

ITALIA CONTI

Withdrawal and Intermission Procedure

Version:	2526-1.0
Prepared by:	Head of Quality Assurance
Reviewed by	Vice-Principal
Approved by:	Policy Steering Group Academic Quality Board
Approval date:	10 th June 2026
Next review due:	10 th June 2028

This policy will be reviewed and approved by the Policy Steering Group every two years.

1. Purpose.....	3
2. Scope.....	3
3. Regulatory and governance context	4
4. Principles	4
5. Definitions	5
6. Responsibilities	6
7. Intermission.....	6
8. Possible Implications of intermission or withdrawal	7
9. Framework for Withdrawal and Intermission.....	9
10. Withdrawal and Intermission Process – Overview Flowchart.....	11
11. Student protection, transfer and provider-led disruption.....	14
12. Review, complaints and appeals.....	14
13. Monitoring, reporting and review.....	15
14. Key intermission conditions	15
15. Appendix	16
16. Appendix: Flow Chart	18

1. Purpose

- 1.1. This procedure sets out the arrangements through which Italia Conti manages student withdrawal and intermission (temporary break in studies). It provides a structured framework to ensure that decisions relating to withdrawal or intermission are handled consistently, transparently and in accordance with academic regulations, partner university requirements and regulatory expectations.
- 1.2. The policy ensures that students who are considering withdrawal or intermission are offered appropriate advice, guidance and support, that the academic, financial and regulatory implications of such decisions are clearly articulated, and that outcomes are accurately recorded and reported. It also supports Italia Conti's commitment to student engagement, continuation and academic integrity, while recognising that withdrawal or intermission may, in some circumstances, represent an appropriate and necessary outcome.
- 1.3. This policy sets out the arrangements through which Italia Conti manages student withdrawal and intermission, also known as a temporary break in studies.
- 1.4. The policy is intended to ensure that withdrawal and intermission matters are handled fairly, consistently, transparently and in accordance with Italia Conti's academic regulations, partner university and awarding body requirements, student support arrangements, contractual terms, funding requirements and regulatory expectations.
- 1.5. The policy supports students to make informed decisions by ensuring that they are offered appropriate advice, guidance and support before a decision is made. It also ensures that the academic, financial, funding, wellbeing, safeguarding, data and regulatory implications of withdrawal or intermission are clearly explained, accurately recorded and appropriately reported.
- 1.6. Withdrawal or intermission may be appropriate in some circumstances. The purpose of this policy is not to prevent students from withdrawing or intermitting, but to ensure that decisions are informed, fair, evidenced, properly approved and clearly communicated.

2. Scope

- 2.1. This policy applies to all students enrolled on accredited programmes delivered by Italia Conti, including:
 - Higher Education programmes validated by partner universities
 - Further Education Professional Diploma programmes delivered in collaboration with Trinity College London.
- 2.2. The policy operates alongside partner-university regulations and awarding-body requirements and must be applied in accordance with those frameworks where relevant.
- 2.3. Where a student is registered with a partner university or awarding body, the relevant partner regulations and processes may determine the formal approval, recording and academic consequences of withdrawal or intermission. Where partner university or awarding body requirements differ from this policy, those requirements will apply where they have authority over the student's registration, award, academic record or funding position.

- 2.4. Where non-engagement, non-attendance or loss of contact may result in provider-initiated withdrawal, suspension, termination of studies or reporting a student as no longer continuing, this policy does not itself authorise that outcome. The case must be managed through the applicable Support Through Study / Fitness to Train, safeguarding, conduct, academic regulation, partner university or awarding body route, with written notice to the student, reasonable opportunity to respond where practicable, consideration of support and reasonable adjustments, senior approval in line with delegated authority, an accurate LDE/LDA evidence record, and written confirmation of the review, complaints or appeal route. Any provider-led withdrawal or report of non-continuation must be recorded for student outcomes, funding, partner and regulatory reporting purposes.

