

Introduction

- 1.1. Arden University is committed to providing the highest quality student experience. However, there are circumstances upon which students may decide to withdraw or where the University may need to withdraw students from their programme.
- 1.2. This policy sets out all types of withdrawals and the process that must be followed by staff and students in managing withdrawals:
 - Student self-withdrawal
 - Early withdrawal
 - Attendance and engagement withdrawal (Including students who fail to re-enrol)
 - Financial withdrawal
 - Disciplinary withdrawal
 - Academic withdrawal
 - Immigration withdrawal
- 1.3 Where there are differences in this policy relating to withdrawals for different student types at Arden University, these have been specified by stating **Blended Learning Campus Based Students** which refers to students who attend one of the University's campuses for in person teaching, and students studying via one of our partner institutions. **International Student** refers to students who have been sponsored by Arden University to enter the country and attend in person teaching on a full-time course and who must meet additional requirements as part of the terms of their visa. **Distance Learning Student** refers to students who have enrolled to complete a course online and on a remote basis. Where there is no difference the term 'student' encompasses all the above.

Student self-withdrawal

- 2.1. Students will normally follow an agreed mode of attendance, however if a student's circumstances change and they are unable to continue attending for a period, they should consider taking a break in learning. A break in learning allows a student to take a break from their programme for up to 12 months. Students should refer to the Arden University Quality Assurance Document [QA 75 Break in Learning](#) and seek guidance from Student Hub Advisors.
- 2.2. If a break in learning is not a suitable option, and where a student has decided after being coached by either an Arden University staff member or a member of staff at a partner institution, that they can no longer continue their programme of study, they can request to withdraw via the [Arden University Student Portal](#). Students should read the [Arden University Terms and Conditions](#) and the [Arden University Refund Policy](#) when completing the withdrawal request. The date of self-withdrawal will be 14 days from the date that a student submits their withdrawal request to Arden University, or on the date that the withdrawal is processed, whichever comes first. Any student may withdraw from their studies at the University at any point in the year. However, a student may not voluntarily withdraw after the University has decided to exclude the student or if the student is under the disciplinary/fitness to practice process.

- 2.3. An International Student** who is on a student visa/permit route to study at Arden University, will need to meet with the Immigration Compliance Team to ensure that they fully understand the impact of withdrawal on their right to remain in the country.
- 2.4.** A withdrawal will not normally be backdated. Should a student wish to request a backdated withdrawal, they will need to set out their reasons for not requesting the withdrawal sooner in the withdrawal request. Any decision to agree a backdated withdrawal must be agreed by the Academic Registrar.
- 2.5.** The student will receive confirmation of their withdrawal by email. The communication will contain the date from which the withdrawal applies as per 2.2 above. Any work submitted by the student prior to their date of withdrawal will be marked and considered at the next available Progression and Award Board. The student will be considered for any fall-back award due, and any credit accrued will be awarded. The student will be notified of the outcome of the Progression and Award Board and will have the right to appeal.
- 2.6.** If the student wishes to re-join the University, whether studying on the same or a different programme, they will need to reapply. Where relevant, and in line with our Academic Regulations, recognition of any credit attained during their previous study may be taken into consideration. The decision to readmit will be made by the Admissions team, applying the relevant entry criteria for the course to which the student has applied.
- 2.7.** If a self-withdrawal is approved, finance will assess a student's eligibility of a refund in line with our [refund policy](#).

Early withdrawal (Milestones)

- 3.1.** Arden University reserves the right to withdraw a student during the first two weeks of enrolment if a student has not completed expected attendance and engagement expectations as per the Arden [QA88 Student Attendance and Engagement Policy](#) and [QA100 Student Attendance and Engagement Procedure](#)
- 3.2.** Student Hub Advisors will contact the student to offer support and advise that failure to meet the above conditions in the first two weeks of the programme start, will result in withdrawal from the programme.
- 3.3.** Where extenuating circumstances are identified, the student will be advised to refer to Arden University [QA 41 Extenuating Circumstances](#) and Arden University [QA 75 Break in Learning](#) and seek guidance from Student Hub Advisors.
- 3.5** For **International Students** who are considering applying for a Break in Learning, they must also seek advice from the International Student Compliance team to understand the impact to their visa/permit. An absence of any kind can impact on a student's visa and their right to remain in the country whilst not studying. Additionally, any Break in Learning or Mitigation which extends a student's anticipated length of study should be considered within the terms of the student's visa/permit.

- 3.6** The student persistence team will prepare a list of students who have not met expected attendance and engagement expectations during the first 2 weeks of enrolment. The list will be considered by Pro Vice Chancellor for Student Experience or nominee. Where a decision concerns an **International Student** on a student visa, the Head of International Student Compliance will also be consulted. If all parties agree, the student will be withdrawn as an 'early withdrawal'.
- 3.7** Students will be notified in writing that they have been withdrawn within five working days of the date of withdrawal.
- 3.8** Students who are withdrawn as an 'early withdrawal', have no formal right of appeal. However, if a student believes that they have been withdrawn in error, they may lodge a complaint following the Arden University [QA 48 Students Complaint Procedure](#).

