

Student Withdrawal Policy

This document details the policy for all Higher Education programmes. Students are advised to also read The London Institute of Banking & Finance's [General and Academic Regulations for Students](#), The London Institute of Banking & Finance's Code of Practice Chapter 2 on Recruitment and Admissions to Higher Education and programme handbooks where applicable. This will allow a fuller understanding of the implications of withdrawing from a programme / module, particularly regarding assessments and the award of credit.

1.0 Introduction

- 1.1. The London Institute of Banking & Finance recognises that a change in circumstances can be unavoidable and that students who register for a programme and / or module may need to withdraw, cancel or change their registration(s).

2.0 Withdrawal procedure

- 2.1. A student who is considering withdrawing from their programme / module is advised to seek guidance from The London Institute of Banking & Finance, relevant contact details are outlined below:

- 2.1.1. **Full-time Undergraduate Programmes**

Full-time Programme Team: email ftp@libf.ac.uk

telephone +44 (0)207 337 6293 / 4

- 2.1.2. **Part-time Undergraduate Programmes**

Part-time Programme Team: email ptp@libf.ac.uk

telephone +44 (0)1227 818 660

- 2.1.3. **Postgraduate Programmes**

Postgraduate Programmes Team: email masters@libf.ac.uk

telephone +44 (0) 207 444 7120

- 2.2. A student who wishes to withdraw from their programme / module must do so in writing (letter or email), including the subject '**Notification of Intention to Withdraw**', to the relevant contact as outlined in paragraph 2.1.

- 2.3. Where applicable, all study materials must be returned care of the relevant programme team at Administrative Centre, 4-9 Burgate Lane, Canterbury, Kent, CT1 2XJ.

3.0 Programme withdrawal

- 3.1. Applications to withdraw from a programme of study must be received within the timescales outlined in Section 5.0.

- 3.2. Fees payable from withdrawing from a programme of study will be calculated in accordance with the timescales outlined in Section 5.0.

- 3.3. Full-time Undergraduate Programmes

- 3.3.1. Visa regulations have different rules relating to **International full-time undergraduate students** leaving university. Such students must contact the Full-time Programme Team for more information before withdrawing from their programme.

- 3.3.2. A **'Home' or EU student**, withdrawing from their programme may affect their eligibility for future tuition fee support. If they are considering withdrawing from their programme or suspending their studies at any point, they should contact their 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.
- 3.3.3. Students who withdraw and then:
- i. restart their programme (or a different programme) at a later date will be liable to pay the full annual tuition fee for the restart year.
 - ii. return but need to repeat a year / years of study will be charged at the full tuition fee rate.
 - iii. return but need to repeat a module / modules will normally be charged at the standard tuition fee rate.

4.0 Module withdrawal

4.1. Full-time Undergraduate Programmes

- 4.1.1. Students who wish to change an option module choice can do so within three weeks of the start date of that module.
- 4.1.2. To make a change students are advised to contact the Full-time Programme Team to discuss their situation and then provide, in writing, confirmation of the change to the email address outlined in paragraph 2.1.1.

4.2. Part-time Undergraduate Programmes

- 4.2.1. Students who wish to change a module choice can do so at any time up until the start date of that module.
- 4.2.2. To make a change, students are advised to contact the part-time team for details of how this will affect their studies and then provide in writing, confirmation of the change to the email address outlined in paragraph 2.1.2, along with a completed registration form for their new module choice.
- 4.2.3. Students who withdraw from a module and subsequently choose to register for that module again will be required to follow the full registration process and pay the full registration fee.

4.3. Postgraduate Programmes

4.3.1. MSc

- i. Students who wish to change an option module choice can do so at any time up until the start date of that module, written confirmation of the change must be provided to the Postgraduate Programmes team as outlined in paragraph 2.1.3.

4.3.2. Postgraduate Certificates in Teaching

- i. Students who wish to postpone their studies to the next available session are advised to contact their programme team for details of how this will affect their studies and then provide in writing, confirmation of the change to the email address outlined in paragraph 2.1.2.

4.4. Resit registrations

4.4.1. Students who wish to withdraw from a re-sit are eligible to do so; withdrawal must be within 14 working days of the registration payment to receive a full refund.

4.4.2. Applications received after 14 working days of the registration payment will be processed but will not qualify for a refund.

5.0 Withdrawal timetables and fees

5.1. The date for calculating tuition fees following withdrawal is deemed to be the date on which the relevant department of The London Institute of Banking & Finance, as outlined in section 2.1, receives the 'Notification of Intention to Withdraw' letter / email, regardless of whether the student disengaged at an earlier date.

5.2. Students are responsible for issuing prompt, written notification of their intention to withdraw to the relevant department of The London Institute of Banking & Finance. A delay in doing so may affect the level of fees charged.

5.3. Fee reduction will not be considered for students who leave their programme of study without giving written notification to the relevant department of The London Institute of Banking & Finance.

5.4. Retrospective notification of withdrawal will not qualify for a fee reduction.

5.5. Students who have been withdrawn from a programme / module by The London Institute of Banking & Finance due to non-attendance will not be eligible for a refund.

5.6. Students who have made partial payment of fees will be liable for any shortfall in payment due.

5.7. Full-time Undergraduate Programmes ('Home' and 'EU' Students)

5.7.1. For **'Home' and EU Students** who have a tuition fee loan with the Student Loans Company (SLC) any reduction in fees will be notified directly to the SLC who will reduce the tuition fee loan accordingly.

