

## Higher education student withdrawal policy

### 1. Introduction

- 1.1 The following policy relates to higher education students at Walbrook. Apprentices should consult with their employer if they're considering withdrawing from their apprenticeship studies.
- 1.2 Walbrook recognises that a change in circumstances can be unavoidable and that students who register for a programme may need to cancel, change or withdraw from their registration(s).

### 2. Initial steps

- 2.1 If you're considering withdrawing from your course of study, you're advised to discuss this with your support team (study advisor, programme leader) in the first instance:

<u>Undergraduate on campus programmes</u>	<a href="mailto:hesupport@walbrook.ac.uk">hesupport@walbrook.ac.uk</a>
<u>Postgraduate MENA programmes</u>	<a href="mailto:libfmena@libf.ac.uk">libfmena@libf.ac.uk</a>
<u>MSc Banking &amp; Finance online programmes</u>	<a href="mailto:pgonline@libf.ac.uk">pgonline@libf.ac.uk</a>
<u>All other online and on-campus programmes</u>	<a href="mailto:service@libf.ac.uk">service@libf.ac.uk</a>

- 2.2 You are also advised to read the following documents
  - Walbrook's General and Academic Regulations for Students
  - student terms and conditions
  - programme handbooks, where applicable.
- 2.3 The above documents detail the implications of withdrawing from a programme, particularly regarding assessments, student financing and the award of credit.
- 2.4 Your ability to withdraw from a programme and receive a full or partial fee refund is dependent on the time scales detailed in this policy and your terms and conditions.

### 3. Visa implications

- 3.1 Visa regulations have different rules relating to International full-time undergraduate students leaving university. If you're an international student with a visa, you must contact your support team for more information

before withdrawing from your programme.

#### 4. Tuition fee support implications

- 4.1 If you're a UK or EU student withdrawing from your programme, this may affect your eligibility for future tuition fee support. If you're considering withdrawing from your programme or suspending your studies at any point, you should contact your Local Education Authority (LEA), Student Finance England / Wales / NI (SLC) or Student Awards Agency for Scotland (SAAS) to find out about funding implications for future study.

#### 5. Return to study after withdrawing

- 5.1 If you withdraw from your studies, then
- restart your programme (or a different programme) later, you'll be liable to pay the full annual tuition fee for the restart year
  - return but need to repeat one or more years' study, you'll be charged at the full tuition fee rate
  - return but need to repeat one of more modules, you'll normally be charged at the standard tuition fee rate.

#### 6. Withdrawal procedures

- 6.1 The procedure you need to follow to withdraw from a programme will differ if you're registered on a programme with a fixed start date (e.g., fully on-campus or PG Banking and Finance online degree programmes) or on a flexible start date programme (e.g., online, self-paced). There'll also be different information to consider if you're a UK, EU or an International student.

#### 6.2 Programme withdrawal for fixed start date programmes (e.g. fully on-campus or PG Banking and Finance online degree programmes)

#### 6.3 Notification and return of materials

- 6.3.1 If you wish to withdraw from your programme, you must do so by emailing your support team. Include in the subject line of your email 'notification of intention to withdraw'. Your support team's contact details are below:

<u>Undergraduate on campus programmes</u>	<a href="mailto:hesupport@walbrook.ac.uk">hesupport@walbrook.ac.uk</a>
<u>Postgraduate MENA programmes</u>	<a href="mailto:libfmena@libf.ac.uk">libfmena@libf.ac.uk</a>
<u>MSc Banking &amp; Finance online programmes</u>	<a href="mailto:pgonline@libf.ac.uk">pgonline@libf.ac.uk</a>
<u>All other online and on-campus programmes</u>	<a href="mailto:service@libf.ac.uk">service@libf.ac.uk</a>

6.3.2 Where applicable, all study materials should be returned care of your support team at HE Programmes, 8<sup>th</sup> Floor, Peninsular House, 36 Monument Street, London, EC3R 8LJ, United Kingdom.

## 6.4 Timescales and fees

6.4.1 The cancellation period is the later of either:

- 14-calendar days from the date you enter into a contract with us, or;
- 14-calendar days from the date your programme commenced.

6.4.2 The date for calculating tuition fees following withdrawal is the date your support team receives your notification of intention to withdraw email, regardless of whether you stopped attending classes or studying earlier. A delay sending your email confirmation may affect the level of fees you're charged.

6.4.3 If you leave your programme of study without giving written notification, you won't be eligible for a fee reduction. Retrospective notification of withdrawal won't qualify for a fee reduction.

6.4.4 If you've been withdrawn from a programme by Walbrook due to non-attendance, you won't be eligible for a refund.

6.4.5 If you've made partial payment of fees, you'll be liable for any shortfall in payment due.

## 6.5 Full-time undergraduate programmes (UK and EU students)

6.5.1 If you're a UK or EU Student who has a tuition fee loan with the Student Loans Company (SLC), any reduction in fees will be notified directly to the SLC who'll reduce the tuition fee loan accordingly.

