



Westwood Training and Consultancy

Withdrawal Procedure (including leavers and cancellations)

It is essential that learners discuss their request to withdraw with their Group Tutor in the first instance.

Liz Barclay as WTC Head of Centre/Administrator must be informed and copied in on any correspondence from the start. The learners tutor should try to discourage withdrawal and outline the deferment procedure as a preferred option.

If the learner still wishes to withdraw, they are referred to an Interview with the Principal.

The learner will receive email confirmation of their withdrawal within 5 working days of receipt of their withdrawal form. Please note it will not be possible to revert back to the course once the withdrawal has been actioned. In the unlikely event of a re-application full fees have to be paid.

- Learners who never start the course are classed as 'cancellations'
- Learners who have started the course but not completed any units are 'withdrawals. Learners who have met the assessment criteria for one or more complete units are classed as a 'leavers. Crossfields institute need to be notified with a completed RAC (Recommendation for Award) for the leaver. Crossfields Institute will claim for a unit certificate from CACHE.

For details on finance and payment please refer to the cancellations and refunds policy

Withdrawal Procedure

1. Learner discusses options with Tutor. Withdrawal should be discouraged, and deferment option should be discussed (see deferral procedures). The Head of Centre is notified and copied into all correspondence from the start.
2. Learner referred to interview with the Principal.
3. Principal or Head of Centre supplies a Withdrawal Form if withdrawal is agreed.
4. Completed and signed Withdrawal Form is handed in/sent to the Head of Centre.
5. Learner receives email confirmation from the Head of Centre of the withdrawal within 5 days of receipt of the withdrawal form.

On receipt of Withdrawal Form or Dropout Notification from Group Tutor, the Head of Centre will:



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- Email learner confirmation of withdrawal within 5 within days of receipt of the notification or request to withdraw. Remind learner that in the unlikely event of reapplying, the student must pay full fees.
- Update student record as either withdrawal, cancellation or leaver (keeping a note of the date of withdrawal in Additional Information). Do not reuse this record in future.
- Suspend from VLE.
- Redo and date student Spreadsheet on Teams.
- Update IQA Spreadsheet.
- Remove Learner Record and place in Withdrawals File.
- Full fees will be payable

Associated Procedures

Deferral procedure

Dropout procedure

Review

The procedure will be reviewed in September 2022

We will review this procedure and its associated procedures annually as part of our self-evaluation arrangements and/or in response to learners, or regulatory feedback and any trends that may emerge in the types of queries we may have received