5.7.2. **'Home' and 'EU' Students** who are self-funding will receive a reduction of fees in accordance with the table in 5.7.3 below. The difference in fees for full-time study is due to the different funding arrangements.

5.7.3. The level of fee that will be due depending upon the date the Full-time Programme Team receive the Notification of Intention to Withdraw:

Date of withdrawal	Fees due
Notification of intention to withdraw received by the Full-Time Programme Team by 31 October	No fees due Invoice to be cancelled
Notification of intention to withdraw received by the Full-Time Programme Team between 1 November and 2 January	25% of annual fee due
Notification of Intention to withdraw received by the Full-Time Programme Team between 3 January and 31 March	50% of annual fee due

Notification of Intention to withdraw received by the Full-Time Programme Team on or after 1 April	Full fee due No fee refund
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5.8. Full-time Undergraduate Programmes ('International' Students)

5.8.1. For '**International Students**' a refund of deposit will be given where an application for entry clearance is refused (evidence of refusal must be provided).

5.8.2. A refund will not be given if the entry clearance is refused due to a fraudulent application.

5.8.3. An administration charge of 10% will be deducted from the refund of deposit.

5.8.4. The level of fee that will be due depending upon the date the Full-time Programme Team receive the Notification of Intention to Withdraw:

Date of withdrawal	Fees due
Notification of intention to withdraw received by the Full-Time Programme Team by the end of Semester 1	50% of annual fee due
Notification of intention to withdraw received by the Full-Time Programme Team between the beginning of Semester 2 and the end of Semester 2	Full fee due No fee refund

5.9. Part-time Undergraduate Programmes

5.9.1. The level of fee that will be due depending upon the date the part-time team receive the Notification of Intention to Withdraw:

Date of withdrawal	Fees due
May – October Session:	
Notification of intention to withdraw received by the part-time team up to and including 30 April	No fees due Invoice to be cancelled
Notification of intention to withdraw received by the part-time team between 1 May – 30 June	50% of module fee due
Notification of intention to withdraw received by the part-time team between 1 July – 30 September	Full fee due No fee refund
Notification of intention to withdraw received by the part-time team on or after 1 October	Withdrawal will not be accepted
November – April Session:	
Notification of intention to withdraw received by the part-time team up to and including 31 October	No fees due Invoice to be cancelled
Notification of intention to withdraw received by the part-time team between 1 November – 31 December	50% of module fee due
Notification of intention to withdraw received by the part-time team	Full fee due

between 1 January – 31 March	No fee refund
Notification of intention to withdraw received by the part-time team on or after 1 April	Withdrawal will not be accepted

5.10. Postgraduate Programmes

5.10.1. The level of fee that will be due depending upon the date the Postgraduate Programmes team receives the Notification of Intention to Withdraw:

Date of withdrawal	Fees due
Notification of intention to withdraw received by the Postgraduate Programmes team before the Programme Start Date	No fees due Invoice to be cancelled
Notification of intention to withdraw received by the Postgraduate Programmes team during Term 1 up until Day 1 of Term 2	25% of programme fee due
Notification of intention to withdraw received by the Postgraduate Programmes team during Term 2 up until Day 1 of Term 3	50% of programme fee due
Notification of intention to withdraw received by the Postgraduate Programmes team after Day 1 of Term 3	Full fee due No fee refund

5.10.2. The level of fee that will be due depending upon the date the PG Certificates in Teaching, Programme Manager receives the Notification of Intention to Withdraw:

Date of withdrawal	Fees due
Notification of intention to withdraw received by the PG Certificates in Teaching, Programme Manager before the Programme Induction	No fees due Invoice to be cancelled
Notification of intention to withdraw received by the PG Certificates in Teaching, Programme Manager during Term 1 up until Day 1 of Term 2	50% of programme fee due
Notification of intention to withdraw received by the PG Certificates in Teaching, Programme Manager during Term 2 up until Day 1 of Term 3	Full fee due No fee refund
Notification of intention to withdraw received by the PG Certificates in Teaching, Programme Manager after Day 1 of Term 3	Full fee due No fee refund

6.0 Withdrawal through extenuating circumstances

6.1. If a student is experiencing difficulties with their programme of study they are advised to contact the appropriate department of The London Institute of Banking & Finance, as outlined in section 2.1., to discuss the best course of action.

6.2. Students are also advised to refer to the [HE Special Consideration policy](#) and, if applicable, complete and return a [Special Consideration form](#) with independent supporting evidence to Student and Customer Services.

6.3. Full-time Undergraduate Programmes

- 6.3.1. If a student's withdrawal is prompted by extenuating circumstances and they make a claim for special consideration that is upheld they may be eligible to pay reduced fees but only if the module(s) in question was previously paid for in full.
- 6.3.2. If the fee for the module(s) was reduced or cancelled in a previous year, the student will be required to pay the full fee for the repeated module(s) even if special consideration has been upheld.

7.0 Withdrawal through disciplinary action

- 7.1. Students are advised to read The London Institute of Banking & Finance's [General and Academic Regulations for Students](#).
- 7.2. The disciplinary action may include the requirement for the student or students concerned to withdraw from a learning activity or programme of study.
- 7.3. Any student withdrawn from a module or programme as a result of disciplinary action will not have the right to be reimbursed for any costs, including those for a programme of study.

Updated: February 2016