Date: November 2023 January 2024	January 2024 Draft Version 3 KMS
Approved by:	Approved by Q & S Committee (Corporation)	Responsibility for Review:	

Date Approved		
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Change Log

Summary of changes made between previous issue and this current issue:	Page number
<p>Full review and revisions to the Interruption of Studies, Withdrawal and Non-Completion Policy and Procedure for 2023-2024 Academic Year, to incorporate Competition and Markets Authority guidance for Higher Education institutions, Open University approval and an accessibility review.</p>	

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1. Policy Statement

- 1.1. At University Centre Kingston Maurward (we) we understand that students (you) may encounter unexpected challenges during your academic journey.
- 1.2. This policy is designed to provide clear guidelines and support mechanisms for students considering an interruption of studies, withdrawing, or being withdrawn from their programme, or facing non-completion.
- 1.3. Our commitment is to assist you in making informed decisions while maintaining the integrity of our academic standards.

2. Scope

- 2.1. The Higher Education (HE) Interruption of Studies, Withdrawal and Non-Completion Policy applies to all enrolled HE students including students on programmes run in partnership with our external validating bodies – The Open University, Bournemouth University, and the Royal Agricultural University.
- 2.2. The policy addresses circumstances such as medical or personal emergencies, academic challenges, financial hardships, and other factors impacting your ability to complete your programme.
- 2.3. The policy outlines the procedures for interrupting your studies, withdrawal, non-completion, communication channels, and support services available to guide you through the procedures.
- 2.4. We are committed to ensuring that all aspects of this policy adhere to the principles of [Equality Act 2010](#). By incorporating these principles of the act, the policy underlines our dedication to providing a safe and inclusive environment free from discrimination.
- 2.5. This policy does not cover suspensions imposed by us under disciplinary matters. The procedures, and implications of these are covered in the [HE Student Disciplinary Policy and Procedures](#).

3. Purpose

- 3.1. The purpose of this policy is to establish a framework that prioritises the well-being and academic success of our students. This policy aims to provide clarity and guidance for individuals facing unforeseen challenges that may necessitate a temporary interruption of studies, withdrawing or non-completion of their programme.
- 3.2. By outlining transparent procedures, access to support services and fostering open communication we strive to empower you to make an informed decision about your academic journey.

4. Roles and Responsibilities

- 4.1. **Vice Principal for Curriculum and Quality** has the overall responsibility for all suspensions and withdrawal procedures and the management of this policy. They may delegate the day-to-day responsibilities for the implementation of these procedures to individuals who have received training to deal with such circumstances.
- 4.2. **Higher Education Academic Board** is responsible for reviewing and managing the content of this policy. The Board is also responsible for considering the reporting data for temporary interruptions of studies, withdrawals and non-completions data and reporting the high-level data to the Quality and Standards Committee of the Kingston Maurward Corporation (Board of Governors).
- 4.3. **Students** are responsible for initiating the withdrawal or interruption of studies process by communicating their circumstances and actively engaging with available support services.
- 4.4. **Student Welfare Team** plays a crucial role in guiding students through the procedures and offering advice and guidance.
- 4.5. **Teachers** are available to students to give insight of the implications of interrupting their studies and to discuss possible alternatives.

5. Non-Completion

- 5.1. Non-Completion is where you enrol on a programme but do not successfully finish it, often leaving before obtaining your intended certification or degree.
- 5.2. There are various factors that contribute to non-completion, including academic challenges, personal issues, financial constraints, and mismatched expectations.
- 5.3. By understanding these factors, we seek to reduce non-completion rates by:
 - Supporting you through an integrated support network where there is specialist support for academic difficulties, mental and physical health and wellbeing, and welfare issues from bullying and harassment to accommodation difficulties, etc.
 - Providing robust careers guidance and counselling to help you align your educational goals with your future aspirations.
 - Offering advice and guidance through our support services to help you with financial, health and/or personal challenges.
 - Fostering a supportive and inclusive environment that enhances your overall well-being and engagement by monitoring 'in class' indicators of potential disengagement in line with our [HE Student Engagement Policy](#).
 - Working with disengaged students to explore avenues for overcoming barriers by creating personal action plans for their Individual Learning Plans which signpost them to specific support offices.

