



Global Skills Services Ltd

Qualification Discontinuation/ Student Withdrawal

Strategy for Global Skills Services Ltd, Qualification Discontinuation, Student Withdrawal: 2025

At all times the Head of **Global Skills Services Ltd** and Quality Moderator will seek to ensure that all parties affected by the withdrawal of the learner and / or a qualification change with the awarding body; are kept appropriately informed throughout with clear, accessible records.

Global Skills Services Ltd will clearly work alongside the currently approved awarding body Policies / Protocols regards instances where a Centre and / or a learner needs to fully or partially withdraw from a designated qualification; where the Centre needs to withdraw itself from either the qualification or otherwise there may be some need for a discontinuity between the Centre and the awarding body for reasons which are either predetermined or otherwise. At all times and in all processes, action will be taken to minimise any disadvantage to the learner / learners.

Interrupting Your Course / Withdrawing: Learners

If you interrupt your course, it means you are taking time out from your course with the intention of re-joining it again at the next available opportunity (usually within one year) for reasons which you will have formally advised on the designated document, form.

Whilst interrupted, you are still considered to be a student / learner for most Global Skills Services Ltd purposes, but there may be implications in terms of possible course funding allocation and Global Skills Services Ltd updating your status to the relevant awarding body.

If you withdraw from your course, it means you are leaving your course completely, with no intention of returning at a later date, especially within the prescribed timescale of the course.

When you have withdrawn, you will no longer be considered a student / learner with the **Global Skills Services Ltd** and if you decide you'd like to study with us again, you will need to complete the formal admissions process. The relevant awarding body will need formally advised where you have been officially registered on an agreed course of study, the Learner File updated,

If you are struggling with your work / assignments / course requirements and need academic advice, contact your Personal Tutor / Assessor-see full learner support details in the copy of the Learner Handbook provided. Global Skills Services Ltd IQA / Manager also available for learner support.



Global Skills Services Ltd

If you are having personal difficulties that you don't want to discuss with your Personal Tutor / Assessor, you can make an appointment with Global Skills Services Ltd IQA / Manager to talk about the issues in confidence. If your problems relate to your finances, funding or immigration status, speak to Global Skills Services Ltd Administrator and / or Global Skills Services Ltd Manager; who will advise, support as appropriate.

How do I withdraw from or interrupt my course?

If you have explored all your options and decide that you'd like to withdraw or interrupt your course, you'll need to complete the Student Disengagement from Course form and submit it to your Global Skills Services Ltd IQA / Manager. Once your form has been processed, you'll receive confirmation of your interruption or withdrawal from your Global Skills Services Ltd Manager. If you do not receive confirmation, it's vital that you contact the Administrator to make sure your form has been received. Your Learner File will be updated as notified.

You may also need to notify **Student Finance England** (SFE) or other funding Prime, if applicable, that you are interrupting or withdrawing from your course, so that they can revise your funding entitlement and stop any funding payments that are due to be paid. If you are interrupting your course as a result of health issues, you should let SFE know, as your student funding should be allowed to continue for 60 days from the date of your interruption. You may be asked to provide evidence.

General Responsibility

Personal Tutor / Assessor is responsible for monitoring a student's academic progress and absence and passing any concerns to the relevant Global Skills Services Ltd Manager / Administrator.

Global Skills Services Ltd Manager / Administrator is responsible for contacting the student by telephone, text, email, postcard or letter to identify whether they have withdrawn from a course and recording this on the College management information systems. If the student has withdrawn the Global Skills Services Ltd Manager / Administrator will complete the documentation to withdraw the student and update the awarding body as suitable as per their registration.

Global Skills Services Ltd Manager / Administrator is responsible for conducting a guidance interview with a student to support their return to college and liaising with Personal Tutor / Assessor to arrange any additional support which may be identified to re-engage with the learner on to the course.



Global Skills Services Ltd

Global Skills Services Ltd's Responsibility: Qualification Interruption

It is important that Global Skills Services Ltd staff involved in the management, assessment and quality assurance of awarding body qualifications and learners are aware of the contents of this full Policy.

