

Student Withdrawal Policy & Procedure 2026-28

LCCA Governance

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Section 1: Policy Statement and Scope

This policy sets out the circumstances under which a student may be withdrawn, or may withdraw, from their course of study at LCCA, and the procedures that apply in each case. It should be read alongside the Student Attendance and Engagement Policy, the Student Disciplinary Policy, and the LCCA Assessment and Feedback Policy.

1.1 LCCA is committed to supporting students to complete their course of study wherever possible. Withdrawal is a serious step with significant academic, financial, and personal consequences. The College will ensure that all reasonable steps have been taken to support a student before withdrawal is progressed, and that students are treated fairly throughout. This policy has regard to the UK Quality Code for Higher Education (2024), in particular Principle 10 (supporting students to achieve their potential) and Principle 12 (concerns, complaints and appeals).

1.2 Scope

This policy applies to all students enrolled on courses of study at LCCA. It covers the following withdrawal types:

- Voluntary withdrawal (student-initiated);
- Withdrawal based on academic failure (institution-initiated, via Board of Examiners);
- Withdrawal following disciplinary action or academic misconduct (institution-initiated, via Student Disciplinary Panel);
- Withdrawal based on non-attendance and non-engagement (institution-initiated, via Attendance and Retention Board).

The monitoring and escalation process leading to withdrawal for non-attendance and non-engagement is set out in the Student Attendance and Engagement Policy. This policy covers the formal withdrawal decision, post-withdrawal procedures, and appeals for all withdrawal types, with the exception of withdrawal based on academic failure, which is appealed through the Academic Appeals Policy as a Board of Examiners decision.

1.3 Regulatory Context

LCCA, via its awarding partner, has regulatory obligations under the OfS Conditions of Registration (B3: student outcomes; C2: student complaints scheme) to report changes to student enrolment status to the Office for Students (OfS), the Student Loans Company (SLC), and the Higher Education Statistics Agency (HESA).

1.4 Equality and Reasonable Adjustments

LCCA is committed to meeting its responsibilities under the Equality Act 2010. Where a student's circumstances are related to a disability or protected characteristic, the College will ensure that reasonable adjustments have been considered and, where appropriate, put in place before any withdrawal decision is taken. This includes considering whether an interruption of studies or other support measure would be more appropriate than withdrawal.

1.5 Definitions

Board of Examiners – the formally constituted board that makes decisions on academic progression, awards, and withdrawal based on academic failure.

Completion of Procedures (CoP) Letter – a formal letter issued to a student at the conclusion of all internal procedures, confirming that there are no further internal avenues available and informing the student of their right to apply to the Office of the Independent Adjudicator (OIA) for an independent review. This letter is a mandatory regulatory requirement.

Institution-Initiated Withdrawal – where LCCA withdraws a student for academic failure, disciplinary reasons, or non-attendance/non-engagement.

Interruption of Studies – a temporary, approved break from study with a confirmed return date. Not a withdrawal.

Student Disciplinary Panel – the panel convened under the Student Disciplinary Policy to consider cases of misconduct.

Voluntary Withdrawal – where a student chooses to leave their course of their own accord.

Withdrawal Appeals Panel – the panel convened to hear appeals against institution-initiated withdrawal decisions, comprising at least two senior members of the Student Support Team with no prior involvement in the case under review.

Section 2: Voluntary Withdrawal

Students who are considering withdrawing from their course are advised to discuss the matter with their Course Director before they make a final decision. Depending upon the reasons the student has for considering withdrawal, the Course Director may be able to refer the student to sources of specialist support available at LCCA.

2.1 Before a voluntary withdrawal is processed, the Student Support Team should ensure that the student has been:

- Advised of alternative options, including interruption of studies, transfer, or deferral;
- Signposted to relevant support services (Student Support Team, Disability and Wellbeing Service, Student Success Tutors);
- Informed of the financial implications of withdrawal, including the impact on student finance and fee liability (see Section 9);

2.2 If a student decides to withdraw regardless, they should inform the Student Support Team, who will complete the necessary administration steps to finalise the withdrawal.

2.3 The Student Support Team will

- Record the withdrawal on the student record system, using the student's last date of Engagement as the withdrawal date.
- Notify the Student Loans Company and/or other funding body in writing.
- Notify UCA of the change in enrolment status.
- Issue confirmation of withdrawal to the student in writing.