3. Regulatory and governance context

- 3.1. For Higher Education provision, this policy supports Italia Conti's approach to meeting relevant regulatory expectations, including student support, student outcomes, student protection, complaints handling, accurate records and fair treatment of students.
- 3.2. In particular, the policy supports:
- fair, clear and accurate student-facing information;
 - early support and reasonable steps to support continuation;
 - accurate recording of student status, engagement and outcomes;
 - clear signposting to complaints, review and redress routes;
 - appropriate liaison with partner universities, awarding bodies and funding bodies; and
 - governance oversight of withdrawal, intermission, continuation and return-to-study themes.
- 3.3. Operational decisions under this policy are managed through the relevant academic, student support, quality, finance, MIS and safeguarding routes. Themes, risks and data arising from withdrawal and intermission will be reported through the appropriate governance route, including MIS & Data Review, Academic Quality Board, Senior Leadership Team and the Board of Directors where required.
- 3.4. The governance point is important because Italia Conti's Support Through Study / Fitness to Train route covers case review, risk assessment, support conditions, managed return, record keeping, communications and escalation to SLT/AQB where needed. The MIS/Data and committee routes also support reporting, assurance and escalation.

4. Principles

- 4.1. Italia Conti's approach to withdrawal and intermission is guided by the following principles:
- Students will be supported to consider available options before confirming withdrawal or intermission.
 - Decisions will be informed by academic, wellbeing, financial, funding, safeguarding, equality, regulatory and partner university or awarding body considerations.
 - Early identification and intervention will be prioritised to support student engagement, continuation and safe participation.

- Students will be given clear and accurate information about the likely implications of withdrawal or intermission, including academic progression, fees, funding, access to facilities, return-to-study requirements and student status.
- Processes will be applied consistently, proportionately and fairly, with appropriate regard to individual circumstances.
- Decisions and advice will be recorded clearly and retained appropriately.
- Partner university and awarding body regulations will be complied with where they apply.
- Reasonable adjustments and support arrangements will be considered where relevant.
- Particular care will be taken where students are under 18 or where safeguarding, wellbeing, disability or fitness-to-train considerations arise.
- Students will be signposted to review, complaints or appeal routes where they disagree with a decision or the handling of their case.

5. Definitions

5.1. **Withdrawal**

Permanent cessation of studies on a programme. Withdrawal means that the student is no longer continuing on the programme, subject to any partner university or awarding body requirements for formal confirmation.

5.2. **Intermission / break in studies**

A temporary and approved break from study. Intermission allows a student to pause their studies for an agreed period, subject to return-to-study requirements, programme availability, academic readiness and any partner university or awarding body regulations.

5.3. **Last Date of Engagement (LDE)**

The final date on which the student demonstrably engaged with their programme or learning activity. This may include attendance at teaching, training, rehearsal, tutorials, assessments, supervised learning activity, online learning activity, submission of work, placement activity, or other academic engagement recorded by Italia Conti or the partner university/awarding body.

5.4. **Last Date of Attendance (LDA)**

Where required by a partner university, awarding body, funding body or internal process, the final date on which the student physically attended a scheduled learning, teaching, training or assessment activity. LDA may be used as evidence when determining the LDE but is not necessarily the same date.

5.5. **Effective date**

The date from which withdrawal or intermission takes effect for academic, administrative, funding or fee purposes. The effective date may be determined by reference to LDE, LDA, formal approval date, partner university rules, funding body requirements or the Terms and Conditions. Where different dates are used for different purposes, the student will be informed of this in writing.

5.6. **Action Plan / Individual Learning Plan (ILP)**

A structured set of targets, support measures or adjustments designed to support engagement, attainment, safe participation or return to study.

5.7. **Return-to-study review**

A review undertaken before a student return from intermission, to consider academic readiness, wellbeing, fitness to train, reasonable adjustments, risk, support requirements and partner university or awarding body conditions.

6. **Responsibilities**

6.1. **Students** are responsible for engaging with the process, providing relevant information, seeking advice where needed, and maintaining communication with Italia Conti, their partner university or awarding body, and any funding body.

6.2. **Course Leaders / Heads of Year** are responsible for initial discussions, academic advice, case coordination, meeting records, action plans and liaison with relevant staff.

6.3. **Student Services / Wellbeing / Learning Support** are responsible for providing specialist advice, support planning, reasonable adjustment input and wellbeing-related guidance.

6.4. **Head of Quality & Academic Partnership Liaison** is responsible for liaison with partner universities and awarding bodies, ensuring accurate academic reporting, and advising on regulatory and quality implications.

6.5. **Finance and MIS staff** are responsible for accurate fee, funding, student record, systems and reporting updates, including LDE/LDA and student status records.

6.6. **Designated Safeguarding Leads** are responsible for safeguarding oversight and statutory or parent/carer communications where required, particularly for students under 18.

