



London Professional Academy

Title:	Withdrawal Of A Product Or Learner Policy
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INTRODUCTION

London Professional Academy (LPA) aims to support all learners to achieve the courses or qualifications they sign up for. However, there are times when this may not be possible, for example, if a learner does not wish to continue with a course or does not engage. This procedure outlines the withdrawal process for learners who are enrolled on accredited or endorsed courses. It does not relate to 'no-shows' (i.e. a learner does not show up for/begin a course or qualification).

The term 'withdrawal' is a broad term which indicates the process by which a learner may leave a programme, other than through the successful completion of their course or qualification. These reasons may be learner-led (the learner may choose to withdraw), or Centre-led, where the Centre may require a learner to withdraw as an outcome, for example, of failure to follow procedure.

LEARNER-LED WITHDRAWAL

Learner withdrawal circumstances:

There are times when a learner may wish to withdraw from a programme, for example:

- Change of personal circumstances
- Change of employer
- Other priorities/commitments

It is important for any learner considering withdrawal to discuss this with the course tutor, IQA or LPA SMT prior to withdrawal, in order to discuss possible options (e.g. any special circumstances). They can confirm their withdrawal request at this point and confirm this in writing (e.g. email).

If a learner wishes to proceed with withdrawal, the following will happen:

1. Where a learner is funded by their employer who has confirmed and funded their position on the course, the employer will be notified of the request to withdraw, and of the financial impact. It is preferred that the learner discuss their intention to withdraw with their employer before proceeding with a withdrawal request.
2. The learner will receive confirmation of withdrawal from LPA in writing via email.
3. Where possible, work submitted by the learner prior to their date of withdrawal will be assessed for unit accreditation. If Unit Accreditation is possible and achieved, it will be awarded at the end of the full course run in line with the original cohort.
4. Any work submitted after withdrawal will not be assessed.



5. Learners who have withdrawn will not be automatically permitted to re-join the same course in the future. This will be subject to withdrawal circumstances and approval by LPA SMT.
6. LPA will retain a record of 'Learner Led Withdrawals' and the reasons for withdrawal.

Learner-Led Withdrawal Process:

1. If a learner no longer wants to continue with their studies, they must alert their tutor/LPA staff immediately.
2. The withdrawal should be notified in the first instance by phone call and confirmed in writing via email for our records.
3. If the learner's position on the course is funded by an employer and the employer confirms their position on the programme, it is preferred that the learner inform their employer in advance of withdrawal. LPA will also notify the employer/organisation in the withdrawal confirmation.

CENTRE-LED WITHDRAWAL

Centre-led withdrawal circumstances:

There are times when LPA may withdraw a learner from a course. For example:

- A learner has unofficially withdrawn and not confirmed this in writing.
- Failure by a learner to comply with policies/procedures e.g. coursework deadlines, extensions request procedure.
- Non-attendance or non-engagement by a learner.
- Lapsed enrollment without the required submission/re-submission.
- Compliance issue e.g. plagiarism

In the first instance, the course tutor will discuss the potential withdrawal with the learner, and notify the Academic Head /Principal for investigation.

In the event of centre-led learner withdrawal:

1. In the interest of consistency of treatment of all learners, re-admittance to the same course can only be permitted in the most exceptional circumstances and with the permission of the Principal.
2. Learners who have been withdrawn for reasons of non-attendance or lapsed enrolment may be considered for re-admittance to the same or an alternative programme at the discretion of the Principal.



3. LPA will retain a record of 'Centre Led Withdrawals' and the reasons for withdrawal, which will be accessible to relevant staff for the purpose of considering re-admission

Centre-Led Withdrawal Process:

1. Learners can be withdrawn from courses at any stage as per the examples given above or similar.
2. If a compliance issue is noted, (e.g. a learner misses a deadline for an assignment with no authorised extension request), the learner will be contacted by their tutor via email. Please note: it is the responsibility of the learner to ensure the centre has accurate contact details. The course tutor will notify relevant staff of the learner compliance issue.
3. The Academic Head and course tutor will discuss next steps and keep the learner informed at all stages. Please refer to the Learner Agreement and Course Handbook for information on what is expected of learners.

FEES PAID FOR COURSES

- All courses must be paid for prior to the course beginning. Learner places are not guaranteed if fees have not been paid on time.
- Once a learner is registered on the course, LPA will pay a fee to the Awarding Organisation. The registration fee is non-refundable in all circumstances.
- Course fees are non-refundable or transferable. Measures such as induction days, opportunities to speak to tutors, learner agreements and course information are provided to enable learners to make informed decisions of course suitability prior to starting.
- Learners will be withdrawn from the course with LPA and the relevant Awarding Body in line with GDPR and Awarding Body requirements.