6. Interruption of Study

- 6.1. An interruption of study (study break) refers to a temporary break from academic activities, often implemented to allow time to address or overcome challenges that may affect your studies.
- 6.2. The below information relates to you requesting to interrupt your studies due to circumstances that are affecting your ability to continue with

your studies. There are two other types of interruption of study: temporary suspension from college facilities and institution-initiated suspension where the procedures are explained in separate policies but can overlap with the procedures set out below.

- 6.3. **Temporary suspension from college facilities** is initiated by the college for disciplinary and/or safeguarding matters. You will still have access to your studies via remote access. Details of this type of suspension is covered in our [HE Student Disciplinary Policy](#).
- 6.4. **Institution-initiated suspension** is a suspension imposed by the college as an outcome of a [Fitness to Study Policy](#) consideration. These suspensions generally last for 12 consecutive months and follow the terms set out in this policy and the procedure starts from [step three – interrupting your studies](#). The implications of the suspension remain the same as requesting an interruption of study and need to be understood. The Student Welfare team or your tutor will be able to support you with advice and guidance.

Requesting an Interruption of Study

- 6.5. An interruption of studies (also called a study break) is where you decide for personal reasons to suspend your HE programmes and take a temporary break from your studies. The duration of the interruption of studies is agreed between yourself and your tutor prior to interrupting your studies and can be taken at any point during your programme of study.
- 6.6. Your reason for interrupting your studies can be due to personal circumstances such as ill health, carer duties, pregnancy/maternity or other long term but possibly unforeseen circumstance.
- 6.7. The decision to interrupt your studies is taken by you following a discussion with your tutor. You may also wish to discuss your intentions with the Student Welfare team.
- 6.8. During your interruption of your studies, we will continue to keep you informed of college activities, administrative updates, and any other important notifications.

6.9. Following the end of the interruption of your studies, you will be allowed to return to your studies. You will be invited to re-enrol onto your programme and resume your attendance at the beginning of the equivalent term from where the interruption began (this includes if you interrupted your studies part way through a term) or at another suitable point to be discussed on a case-by-case basis with your Programme Lead. Any financial implications will be discussed with you prior to resumption of study.

Duration of Suspension

6.10. The maximum period for an interruption of studies is 12 consecutive months in line with your awarding bodies academic regulations, unless in exceptional circumstances a longer period is agreed. If you are studying on programmes run in partnership with our external validating bodies (see [Scope](#)) the length of the interruption of studies will also need to be agreed with the partnering university.

6.11. Exceptional circumstances mean circumstances beyond your control, and which has had a severe impact on your ability to return to your studies. The decision to extend the maximum period of an interruption of studies will be made on a case-by-case basis and made by the Vice Principal Curriculum and Quality.

Changes in Programme

6.12. When making the decision to interrupt your studies your Programme Leader, Tutor and/or Student Welfare Officer will explain to you the possible implications of interrupting your studies, especially if your interruption of studies is longer than 12 months. These implications could include:

- a change to the programme structure,
- Individual modules you had previously enrolled for being no longer available, or
- Discontinuation of your programme.

- 6.13. Should any of the above situations occur we will contact you to discuss your options upon your return. We will do our utmost to ensure you are offered a suitable alternative to your original study plans.

Implications to Interrupting your Studies

- 6.14. As a matter of course, where applicable, we will inform the Student Loans Company, the Home Office (students with sponsored visas) and any other relevant funding or accrediting body of your interruption of studies.
- 6.15. Your access to the college facilities, resources and student services will be removed during your interruption of studies, except at the discretion of the Vice Principal Curriculum and Quality.
- 6.16. You will still be able to consult, take employment advice and obtain references from the Careers team.
- 6.17. From the date of your interruption of studies, you will no longer have access to college resources such as the Learning Resource Centre (LRC) (including the LRC Library) and IT Support.