2.4 A student who has voluntarily withdrawn and later wishes to return to study must reapply through the standard admissions process. There is no automatic right to readmission (see Section 10).

Section 3: Withdrawal based on Academic Failure

LCCA encourages students to progress and to complete their course within the designated maximum study time. As per SFE and UCA regulations, students must demonstrate continuous commitment to their studies and intention to complete within the allowed time.

- 3.1 UCA's Common Credit Framework, Assessment Policy and LCCA's Assessment and Feedback Policy outline assessment requirements, including resit and retake entitlements. Withdrawal based on academic failure will only be considered by the Board of Examiners after all resit and retake opportunities permitted under the CCF have been exhausted and the student has not met the credit requirements for progression or award.
- 3.2 Students are required to meet the credit requirements for an award at the required levels. Students who do not meet these requirements after resit and retake opportunities have been exhausted will be considered for an appropriate exit award. See CCF Section 6.
- 3.3 The Student Support Team will contact students who fail to submit on their first sit to discuss their situation and offer support where required.
- 3.4 Where a student has a disability or a learning difficulty and has not made satisfactory academic progress on their studies, Disability and Wellbeing Service will confirm that all appropriate support has been provided. Where this is confirmed and the Board of Examiners decides to withdraw the student, the decision is based on academic progression, not disability.
- 3.5 Following a withdrawal decision by the Board of Examiners, the Student Support Team will:
 - Notify the student in writing of the decision, the reasons, and their right of appeal under the Academic Appeals Policy (ASA-001)
 - Process the withdrawal on the student record system.
 - Notify SLC and UCA.

As withdrawal based on academic failure is a Board of Examiners decision, the right of appeal is exercised through the Academic Appeals Policy, not through the Withdrawal Appeals Panel set out in Section 7 of this policy. Students should refer to the Academic Appeals Policy for grounds, timeframes, and the process for submitting an appeal.

Section 4: Withdrawal following Disciplinary Action or Academic Misconduct

This section should be read in conjunction with the Student Disciplinary Policy and the LCCA Assessment and Feedback Policy, along with UCA's Assessment Policy and the CCF.

- 4.1 Breaches of LCCA's Student Code of Conduct or academic misconduct may result in disciplinary action, up to and including withdrawal. The full disciplinary process is set out in the Student Disciplinary Policy; academic misconduct procedures are set out in UCA's Academic Misconduct Policy and LCCA's Assessment and Feedback Policy.
- 4.2 Examples of breaches that may lead to disciplinary action, up to and including withdrawal, are set out in the Student Code of Conduct and Disciplinary Policy.
- 4.3 An investigating officer will gather evidence and present the case to the Student Disciplinary Panel. The Panel will consider the nature and circumstances of the offence, whether it is a first offence, and the risks of continued enrolment. No formal outcome will be concluded without a disciplinary hearing, and withdrawal is a last resort.
- 4.4 Following a withdrawal decision by the Student Disciplinary Panel, the Student Support Team will:
 - Notify the student in writing of the decision, the reasons, and their right of appeal (see Section 7).
 - Process the withdrawal on the student record system.
 - Notify SLC and UCA.

Section 5: Withdrawal based on Non-Attendance and Non-Engagement

The monitoring and staged escalation process for students whose attendance and engagement are a cause for concern is set out in the Student Engagement and Attendance Policy. This includes early alert and support, formal warnings, and referral to the school Attendance and Retention Board (ARB).

- 5.1 The ARB will review the case on an individual basis, considering all available evidence of attendance and engagement, the support offered to the student, and any mitigating circumstances. Where the ARB determines that all reasonable steps to support the student have been exhausted and the student has not re-engaged, the ARB may confirm the withdrawal.

5.2 Reasonable adjustments must be considered before any withdrawal decision is taken where a student's circumstances relate to a disability or protected characteristic (see Section 1.4). An interruption of studies (see Section 6) should be considered as an alternative to withdrawal where appropriate.

5.3 Following a withdrawal decision by the ARB, the Student Support Team will:

- Notify the student in writing of the decision, the reasons, and their right of appeal (see Section 7), enclosing or linking to the Student Withdrawal Appeal Form (AWF1);
- Process the withdrawal on the student record system.
- Notify SLC and UCA.

