



Higher Education Services Student Withdrawal Policy

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1	A. Watson	28/07/25	Original version

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Higher Education Services Withdrawal Policy

1.0 Introduction

1.1 FutureLearn is committed to providing an experience whereby students are supported to achieve. There are however some occasions where students may leave their programmes. This may be the decision of the student, or where other circumstances lead to FutureLearn withdrawing the student.

2.0 Purpose and Scope

2.1 The policy refers to students on a validated programme with FutureLearn. For those students on a sub-contractual arrangement through Brunel, University of London or the University of Roehampton they should follow the policies set out in 2.2. The Student Withdrawal Policy at FutureLearn outlines the procedures and conditions under which a student may withdraw from a course or programme. Its purpose is to ensure clarity, fairness, and transparency for both students, FutureLearn, and partner universities. The policy details the steps learners must take to officially withdraw, deadlines for withdrawal, and any implications for refunds or academic records. It also defines responsibilities of both students and staff in managing the withdrawal process. By setting clear expectations, the policy supports informed decision-making and helps maintain the integrity and quality of the learning experience for all participants.

2.2 The policy should be read alongside the guidelines for partner universities:

- Brunel, University of London (BU), [Repeating, Transferring, Suspending or Leaving your course](#)
- University of Roehampton (UR), [Taught Degree Regulations](#)

3.0 Definitions of Withdrawal

3.1 A withdrawal is the formal process by which a student discontinues their enrolment in a course or programme. This can occur for many reasons including, academic failure, self-withdrawal due to issues such as medical concerns, family commitments, transferring to another institution, disciplinary or financial issues.

4.0 Self-Withdrawal

4.1 [Self-withdrawal](#) refers to those students who decide to leave FutureLearn and the partner university's programme. Prior to self-withdrawal the student will consult with the Student Support team to discuss options to continue with their study such as leave of absence, however through mutual agreement with FutureLearn this may not be possible, and the student can request the withdrawal. Where the student does request the withdrawal the support teams will facilitate this with the partner university.

4.2 Students will be directed to their university or FutureLearn's Terms and Conditions and the refund policy when completing the request to withdraw. The length of time it takes for a withdrawal to be processed will depend upon the partner universities policy, however FutureLearn will look to process self-withdrawals within fourteen working days of the withdrawal request being requested.

4.3 Any student may withdraw from their studies at FutureLearn at any point in the year. However, a student may not voluntarily withdraw after FutureLearn, or the partner university has decided to exclude the student.

4.4 Withdrawals are usually processed taking the date from when the form was submitted. Withdrawals are not generally backdated. If there is a request for the withdrawal to be backdated then this will need to be justified on the withdrawal form and permission can only be granted by the partner university for franchise partners, and the Academic Registrar for validated partnerships.

4.5 Confirmation of the withdrawal will be provided in written format either by the partners student record system or via FutureLearn's email. Any work completed and submitted for marking prior to the final withdrawal date will be marked and considered for credit and potential exit awards at the next available Subject and Award Board.

4.6 If a student wishes to reapply to FutureLearn they will apply through the standard admissions process and any relevant previous credit obtained will be considered as part of the application. If the student reapplies for the same programme standard conditions of reapplication apply.

5.0 Assumed Withdrawals

5.1 FutureLearn has the right to terminate a student's registration based on an [assumed withdrawal](#) if they fail to engage with the programme or FutureLearn. Not attending the initial induction, not engaging with the online learning materials, not engaging with FutureLearn staff, and not enrolling for modules over three consecutive enrolment periods is likely to indicate that the student is no longer interested in completing their programme. Where this is the case, the student will be contacted five times. Should the student fail to engage, the support team leader will formally send a letter to the learner's home address asking the student to reengage. The student will have a week to respond.

5.2 Students and student services agree to communicate using the following methods:

- Via email using their university/FutureLearn email address.
- Making phone calls to the home or mobile number recorded on the learner records systems.
- Where students are contacted due to non-engagement, they will receive options to move forward with their programme, these include taking a leave of absence or withdrawing.

