



# Withdrawals, Deferrals, and Transfers Policy and Procedures (Awarding Body – City and Guilds)

## Version 2.0

Approved by the Board of Governors

Last Amendment: September 2025

The following sets out the School's policy and procedures for withdrawing students from study programmes before completion. It also sets out the procedures for approving and managing students' deferrals and transfers to other study programmes. It has been compiled with due regard for requirements of *England's Regulatory Framework for Higher Education*, in particular the need to ensure that students are supported to achieve successful academic and professional outcomes.

These procedures do not apply to applicants who have not completed the enrolment process, or who are unsuccessful in their application to study with the School.



## Document Information

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\*The document owner is responsible for maintaining and updating the content of this document and ensuring that it reflects current practice at the School.

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## 1. Definitions

- 1.1. 'Withdrawal' refers to the cessation of study on a particular programme with no intention of continuing at a later date. Withdrawal from a study programme can be initiated at any time, by either the student or by the School.
- 1.2. "*Deferral*" refers to a delay in a student's enrolment/commencement of a programme of study, until a later semester/year.
- 1.3. "*Resumption of Study*" refers to the commencement of a study programme following a deferred start or a period of interruption/intermission.
- 1.4. "*City & Guilds*" refers to the awarding organisation responsible for the certification of qualifications. LSST delivers City & Guilds programmes under approved centre status and in accordance with City & Guilds regulations; therefore, procedures for reviewing and approving withdrawals, deferrals, and transfers may vary depending on the specific programme requirements.
- 1.5. "*Exit Award*" refers to any partial qualification that may be granted when a student has not achieved sufficient credits to obtain the full intended award but has successfully completed specific components of the programme. A student may withdraw or be withdrawn from their programme with an exit award. Students who are awarded an exit award will receive a City & Guilds Academic Transcript detailing the units completed and the results obtained.
- 1.6. A "*City & Guilds Academic Transcript*" is a formal record listing the units a student has been enrolled on, along with the grades or results they have achieved during their programme of study.

## 2. Principles

- 2.1. Those processing withdrawals, deferrals, interruptions and transfers at LSST will be guided by the following principles:
  - i. The School will consult with all students seeking to withdraw, defer or transfer to another course and/or provider to ensure they fully understand the academic and financial implications.
  - ii. The School will ensure that students seeking to withdraw, defer or transfer have exhausted all available student support options prior to committing to proceed.
  - iii. The School will respect a student's decision to voluntarily withdraw from a programme or transfer to another provider without exerting undue pressure to remain and will readily assist the student in proceeding.
  - iv. Where a student leaves their programme before completion, the School will ensure they receive any exit award that may be due to them, as well as a transcript of their achievement to date from the awarding body.



- v. Where the School seeks to withdraw a student from a programme, it will do so only as a last resort when all possible remedial interventions and attempts at reconciliation have been exhausted.
- vi. All procedures for involuntary withdrawal will give the student in question the opportunity to present their case to the deciding panel.
- vii. Where the School has taken a decision to withdraw a student, they will be notified of their right of appeal and the correct means of doing so.
- viii. The School will uphold a student's right to a refund of fees paid in accordance with its [Tuition-Fee-and-Refund-Policy-1.pdf](#)

### 3. Withdrawal from Study

- 3.1. Where the student initiates withdrawal:
  - 3.1.1. If a learner is considering withdrawing from their City & Guilds programme, the School will make every effort to offer appropriate advice and explore whether additional support or alternatives, such as deferral or transfer, could enable the learner to continue their studies. Learners are encouraged to contact Student Support for guidance on available options and to fully understand the academic, financial, and funding implications of withdrawing.
  - 3.1.2. If, after consultation, the learner decides to proceed, they must complete a Request to Withdraw/Defer Studies Form and submit it to Student Support. This form is available for download via the Student Portal (LSST Connect) or through the Learner Support department.
- 3.2. Where the School initiates withdrawal:
  - 3.2.1. The School may initiate withdrawal of a learner from a City & Guilds programme under any of the following circumstances:
    - The learner has exhausted all assessment opportunities without achieving the required standard.
    - The learner has not met attendance requirements as stipulated by the School and City & Guilds.
    - The learner has demonstrated consistently poor academic performance or failure to submit required coursework.
    - The learner has seriously or repeatedly breached the School's code of conduct, including breaches related to health, safety, and wellbeing.
    - The learner has failed to return following an approved interruption or deferral period.



- The learner has failed to re-enrol within the required timeframe.
- The learner has not fulfilled financial obligations, including tuition fee payments.
- The learner has provided false, misleading, or fraudulent information at any stage of application, registration, or study.

*Note: This list is not exhaustive and other reasonable grounds may apply.*

### 3.3. Consequences of withdrawal:

#### 3.3.1. Learners who withdraw from their City & Guilds programme should be aware of the following consequences:

- Their registration with both LSST and City & Guilds will be terminated, and they will no longer be considered an active learner by either institution.
- The School will update learner records and notify City & Guilds accordingly via the Walled Garden portal, ensuring all regulatory, funding, and awarding body records are amended.
- The official withdrawal date will be recorded as the date the withdrawal decision is made or the date stated on the withdrawal form, unless earlier evidence is provided.
- Learners must consult Student Support for advice regarding the impact of withdrawal on any funding arrangements, including Student Finance England (SFE) loans or grants, as changes in enrolment status may affect eligibility and repayment terms.