6.7. **Senior Leaders, including the Head of School, Vice Principal and Principal**, provide oversight, approval or escalation where the matter involves material academic, financial, safeguarding, operational, reputational, regulatory or student protection risk. Unless a partner university or awarding body process reserves the decision, approval or refusal of intermission, return-to-study conditions, provider-led withdrawal or reclassification, or any case involving material regulatory or student protection risk must be approved by the Principal or delegated nominee. The decision-maker, evidence considered, rationale, conditions imposed and escalation route must be recorded.

6.8. **Academic Quality Board, SLT and the Board of Directors** receive reports, themes, escalations and assurance as required under Italia Conti's governance arrangements.

7. **Intermission**

7.1. Intermission, or break in studies, is normally approved for up to one academic year at a time. Any further period of intermission will require separate review and approval. The cumulative period of intermission must not normally exceed two academic years, subject always to partner university or awarding body regulations.

- 7.2. The purpose of intermission is to enable a student to suspend their studies for a defined period where personal, health-related, disability-related, pregnancy-related, bereavement, financial, family, injury-related or other serious circumstances significantly affect their ability to engage safely and effectively with academic, practical or practice-based requirements.
- 7.3. Intermission may be particularly relevant within physically intensive disciplines such as dance, musical theatre, acting and other performance-based training, where fitness, conditioning, attendance, participation and physical readiness are integral to learning, progression and assessment.
- 7.4. Intermission provides a regulated route to pause studies and, where appropriate, return once the student is able to re-engage fully and safely with the academic, practical and physical demands of the programme.
- 7.5. Where another policy or process identifies that a student may be unable to continue safely or effectively, including the Support Through Study / Fitness to Train process, Italia Conti may recommend intermission as one possible outcome.
- 7.6. Intermission must be approved through the appropriate Italia Conti process and, where relevant, confirmed in accordance with partner university or awarding body requirements.
- 7.7. Students who intermit for health, injury, disability, surgery, mental health or fitness-to-train reasons may be required to attend a return-to-study or fitness-to-train review before returning. This is to consider whether they can re-engage safely and effectively with the programme, and whether support, adjustments, phased return, risk assessment or further evidence is required.

8. Possible Implications of intermission or withdrawal

- 8.1. Students will be advised to consider the possible implications of withdrawal or intermission before confirming their decision. These may include the following.
- 8.2. Programmes of higher education at Italia Conti are designed and delivered to ensure coherence and continuity across each stage of study, enabling students to progress, complete their programme, and achieve the intended learning outcomes. In the context of intermission, particularly within physically intensive disciplines such as dance, students are normally expected to maintain an appropriate level of practice during the period of intermission in order to support readiness for return to study. Where a student is unable to engage in continuous practice or does not have access to suitable facilities during intermission, they may not meet the requirements for fitness to return at the expected point. In such cases, additional time may be required on return to re-establish physical readiness, which may affect progression within the programme.
- 8.3. Students returning from intermission will normally repeat the year in which they intermitted, meaning that they recommence their studies with a different cohort. This will depend on the duration and timing of the intermission, the structure and sequencing of the programme, and the extent of taught content or continuous assessment missed during the period of intermission. Cohort placement on return will be determined in accordance with academic judgement and programme requirements.

- 8.4. Students in receipt of external funding are required to contact their funding body (for example, the Student Loans Company) to establish whether intermission has any implications for funding entitlement or repayment liability. Responsibility for maintaining communication with funding bodies rests with the student.
- 8.5. Students who intermit their studies may remain liable for some or all programme fees in accordance with the relevant programme Terms and Conditions. Fee liability is determined by the point at which the intermission commences. This provision also applies where a student subsequently withdraws following a period of intermission. Students returning from intermission in a new academic year that falls outside the standard registration period for their programme will be charged fees at the rate applicable to new entrants in the year of return, which may result in an increase in the total fees payable over the duration of the programme.
- 8.6. Students who are on a break in studies or are intermitting will normally be expected to take a complete break from their academic programme. As such, and under most circumstances, students on intermission will not have access to Italia Conti premises, facilities or academic learning activities during the period of intermission.
- 8.7. However, in recognition that intermission may arise from health-related, personal or other serious circumstances, some students may benefit from limited, non-academic “keeping-in-touch” support. Where appropriate, and by agreement, this may include access to designated wellbeing or student support staff for the purposes of maintaining appropriate contact, facilitating a planned return to study, or supporting engagement with relevant external services. Any such contact will be proportionate, clearly defined, and will not constitute participation in academic teaching, assessment or training activity. Access to keeping-in-touch support does not alter the student’s intermitted status and will be managed in accordance with institutional procedures and safeguarding considerations.

