



Procedure 4.13 Transfers, Suspensions, Withdrawals, Closure and Change of HE Provision					
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Procedure Owner : Principal / CEO

- ❖ This procedure is shared with our students and/or can be obtained on our website <https://docklandsacademy.co.uk/policies-and-procedures>,
- ❖ Also, our students are informed about the main aspects of the procedure in the Induction Seminar and Learning Agreement.
- ❖ The procedure is reviewed and monitored on a regular basis for currency and fitness as part of our Annual Policy and Procedures Review.

1. Transfers

Students may be allowed to transfer between programmes with the agreement of the Academic Department if a legitimate reason is provided and the transfer is made at a reasonable time so as not to interrupt the course of studies. Students should discuss the matter with Head of Academic Administration in the first instance and must apply in writing to the Academic Head by submitting a *Change in Academic Circumstances Form* (**Appendix 1**) which can be obtained from the Head of Academic Administration. The Academic Head will assess the application and either accept or reject it providing the grounds for the decision made. The decision will be communicated to the student in a statement on the relevant section of the same form.



2. Suspension

- 2.1** A student wishing to suspend their programme of study temporarily (e.g., because of personal, medical, or financial difficulties, or to facilitate a change of programme) should discuss the matter with Head of Academic Administration, in the first instance and must apply in writing to the Academic Head by submitting a Change in Academic Circumstances Form. If the student is in receipt of SLC funding, they must contact them directly and communicate their intentions. Once the decision has been taken to suspend the programme of study, the student should follow the guidance provided by the Academy. Suspensions will normally be granted for a defined period not exceeding twelve months.
- 2.2** In determining the duration of any suspension and the most appropriate time for the student to return to study, due account will be taken of the structure of the programme as well as the student's needs. Where suspension is agreed for medical reasons, student will be required to provide medical certification of fitness to return to study. Students may apply to extend a period of suspension for further periods of up to twelve months at a time; however, suspensions covering periods greater than twenty-four months continuously will normally be granted only under the most exceptional circumstances. Students unable or unwilling to return to study after twenty-four months in suspension will be terminated of the programme.
- 2.3** The student will have the right of appeal on any decision made by the Academy during the suspension process, in accordance with DAL Procedure 2.4 Appeals. Such appeals will be considered under the section relating to Status and/or Disciplinary Appeals, where applicable, and must be submitted within the specified timeframe and supported by appropriate evidence.

3. Withdrawals

- 3.1** The Academy reserves the right to withdraw a student from a programme at any time whose academic work proves unsatisfactory, or level of attendance is unacceptable according to the *DAL Procedures 4.4 Attendance Monitoring, 4.7 Student Disciplinary, 6.16 Prevent Duty (Racist, Discriminatory, Abusive and Extremist Behaviour), 4.9 Abusive and Extremist Behaviour, 2.1 Academic Misconduct, 2.8 Plagiarism or* defaults on paying the fees according to *Procedure 4.14 Fees, Charges and Financial Support and Student Code of Conduct.*
- 3.2** Withdrawal of a student's place in a programme shall be notified to the student by the Academic Head with a Withdrawal Notification Letter. A student recommended for withdrawal from a programme will have the right of appeal in accordance with DAL Procedure 2.4 Appeals. Appeals against withdrawal decisions will be considered under the Status and/or Disciplinary Appeals process, including clearly defined grounds, review stages, and panel consideration where required.
- 3.3** Students appealing decisions relating to withdrawal, suspension, or disciplinary action must:
- submit their appeal within **14 calendar days** of formal notification,
 - clearly state the grounds for appeal (procedural irregularity, new evidence, mitigating circumstances, or disproportionate outcome),
 - provide supporting evidence,
 - use the official Academy Appeal Form where applicable.
- 3.4** All appeals will be reviewed in line with DAL Procedure 2.4 Appeals and in accordance with principles of fairness, transparency, and proportionality.



