



# **WITHDRAWALS AND DEFERRALS POLICY**

**2021-2022**

ESTYA recognises that you may need to change your study plans to support your personal circumstances. We are committed to helping you achieve your study goals by offering options for changing how or what you study and sufficient advice and guidance for you to make well-informed decisions. This policy supports that commitment.

## **1. Policy Principles**

The principles behind this policy are:

- ESTYA recognises that personal circumstances impact Students' study plans, and Students need to study flexibly at a pace that suits their needs.
- ESTYA is committed to giving Students the information, advice, and guidance they need to be able to choose the best study solution for their particular circumstances.
- ESTYA recognises your legal rights as a consumer.
- Students and ESTYA working in partnership to make decisions are most likely to achieve a successful outcome for Students.
- ESTYA is committed to enabling Students to achieve their study goals. It will do its best to help you find a solution that allows you to do this.

## **2. Study Options available for changing your study plans**

This section contains a brief description of each of the options available for changing your study plans. Each definition has a link to the corresponding section that then outlines the rules and procedure associated with that option in greater detail.

1. **Cancel enrolment or Registration:** You have a statutory right to cancel your registration or enrolment to study a module and/or qualification, without giving any reason, within the statutory cancellation period.
2. **Withdraw from a module:** This option allows you to cease studying a module without the intention to resume study of that module.
3. **Suspend study from a module (defer):** You can temporarily suspend your study of a module (defer) by withdrawing and reregistering on a future presentation
4. **Change to a different module:** This means you stop studying one module and change to another.
5. **Change or withdraw from the qualification you are studying towards:** You can change the qualification you are studying towards, including changing to a qualification of a different level.

## **3. Rules and Procedures**

### **3.1 Study Change Options**

This section sets out the rules and procedures that apply to each study change option. It also indicates whether there are any academic or financial implications you should consider before making a decision.

### **3.2 Rules and Procedures to cancel enrolment or registration**

1. You have a right to cancel your registration or enrolment to study a module and/or qualification, without giving any reason, within 14 days of the date of the email or letter confirming ESTYA acceptance of your application to register or enrol (“the Cancellation Period”). You are not required to return or pay for any goods, such as course materials, that may have been sent to you during the cancellation period.
2. Cancellation of a module and/or qualification enrolment or registration can only happen before the start date of that module. To cancel your enrolment or registration, you must inform ESTYA of your decision by letter, email or telephone before the 14-day statutory cancellation period has expired. The statement must include your name, your Personal Identifier (PI) Number, the module and/or qualification name and codes, for the module(s) and/or qualification you wish to cancel. If you send a letter, obtain proof of posting to confirm the date that you sent it.
3. ESTYA will acknowledge receipt of your cancellation request by e-mail or letter within 10 working days.

### **3.3 Effect of cancellation**

ESTYA will cancel your registration or enrolment for the module(s) and/or qualification that you have told us you want to cancel. If you cancel, you will receive a full refund or waiver for the fees you have agreed to pay for your study. You will not be liable to pay any further fees for that study.

### **3.4 Consequence of cancellation**

You will not be able to study or continue to study the module(s) and/or qualification that you have cancelled. NOTE: If you have registered or enrolled to study more than one module and you have not cancelled all of the modules for which you are enrolled or registered, you will still be able to study those other modules and you will remain liable to pay the fees and other charges for those modules.

### **3.5 Rules and Procedures to withdraw from a module (withdrawal)**

ESTYA strongly recommends that you speak to your tutor (for academic guidance only, not policy guidance) or to the subject specialists in your area who can offer advice and guidance on getting your study back on track and your options if you need to stop studying. They can ensure that you have explored all your options for changing your study plans, including taking advantage of the credit you have already gained or banking your assessment for the current module, if eligible.

Withdrawn modules count as modules which have not been successfully completed for the purposes of ESTYA Academic progress Policy.

To withdraw from a module, you must inform admission team by telephone, letter, or email that you would like to withdraw. Withdrawal can only take place after the end of the cancellation period and before the final deferral date.

Retain proof of posting to confirm your withdrawal request if it was sent by post. Once ESTYA has processed your withdrawal, it will confirm this in writing, by letter or email, within 10 working days. If you have not heard from us by then, please contact the Student Support Team.

Please refer to the Fees Rules or the academic year of the module from which you are withdrawing to check your eligibility and key deadlines for any fee refund, fee waiver or fee credit.