5.3 If the student does not engage and correspondence is not received up to two weeks after the final communication then the assumed withdrawal form will be completed by student services and be considered as part of the withdrawal panel.

5.4 Students will be notified in writing within five working days of the withdrawal date. The student will have the right to appeal where they feel an error has been made. If the student wishes to be readmitted, the decision will be made through the partner universities policies for readmission or through FutureLearn's Subject and Award Board.

5.5 If a student's expected date of completion for the programme has elapsed then the student cannot withdraw and instead will be recorded as failed for non-completion.

6.0 Financial Withdrawal

6.1 It is the student's responsibility to pay for their programme as set out in the [Fees and Fee Payment Policy](#).

6.2 Where a student cannot pay initial fees or/and maintain payments then they will be put forward for withdrawal and their profile reviewed at the next available Subject and Award Board. Any achieved credit and/or exit award will still be granted to the student.

7.0 Termination

7.1 A student can be withdrawn through inappropriate academic or professional conduct. Any recommended withdrawal due to disciplinary proceedings, academic misconduct, or fitness to study will be reviewed at the next available Subject and Award Board or through the appropriate university partner Board of Examiners. Any achieved credit and/or exit award will still be granted to the student.

7.2 Where a student has not achieved a pass mark and exhausted every attempt to achieve, and where the student is not eligible for compensation or condonement the student will be withdrawn. Any achieved credit and/or exit award will still be granted to the student.

7.3 Where a student has failed to re-register after three consecutive re-enrolment points the student will be put forward for withdrawal.

8.0 Withdrawal Panel

8.1 The withdrawal panel reviews all cases of withdrawal on behalf of the Subject and Award Board or in advance of the university partner's Board of Examiners.

8.2 The panel considers the grounds for the withdrawal and either confirms the withdrawal, requests further information, or suggests an alternative route for the student to continue.

8.3 Following the panel, the Registry department will present the recommendations to the Subject and Award Board or partner Board of Examiners and ask it to agree to the decisions and award any outstanding credit or exit award.

9.0 Appeals

9.1 Any student can appeal a withdrawal decision as per FutureLearn or the university partner's regulations. This must be submitted via the formal appeals process ten working days after receiving the outcome of the withdrawal from the Subject and Award Board or university Board of Examiners.

Appendix

Self-Withdrawal

Surname	<input type="text"/>	First name	<input type="text"/>
Learner ID	<input type="text"/>	Department	<input type="text"/>
Programme of Study	<input type="text"/>		
Current year of study	<input type="text"/>		
Date of Withdrawal Request	<input type="text" value="DD"/>	<input type="text" value="MM"/>	<input type="text" value="YY"/>
Reason for Withdrawal	<div>Please include, why you wish to withdraw, what you were pleased about during your programme, what could be improved.</div> <input type="text"/>		
Record of Discussion With Student Services	<input type="text"/>		
Date of communication	<input type="text" value="DD"/>	<input type="text" value="MM"/>	<input type="text" value="YY"/>
SLC funded learner? Confirmation that SLC has been contacted by Student Services or the partner University	<input type="text"/>		
To be completed by the Registry			
Registry sign off notes	<input type="text"/>		
Name & Signature	<input type="text"/>	Date	<input type="text" value="DD / MM / YY"/>

Assumed Withdrawal

Surname

First name

Learner ID

Department

Programme of Study

Current year of study

Last date of attendance
/ Active study

Details and date of
last known contact
with team by
learner

Please give details of all
attempts to contact
student i.e. how contact
was attempted, by whom,
which address was used.

Date sent:

Details: For example, email, letter, registered letter,
and any other contact – including dates of
communication

Please give details and
dates of any formal
warnings

Date of final warning
letter (if any)

Are there any known
medical or
compassionate
grounds or equal
opportunities issues
which should be
noted? If so, please
give details.

To be completed by the Academic Registrar

Academic Registrar
(please print)

Signed

Date