8.8. Academic progression and cohort placement

- 8.8.1. Programmes at Italia Conti are designed to support coherence, continuity, progression and achievement of intended learning outcomes. Where a student intermits, they may need to repeat the year or part of the year in which they intermitted, depending on the timing and duration of the break, programme structure, assessment requirements and academic judgement.
- 8.8.2. Students returning from intermission will normally return with a different cohort. Cohort placement will be determined in accordance with academic requirements, programme structure, partner university or awarding body regulations, and the student’s readiness to return.

8.9. Practice-based readiness

- 8.9.1. For practice-based and physically intensive programmes, students may be expected to maintain an appropriate level of independent practice, conditioning or preparation during intermission where it is safe and reasonable to do so.
- 8.9.2. Where a student has been unable to maintain appropriate practice or does not have access to suitable facilities, additional time, support or review may be required before or after return. This may affect progression, assessment timing or cohort placement.

8.10. Fees, funding and financial liability

- 8.10.1. Withdrawal or intermission may affect tuition fees, funding entitlement, student loan payments, bursaries, repayment liability and future funding eligibility.
- 8.10.2. Students are responsible for contacting their funding body, including the Student Loans Company where applicable, to understand the funding implications of withdrawal or intermission. Italia Conti will provide information reasonably required to support accurate records and reporting but cannot guarantee funding decisions made by external bodies.
- 8.10.3. Fee liability will be determined in accordance with the applicable Terms and Conditions, refund and compensation arrangements, partner university requirements and the effective date used for fee purposes.
- 8.10.4. Students returning in a later academic year may be charged fees at the rate applicable for that year, where permitted by the relevant Terms and Conditions and partner requirements.

8.11. Access to teaching, training, assessment and facilities

- 8.11.1. A student on intermission will normally take a complete break from their academic programme. They will not normally participate in teaching, training, assessment, rehearsal, supervised practice or academic learning activities during the period of intermission.
- 8.11.2. Access to Italia Conti premises, facilities, systems and services may be restricted or withdrawn during intermission, except where limited access is agreed for a defined purpose.

8.12. Keeping-in-touch support

- 8.12.1. Where appropriate, Italia Conti may agree limited non-academic keeping-in-touch support during intermission. This may include proportionate contact with Student Services, Wellbeing, Learning Support or designated academic staff for the purpose of maintaining appropriate contact, supporting wellbeing, facilitating a planned return to study, or signposting to external services.
- 8.12.2. Keeping-in-touch support does not constitute participation in teaching, assessment or training, and does not alter the student's intermitted status. Any such contact will be proportionate, recorded and managed in accordance with safeguarding, data protection and support procedures.

9. Framework for Withdrawal and Intermission

- 9.1. Withdrawal and intermission decisions follow a staged, structured process, designed to ensure appropriate consideration and support.

9.2. Stage 0: Expression of Concern

9.2.1. Identification of concern or student request

- 9.2.1.1. The process may begin where:
 - a student indicates difficulty engaging with their studies;
 - a student expresses a wish to withdraw or intermit;
 - attendance, engagement, wellbeing, academic progress or conduct information indicates that support may be required;
 - staff identify that the student may require support through another process, such as Support Through Study / Fitness to Train; or

- a partner university, awarding body, parent/carer, funding body or external professional raises a relevant concern, where it is appropriate and lawful to consider that information.

9.3. The purpose of this stage is to identify concerns early and determine whether an informal support discussion, support intervention, reasonable adjustment, safeguarding action or formal withdrawal/intermission process is required.

9.4. Stage 1: Informal Exploratory Discussion

9.4.1. Where a student expresses a wish to withdraw or intermit, or where staff identify that withdrawal or intermission may need to be discussed, an informal exploratory meeting will normally be arranged. This will usually involve two members of staff, such as a Head of Year, Course Leader, tutor, Student Services, Wellbeing or Learning Support representative.

