

PROVIDER NAME: CCT College Dublin
POLICY AREA: Standard 9: Learning Resource and Student Support

Policy and Procedure Title: Managing Learner Withdrawals

Policy No: CCTP912

Version: 1.1

Policy Statement

CCT recognises that there are instances when a learner choses to withdraw from their programme of study or where they chose to transfer their studies to another institution. While the College recognises the rights of learners to do this, establishing the cause of the learner decision or the factors that influenced the decision is an important part of the feedback process and informs programme development and delivery, and learner support and learner management processes in CCT. CCT has a duty of care to all learners throughout their studies and in relation to a decision to withdraw or transfer. Where non-EU learners have been granted a visa based upon being a learner at CCT, CCT needs to ensure a full record of the learner’s withdrawal is documented in order to provide notification to the relevant authorities if requested.

Staff Involved

Lecturers, School Manager, Dean of Academic Affairs, Dean of School, QA Officer, Faculty Coordinators, Head of Student Services, Head of Admissions

Procedure Outline / Method(s) used to carry out this procedure

Responsibility of

Evidence generated by this procedure to ensure its effectiveness

Learners advising of their withdrawal or external transfer will be requested to put the notification in writing on the CCT withdrawal / Transfer form. This form should be submitted to the Faculty Coordinator, Head of Admissions or Dean for Administration and Finance.

The relevant staff member receiving the form will advise the Dean of School or Dean of Academic Affairs and an appointment time will be agreed for an exit interview.

Interviews will normally be scheduled within 2 weeks of the withdrawal / transfer form being submitted and may take place face to face, by telephone, or virtual meeting technology.

The purpose of the exit interview is:

- to determine the reasons for the learner’s decision, and garner feedback that may assist in enhancing programmes or learner experience at CCT

Learner
 Faculty coordinator,
 Dean for Admin and
 Finance, Head of
 Admissions

Dean of School / Dean
 of Academic Affairs

E-mail
 communication
 Withdrawal forms
 Exit interview
 records

<ul style="list-style-type: none"> • provide the learner with academic guidance to ensure they are fully informed of the implications of their decision and that such a decision is within their best academic interest • to advise the learner, where applicable, of alternative options available to them <p>The learner is not required to disclose information of a sensitive nature as part of the exit interview, where this may apply, but any such information provided will be treated in confidence.</p> <p>For the purpose of completeness of records, non-EU learners in receipt of a visa, requiring a withdrawal letter, will be required to provide a copy of an offer letter from an alternative institution prior to a withdrawal letter being issued.</p> <p>Learners are advised that CCT will notify the relevant authorities of the transfer.</p> <p>Exit interviews are anticipated to last for approximately 30 minutes.</p> <p>The learner may be accompanied by a friend, relative or fellow learner but any discussion is between the learner and the Dean.</p> <p>On completion of the interview the learner will be required to sign to confirm the accuracy of the information provided. A copy of the exit interview record will be retained on the learner file for a period of 2 years.</p> <p>Information provided as part of the exit interview may be circulated, without attribution, to relevant departments within CCT to assist in enhancing programmes, learner support and the learner experience.</p> <p>The College reserves the right to waive the requirement to attend for an exit interview based on the circumstances of the withdrawal. This will be decided on a case by case basis.</p>		
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Monitoring		
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Monitor (Job Title)	Frequency	Monitoring Method(s)
Dean of Academic Affairs	Annual	Withdrawal Forms Exit interview records

POLICY CONTROL SHEET

Policy Title	Managing Learner Withdrawals
Responsible Officer(s)	Dean of Academic Affairs,
Issuance Date	August 2017
Effective Date	August 2017
Last Review Date	July 2019
Supersedes	1.0
Next Review Date	August 2024
Designated Reviewer(s)	Dean of Academic Affairs
Scope	Internal staff (full and part time); Learners

Revision History

Revision	Approval Date	Revision Description	Originator	Approved By
New Policy	August 2017	New policy	Senior Management Team	Academic Council
Version 1.1	September 2019	Edits to reflect changes to organisational structure and roles	SMT	Academic Council

References upon which the Policy section is based

CCT Policy area	Learner Resources and Student Support
Statutory & System Wide Basis	The Irish Qualifications and Quality Act (Education and Training), 2012; European Standards and Guidelines for QA in the European Higher Education Area, Relevant QQI Standards and Guidelines
Related CCT Policies / Forms	CCTF912: Withdrawal form