Impact on Visa Status

- 6.18. We are required to inform the Home Office if you hold a sponsored Tier 4 Student Visa and plan to interrupt your studies for longer than 60 days. The Home Office will cut your visa short to 60 days from the date they are contacted and expect you to return to your home country or switch visa status, unless there are circumstances that prevent you from doing so.
- 6.19. The [UK Council for International Student Affairs offers information](#) and advice for students who hold a UK visa.
- 6.20. If you do not leave the UK when asked, we will be unable to issue a Confirmation of Acceptance for Studies (CAS) in the future. This will prevent you from returning to your studies and may lead to you being withdrawn from the programme and UCKM.

Impact on Student Fees and Funding

- 6.21. If you have interrupted your studies, you will still be obligated to pay any outstanding tuition fees as set out in clause 5.5 of the [UCKM Student Agreement](#) and the [Student Fees Policy](#).
- 6.22. Upon your return to your studies your tuition fees will normally be charged at the prevailing rate for new students in the year that you resume your studies as per clause 5.6 in the [UCKM Student Agreement](#).
- 6.23. If you receive funding from the Student Loans Company, we will inform them of your interruption of studies. For further information visit [student finance if you suspend or leave your course](#).

7. Interruption of Study Procedures

- 7.1. The below procedure sets out the process and considerations for interrupting your studies.

Initial Considerations

- 7.2. When you first become aware of your potential need to interrupt your studies, you should discuss your considerations with your Tutor, or Programme Lead. They will be able to assess your options and help you understand the implications of making an interruption of studies application.
- 7.3. We might be able to offer you an alternative to interrupting your studies, such as access to support services, a support plan, reasonable adjustments and/or extending your submission deadlines for a period.

Step one: Applying to Interrupt your Studies

- 7.4. Once you have discussed your considerations with your Tutor, Teacher or Programme Lead and concluded that you need to interrupt your studies, you will need to complete an [Interruption of Studies and Withdrawal Form](#).
- 7.5. On the form you should indicate the reason for interrupting your studies and the length of time you require (maximum interruption term is 12 months).

7.6. The form should be submitted electronically to the HE team at university.centre@kmc.ac.uk. You will receive an acknowledgement via your college email address within 5 working days.

Step two: Meeting with an Adviser – Evaluation of Options

7.7. The HE team will allocate an adviser to help you through the process and make arrangements for you to meet the adviser. The adviser could be your Tutor, Programme Lead and/or the Head of Higher Education.

7.8. The aim of the meeting is to evaluate the options available to you and support you to make an informed decision.

7.9. The adviser will:

- Seek to understand, without judgement, the barriers preventing you from continuing your studies and why you wish to interrupt your studies.
- Ensure that you are aware of the consequences of a decision to interrupt your studies, such as fees/funding, accommodation, visa implications, and future study options. (see: [Implications of Interrupting your Studies](#)).
- Explore options for not interrupting but continuing studies, including:
 - Can the cause be addressed (for example by making reasonable adjustments to cope with a disability or chronic illness)?
 - Have all avenues of internal or external support been exhausted?
 - Would a structured “personal action plan” help with focus?

7.10. If you are a Visa Sponsored Student, you will need to speak with the HE Coordinator at university.centre@kmc.ac.uk about your visa implications.

Step three: Outcome

7.11. There are two possible outcomes from the meeting which will be agreed with you:

- **Continue** your studies with additional support arrangements and reasonable adjustments in place.
- **Interrupt** your studies for a temporary period with the intention of returning in the future.

Continuing your Studies

- 7.12. If you decide to continue your studies without an interruption, then your adviser will work with you to draft a support plan that will enable you to re-engage with your studies. This plan may include arranging support from other services such as wellbeing support, debt advice, study skills.
- 7.13. The support put in place will be recorded on a Personal Action Plan which will be added to your Individual Learning Plan. Your tutors and relevant Student Support team member will be informed, so that arrangements can be made for any other required support or adjustments.
- 7.14. Your adviser will follow up with you at agreed intervals to see how the plan is working for you and how you are coping with your studies. These follow up meetings will be recorded on your MyKMC record.

