

The learndirect Group

Withdrawal & Extension Policy

Governance	
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Withdrawal Policy

Study terms and conditions are found on the website and agreed by the learner at point of sale. They specify a 12 or 24-month training period as standard.

<https://www.learndirect.com/help/legal-information/terms-and-conditions>

Definition of withdrawal

Withdrawal is the permanent cessation of study by the student on a course/s. Withdrawal can be instigated by the learner or by learndirect based on the following circumstances:

- Cancellation of course at request of learner
- Cancellation of course due to non-payment by learner
- Withdrawal of learner from course due to lack of engagement on course
- Withdrawal of learner from course due to failure of qualification
- Withdrawal of learner from course due to serious or material breach of the terms and conditions of their course (including but not limited to aggressive or discriminatory behaviour)

Withdrawal from study by the student

If a learner wishes to withdraw from their studies, they should inform learndirect in writing that they no longer wish to continue their course. This will be acknowledged by learndirect after which time the learner's account will be disabled.

If the learner has achieved any units/credits towards the qualification that can be claimed learndirect will request partial achievement where possible.

Withdrawal from study by the learning centre

Learndirect can withdraw any student based on the following conditions:

- Non-payment of course fees
- Failure of course
- Failure to engage in course
- Serious or material breach of the terms and conditions of their course

Before a learner is withdrawn from their course they will be notified and given opportunity to re-engage. If the learner does not re-engage, then learndirect will send final notification to the learner. The learner's account will then be disabled.

Financial implications of withdrawal

No refunds or compensation is available for withdrawal from study, whether instigated by the learner or learndirect.

Data implications of withdrawal

In all circumstances of a learner withdrawing from their studies their personal information will be processed in line with learndirect's privacy policy:

<https://www.learndirect.com/help/legal-information/privacy-statement>

Once a learner's account has been disabled, they will not be able to access their study materials or completed work.

Re-admission after withdrawal

If a learner contacts after a withdrawal has been processed to re-start their course, they will be asked to complete a new enrolment and start that course again in full. A new registration with the awarding body will be required.

Reinstatement after withdrawal

If a learner is withdrawn due to administrative error, the learner will be reinstated immediately.

Informing the awarding body of learner withdrawals

A monthly report will be generated of learner withdrawals from the month prior and sent to the relevant awarding body for processing.

Extension Policy

Study terms and conditions are found on our website and agreed by the learner at point of sale. They specify a 12 or 24-month training period as standard with the option to extend for an extension fee if needed:

<https://www.learndirect.com/help/legal-information/terms-and-conditions>

Extension fees vary and the learner will be informed of the fee before committing to an extension.

Definition of extension

Extension of studies is the continuation of study beyond the initial training window stipulated for the course being studied.

On some occasions a different period of study will be given based on the difficulty of the course, this will always be detailed on the website before purchase.

Extending the period of study

The initial training period can be extended up to 12 months (where a qualification is still available for certification purposes) through the learner portal by purchasing an extension. This will automatically give access to the course for the additional timeframe requested so that studies can continue.

We reserve the right to decline extensions beyond the initial training period. Extensions over the initial training period are offered where possible but, in some cases, may not be possible.

Requests for extensions beyond 12 months will be submitted to the Head of Faculty who will make the decision on whether the training period can be further extended. Extensions may be granted up to a maximum of 5 years from date of enrolment.

Once extended a new end date will be applied to the learner account.

Informing the awarding body of learner extensions

A monthly report will be generated of learner extensions from the month prior and sent to the relevant awarding body for processing.