Attendance and engagement withdrawal

- 4.1** Arden University is committed to providing the highest quality student experience and a key component of this is promoting and encouraging student attendance and engagement with all aspects of the learner experience. Student attendance and engagement is monitored for the following reasons:
- To aid student retention and progression, through the early identification of students at risk and allow timely academic and personal support interventions.
 - To enable notifications of withdrawals/suspensions to be made on time ensuring all stakeholders are informed in a timely manner.
 - To meet any requirement to report absences to employers or other sponsors where they are funding/co-funding programme fees, including Apprentices in receipt of ESFA funding.
 - To comply with the requirements of the Student Loan Company who require confirmation of attendance on a regular basis for those students who are in receipt of financial support.
 - To comply with visa¹ regulations and undertake any necessary reporting to local immigration authorities (where applicable).
- 4.2.** Where a student has failed to meet the required attendance and engagement requirements as set out in the [QA100 Student Attendance and Engagement Procedure](#), the Student Persistence Manager will make a recommendation to the Pro Vice Chancellor for Student Experience to approve the withdrawal of a student. The Registry team will process approved withdrawals within 7 days and confirm the last date of attendance as the date the approval for withdrawal was confirmed.
- 4.3.** Students are required to complete re-enrolment every 12 months, or at a point of progression, whichever is soonest. **Blended Learning Campus Based Students** who fail to re-enrol by the given deadline will be withdrawn. The date of withdrawal will be confirmed as

¹ Where Visa is referred to throughout this document it applies to students on Student Visa issued and regulated by UKVI and students in Berlin on a Student Visa/residence permit issued and regulated by German Immigration Authority.

the deadline for re-enrolment. **Distance Learning Students** who fail to re-enrol by the given deadline, will be placed on a forced break in learning for up to 12 months. If the student has not requested a return from break in learning within the 12 month period, they will be withdrawn. The date for withdrawal will be confirmed as the end date of the break in learning period.

Financial Withdrawal

- 5.1. It is a student's responsibility to ensure that they have their finances in place and that they can meet the costs of their fees before enrolling as set out in the [Course Fee Payment Policy](#).
- 5.2. If any student has not met their financial responsibilities to Arden University as outlined in the Course Fee Payment Policy, and if they are confirmed as a student debtor, finance will make a recommendation to the Chief Financial Officer to approve the withdrawal of the student. The Registry team will process approved withdrawals within 7 days and confirm the last date of attendance as the date the approval for withdrawal was confirmed.

Disciplinary withdrawal

- 6.1. If a Student Discipline Committee recommends that a student should be excluded, in accordance with the [Student Disciplinary Procedure \(QA60\)](#), the Registry Team will process the students withdrawal within 7 days and confirm the last date of attendance as the date the approval for withdrawal was confirmed.
- 6.2. Where an Academic Misconduct Panel confirms a case of Academic Misconduct and determines a penalty of exclusion, the student will be presented to the next Progression and Awards Board for withdrawal. The date of withdrawal will be confirmed as the date of the Progression and Award Board.

Academic withdrawal

- 7.1. During a Progression and Award Board, students may be considered for academic withdrawal in line with Arden University's Regulatory Framework. In summary the grounds for Academic Withdrawal are:
 - 7.1.1. Where a student has not achieved a pass mark following the maximum number of referrals or re-takes available and is not eligible for compensation. Such students will be withdrawn and awarded any exit award for which they are eligible.
 - 7.1.2. Where a student has not demonstrated sufficient achievement or engagement to be offered a retake opportunity.
 - 7.1.3. Where a student has failed to make timely progress through the programme and they will not be able to complete within the maximum study period for the programme.

Immigration Withdrawal

- 8.1.** The University reserves the right to withdraw any student who fails to respond to official communications requesting updates or documentation related to their visa or immigration status. This includes, but is not limited to, requests for confirmation of visa renewal, proof of legal status, or clarification of immigration-related concerns.
- 8.2.** Failure to respond may result in the assumption that the student is no longer actively pursuing their studies or maintaining valid immigration status. In such cases, the University will:
- 8.2.1.** Initiate withdrawal procedures
- 8.2.2.** Where applicable, report any sponsored students to the relevant immigration authorities who will typically curtail/cancel the student's visa or residence permit.
- 8.2.3.** The student will not be eligible to re-instated until they can provide valid immigration documentation through the official appeals process and receive approval from the University's Immigration Compliance Team

Appeal

- 10.1.** Any student who has been withdrawn in accordance with this policy, may submit an appeal against a withdrawal decision made by or on behalf of the Progression and Award Board as per the Arden University Academic Appeals Process (QA24) .

Policy Name:	Withdrawal Policy
Policy Reference:	QA66
Approval Authority:	Academic Framework, Regulation and Policy Committee
Last Approved:	July 2025
Responsible SMT Lead:	Academic Registrar
Responsible Department:	Academic Affairs
Policy Contact:	Rosella Brennan, Head of Registry Services (rbrennan@arden.ac.uk)
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