9.4.2. The purpose of the discussion is to:

- understand the student's circumstances and reasons for considering withdrawal or intermission;
- identify academic, wellbeing, financial, funding, safeguarding, disability, reasonable adjustment or support needs;
- consider whether continuation with support is possible;
- consider reasonable adjustments, learning support, action planning or ILP arrangements;
- explain the difference between withdrawal and intermission;
- alert the student to potential academic, fee, funding, accommodation, visa, access, progression and partner university implications;
- identify whether a referral to Support Through Study / Fitness to Train, safeguarding, complaints, finance or partner university processes is required; and
- explain next steps and the student's options.

9.4.3. The student should be encouraged to reflect before making a final decision, unless urgent circumstances require immediate action.

9.4.4. A record of the meeting, advice given and any agreed actions will be recorded on the relevant student monitoring system.

9.5. Evidence

9.5.1. Where a request for intermission is made on medical, mental health, disability, injury, pregnancy-related, bereavement, financial or other serious grounds, the student may be asked to provide relevant supporting evidence where it is reasonable and proportionate to do so.

9.5.2. Evidence may include medical or healthcare evidence, evidence from a counsellor or wellbeing professional, evidence from an external support organisation, evidence from Student Services or Learning Support, financial evidence, or a student statement.

9.5.3. Evidence should normally relate to the period affected and should explain, where possible, the impact of the circumstances on the student's ability to engage with day-to-day activities, study, training, assessment or practice-based requirements.

- 9.5.4. Where evidence is delayed or difficult to obtain, Italia Conti may consider interim evidence or a student statement while making clear whether further evidence is required before final approval, return to study or confirmation of conditions.

10. Withdrawal and Intermission Process – Overview Flowchart

10.1. Stage 0: Expression of Concern

10.1.1. Trigger:

Student indicates difficulty engaging with studies or expresses a wish to withdraw or intermit.

10.2. Stage 1: Informal Exploratory Discussion

10.2.1. Participants:

- Normally two staff members (e.g. Head of Year / Tutor and Wellbeing or Student Services)

10.2.2. Purpose:

- Explore reasons for difficulty
- Identify academic, wellbeing, financial or support needs
- Consider reasonable adjustments, learning support or ILP action planning
- Offer guidance on available options (continuation, support routes, intermission, withdrawal)
- Alert student to potential academic and financial implications

10.2.3. Outcome options:

- Student continues on programme with support → process ends
- Student wishes to proceed → move to Stage 2

10.2.4. Recording:

- Meeting recorded on student monitoring system (e.g. ProMonitor)

10.3. Stage 2: Formal consideration meeting

- 10.3.1. Where the student wishes to continue with a withdrawal or intermission request, or where the matter requires formal consideration, a formal meeting will be arranged.

10.3.1.1. Before the meeting, the Course Leader, Head of Year or nominated case lead will normally:

- identify appropriate attendees;
- include parents/carers where the student is under 18 and it is appropriate to do so;
- seek relevant information about attendance, engagement, academic progress, assessment, wellbeing, safeguarding, reasonable adjustments, finance and funding;
- liaise with the Head of Quality & Academic Partnership Liaison regarding partner university or awarding body implications;
- identify whether the student should be recorded as at risk of non-continuation; and
- confirm whether any support, reasonable adjustments, ILP, Support Through Study / Fitness to Train or safeguarding action is required.

10.3.1.2. The meeting will normally consider:

- the reasons for the request;
 - whether the student wishes to withdraw, intermit or continue with support;
 - eligibility for intermission;
 - support options and reasonable adjustments;
 - academic progression, assessment and cohort implications;
 - fee, funding and financial implications;
 - student protection, transfer or alternative pathway options where relevant;
 - evidence requirements;
 - proposed LDE and, where relevant, LDA;
 - return-to-study expectations, where intermission is being considered; and
 - review, complaints or appeal routes.
- 10.3.1.3. A formal meeting record and any action plan will be retained on the relevant student record system.