Our Centre has a contingency plan, which outlines how the Global Skills Services Ltd will respond should a qualification it delivers becomes unavailable or if Global Skills Services Ltd decides to withdraw a qualification from its' offer. Being aware of how this will impact on any learners enrolled.

Should Global Skills Services Ltd wish to no longer offer specific qualifications-have an operational reason to suspend or otherwise no longer deliver a qualification / qualifications, it will provide the relevant awarding body with a minimum of 10 working days' notice by submitting a "Qualification Withdrawal Intention" detailing the reason for the withdrawal, details of any learners that may be affected and steps taken to mitigate any adverse effect on these learners: sent by email to the Customer Service / Quality Nominee at the awarding body, with a follow-up immediate phone call from TCL Manager, Administrator to confirm receipt of this email.

Upon receipt of the notification, we would expect the relevant Lead EV Manager / Quality Nominee be responsible for taking the request forward and for ensuring that together with the Global Skills Services Ltd, we take all reasonable steps to protect the interests of any learners currently registered on the qualification(s). And follow all designated awarding body Policies in this event. Being part of Global Skills Services Ltd gives, us access to a range of support services and we also have contact details of numerous agencies that we can signpost Learners to, if we are unable to provide the support ourselves.

This policy has been approved & authorised by:

Name:	Ranjeet Seerha	Position:	Managing Director
Signature:		Date:	04.01.2025



Global Skills Services Ltd

Qualification (s) Withdrawal Form: Completed by Global Skills Services Ltd Manager to Awarding Body.

This form must be completed if you wish to withdraw from Global Skills Services Ltd and do not plan to return. It should be returned, along with any Global Skills Services Ltd belongings and outstanding fees to the admission office (Room 1).

Before making a decision to withdraw you are strongly advised to discuss your circumstances with the IAG Officer, Centre Manager or Lead Administrator.

STUDENT DETAILS								
Full Name								
Address:								
Phone number:								
Email:								
Teacher Name (if known)								
Course and level:								
Reason for withdrawal (Tick)	Visa	Work	Health	Money	Domestic	Kids	Housing	Other:
Please Comment:								

I understand that by completing this form:

1. I will no longer be a member of Global Skills Services Ltd
2. My course registration will be cancelled
3. I will be withdrawn from any outstanding assessments/exams
4. I will not be entitled to attend classes
5. I will not be entitled to use Global Skills Services Ltd facilities (except those open to general public)
6. I must return all the books and resources back to Global Skills Services Ltd
7. If I wish to return, I will have to re-apply through admissions
8. The date of withdrawal is the date on this form

I read and understand the points above, and still wish to go ahead and withdraw myself from Global Skills Services Ltd membership.

Signature		Date	DD/MM/YYYY
-----------	--	------	------------

For Office Use Only:

Student has completed a number of credits and requires an Award certificate			Y/N
Student returned all Global Skills Services Ltd belongings	Y/N	Student paid all outstanding fees	Y/N
Student is successfully withdrawn	Y/N	Date	DD/MM/YYYY
Authorised person		Signature	



Global Skills Services Ltd

Withdrawal (FE Funded Courses)

2. If a student withdraws or is withdrawn from a course they will be liable for the full course fee if they attend the 3rd week of their course.
3. If because of exceptional circumstances a student withdraws from a course they can apply to have their outstanding course fees deleted.
4. A student must complete and submit a Refunds/Deletion of fees application and any deletion of fees is subject to an administrative fee of £20.
5. Deletion of fees can only be approved by the Director on the recommendation of the Centre Manager, and is subject to supporting evidence.
6. Students applying for a deletion of fees can expect to be notified of the outcome of their application within 15 working days of making the application.
7. If a student does not apply for a deletion of fees due to an exceptional circumstances or any application is refused then the college will take all necessary means to recovering the outstanding course fees which include the use of Debt Recovery Firm.
8. All applications for a deletion of outstanding course fees can only be made during the same academic year of that course. Applications made after this time will not be considered.

I hereby confirm that I have read and understood the above policy and will abide to it.

Full Name: _____

Signature: _____ **Date:** _____