Interrupting your Studies

- 7.15. If you decide to interrupt your studies, your adviser will pass your application and any supporting documentation to the Programme Lead and the Head of Higher Education (you will be copied into this correspondence). Following a consultation with other relevant officers they will decide if any conditions for your return are necessary or required.
- 7.16. Confirmation of your interruption of studies will be sent to you within 5 working days of your application being submitted and this will confirm the start date of your interruption of studies, your expected return date, any conditions for your return and/or any necessary preparatory work prior to your recommencement of your studies.
- 7.17. Your adviser will create an interruption of studies plan with a checklist of tasks you must undertake. Your adviser will arrange a series of catch ups throughout your interruption of studies to monitor your progress and

to ensure you are equipped to return on the agreed date. Notes from the catch ups will be recorded on your MyKMC record.

- 7.18. You will be required to acknowledge your acceptance of any conditions for your interruption of studies.

Cooling Off Period

- 7.19. You will have a 14-day cooling off period from the date of your interruption of studies. If you wish to retract your interruption of studies, you will need to contact your adviser within the 14-day cooling off period to discuss your possible return to study.

Returning from an Interruption of Studies

- 7.20. When you have completed your interruption of studies, you will be expected to re-enrol before the start of the equivalent term that you suspended from, (or at another suitable point agreed with you on a case-by-case basis). For example, if you suspended your studies in the Spring term 2023, you will be expected to return for the start of the following Spring Term 2024, unless otherwise agreed with you on a case-by-case basis. Any financial implications will be discussed with you prior to resumption of study.
- 7.21. If you have interrupted your studies on the grounds of ill health (mental or physical) or have been suspended as part of a Fitness to Study outcome, you will need to present appropriate evidence (doctors note, hospital letter, etc) to your adviser to confirm that you are able to return to your studies prior to re-enrolling. Your adviser will be able to direct you to further advice and support if required.
- 7.22. If you have a Sponsored Visa, including Tier 4, you should email the Admissions Office to request a Confirmation of Acceptance (CAS) reference number to enable you to apply to return to the UK. You must provide supporting evidence for your CAS request, this could include border exit evidence from your previous stay, bank statements, etc. The visa process can take a while to arrange, therefore you are advised to

make your application at least 3 months prior to your proposed start date.

- 7.23. If you feel that you are not ready to return to your studies on the agreed date, you should contact your adviser for advice. Your adviser may suggest the following:
- Set up a meeting with the Programme Leader or Head of Higher Education to discuss possible support to help you return to your studies.
 - Seek an extension to the interruption of studies (this would be subject to limitations of any partnership university).
 - Seek to withdraw if the issues which resulted in the interruption have not receded or been resolved and are likely to continue for the foreseeable future.
- 7.24. If you do not respond to communications about your return to studies, you will be deemed to have withdrawn from your programme, and we will start our Institution Initiated Withdrawal process.

8. Withdrawal from Studies

- 8.1. Withdrawal is where you **permanently** withdraw from a HE Programme and cease to study at Kingston Maurward. Withdrawal takes two forms:

Student Initiated Withdrawal

- 8.2. This is where you have made a conscious decision to withdraw from your programme for personal factors or a potential long-term situation beyond your control.
- 8.3. Withdrawal from your studies is a permanent decision, therefore it is important that you seek guidance on your options prior to making your decision. You are encouraged to discuss your individual circumstances and options with your Tutor, Student Welfare team and/or Programme Lead.

- 8.4. If you have withdrawn from a programme, you may, at our discretion be able to re-enrol on the course at a later date. Alternatively, you are free to enrol on any of the other programmes available at the College.

Institution Initiated Withdrawal

- 8.5. This is where we have initiated your withdrawal from your studies on health, academic or disciplinary grounds. These include the following circumstances:
- 8.6. **Physical or Mental Health:** Withdrawal due to concerns about your physical or mental health in accordance with the [Fitness to Study Policy](#).
- **Academic Failure: Withdrawal for reasons of academic failure as set out in the [Student Agreement](#). This is often associated with:**
 - **Poor Attendance & Failure to Engage with Studies:** If you have attended less than 90% of your in-person and/or on-line learning activities and have no authorisation for those absences and are failing to engage with the course and its opportunities. In such cases of significant unauthorised absence (10% and above) you are in breach of your conditions of registration and if you fail to show improvement in attendance and academic engagement in a reasonable period of time you can be withdrawn from your programme. (see [Student Engagement Policy](#)).
 - **Academic Misconduct:** Where you have been found guilty of serious academic misconduct then it is possible that we might withdraw you from your programme (see [Academic Misconduct Policy](#)).
 - **Failure to Comply with Visa Requirements:** You may be withdrawn because of your failure to comply with Home Office visa requirements, including requirements about academic engagement, if your visa is sponsored by the College.