## 4. Deferral (Interruption) of Study

- 4.1. Learners enrolled on a City & Guilds registered programme may request a deferral (also known as an interruption of studies) at any time, subject to the course running in the following academic year.
- 4.2. The maximum permitted period is two calendar years (24 months).
  - Learners may defer their studies up to 24 months.
  - Alternatively, they may request a full 24-month deferral from the outset.
  - Learners unable to return within this timeframe will be withdrawn in line with the Withdrawal Policy. Re-entry would require an application through LSST's Readmission process.
- 4.3. Deferrals are not backdated. The deferral takes effect from the date the completed form is submitted to Student Support and/or Registry. Any forms received with an earlier start date than the submission date will be rejected.
- 4.4. During an interruption of studies, learners:

- Will not be permitted to engage with assessments, examinations, or other graded course components.
- Are expected to return at the agreed resumption date, aligned with their original intake.
- Must remain in contact with LSST and respond to communications regarding their course status.
- Are still entitled to access limited academic and pastoral support, including online library services, academic support staff, disability/wellbeing support, financial guidance, and Registry services, where relevant.

4.5. Upon resumption of study:

- Learners will re-join the programme under the current curriculum and regulations at that time.
- Previous grades and non-submissions will remain on record. Learners may not retake any assessments completed prior to deferral.

4.6. Acceptable grounds for deferral align with LSST's Mitigating Circumstances Policy and may include:

- Physical or mental ill-health
- Severe financial hardship
- Emotional/personal difficulties (e.g., bereavement)
- Disability (e.g., newly disclosed or diagnosed conditions)
- Employer-related commitments or relocation
- Eviction or unavoidable absence from place of study
- Other serious, unforeseen personal circumstances

*Note: These examples are illustrative and not exhaustive.*

4.7. Learners may not defer individual modules. If a learner cannot complete a specific module or assessment due to short-term issues, they should refer to the Mitigating Circumstances Policy.

4.8. Deferral requests must be submitted via a Request to Withdraw/Defer Form, available through:

- The LSST Connect E-form system, or
- The Learner Support Department at your campus.

4.9. All deferral requests will be reviewed by the Registry Department. Once approved, the deferral status will be updated on LSST's internal systems, and if applicable, the update will be submitted to City & Guilds via the Walled Garden.

4.10. Tuition fee liability and any potential refund or credit will be calculated based on the deferral date and existing arrangements with the Student Loans Company (SLC) or self-funding learners:

- Overpayments may be refunded or credited to the next registration period.
- Outstanding balances must be paid before re-joining the programme.
- Failure to settle fees may prevent re-enrolment.

4.11. Learners on programmes that include internal or external placements must note:

- A deferral will pause their placement activities.
- Upon return, learners will need to resume their placement in the following academic year, subject to placement availability and the requirements of the awarding body and employer (if applicable).
- Learners may be required to repeat placement components to ensure continuity, assessment integrity, and alignment with qualification standards.
- Placement hosts will be notified of the interruption and re-placement may be necessary on return.

## **5. Resumption of Study**

5.1. The date of resumption is agreed between the learner and LSST at the time the deferral is granted.

- Learners will be issued a confirmation letter indicating their deadline to confirm intention to return.
- Failure to confirm return by this deadline will result in automatic withdrawal.

5.2. To confirm their return, learners must:

- Complete the “Confirmation of Return to Studies” form (sent by Registry); and
- Ensure re-enrolment is completed on LSST Connect.

5.3. These steps must be completed before the agreed return date. Failure to do so will result in withdrawal from the programme.

5.4. On resumption:

- Learners will be invoiced for the full tuition fee for the academic year (plus any applicable repeat fees), with a discount applied to reflect tuition already paid prior to interruption.
- Where funded by SLC, a new financial assessment letter may be required.

- 5.5. All assessment results from before the interruption (whether pass, fail, or non-submission) will be carried forward to the resumed academic year.
- 5.6. Learners are expected to fully engage with assessments and examinations upon return and remain in contact with their academic tutors. Support services will be available to help learners prepare for assessments.
- 5.7. SLC funding resumes from the official date of return.
- Learners interrupting late in the academic year may not receive funding for the remainder of that academic session when they resume.
  - Learners are strongly encouraged to seek guidance on the financial implications of interruption.

**5.8. Withdrawal Following Deferral**

- 5.8.1. Students who decide not to return to their studies after a period of deferral must notify Student Support of their intention to withdraw from the programme. This must be submitted in writing, preferably using the appropriate withdrawal form available on LSST Connect or at the campus Student Support office.
- 5.8.2. If a student fails to re-register within two weeks of the agreed resumption date, and has not contacted the School to request an extension or alternative arrangement, the Registry Department will automatically process the withdrawal on the student's behalf.

Note: LSST will notify Student Finance England (SFE) of any change to the student's enrolment status where applicable. This may affect a student's entitlement to funding, and students are advised to seek financial guidance if they are unsure of the implications.

**6. Review and Update**

- 6.1. This policy will be reviewed annually by the Head of Registry; changes to it will be ratified by the School's Board of Governors.





## Version History

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