



# **WITHDRAWAL POLICY**

Version 1.0

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## **Withdrawal Policy**

### **1. Introduction**

This Withdrawal Policy establishes the formal framework for managing situations in which a student chooses, or is required, to discontinue their studies at Jeryk EC before completing their enrolled course or programme.

The policy ensures that withdrawals are handled in a consistent, transparent, and equitable manner, while safeguarding the academic integrity of Jeryk EC and protecting the interests of both students and the institution.

It also aims to ensure that students clearly understand the procedures, consequences, and responsibilities associated with withdrawal, including academic, administrative, and financial implications. This policy supports Jeryk EC's commitment to good governance, learner welfare, and compliance with regulatory and awarding body standards.

### **2. Scope**

This policy applies to all registered students of Jeryk EC, regardless of:

- Course level or qualification type
- Mode of study (full-time, part-time, blended, or distance learning)
- Stage of study (before commencement, during delivery, or near completion)

The policy covers all forms of withdrawal, including but not limited to:

- Voluntary withdrawal initiated by the student
- Withdrawal due to personal, medical, or family-related reasons
- Withdrawal linked to a transfer to another institution
- Withdrawal resulting from prolonged non-attendance or disengagement following formal notification

This policy should be read in conjunction with related institutional policies, including the Refund Policy, Transfer Policy, Dispute Resolution Policy, and Data Protection Policy, to ensure a complete understanding of student rights and obligations.

### **3. Withdrawal Process**

Jeryk EC adopts a structured and transparent withdrawal process to ensure that all student withdrawals are managed fairly, accurately, and in an orderly manner. The formal process safeguards the interests of both the student and the institution while maintaining accurate academic and administrative records.

#### **3.1 Initiation of Withdrawal**

- Students who wish to withdraw from their enrolled course or programme must formally initiate the withdrawal by submitting a Withdrawal Request Form to the Registrar's Office.
- The form must be completed in full and include the following information:
  - Student's full name and identification details
  - Course or programme title and intake period
  - Proposed effective date of withdrawal
  - Reason(s) for withdrawal
- Where applicable, students are encouraged to attach supporting documentation (e.g. medical certificates, employer letters, or other relevant evidence) to facilitate a fair review of the request.

#### **3.2 Formal Submission Requirement**

- Withdrawal requests must be submitted in written form using the official institutional template.
- Verbal notifications, informal emails, messaging applications, or prolonged non-attendance do not constitute official withdrawal and will not be recognised as such.
- Until the withdrawal is formally approved and confirmed in writing by Jeryk EC, the student remains officially enrolled and subject to attendance, academic, and fee obligations.

#### **3.3 Review and Verification**

- Upon receipt of the Withdrawal Request Form, the Registrar's Office will review the submission to ensure completeness and accuracy.
- Verification may include checking academic records, attendance status, fee payment history, and compliance with relevant institutional policies.
- If additional information or clarification is required, the student will be contacted promptly to avoid unnecessary delays.

### 3.4 Advisory Support and Alternatives

- Where appropriate, Jeryk EC may offer advisory support to students considering withdrawal, including guidance on:
  - Transfer to another course or programme within Jeryk EC
  - Change of study mode (e.g. full-time to part-time or blended learning)
  - Temporary deferment or leave of absence
- The purpose of this advisory step is to ensure that students make an informed decision, and it does not obligate the student to continue their studies.

### 3.5 Approval and Confirmation

- Once reviewed, the withdrawal request is submitted for formal approval by the Registrar or authorised academic personnel, in accordance with internal governance procedures.
- Upon approval, a written withdrawal confirmation is issued to the student, clearly stating:
  - The approved effective date of withdrawal
  - The student's academic standing at the point of withdrawal
  - Any applicable academic or financial implications
- The withdrawal takes effect only from the date stated in the official confirmation, not from the date of request submission.

### 3.6 Post-Withdrawal Actions

- Following confirmation, Jeryk EC will update all relevant academic and administrative systems to reflect the student's withdrawn status.
- Access to institutional learning platforms, resources, and services may be restricted after the effective withdrawal date.
- Where relevant, the student will be advised on procedures for transcripts, future re-enrolment, or certification eligibility.

#### **4. Timelines**

Jeryk EC is committed to handling withdrawal requests promptly and transparently.