6.5.2 If you're a self-funded UK or EU student, you'll receive a reduction of fees in accordance with the table below.

6.5.3 The level of fee that will be due depends on the date your support team receive your notification of intention to withdraw.

Date of withdrawal – full-time undergraduate UK and EU students	Fees due
Notification of intention to withdraw received within the 14-calendar day cancellation period	No fees due Invoice to be cancelled
Notification of intention to withdraw received following the 14-calendar day working period and 2 January	25% of annual fee due
Notification of Intention to withdraw received between 3 January and 31 March	50% of annual fee due

Notification of Intention to withdraw received on or after 1 April	Full fee due No fee refund
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## 6.6 Full-time undergraduate programmes ('international' students)

- 6.6.1 If you're an international student and have paid a deposit for your study, a refund of the deposit will be given where an application for entry clearance is refused (evidence of refusal must be provided).
- 6.6.2 The refund will be less a 10% administration charge.
- 6.6.3 A refund won't be given if the entry clearance is refused due to a fraudulent application.
- 6.6.4 The level of fee that will be due depends on the date your support team receive your notification of intention to withdraw.

Date of withdrawal – full-time undergraduate international students	Fees due
Notification of intention to withdraw received the end of semester one	50% of annual fee due
Notification of intention to withdraw received between the beginning of semester two and the end of semester two	Full fee due No fee refund

## 6.7 Postgraduate programmes- PG Banking & Finance online degrees

- 6.7.1 The level of fee that will be due depends on the date your support team receives the notification of intention to withdraw.

Date of withdrawal	Fees due
Notification of intention to withdraw before the programme start date	No fees due Invoice to be cancelled
Notification of intention to withdraw during term one up until day one of term two	25% of programme fee due
Notification of intention to withdraw during term two up until day one of term three	50% of programme fee due

Notification of intention to withdraw after day one of term three	Full fee due No fee refund
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## 6.8 Programme withdrawal from flexible start date programme (e.g. online, self-paced)

6.8.1 If you're considering withdrawing from your course of study, you should speak to your support team in the first instance, to understand the implications on your later study options, including your fees, assessments, and award of credit. You will need to send a request to withdraw from your programme of study, in writing, to [service@libf.ac.uk](mailto:service@libf.ac.uk).

## 6.9 Cancellation before the end of the 14-day cancellation period

6.9.1 If you accept your offer of a place to study with Walbrook, you have a 14-calendar day cancellation period to change your mind without giving any reason or incurring any financial penalties. The cancellation period is the later of either:

- 14-calendar days from the date you enter into a contract with us, or;
- 14-calendar days from the date your programme commenced.

6.9.2 Walbrook will make the reimbursement without undue delay. If the payment was made by a sponsor or employer, Walbrook will reimburse the relevant party.

## 6.10 Cancellation after the 14-day cancellation period

6.10.1 If you change your mind and decline your offer after the cancellation period has ended, Walbrook won't be able to refund all payments received from you. Please see the table below for fee liability.

Flexible start date fee liability	
Within the cancellation period	Full refund
Three months from the end of the cancellation period and no assessments attempted.  Ineligible to be considered for an award.	25% of tuition fee due
Six months from the end of the cancellation period and no assessments attempted.  Ineligible to be considered for an award.	50% of tuition fee due

Six months and one day from the end of the cancellation period and no assessments attempted.  Ineligible to be considered for an award.	Full fee due
Where enough assessment has been undertaken that could be considered for an award (exit or full), whether successfully completed or not, a full fee would be due	Full fee due

## 6.11 Withdrawal through extenuating circumstances

- 6.11.1 If you're experiencing difficulties with your programme of study, you're advised to contact Walbrook's support staff as soon as you can to discuss the best course of action.
- 6.11.2 You can also refer to the [HE special consideration policy](#) and, if applicable, complete and return a [special consideration form](#) with independent supporting evidence to your Support team.
- 6.11.3 If your withdrawal was prompted by extenuating circumstances and you make a claim for special consideration that is upheld, you may be eligible to pay reduced fees, but only if the module(s) in question was previously paid for in full.
- 6.11.4 If the fee for the module(s) was reduced or cancelled in a previous year, you'll be required to pay the full fee for the repeated module(s) even if special consideration has been upheld.

## 7 Withdrawal through disciplinary action

- 7.1 If you're withdrawn from a programme as a result of disciplinary action, you won't have the right to be reimbursed for any costs, including those for a programme of study. Please refer to Walbrook's [general and academic regulations for students](#) and the [student disciplinary policy](#).