



UKMC Withdrawal Procedure – Partner Universities Guidelines for Staff

Date	Author	Summary of Changes	Version	Authorised
26.07.2026	Academic Services / Registry (UKMC)	New Policy	1	Academic Board
Policy/Procedure Management and Responsibilities				
Policy/Procedure Owner	The policy is overseen by the Academic Registry. Day-to-day implementation and communication responsibilities are delegated to Academic Office.			
Equality Analysis	EDI Committee			
Authorised By	Academic Board (Pending)			
Effective From	July 2026 (Following AB approval)			
Next Review	July 2028			
Internal/External	Both			
Document Location	UKMC Policies and Legislation			
Dissemination Plan	The document will be distributed through staff communication channels, operational leadership meeting, relevant training events and staff induction events			
Accessibility	Alternative formats available on request to quality@ukmc.ac.uk			



This procedure outlines the correct process for student withdrawals at Canterbury Christ Church University (CCCU) and the University of Wolverhampton (UoW).

1. Exit Interview (Registry Team)

Before finalising a withdrawal, the **Registry / Academic Services team will attempt to conduct a short exit interview with the student.**

Purpose

- Understand the reason for withdrawal
- Identify academic, financial, or wellbeing concerns
- Explore alternative options such as interruption of studies or additional support
- Collect feedback to support retention monitoring and quality improvement

Process

- Academic Services contacts the student via phone or email.
- The key reason for withdrawal is recorded internally.
- Where appropriate, the student may be referred to PATs, Student Support, or Finance.
- After the exit interview (where possible), the withdrawal process continues according to the partner university procedure.

2. Canterbury Christ Church University (CCCU)

There are two main withdrawal types for CCCU students.

Types	Process
Enrolled Students – Wish to Withdraw	• CCCU students cannot withdraw themselves; Academic Services must initiate the process. • Student must complete the UKMC Internal Withdrawal Form. • Academic Services may conduct an exit interview before processing the withdrawal. • Once the student submits the form, Academic Services reviews and processes the request.

	• Processing usually takes approximately one week with CCCU. • Once CCCU confirms the withdrawal, Academic Services updates the central tracking sheet and marks the student as withdrawn. • The Assessment Team is notified of the withdrawal.
Enrolled Students – Low Levels of Engagement	• Academic Services completes the CCCU Withdrawal Form on the CCCU SharePoint (SP). • Academic Services will attempt to conduct an exit interview before finalising the withdrawal. • The form is submitted to CCCU for confirmation. • Once confirmed, Academic Services updates the tracking sheet and marks the student withdrawn. • The Assessment Team is notified.

3. University of Wolverhampton (UoW)

There are three main scenarios for UoW students.

Types	Process
Enrolled Students – Wish to Withdraw	• Academic Services cannot initiate voluntary withdrawals. • Students must withdraw themselves through E-Vision: My Study → Course → Withdrawal. • Academic Services may contact the student to conduct an exit interview. • Once UoW confirms the withdrawal, Academic Services updates the central sheet and EBS.
Enrolled Students – Low Levels of Engagement	• Based on the Attendance & Engagement Policy, Academic Services initiates the withdrawal in UoW E-Vision. • Academic Services will attempt to conduct an exit interview before finalising the withdrawal. • Once confirmed by UoW, Academic Services updates the tracking sheet and EBS.
Students Not Yet Registered	

	If a student has not completed enrolment and wishes to cancel: • The student must contact Academic Services or inform their PAT. • Academic Services will initiate cancellation of the application with UoW. No exit Interviews needed for this.
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4. Arts University Bournemouth (AuB)

There are three main scenarios relating to student withdrawals and cancellations for Arts University Bournemouth (AuB) students.

Types	Process
Enrolled Students – Voluntary Withdrawal	• AUB students cannot withdraw themselves; Academic Services must initiate the process. • Student must complete the UKMC Internal Withdrawal Form. • Academic Services may conduct an exit interview before processing the withdrawal. • Once the student submits the form, Academic Services reviews and processes the request. • Academic Services may contact the student to conduct an exit interview where appropriate. • Once the withdrawal is confirmed by AUB, Academic Services will update the central tracking sheet and EBS accordingly.
Enrolled Students – Low Engagement / Non-Attendance	• In line with the Attendance and Engagement Policy, Academic Services may initiate the withdrawal process by submitting a withdrawal request to AUB. • Academic Services will make reasonable attempts to conduct an exit interview with the student before the withdrawal is finalised. • Once the withdrawal is confirmed by AUB, Academic Services will update the central tracking sheet and EBS accordingly.
Students Not Yet Registered (Cancellation of Application)	• Where a student has not completed enrolment and wishes to withdraw prior

	to registration, they must contact Academic Services directly or notify their PAT. • Academic Services will initiate the cancellation of the student's application with AUB. • An exit interview is not required for students who have not yet completed enrolment or registration. • Once the cancellation is confirmed, Academic Services will update the relevant tracking records accordingly.
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5. Health and Science University