##### **4.1 Acknowledgement of Request**

- All withdrawal requests are acknowledged in writing within three (3) working days of receipt.
- The acknowledgement confirms that the request has been received and is under review.

##### **4.2 Confirmation of Withdrawal**

- A formal written confirmation is issued within ten (10) working days, subject to verification of information and documentation.
- The confirmation letter includes:
  - Official withdrawal date
  - Student's academic status at the point of withdrawal
  - Any outstanding academic or administrative actions

If further clarification or documentation is required, the student will be notified without undue delay.

#### **5. Academic and Financial Implications**

##### **5.1 Academic Implications**

- Withdrawal may affect a student's eligibility for course completion, certification, or award issuance.
- Academic transcripts and records will accurately reflect the student's status at the time of withdrawal, in accordance with awarding body requirements.
- Students who withdraw partway through a program may be required to reapply if they wish to resume studies at a later date, and acceptance is not guaranteed.
- Changes to curriculum or entry requirements may apply upon re-enrolment.

##### **5.2 Financial Implications**

- Withdrawal may have financial consequences, depending on the timing and circumstances of the request.
- All financial matters, including eligibility for refunds or outstanding payments, are governed by the Jeryk EC Refund Policy.
- Students remain responsible for:
  - Fees already incurred
  - Any outstanding balances at the point of withdrawal
- Refunds, if applicable, are processed only after withdrawal confirmation and management approval.

## **6. Record-Keeping and Documentation**

- All withdrawal-related documents, including request forms, correspondence, approvals, and confirmations, are securely recorded and retained in accordance with Jeryk EC's record retention and data protection policies.
- Records are maintained to ensure:
  - Transparency and accountability
  - Compliance with regulatory and awarding body requirements
  - Accuracy of student academic histories

Withdrawal records may be reviewed during internal audits, quality assurance exercises, or external inspections.

## **7. Communication and Student Responsibilities**

- Jeryk EC ensures that all withdrawal-related communications are clear, timely, and documented in writing.
- Students are responsible for:
  - Submitting complete and accurate information
  - Meeting required timelines
  - Understanding the academic and financial consequences of withdrawal

Students are encouraged to contact the Registrar's Office if they require clarification or support during the withdrawal process.

## **8. Policy Review and Compliance**

Jeryk EC is committed to maintaining high standards of academic governance, transparency, and regulatory compliance. This Withdrawal Policy is therefore subject to regular review to ensure that it remains relevant, effective, and aligned with institutional objectives, legal requirements, and awarding body expectations.

### **8.1 Policy Review**

- This policy is reviewed on a periodic basis, or earlier where necessary, to reflect:
  - Changes in regulatory or legislative requirements
  - Updates to awarding body or accreditation guidelines
  - Institutional operational or academic developments
  - Feedback received from students, staff, or quality assurance reviews
- Reviews are conducted by authorized personnel, such as the Registrar, Academic Management, or Quality Assurance team, to ensure consistency with Jeryk EC's overall governance framework.

## 8.2 Compliance with Regulations and Awarding Bodies

- Jeryk EC ensures that this policy complies with all applicable laws, regulations, and contractual obligations, including those imposed by relevant education authorities and awarding bodies.
- The policy supports fair and consistent treatment of students while safeguarding academic integrity, institutional accountability, and compliance with external audit requirements.
- Any identified areas of non-compliance are addressed promptly through corrective actions and policy updates.

## 8.3 Approval and Implementation of Changes

- Any amendments or revisions to this policy must be formally approved by Top Management or the appropriate academic authority before implementation.
- Once approved, revised policies take effect from the stated effective date and replace all previous versions.

## 8.4 Communication and Accessibility

- All approved updates or revisions are communicated clearly to students and staff through official institutional communication channels, including email notifications, student portals, and internal briefings where appropriate.
- The most current version of the policy is published on the Jeryk EC website to ensure accessibility and transparency for all stakeholders.
- Students are encouraged to familiarize themselves with the latest version of the policy and seek clarification from Jeryk EC if required.

## 8.5 Record Keeping and Quality Assurance

- Historical versions of the policy and records of reviews are retained in accordance with Jeryk EC's record-keeping and quality assurance procedures.
- Policy review outcomes may be used for internal audits, quality assurance monitoring, and continuous improvement initiatives, supporting Jeryk EC's commitment to best practices in education management.