- **Failure to Comply with an Enrolment Condition:** you will be withdrawn for failure to comply with the enrolment terms.
- 8.7. If you have been withdrawn, you will not be able to return (re-enrol) to the same programme or related programmes. You can apply for a different programme at the College. However, we retain the right, based on past performance, not to make you an offer even if you would otherwise meet the criteria for an offer to be made.
- 8.8. Support, advice, and guidance is available from the Student Welfare team if you have been withdrawn from your programme.
- 8.9. You will have the right to appeal our decision to withdraw you from your programme by following the processes given in the [HE Academic Appeals Policy](#).

Consequences of Withdrawal

- 8.10. As a matter of course, where applicable, we will inform the Student Loans Company, the Home Office (students with sponsored visas) and any other relevant funding or accrediting body of your withdrawal.
- 8.11. Library and IT access will cease, and email accounts will be closed. You will be asked to hand in your student ID card and any other University materials (such as library books) which may be in your possession.
- 8.12. Although access to college facilities and resources ceases on withdrawal, as a former student you can still consult, take employment advice, and obtain references from / via the Careers Team. Note that if the institution-initiated withdrawal was the result of severe academic misconduct we may decline to provide a reference.
- 8.13. From the date of your withdrawal, you will no longer have access to college resources such as the Learning Resource Centre (LRC) (including the LRC Library) and IT Support.

Impact on Visa Status

- 8.14. We are required to inform the Home Office if you hold a sponsored Tier 4 Student Visa, if you are withdrawn or plan to withdraw from your studies.

The Home Office will curtail your visa by cutting your visa short to 60 days from the date you were withdrawn and expect you to return to your home country or switch visa status, unless there are circumstances that prevent you from doing so.

- 8.15. The [UK Council for International Student Affairs offers information](#) and advice for students who hold a UK visa.
- 8.16. If you do not leave the UK when asked, we will be unable to issue a Confirmation of Acceptance for Studies (CAS) in the future. This will prevent any possibility of you returning to study in the future.

Impact on Student Fees and Funding

- 8.17. You will still be liable for any outstanding tuition fees if you withdraw or have been withdrawn from your studies. This obligation is set out in the [Student Fees Policy](#), the [Refund and Compensation Policy](#) and the [Student Agreement](#) issued at the point of enrolment.
- 8.18. You will be informed of this liability prior to withdrawing from your studies.
- 8.19. If you receive funding from the Student Loans Company, we will inform them of your withdrawal. For further information on [Student finance if you suspend or leave your course](#).

9. Withdrawal Procedures

- 9.1. The below procedure sets out the process and considerations for requesting to withdraw from your studies and Institution Initiated withdrawal.

Requesting to Withdraw

Initial Considerations

- 9.2. When you first become aware of your potential need to withdraw from your studies, you should discuss your considerations with your Tutor or Programme Lead. They will be able to assess your options and help you understand the implications of withdrawing.
- 9.3. We might be able to offer you an alternative to withdrawing from your studies, such as access to support services, a support plan, reasonable

adjustments, extending your submission deadlines for a period of time or a temporary interruption of your studies.

Step one: Applying for a Withdrawal

- 9.4. Once you have discussed your considerations with your tutor or Programme Lead and concluded that you need to withdraw from your studies, you will need to complete a [Interruption of Studies or Withdrawal Form](#).
- 9.5. On the form you should indicate the reason for your withdrawal.
- 9.6. The form should be submitted electronically to the HE team at university.centre@kmc.ac.uk. You will receive an acknowledgement via your college email address within 5 working days.