There are three scenarios for HSU student withdrawal process

Types	Process
Enrolled Students – Voluntary Withdrawal	HSU students cannot withdraw themselves; Academic Services must initiate the process. • Student must complete the UKMC Internal Withdrawal Form. • Academic Services may conduct an exit interview before processing the withdrawal. • Once the student submits the form, Academic Services reviews and processes the request. • Academic Services may contact the student to conduct an exit interview where appropriate. • Once the withdrawal is confirmed by Academic Services, we will notify HSU update the central tracking sheet and EBS accordingly..
Enrolled Students – Low Engagement / Non-Attendance	• In line with the Attendance and Engagement Policy, Academic Services may initiate the withdrawal process by getting the withdrawal form completed by the student. • Academic Services will make reasonable attempts to conduct an exit interview with the student before the withdrawal is finalised. • Once the withdrawal is confirmed by

	Academic Services, we will then notify HSU. Academic Services will then update the central tracking sheet and EBS accordingly..
Students Not Yet Registered (Cancellation of Application)	• HSU students will need to register on EBS to be fully enrolled with the system. Where a student has not completed registration on EBS and wishes to withdraw prior to registration, they must contact Academic Services directly or notify their PAT. • Academic Services will initiate the cancellation of the student's application with HSU • An exit interview is not required for students who have not yet completed enrolment or registration. • Once the cancellation is confirmed, Academic Services will update the relevant tracking records accordingly

6. Key Notes for PAT and Academic Services Team

- PATs should guide students to the correct withdrawal process depending on their university.
- Academic Services must ensure withdrawals are processed and confirmed by the partner university.
- Withdrawal records must be updated in internal tracking sheets and EBS.
- Where possible, the Registry team will conduct an exit interview to record reasons for withdrawal.

7. Monitoring and Quality Review

- Withdrawal data and exit interview outcomes will be recorded and monitored by Academic Services.
- Trends in withdrawal reasons will be reviewed periodically to identify retention risks and areas for improvement.
- Findings may be shared with relevant teams to support student retention strategies and quality enhancement initiatives.



8. Re-Entry Eligibility Following Withdrawal

To ensure consistency in admissions decisions and compliance with partner university requirements, the following re-entry rules must be applied when considering applicants who have previously withdrawn or been withdrawn from a UKMC programme.

8.1 Withdrawal After 14 Days of Enrolment

Students who withdraw after being enrolled for more than 14 days within an intake will not be permitted to re-enter a UKMC programme for a period of one academic year from the date of withdrawal.

This applies to:

- Voluntary withdrawals initiated by the student.
- Withdrawals processed due to non-engagement or attendance concerns.

8.2 Student Finance England (SFE) Eligibility

Where a student has previously received Student Finance England (SFE) funding at another institution, Admissions must carefully review funding eligibility before offering a place.

If there is a high likelihood that SFE funding will not be approved for the current academic year, the applicant should not be permitted to enrol until funding eligibility has been confirmed.

8.3 Withdrawals Due to Disruptive Behaviour

Students withdrawn on the grounds of disruptive behaviour, misconduct, or serious breaches of UKMC policies will not be permitted to return in any future intake.

8.4 Repeated Non-Engagement

Students who have been withdrawn due to non-engagement across multiple intakes will not be eligible to return to a future intake.



8.5 Cancelled Applications Prior to Enrolment

Applicants whose applications are cancelled before enrolment has been completed may be deferred to a future intake and remain eligible to return, subject to normal admissions requirements.

8.6 Exceptional Cases

Any exceptional circumstances or requests for exemption from the above criteria must be referred to the Head of Academic Services and relevant partner university representatives for review and approval before any offer is made.

Admissions Team Responsibilities

Admissions colleagues must:

- Review previous enrolment and withdrawal history before submitting file to partner University.
- Apply re-entry restrictions consistently across all intakes.
- Escalate exceptional cases for review before processing applications.
- Maintain clear records of decisions relating to re-entry eligibility.

Failure to apply these criteria consistently may result in compliance risks and partner university concerns.