10.4. Stage 3: Exit Interview and confirmation of withdrawal / intermission

- 10.4.1. Where the student confirms that they wish to withdraw or intermit, confirmation must be provided in writing or through the relevant partner university system where required.
- 10.4.1.1. Before final confirmation is issued, the nominated case lead will liaise, as appropriate, with:
- Head of Quality & Academic Partnership Liaison;
 - Director of Finance or finance nominee;
 - MIS / student records staff;
 - Student Services / Wellbeing / Learning Support;
 - Designated Safeguarding Lead, where relevant;
 - partner university or awarding body; and
 - Vice Principal, Principal or other senior leader where approval or escalation is required.
- 10.4.1.2. An exit or intermission interview will normally be used to:
- confirm the student's decision;
 - confirm the proposed effective date;
 - determine and record LDE and, where required, LDA;
 - clarify fee, funding and student finance implications;
 - record the reason for withdrawal or intermission;
 - record intended destination or future plans, where known;
 - agree return date, return conditions and review arrangements for intermission;
 - confirm access, IT, ID and institutional permission changes;
 - signpost support, complaints, review or appeal routes; and
 - invite the student to complete an exit evaluation.

10.5. Communication of withdrawal or intermission (break in studies)

- 10.5.1. Students registered with the University of Chichester must complete the formal withdrawal or intermission process via ChiView, where required. The University may contact Italia Conti to verify details, including student status, LDE/LDA, and the effective date.
- 10.5.2. Students registered with other partner universities or awarding bodies must follow the relevant partner procedures.
- 10.5.3. All students intending to withdraw or intermit must provide written confirmation to Italia Conti.
- 10.5.4. Staff managing the process must ensure timely communication of outcomes to all relevant stakeholders and systems, including Finance, partner institutions, MIS and Quality teams, timetabling, and key staff.

10.6. Determining LDE and LDA

- 10.6.1. Italia Conti will determine and record the student's Last Date of Engagement and, where required, Last Date of Attendance. These dates will be based on available evidence, including attendance records, training participation, assessment submission, online learning activity, academic contact, placement records, partner university records and other relevant information.
- 10.6.2. The student will be informed in writing of the date used for withdrawal or intermission purposes, the basis on which it has been determined, and any implications for fees, funding, access to services, partner university records and return-to-study arrangements.
- 10.6.3. Where a partner university, awarding body or funding body requires a different definition or date, Italia Conti will explain this to the student and record the reason for any difference.
- 10.6.4. Before external reporting or final closure, the nominated case lead must confirm that LDE/LDA, effective date, student status, fee-liability trigger, partner-system status and any funding or statutory reporting status have been reconciled across the student record, attendance records, partner records, Finance and MIS. The reconciliation check, any differences in definitions or dates, approval or sign-off, correction history and supporting evidence must be retained on the student record and made available for quality, audit, partner or regulatory assurance.

10.7. Stage 4: Post-decision actions

- 10.7.1. Following approval or confirmation of withdrawal or intermission, Italia Conti will issue written confirmation to the student and, where applicable, the fee payer. The confirmation will include:
 - withdrawal or intermission status;
 - effective date;
 - LDE and/or LDA where relevant;
 - fee and funding implications, or where these will be confirmed separately;
 - partner university or awarding body requirements;
 - access and systems implications;
 - return date and return conditions, where applicable;
 - review, complaints or appeal route; and

- relevant contacts for further advice.
- 10.7.2. Internal and external notifications will be completed as appropriate, including:
 - partner university or awarding body;
 - Finance;
 - MIS / student records;
 - Student Services / Wellbeing / Learning Support;
 - IT and ID access teams;
 - safeguarding staff, where relevant;
 - funding or statutory bodies, where required and lawful; and
 - relevant course teams.
- 10.7.3. Withdrawal and intermission data will be logged for retention, continuation, progression, student outcomes, quality review and regulatory reporting purposes. Themes and trends will be reviewed through the relevant governance route.

11. Student protection, transfer and provider-led disruption

- 11.1. This policy primarily covers student-initiated withdrawal and intermission. Where withdrawal, intermission, transfer or alternative arrangements are being considered because of course closure, material course change, delivery disruption, partner change, campus or facility issue, provider risk, or inability to preserve continuation of study, Italia Conti will also apply its student protection and student transfer arrangements.
- 11.2. In those circumstances, students will be given clear information about the issue, options available, consultation arrangements, academic implications, financial implications, complaints routes, refund and compensation considerations, and any partner university or awarding body role.
- 11.3. Where the circumstances may require implementation of Italia Conti's student protection or student transfer arrangements, or may constitute a reportable event or other OfS or partner notification, the case lead must escalate promptly to the CEO/Accountable Officer, Principal, Company Secretary and Board Chair as appropriate under the OfS Notifications and Reportable Events Procedure. The notification decision, rationale, owner, deadline and outcome must be recorded.

