

# Policy & Procedures for Voluntary Withdrawals & Deferrals

---

## 1. Voluntary Withdrawal & Deferrals

If a student wishes to withdraw from or defer their course they should make their request in writing to the Registrar including the reasons for their decision and any supporting documentation.

## 2. Procedures for Voluntary Withdrawals & Deferrals

1. On receipt of a request from a student to withdraw from or defer their course the Registrar will advise the Academic Dean.
2. A meeting will be arranged for the student to meet with the Registrar and/or Academic Dean to discuss their situation. The Registrar and/or Academic Dean will assess whether there is action which the College can take to overcome the issue(s) which are causing the student to withdraw/defer.
3. If action can be taken the Registrar/Academic Dean will confirm in writing to the student what has been agreed and monitor the student's situation at appropriate intervals.
4. If the student still wishes to withdraw from their course a letter will be sent confirming the College accepts their decision and they will be withdrawn from the course and their name removed from the BCC student register.
5. If the student wishes to defer their studies the period of time for which the deferral is to last will be agreed and confirmed in writing to the student. The Registrar will contact the student prior to the end of the deferral period to ensure they intend to return on the date agreed.
6. The Registrar will immediately notify any external awarding body following their required procedures/guidance.
7. The Registrar will immediately notify the Immigration Department of any international students that voluntarily withdraw from or defer their courses (see Appendix A).

## Refunds

1. The College assumes that all prospective students will have thought carefully about taking up a course and therefore applying for admission.
2. However, the College understands that there are many reasons for wishing to withdraw from a course, both before and after courses have commenced. Consequently, the College's policy on refund of fees upon withdrawal is as follows:
  - a. Notice of withdrawal must be made in writing and will only be considered to have been made on the date on which they are received by the Registrar.
  - b. For withdrawals which are received within the first two weeks of the course commencement date, a non-refundable administration fee of £50 will be deducted and any balance held will be refunded, at the discretion of the College.

3. Where withdrawals are received after two weeks of the course commencement date, for whatever reason, a refund will only be given for any semesters which have not commenced yet (e.g. if you have paid for the full year and withdraw during the Autumn Semester you will receive a refund for the Spring Semester's fees). Refunds are given at the College's discretion.
4. For students who have not paid their fees in full and have outstanding debt on their account, pro rata fee will be charged upon withdrawal. For examples, if a student decides to withdraw from the course after two weeks of commencement of date of the programme but has not paid part or the full fees for the programme, the student will be liable for the full fees for the semester and but will not be liable for the subsequent semester's fees.
5. Overseas students should note that where a statement has been sent to UKVI to support a student visa application, the College must notify the UKVI of any withdrawal.
6. For students who are not successful in obtaining a visa a refund will be granted after a deduction of the non-refundable administration fee of £50, on the receipt of a completed Refund Request Form and a copy of the official visa refusal letter issued by the relevant immigration Consulate.
7. No refund is permitted or shall be made if a student enters the UK on a student visa obtained on the basis of the College's CAS but does not attend the College.
8. A full refund of tuition fees will be made if the College is unable to offer an advertised course.
9. Where it is proved that a prospective student has submitted a forged document or documents (e.g. certificates, transcripts etc.) with a view to obtaining a College Offer Letter, such a prospective student will not have his or her fees refunded by the College.
10. International students who fail to obtain a visa must apply for a refund within three months of their visa refusal.
11. Fees will only be refunded to the person/organisation that paid them i.e. if your fees were paid by a sponsor they will be refunded to your sponsor.
12. Wherever possible refunds will be made by the same method as that used to pay the fees i.e. if you paid by card a refund will be made to your card; if you paid by bank transfer a refund will be made to your bank account.
13. Although the College will always endeavour to respond to refund requests with a sense of urgency, under normal circumstances it takes up to four weeks to process a refund.
14. The process will start from the day the Refund Application Form along with other required documents are submitted to the College.
15. In order to claim a refund of tuition fees the student or sponsor must meet the following conditions:

- Advise the Director of Trust Administration in writing of withdrawal from the course.
- Complete and return the Refund Application form along with any College property, including all original documentation issued by the College.
- International students or their sponsors must return all original documents issued by the College (acceptance / enrolment letter, receipts etc.) and proof of rejection of student visa (a letter issued by the Immigration Authorities, confirming the refusal of visa / entry) and photocopies of the relevant pages of the passport (if refusal of visa is the reason for withdrawal).

**No refund will be given to a student under the following circumstances:**

- a) If the student is asked to leave the country by UK Authorities, or if they leave the country during the programme period without permission from the College and are subsequently refused re-entry.
- b) If a student is suspended/withdrawn from their course by the College due to non-attendance/poor attendance or unsatisfactory progress.
- c) If a visa is refused as a consequence of not having a minimum of 80% attendance by the student over the period of the course enrolled or of any illegal activities by the student.
- d) If the disruption in studies is due to students' conviction, court proceedings or a litigation involving them.

**Review of the Policy:** The College may at its discretion, review and alter its Policy and Procedures for Voluntary withdrawals and Refunds at any time without giving prior notice to or consulting with anyone concerned or affected by this policy.

## APPENDIX A

### Immigration Department Reporting Letter – Voluntary Withdrawal or Deferral

Address:

**Our Ref:**

Dear Sir/Madam,

**Re: Reporting students voluntarily withdrawing from/deferring their course.**

I am writing to inform you that the student(s) listed below have voluntarily withdrawn from/are deferring their course for [period of time]. The reason they have given is [reason].

Birmingham Christian College has acknowledged the student's decision in writing to his/her last known address and advised them that the Immigration Department is being notified

The details of the student(s) is/are as follows:

Name	D.O.B	BCC Student No.	Address	Contact Number

Please feel free to contact me if you have any queries regarding the above student(s).

Yours sincerely

Briony Seymour  
Registrar