- 3.5 Where an appeal is not upheld, the student will be issued with a **Completion of Procedures letter**, enabling them to seek an external review where appropriate.
- 3.6 A student can also wish to voluntarily withdraw from their programme of study. Where a student ceases without notice to attend the Academy or participate in scheduled learning and teaching activities or fails to return from an approved period of suspension without notice, the Academy shall take all reasonable steps to contact the student to confirm their intentions. If they fail to respond to such contact from the Academy, with reasonable notice, the student will be deemed to be withdrawn from the Academy.

4. Closure of Course / Academy

4.1 Student Protection Plan will be activated if:

- the Academy can no longer deliver a programme for reasons of lack of staffing, resources, or finance,
- a programme can no longer be delivered due to the withdrawal of approval by the awarding or validating body,
- the Academy ceases trading and can no longer deliver any educational programmes.

4.2 When the Student Protection Plan is triggered, there will be two possible options:

- The Academy will liaise closely with one or two previously selected higher education providers to negotiate and arrange a smooth transfer of affected students onto appropriate alternative programmes.
- If transferring students onto an alternative programme is not possible for any reason, a refund of course fees will be arranged, less appropriate and reasonable deductions, to affected students. It should be noted that fee refund arrangements will only apply in the case of the small number of higher education students not in receipt of SLC funding.

4.3 The Academy will ensure that students are informed of the Student Protection Plan as part of their induction arrangements. Any students who may fall under the Plan's arrangements because one of the three trigger events mentioned above is activated will be supported and assisted until a favourable outcome is achieved.

5. Change of HE Provision

5.1 The Academy is committed to ongoing enhancement of programmes and student experience and as a result may wish to make changes to programme content. Where material changes (such as a number of changes to the structure or content of the programme) are made, the Academy will consider the requirements of the relevant legislative body and consumer protection legislation and draw these changes to the attention of all current and prospective students as soon as possible in line with the published Student Protection Plan.

5.2 Where material changes are made to programmes of study prior to enrolment, the Academy will contact prospective students to provide information and guidance to help them to make an informed decision on their course of action. This will include their right



to seek entry to another programme within the Academy for which they may be qualified or to withdraw their application and seek entry to another institution.

- 5.3** In normal circumstances, material changes will not be made to a programme after enrolment, but if this is necessary students will be informed at the earliest opportunity of the changes and wherever possible their views will be taken into account.
- 5.4** The Academy will inform every registered student of any editorial, minor, or major changes or variations to their enrolled courses no later than six weeks preceding the term in which the change or variation shall take place. In the case of changes due to circumstances beyond the Academy's control (e.g., illness, sudden departure, or death of a key staff); registered students will be informed as soon as practically possible.

6. Change in Academy Regulations and Academy Policies

- 6.1** Similarly, the Academy may wish to make changes to programme regulations or policies. Changes to policies and regulations that affect students will normally come into effect at the start of an academic year and following the conclusion of approval processes.
- 6.2** The Academy will continue to make changes to programmes during the course of a student's studies in order to improve the quality, enhance the content, and meet the latest requirements of an accrediting body or awarding organisation or in response to student feedback. The Academy will consult with and/or inform students of these changes as appropriate.
- 6.3** Where continuation of study is not negatively impacted upon, it is unlikely that the updating of programme content, regulations and policies will result in the triggering of the Student Protection Plan.

7. Related Documents

7.1 Policies

- 2 Academic Management
- 4 Admissions
- 5 Student Support, Engagement and Learning Resources
- 7 Information

7.2 Procedures

- 1.5 Equal Opportunities
- 1.7 Data Protection
- 1.9 Review and Revision of Policies and Procedures
- 2.4 Appeals
- 2.5 Complaints
- 2.11 Pearson Registration
- 2.13 Access and Participation Statement
- 4.1 Student Enrolment and Selection
- 4.4 Attendance Monitoring
- 4.6 Student Induction
- 4.10 Refund of Tuition Fees and Compensation
- 4.11 Student Protection Plan
- 4.14 Fees Charges and Financial Support
- 5.2 Welfare Services and Pastoral Care
- 5.3 Equality, Diversity and Special Needs
- 7.1 Review and Sign off PI
- 7.4 HE Public Information
- 8.2 Recruitment Partner Selection & Monitoring
- 8.3 Links with Other Educational Institutions and Businesses
- 9.4b DAL Risk Assessment