Step two: Meeting with an Adviser – Evaluation of Options

- 9.7. The HE team will allocate an adviser to help you through the process and make arrangements for you to meet the adviser. The adviser could be your Tutor, Programme Lead and/or Head of Higher Education.
- 9.8. The aim of the meeting is to evaluate the options available to you and support you to make an informed decision.
- 9.9. The adviser will:
 - Seek to understand, without judgement, the barriers preventing you from continuing your studies and why you wish to withdraw.
 - Ensure that you are aware of the consequences of a decision to withdraw, such as fees/funding, accommodation, visa implications, and future study options. (see [Consequences of Withdrawal](#)).
 - Explore options for not withdrawing including:
 - Can the cause be addressed (for example by making reasonable adjustments to cope with a disability or chronic illness)?
 - Have all avenues of internal or external support been exhausted?
 - Would a structured “personal action plan” help with focus?

- Would suspending your studies be appropriate?

9.10. If you are a Visa Sponsored Student, you will need to speak with the HE Coordinator at university.centre@kmc.ac.uk about your visa implications.

Step three: Outcome

9.11. There are three possible outcomes from the meeting which will be agreed with you:

- **Continue** your studies with additional support arrangements and reasonable adjustments in place.
- **Interrupt** your studies for a temporary period with the intention of returning in the future.
- **Withdraw** your studies will come to an end and you will be withdrawn from the programme.

Continuing your Studies

9.12. If you decide to continue your studies without withdrawing, then your adviser will work with you to draft a support plan that will enable you to re-engage with your studies. This plan may include arranging support from other services such as wellbeing support, debt advice, study skills or actions under the [HE Extensions and Extenuating Circumstances Policy](#).

9.13. The support put in place will be recorded on a Personal Action Plan which will be added to your Individual Learning Plan. Your tutors and relevant Student Support team member will be informed, so that arrangements can be made for any other required support or adjustments.

9.14. Your adviser will follow up with you at agreed intervals to see how the plan is working for you and how you are coping with your studies. These follow up meetings will be recorded on your MyKMC record.

Interruption of Studies

- 9.15. See the Interrupting Your Studies section of this policy for the procedure on interrupting your studies.

Withdrawal

- 9.16. If you decide to withdraw from your studies, your adviser will draft a withdrawal plan with a checklist of actions required to withdraw from your studies.
- 9.17. You will be sent a confirmation letter to your home address (and a copy to your personal email address that is on your student record) within 5 working days of the decision being made. The letter will include the date of your withdrawal, any actions that need to be taken by you and details of how to return to the college should you wish to do so in the future.

Cooling Off Period

- 9.18. You will have a 14-day cooling off period from the date of your withdrawal. If you wish to retract your withdrawal you will need to contact your adviser within the 14-day cooling off period to discuss your possible return to study.

Institution Initiated Withdrawal

- 9.19. You may be withdrawn from your programme for the following grounds:
- Physical or Mental Health
 - Academic Failure
 - Poor Attendance and Failure to Engage with Studies
 - Academic Misconduct
 - Failure to Comply with Visa Requirements
 - Outcome of Disciplinary Case (exclusion)

Step one: Formal Notice of our Decision to Withdraw you from your Studies

9.20. You will be informed in writing of the proposed withdrawal by the HE Office to your college email address. The letter will:

- Inform you of the grounds for the withdrawal.
- Appoint an adviser for the withdrawal process.
- Advise you to speak to the adviser or your personal tutor at the earliest opportunity.
- Signpost other sources of advice and support in Student Welfare.
- Set out the review and appeals process and how you can access it.

Step two: Student Objection to Withdrawal and Review

9.21. If you accept the withdrawal notice the process will move on to step three below.

9.22. If you object to the withdrawal notice and wish to appeal the decision, you will need to submit your appeal to university.centre@kmc.ac.uk within 10 working days of receipt of the withdrawal notice following the procedures for appeal set out in the relevant policy:

- [HE Academic Misconduct Policy](#) for Academic Misconduct withdrawal.
- [HE Fitness to Study Policy](#) for physical or mental health cases.
- [HE Student Disciplinary Policy](#) for misconduct cases.
- [HE Student Engagement Policy](#) for attendance and engagement cases including not complying with visa requirements.

Step three: Withdrawal

9.23. If the outcome of your appeal decides that your withdrawal notice should stand (or you accept your notice of withdrawal), you will be informed in writing.

9.24. If you have exhausted both the College appeals process and that of our validating partner, you will receive a completion of procedures letter (COP) in addition to your withdrawal letter.