12. Review, complaints and appeals

- 12.1. A student who is dissatisfied with the handling of a withdrawal or intermission request may request a review under the relevant Italia Conti process or, where applicable, the relevant partner university or awarding body process.
 - 12.1.1. This may include dissatisfaction with:
 - refusal of intermission;
 - conditions of return;
 - cohort placement on return;
 - LDE, LDA or effective date;
 - fee or funding information provided by Italia Conti;
 - the process followed; or
 - the support offered before withdrawal or intermission.
- 12.2. Where the matter falls within the scope of the student complaints scheme and internal procedures have been completed, Higher Education students will be signposted to the Office of the Independent Adjudicator for Higher Education where applicable.

- 12.3. Where a partner university process applies, the student will be advised which process to use.
- 12.4. The written outcome must state which internal process applies, whether any partner university or awarding body process must be used before the matter is complete, who will issue the final outcome or Completion of Procedures letter where applicable, the relevant time limits, and how the student can access independent advice and support. Students should not normally be required to duplicate the same complaint, review or appeal through more than one provider unless partner regulations require it.

13. Monitoring, reporting and review

- 13.1. Italia Conti will monitor withdrawal and intermission data to identify themes, risks and opportunities for improvement. Monitoring may include:
- number of withdrawals and intermissions;
 - reasons for withdrawal or intermission;
 - timing of withdrawal or intermission;
 - student characteristics where appropriate and lawful;
 - programme, cohort or level patterns;
 - return rates following intermission;
 - non-return following intermission;
 - destinations where known;
 - complaints or review requests; and
 - implications for continuation, completion, student outcomes and student experience.
- 13.2. Monitoring must include, where lawful and where numbers allow meaningful analysis without identifying individuals, review of withdrawal, intermission, return and non-return patterns by relevant student characteristics and access and participation groups. Where a pattern suggests a risk to equality of opportunity, continuation, completion or student support effectiveness, the matter must be escalated to AQB and, where relevant, the widening participation or EDI governance route, with actions tracked to closure.
- 13.3. Themes will be reviewed through appropriate governance routes, including MIS & Data Review, Course Management, Support Through Study / Fitness to Train, Academic Quality Board, Senior Leadership Team and the Board of Directors where required.
- 13.4. The policy will be reviewed annually, or earlier where required by changes to OfS requirements, partner university regulations, awarding body requirements, funding requirements, legal obligations or Italia Conti governance arrangements.

14. Key intermission conditions

- 14.1. Intermission is normally approved for up to one academic year at a time.
- 14.2. The cumulative period of intermission must not normally exceed two academic years, subject to partner university or awarding body regulations.
- 14.3. Intermission must be formally approved and recorded.
- 14.4. Students on intermission do not normally participate in teaching, assessment, rehearsal, training or supervised academic activity.
- 14.5. Limited keeping-in-touch support may be agreed where appropriate.

- 14.6. Students may be required to complete a return-to-study or fitness-to-train review before returning.
- 14.7. Return may be subject to academic readiness, fitness to train, reasonable adjustments, support planning, risk assessment, cohort availability and partner regulations.
- 14.8. Fee, funding and student finance implications must be explained but may ultimately be determined by external bodies or applicable Terms and Conditions.
- 14.9. Students must follow any required partner university or awarding body process.

15. Appendix

Internal Withdrawal/Intermission Email Template

Subject: Student status update – [Withdrawal / Intermission] – [Student ID]

Dear All

I am writing to advise that the following student has an approved or confirmed status change of [withdrawal / intermission].

ITALIA CONTI

Please update records for the following approved or confirmed student status change. Share only with staff who need this information for record, finance, systems, safeguarding, partner, funding or quality purposes.

Student: [Name]

Course / level: [Course code, title and level]

Partner student ID: [UEL/UoC/other]

Italia Conti student ID: [ID]

Status change: [withdrawal / intermission]

Effective date: [date] LDE: [last date of engagement, date and evidence source]

LDA, where required: [last date of attendance and evidence source / not applicable]

Approval or confirmation date: [date]

Intermission return date and conditions, if applicable: [date / conditions / review required]

Reason category for monitoring only: [category].

[Please note: Do not include sensitive personal detail unless required, lawful and necessary.]

