

COLLEGE OF LONDON

POLICY OF LEARNERS WITHDRAWAL OF REGISTRATION

1. Purpose

This policy outlines the process and conditions under which a learner's registration with an awarding body may be withdrawn. It ensures compliance with awarding body requirements and maintains accurate learner records.

2. Scope

This policy applies to:

- All learners registered with an awarding body through the centre
 - All staff responsible for learner administration, registration, and certification
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3. Reasons for Withdrawal

A learner's registration may be withdrawn for the following reasons:

- Learner request to withdraw from the course
 - Non-attendance or inactivity over a defined period
 - Failure to meet course or assessment requirements within the time frame. The expected time frame for completion of the course is outlined in the learner registration and declaration of Learning Support form and must be adhered to by learners
 - Disciplinary reasons or malpractice
 - Administrative errors in registration
 - Non-payment of fees (where applicable)
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4. Responsibilities

- **Centre Administrator:**
Responsible for processing withdrawals and updating records.
 - **Tutors/Assessors:**
Responsible for notifying administration of learners at risk of withdrawal.
 - **Quality Assurance Personnel:**
Ensure withdrawals comply with awarding body regulations.
 - **Learner:**
Responsible for informing the centre of their intention to withdraw (where applicable).
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5. Withdrawal Procedure

1. **Initiation:**
Withdrawal may be initiated by the learner or the centre.
 2. **Documentation:**
A withdrawal request made by the centre or the learner must be kept in the record.
 3. **Awarding Body Notification:**
The centre must notify the awarding body within the required timeframe and in accordance with their procedures.
 4. **Record Update:**
Internal systems must be updated to reflect the withdrawal status.
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6. Fees and Refunds

- Fees may be non-refundable once registration has been submitted to the awarding body.
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7. Record Keeping

All records relating to learner withdrawal must be:

- Accurate and up to date
 - Retained in line with data retention and GDPR requirements
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8. Monitoring and Review

This policy will be reviewed annually or in response to changes in awarding body requirements.