9.25. The letter will outline:

- The reasons for the withdrawal (exclusion)
- Set out the consequences for withdrawal (as above) and indicate the date on which withdrawal will officially occur and when facilities such as email will cease working, etc.
- Request the return of your student card and list any outstanding book loans or debts which you have with the College and the means for return or payment.
- List any sources of support and advice.

9.26. You will be officially withdrawn from the programme and college, 10 calendar days from the letter date.

9.27. We will then ensure the relevant bodies are informed (as stated above in consequences of withdrawal).

Independent External Review

9.28. If you are not satisfied with the outcome of the appeals process, you can complain to the Office of the Independent Adjudicator for Higher Education provided they have been issued with a COP.

9.29. The COP Letter will signpost the Office of the Independent Adjudicator for Higher Education. It will also remind you that the deadline for making a complaint to the OIA is 12 months from the date of the letter.

10. Data Protection and Information Sharing

10.1. You have the right to access all the material presented during this process, if you would like a copy of this information, it will be available to you on request. Please contact the MIS team at mis@kmc.ac.uk and they will arrange this for you.

- 10.2. We recognise the importance of maintaining confidentiality throughout the above processes and how sensitive information is shared. Any information shared about your case will be treated as [special category data](#) and strictly confidential, and we will limit its disclosure to only those directly involved in the process.
- 10.3. We will use some of the high-level data for reporting purposes, internal reporting for evaluation, learning and training and externally for discussions with higher education sector regulators. The data we use for these reports will be anonymised. Personal data and sensitive personal data ('Personal Data') as defined by the [Data Protection Act 2018](#) may be disclosed to members of UCKM/KMC staff and external regulators, if it has been requested as part of an official complaint.
- 10.4. Your personal data will not be shared with any other third parties unless we have your consent to do so, we have a statutory obligation or we are permitted to do so under the [Data Protection Act 2018](#).
- 10.5. If you are studying on a programme with one of our partnership Universities and you have interrupted your studies or withdrawn from the programme and College, we will have a duty to inform our partners. We will notify you of any correspondence that we will send, and the information will be limited to your decision outcome.
- 10.6. All materials relating to your case will be managed and stored in line with our [Data Protection Policy](#).

11. Review and Monitoring

- 11.1. We will provide an annual report on our feedback processes, including surveys, focus groups, suggestions, and complaints, in addition to any compliments received, to the Higher Education Academic Board for monitoring and evaluation. An evaluation of feedback by relevant demographics will be undertaken to evidence the impact of our equality scheme.
- 11.2. We work closely with our university partners to ensure that our procedures are reviewed and updated on an annual basis. If we need to make a change to this policy and procedure it will be reviewed and

signed off by the Senior Management Team (SMT) and these changes will be noted in the version log displayed on the front page of this document.

- 11.3. If we need to make a major change to this policy during the academic year, we will consult the student body via our committee structure and communicate our intentions to all students.
- 11.4. A regular case report will be provided to the SMT by the Heads of Department and an annual case report will be presented to the Governors as part of our quality assurance arrangements.

12. Feedback

- 12.1. Comments and feedback about this policy and how it might be improved are welcomed. Please submit these to the Higher Education Coordinator at university.centre@kmc.ac.uk.

13. Applicable Policies and Procedures

- 13.1. The HE Interruption of Studies, Withdrawal and Non-Completion Policy is supported by a range of detailed policies and procedures where you can find further information. These can be found on the [UCKM Website](#).
 - Complaints Policy and Procedure
 - Data Protection Policy
 - HE Academic Appeals Policy and Procedure
 - HE Attendance & Active Study Policy and Procedure
 - HE Extensions, and Extenuating Circumstances Policy
 - HE Fitness to Study Policy and Procedure
 - HE Reasonable Adjustments Policy and Procedure
 - HE Student Disciplinary Policy
 - HE Student Terms and Conditions
 - Privacy Policy
 - Safeguarding Policy
- 13.2. External sources of information are:
 - [Data Protection Act 2018](#)
 - [Equality Act 2010](#)

- [ICO – Special Category Data](#)
- [Office for Student \(OfS\) – Student Rights and Welfare](#)
- [Office for the Independent Adjudicator \(OIA\)](#)