### **3.6 Rules and procedures to suspend study of a module (deferral)**

You can suspend study of a module (defer) after the end of the cancellation period, and before the final deferral date. To defer from a module, you will need to withdraw from the current presentation of your module and then re-register on a later presentation of that module. You must inform Student Support Team that you want to do this by phone, letter, or email.

If it is not possible for you to complete the deferral process by enrolling or registering onto a future presentation of your module at the time of withdrawal from your current presentation, you will need to contact the Student Support Team to enrol or register when registration for that future module becomes available and before the final enrolment date.

To be eligible to use a fee credit for deferral, you must return to study within 13 months of the start date of the presentation of the module you withdrew from.

If you are registered on a qualification and you cannot complete all the necessary study before the qualification completion date, you will not be able to complete that qualification, so a deferral may be unsuitable. You can discuss alternatives and options with Student Support Team. Your qualification completion date is displayed in Your Record in ESTYA Management System (EMS).

You cannot defer (suspend study) by withdrawing and re-registering if:

- it is beyond the final deferral date, or you are completing a resit of the examination or re-submission of the End of Module Assessment; or
- the module you are studying is in its final year of presentation.

You cannot apply to enrol or register to resume a module with assessment banking if the module has already started unless a late registration is approved by Student Support Team.

### **3.7 Rules and Procedure to Change to a different module**

The rules below set out how you change to a different module, depending on the timing that applies to you.

#### **A) Before Final Enrolment Date**

You may change your module at any time up to the final enrolment date. If you are studying a module as part of a qualification, you will need to take any requirements of your qualification such as compulsory modules or study order into account.

#### **B) After Final Enrolment Date and before module start date**

You cannot normally change your choice of module or apply to study additional modules after the final enrolment date has passed. If you believe you have exceptional reasons for missing the final enrolment date, contact Student Support Team to discuss your options.

Requests to change to a different module must be completed by 28 calendar days after the module start date. If your request to change module after final enrolment date is accepted, the change will be treated for fee liability purposes as having been made on the day before the module start date. Changes of this type are limited to one per module presentation period.

Subject to availability, a request to change a module enrolment or registration will be approved if it is made following the notification of a fail result for a previous module and that notification is received after the final enrolment date and not more than 28 calendar days after the module start date.

To change your choice of module, you must inform Student Support Team by phone, letter or email. You must clearly state which module you would like to replace, which module you would like to replace it with and the presentation you want the change to apply to. Your request will take effect on the date Student Support Team receive your communication.

#### **C) Rules and Procedures to change or withdraw from the qualification you are studying towards**

You can change the qualification you are studying towards at any time. To do this, your new qualification must be available for registration, you must satisfy any specified entry

requirements and be able to complete the qualification within any specified time limit. If you are receiving a loan or a grant you will also need to notify the loan or grant provider and the change of qualification may affect your eligibility.

To change your qualification, you need to inform Student Support Team. They will advise you of your options, including whether you can use some or all of your existing module credit or current study towards a new qualification.

#### **D) Rules and Procedures to stop studying with ESTYA permanently**

If you wish to stop studying on a permanent basis, ESTYA strongly recommends that you speak to your tutor (for academic guidance only, not policy guidance) or to Student Support who can offer advice and guidance before you make this decision.

When you withdraw from study, ESTYA will retain your academic study record and details of any module credit that you have been awarded. You may, if you are eligible, apply to study with ESTYA at a later date. Any subsequent registration will be under the conditions of Registration Regulations which apply to a Student commencing their studies at that time

If you no longer want to be a Student of ESTYA, you should inform Student Support by phone, letter or email, making it clear whether you are currently studying any modules or qualifications. Your request will take effect on the date we receive your request. ESTYA will acknowledge receipt of your request by e-mail or letter within 10 working days.

If you withdraw from ESTYA before you have completed the modules for which you are registered at the time, you may be eligible for a fee credit or a fee refund.

If you do not enrol or register for a module within two successive academic years, you will automatically cease to be a Student of ESTYA.

#### **E) Non-compliance**

If you do not tell ESTYA about changing your study plans, we will not be able to provide you with appropriate information, advice and guidance. If you stop studying a module but do not tell us that you are doing this (withdrawing), you may continue to be liable for fees, will not be eligible for any fee credits and will receive a fail-absent result when module results are released. This may have an impact on your academic progress

#### **F) Methods of appeal**

If you have a query or a problem with any aspect of how ESTYA applies this policy, you are encouraged to contact us promptly so that we can try to put things right. We may not always be able to meet your expectations and hope that you will understand why that is the case. If you

feel that ESTYA has not responded appropriately to your policy query or concern, you can raise a formal complaint or appeal using Students Complaints and Appeals Procedures.