5.4 The student has the right to appeal the withdrawal decision in accordance with Section 7 of this policy.

Section 6: Interruption of Studies

6.1 An interruption of studies is a temporary, approved break from a course with a confirmed return date. It is not a withdrawal. Students who are experiencing circumstances that make it temporarily impossible to continue their studies are encouraged to consider interruption as an alternative to withdrawal.

6.2 Interruption may be initiated by the student or offered by the College as an alternative to withdrawal during an attendance review, disciplinary, or appeal process.

6.3 Requests for interruption should be made to the Student Support Team, who will:

- Agree the period of interruption and expected return date with the student and course team.
- Record the interruption on the student record system.
- Notify SLC and UCA.
- Contact the student before the expected return date to confirm re-enrolment arrangements.

6.4 If a student does not return to study by the agreed date and does not request an extension, they will be withdrawn from their course in accordance with this policy.

Section 7: Appeals against Withdrawal

7.1 All students have the right to appeal against an institution-initiated withdrawal decision. This section sets out the appeals process for withdrawal following disciplinary action or academic misconduct (Section 4) and withdrawal based on non-attendance and non-engagement (Section 5).

Appeals against withdrawal based on academic failure (Section 3) are not covered by this section. As these are Board of Examiners decisions, they are appealed through the Academic Appeals Policy (ASA-001), which provides a three-stage process including independent review by UCA.

7.2 Grounds for Appeal

An appeal may be submitted on one or more of the following grounds:

- That new information is available which was not available for consideration at the time the decision was taken.
- That there is evidence of significant and substantive administrative or procedural error in the making of the decision.
- That the decision was not reasonable in all the circumstances, including where evidence of mitigating or extenuating circumstances was not properly considered.

7.3 Submitting an Appeal

All appeals must be submitted using the Student Withdrawal Appeal Form, available on the Canvas VLE and LCCA website, to the Student Support Team (admin@lcca.ac.uk) within 10 working days of the date of the withdrawal notification.

7.4 Appeals should normally be submitted within the 10-working day timeframe. Where an appeal is submitted outside this timeframe, the Withdrawal Appeals Panel will consider whether the student has provided a satisfactory explanation for the delay before deciding whether to accept the appeal.

7.5 Withdrawal Appeals Panel

On receipt of a valid appeal against withdrawal based on non-attendance and non-engagement or withdrawal following disciplinary action or academic misconduct, the Student Support Team will convene a Withdrawal Appeals Panel. The student will receive written acknowledgement of receipt within 5 working days.

7.6 The Panel will consider:

- The rationale for the original decision.
- Written representation from the student, including mitigating evidence where appropriate.
- Written representation from the Course Director or relevant academic team, where requested by the Panel or where submitted in support of the original decision
- Whether reasonable adjustments or support measures were considered and offered prior to the withdrawal decision.

7.7 The student will be invited to attend the appeal hearing, which may be conducted in person or online. The student may be accompanied by a friend, family member, or Student Voice representative, and may nominate a representative to act on their behalf by providing written consent. The student may also submit their case in writing if they are unable to attend.

7.8 The student should normally receive a written outcome within 20 working days of the Withdrawal Appeals Panel receiving the completed appeal form and all supporting evidence. Where the Panel requires additional time, the student will be informed in writing of the reason for the delay and the revised timeframe.

7.9 The hearing may be recorded where agreed by both parties or as a reasonable adjustment under the Equality Act 2010. Where a recording is made, it will be retained and processed in accordance with the College's data protection obligations.

7.10 Appeal Outcomes

The Withdrawal Appeals Panel, having considered the evidence, shall either:

- i. Reject the appeal, in which case the withdrawal decision stands; or
- ii. Uphold the appeal and determine how and when the student will be reinstated and supported, which may include reinstatement from the start of the next academic term where immediate reinstatement is not practicable; or
- iii. Uphold the appeal in part and offer an alternative outcome, such as interruption of studies or additional support.

7.11 Students who have been withdrawn are not permitted to attend classes, submit assessments, or access LCCA facilities while an appeal is under consideration, unless otherwise notified by the Student Support Team.