- **9.6 Business Continuity Plan**

7.3 Student Terms and Conditions

7.4 External Reference Points

- **Office for Students (OfS) Requirements and Guidance** at [*Advice and guidance - Office for Students*](#)
- **UK Quality Code Advice & Guidance – Admissions, Recruitment and Widening Access** at [*https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access*](https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/admissions-recruitment-and-widening-access)
- **UK Quality Code Advice & Guidance – Concerns, Complaints and Appeals** at [*https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals*](https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/concerns-complaints-and-appeals)
- **UK Quality Code Advice & Guidance – Partnerships** at [*https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/partnerships*](https://www.qaa.ac.uk/en/quality-code/advice-and-guidance/partnerships)
- **Higher Education Code of Governance** (Committee of University Chairs, December 2014) at [*https://www.universitychairs.ac.uk/wp-content/uploads/2020/09/CUC-HE-Code-of-Governance-publication-final.pdf*](https://www.universitychairs.ac.uk/wp-content/uploads/2020/09/CUC-HE-Code-of-Governance-publication-final.pdf)
- **Association of Employment and Learning Providers (AELP) principles of Good Governance for Independent Training Providers** at [*https://www.aelp.org.uk/media/2595/code-of-governance-final-sept-2018.pdf*](https://www.aelp.org.uk/media/2595/code-of-governance-final-sept-2018.pdf)
- **OIA The Good Practice Framework: Handling Students Complaints and Academic Appeals** at [*https://www.oiahe.org.uk/media/1859/oia-good-practice-framework.pdf*](https://www.oiahe.org.uk/media/1859/oia-good-practice-framework.pdf)
- **Competition and Markets Authority Guidance for HE Providers** at [*https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers*](https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers)
- **UKCISA Code of Ethics** at [*https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics*](https://www.ukcisa.org.uk/Membership/Codes-of-practice/Code-of-ethics)
- **UK Visa & Immigration (UKVI) regulations** at [*https://www.gov.uk/government/organisations/uk-visas-and-immigration*](https://www.gov.uk/government/organisations/uk-visas-and-immigration)
- **Student Loans Company Regulations** at [*https://www.gov.uk/government/organisations/student-loans-company*](https://www.gov.uk/government/organisations/student-loans-company)
- **Equality Act – 2010** at [*https://www.legislation.gov.uk/ukpga/2010/15/contents*](https://www.legislation.gov.uk/ukpga/2010/15/contents)



Change in Academic Circumstances Form

Please fill in the relevant section and sign the form.

Student Details			
Name / Surname		DAL ID	
Cohort / Course		Pearson ID	

Change of Study Days

New study day details	
Study Days (Current) / hours	
Study Days (New) / hours	

Change of Programme / Course

New course details	
New programme / course name	
Please list all the units / topics you have studied in your current programme / course.	
Have you covered any units with the same content and assessment criteria as the ones in your new programme / course?	
Date you will start your new programme / course	
Date you will finish your new programme / course	
New programme / course length	
If the new programme details you give us can't be confirmed yet, your student funding may be delayed.	

Change of Condition During Study

Suspension	
Reason (personal, medical, or financial difficulties, or to facilitate a change of programme)	
Are you getting Student Loan? (If YES, contact them directly)	
Date suspension will start	



Date suspension will end		
Suspension length (<i>cannot be more than 12 months, but may extend a period of suspension for further periods of up to twelve months at a time under the most exceptional circumstances</i>)		
Return to Study after Suspension		
Have you obtained a medical certification of fitness to return to study if suspended due to a medical reason?		
Voluntary Withdrawing		
Reason		
Please also write a short narrative below indicating your intention for any change of condition during your study.		
<p>If you cannot sign this form, it must be signed on your behalf by someone or your attorney. The Power of Attorney letter must be sent with this form before a signature is be accepted.</p> <p>I confirm that to the best of my knowledge and belief, the information I have provided is true and complete. If it is not, I understand I may not receive financial support, any support I have had may be withdrawn and I could be prosecuted.</p>		

Date :

Signature :