



Procedure Title:	Voluntary Withdrawal After Enrolment But Prior to Start of Course (NOREG)
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Table of contents	
Page	Section
1	Report history
2	Purpose and scope
2	Key responsibilities
2	Key principles
2	Withdrawal procedure and criteria
3	Data capture
3	Invoicing and adjustment of tuition fees
3	Failure to submit a withdrawal

Purpose and scope

The purpose of this policy is to make clear the requirement for all new students who enrol with the University of Sunderland and decide to voluntary withdraw **prior** to the official start date of the course.

This policy applies to all New students commencing courses in the 2020/21 academic year, whether in-country or overseas.

This policy describes the voluntary withdrawal process, data capture provisions and use of that data and the processes for adjusting any invoices for student fees.

Any students wanting to voluntary withdraw **after** the official start date of the course should request this using the online process via e-Vision, which can be found here https://evision.sunderland.ac.uk/urd/sits.urd/run/siw_lgn

Key responsibilities

Responsibility for the management and implementation of this policy and procedure lies with the Student Administration Manager. The Student Administration Coordinator will process the data once submitted by the student.

Academic Registry will also add policy to Academic Quality Handbook <https://my.sunderland.ac.uk/display/AQH/Voluntary+Withdrawal>

Key principles

This procedure applies to any new student who has successfully completed online / paper enrolment for the academic year 2020/21, and wishes to voluntary withdraw from the course, which they have accepted an Unconditional Offer, **prior** to the official start date of the course.

Students will be required to complete a voluntary withdrawal form and return this to Student Administration for processing once signed by their Programme Leader.

Student Administration will use this information to update our internal records system and inform any applicable external bodies (Home Office - UKVI, Student Loan Company - SLC, Student Awards Agency Scotland - SAAS).

Withdrawal procedure and criteria

All new students with an Unconditional Offer, which have completed online or paper enrolment for the academic year 2020/21 will be required to complete a voluntary withdrawal form if they no longer wish to commence their studies. The withdrawal form can be found here <https://my.sunderland.ac.uk/display/AQH/Voluntary+Withdrawal>

The voluntary withdrawal form should be completed and submitted to Student Administration prior to the official start date of the course specified on the unconditional offer letter. Students are **NOT** considered to be withdrawn and are responsible for any incurred fees until this form is completed

and submitted. This should be returned to Student Administration, The Gateway, City Campus, Sunderland, SR1 3SD or email studentadmin@sunderland.ac.uk

Any students wanting to voluntary withdraw **after** the official start date of the course should request this using the online process via e-Vision, which can be found here https://evision.sunderland.ac.uk/urd/sits.urd/run/siw_lgn

Student Administration will process the request and where applicable adjust any tuition fees invoiced and notify any external bodies (UKVI, SLC, SAAS)

Data Capture

As part of the voluntary withdrawal process all students will be required to provide or where previously submitted, confirm:

- personal information including: name, date of birth and contact telephone number
- programme title and registration number
- reason for leaving
- address if living in University Accommodation
- programme leaders name and signature

Data submitted during the voluntary withdrawal process may be used for internal/external audit purposes, statutory returns and UKVI compliance.

The University will adhere to its data protection and information governance procedures in respect of data captures as part of the withdrawal process.

Invoicing and adjustment of tuition fees

The Tuition Fee and Refund Policy will be used to determine any recalculation to the invoice raised as part of the enrolment process.

The adjustment will be processed within the University's internal records system and all transactions passed through to Finance.

They will utilise this information to chase any outstanding monies etc.

Students whose fees will / would be paid by Student Loan Company (SLC)/Student Finance (SFE/SFW/SFNI)/Scottish Awards Agency for Scotland (SAAS), will be notified of the withdrawal so a reassessment of financial support can be undertaken.

Failure to submit a withdrawal

Students who do not submit a fully completed formal voluntary withdrawal form will remain as an enrolled student.