Required actions: [Finance / MIS / IT / Student Services / Quality / partner / course team actions]

Case lead: [name and contact]

Record location: [student record system reference]

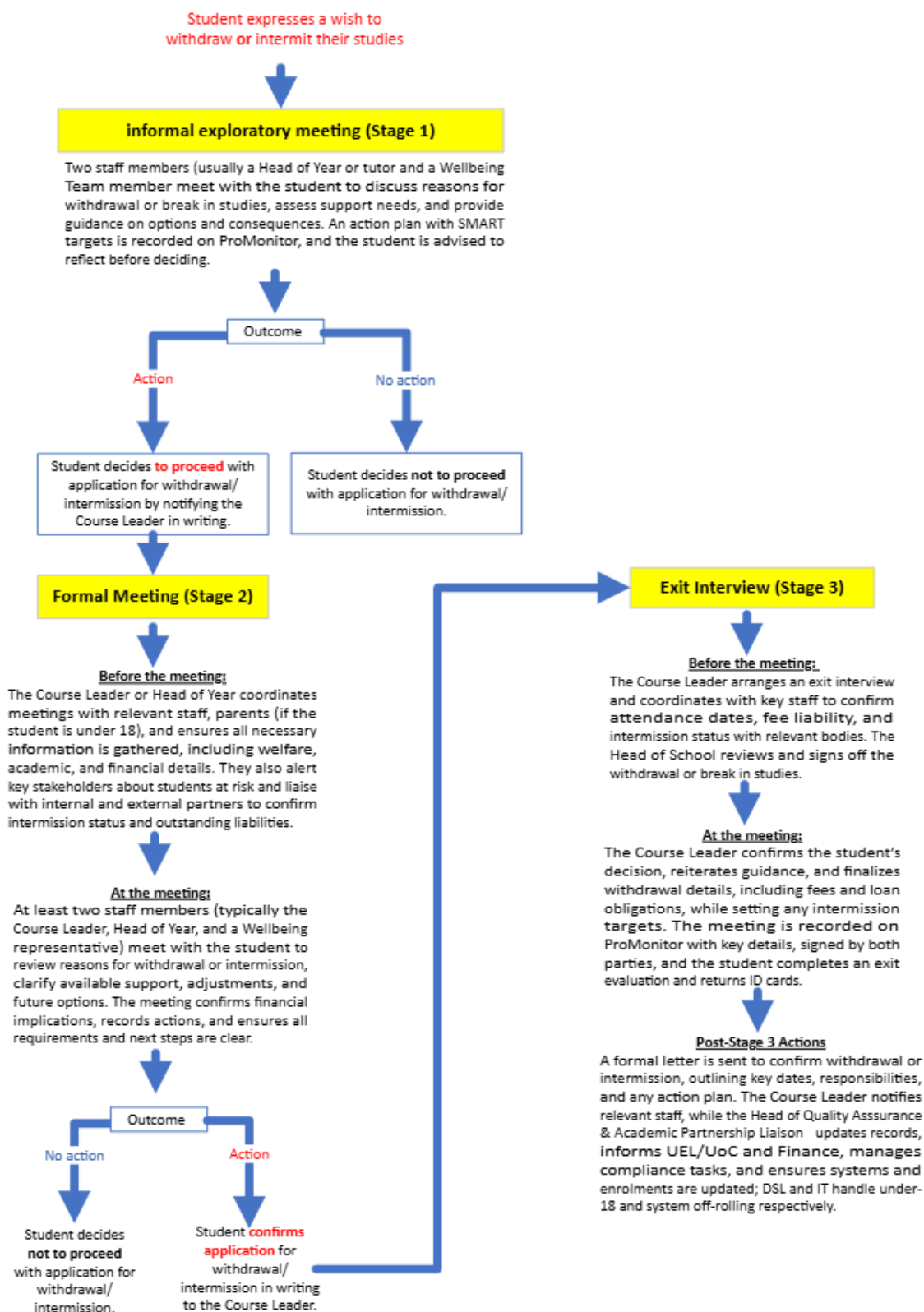
Please can you amend your records accordingly.

The student has been advised to contact Student Finance or any relevant funding body to confirm the implications of the approved or confirmed [withdrawal / intermission]. Italia Conti will update internal, partner and reporting records in accordance with the status change and effective date confirmed above.

16. Appendix: Flow Chart

Italia Conti Withdrawal and Intermission Procedure

This flowchart should be read in conjunction with the detailed supporting notes



Italia Conti Withdrawal and Intermision Procedure

This flowchart should be read in conjunction with the detailed supporting notes