Section 8: Completion of Procedures and the Office of the Independent Adjudicator

8.1 What is a Completion of Procedures (CoP) letter?

A CoP letter is a formal document that must be issued to a student at the conclusion of all internal procedures, when there are no further avenues available to the student within LCCA. It confirms that internal procedures have been completed and informs the student of their right to apply to the Office of the Independent Adjudicator for Higher Education (OIA) for an independent review.

8.2 When must a CoP letter be issued?

A CoP letter must be issued in the following circumstances:

- Automatically, where a student's appeal is rejected by the Withdrawal Appeals Panel
- On request, where a student's appeal is upheld or partly upheld. The student must be informed of their right to request a CoP letter, and given a deadline of not less than one month to do so;
- Where a student does not submit an appeal within the 10 working day deadline and the deadline has expired;
- Where a student submits a late appeal that is not accepted;
- At any other point where there is no further internal avenue available to the student.

Where a student appeals against withdrawal based on academic failure through the Academic Appeals Policy (ASA-001), Completion of Procedures is managed through that policy's three-stage process. The Completion of Procedures letter is issued by UCA's Office for Student Complaints, Appeals and Regulations (OSCAR). The provisions of Sections 8.2–8.5 of this policy do not apply to academic failure withdrawal appeals.

8.3 Who issues the CoP letter?

The Student Support Team is responsible for drafting and issuing CoP letters relating to withdrawals, using the approved template and in accordance with OIA guidance. Quality Assurance may periodically audit CoP letter issuance to ensure compliance with OIA requirements.

8.4 Content requirements

Per OIA guidance, every CoP letter must:

- Be clearly titled “Completion of Procedures Letter”.
- Include a summary of the student’s appeal or complaint and its outcome.
- State the deadline by which the student must submit a complaint to the OIA (12 months from the date of the CoP letter).
- Include the OIA’s contact details and a link to the student pages of the OIA website (www.oiahe.org.uk/students); and
- Signpost the student to relevant support services, including the Student Support Team and Disability and Wellbeing Service.

8.5 Timeframe

CoP letters must be issued as soon as possible, and always within 28 days of the final decision being communicated to the student. Delays in issuing CoP letters may be considered a procedural irregularity by the OIA and may expose the College to regulatory and reputational risk.

8.6 OIA Signposting

LCCA is a member of the OIA Scheme. Students who have completed internal procedures and remain dissatisfied may ask the OIA to review their case within 12 months of the date of the Completion of Procedures Letter. A CoP letter is issued where an appeal is not upheld, or on request where it is upheld or partly upheld. Further information:

www.oiahe.org.uk/students.

Section 9: Financial and Funding Implications

9.1 Withdrawal from a course may have significant financial consequences. The student’s liability for tuition fees will depend on the date of withdrawal and the terms set out in UCA’s Tuition Fees terms and conditions.

9.2 Students are strongly advised to contact the Student Finance Team (studentfinance@lcca.ac.uk) or Student Support Team (admin@lcca.ac.uk) for guidance on the financial implications of withdrawal before making a final decision.

9.3 The Student Protection Plan sets out the measures LCCA’s awarding partner has in place to protect students’ interests in the event that a course is discontinued or significantly changed. Students should refer to the Student Protection Plan for further information.

Section 10: Re-admission following Withdrawal

- 10.1 Re-admission decisions will consider the circumstances of the original withdrawal, any outstanding academic or disciplinary matters, and the student's readiness to resume study.
- 10.2 Students who were withdrawn for disciplinary reasons may be subject to additional conditions on readmission, as determined by the relevant panel.

Appendix I: Related Documents and Guidance

[LCCA Student Withdrawal Appeal Form \(AWF1\)](#)

[LCCA Engagement and Attendance Policy](#)

[LCCA Academic Appeals Policy](#)

[LCCA Assessment and Feedback Policy](#)

[UCA Common Credit Framework](#)

[OIA Good Practice Framework](#)

[UK Quality code for HE: Advice and Guidance – Concerns, Complaints and Appeals](#)

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1.3	QA Manager	29-09-2024	Whole Document formatting
2.0	QA Manager	12-02-2026	Policy retitled and restructured as standalone document. Sections added: Interruption of Studies, Completion of Procedures (aligned to OIA Guidance Note), Financial Implications, Readmission. Non-attendance withdrawal incorporated. Appeals consolidated into single section. Roles clarified (Student Support Team operational; QA template development and audit).