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1. Introduction

- 1.1.** American Hotel Academy (AHA) is committed to providing the highest quality student experience. However, there are circumstances upon which students may decide to withdraw or where AHA and the partner University may need to withdraw students from their programme.
- 1.2.** This policy sets out all types of withdrawals and the process that must be followed by staff and students in managing withdrawals:
- Student self-withdrawal
 - Early withdrawal
 - Attendance and engagement withdrawal
 - Financial withdrawal
 - Disciplinary withdrawal
 - Academic withdrawal

2. Student self-withdrawal

- 2.1.** If you are thinking of leaving the programme, please contact your Programme Leader to discuss this first, as you may find that they can provide additional support to help you continue with your studies. Students will normally follow an agreed mode of attendance, however if a student's circumstances change and they are unable to continue attending for a period, they should consider taking a break in learning. A break in learning allows a student to take a break from their programme (please check academic partner policies) for up to 12 months. See [Break in Learning Policy](#).
- 2.2.** If a break in learning is not a suitable option, and where a student has decided after being coached by AHA staff, that they can no longer continue their programme of study, they must complete a [Student Withdrawal Form](#). Students should read the AHA and /or partner University Terms and Conditions and **AHA Financial Settlement on Withdrawal Policy** when completing the withdrawal form. The date of self- withdrawal will be the date that a student submits their written withdrawal form to American Hotel Academy. Any student may withdraw from their studies at the academy at any point in the year. However, a student may not voluntarily withdraw after AHA has decided to exclude the student.

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2.3. The completed withdrawal form will be submitted directly to the Registry Office.

On the date of withdrawal, the student is required to pay all outstanding debts to the school (if any), in addition to the penalty fee due for withdrawal, which is applied in accordance with the school contract and **Financial Settlement on Withdrawal Policy**.


Any amount owed to the school, in case of non-payment, will be recovered through an external recovery service later, regardless of whether the person is still a student at the school or has requested the termination or suspension of the enrolment contract.

An International Student who is on a student visa route to study at American Hotel Academy, will need to meet with one of the Admission Team to ensure that they fully understand the impact of withdrawal on their visa.

2.4. The student will receive confirmation of their withdrawal in writing. The communication will contain the date from which the withdrawal applies as per 2.2 above. Any work submitted by the student prior to their date of withdrawal will be marked and considered at the next available Progression and Award Board. The student will be considered for any fall-back award due, and any credit accrued will be awarded. The student will be notified of the outcome of the Progression and Award Board and will have the right to appeal.

2.5. Students who withdrew from the programme will be restricted to access the school email, Office account, the educational platform, library, or any other academy resources. They cannot sit examinations or submit any other assessments during the withdrawal process. They cannot be issued any school certificates stating that they are registered students. They cannot be issued any school certificates, including those confirming student status, until the withdrawal process is fully completed.

2.6. When a student requests to withdraw, their password for all academic resources is changed automatically after their Registered status is changed to Withdrawal Status. As students no longer have access to academy resources or email accounts during their period of withdrawal, contact may be made with students using their personal email address. This would normally be to support students in their return to study and providing support to students relating to any academic, student support or financial matters.

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2.7. If a student wishes to re-join the school, whether for the same or a different programme, they will need to reapply. Where relevant, and in accordance with the Academic Regulations, recognition of any previously earned credits may be taken into consideration. The decision to readmit will be made by the Admissions team together with the Academic Team, based on the entry criteria applicable to the programme the student is applying for.

2.8. If a withdrawal is approved, the Finance Department will evaluate the student's financial obligations and eligibility for a refund in accordance with the **Financial Settlement on Withdrawal Policy**. Depending on the timing and circumstances of the withdrawal, the student may either be entitled to a partial refund or required to settle any outstanding fees.

3. Early withdrawal (all students)

3.1. American Hotel Academy reserves the right to withdraw a student during the first two weeks of enrolment if a student has not completed expected attendance and engagement expectations:


- Student is enrolled and registered.
- Students have attended on campus orientation sessions..
- Student has paid or has approved student finance in place for study.

3.2. Student Services will contact the student to offer support and advise that failure to meet the above conditions in the first two weeks of the programme start, will result in withdrawal from the programme.

3.3. Where the student fails to engage with Student Services or Finance Department, or if the concern is not resolved within two weeks of the programme start date, a recommendation for withdrawal will be made.

3.4. Where extenuating circumstances are identified, the student will be advised to refer to Extenuating Circumstances Affecting Student Assessment and Break in Learning Policy (please check academic partner policies)

3.5. Student Services and/or Financial Department will prepare a list of students who have not met expected attendance, engagement expectations or financial obligations. The list will be considered by the Academic Director, and the Financial Manager or nominee and the Head of Registry Services or nominee. If all parties agree, the student will be withdrawn as an 'early

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withdrawal'.

- 3.6.** Students will be notified in writing that they have been withdrawn within 30 working days of the date of withdrawal.
- 3.7.** Students who are withdrawn as an 'early withdrawal', have no formal right of appeal. However, if a student believes that they have been withdrawn in error, they may lodge a [complaint](#) following the Students Complaint Procedure.

4. Attendance and engagement withdrawal

4.1. American Hotel Academy is committed to providing the highest quality student experience and a key component of this is promoting and encouraging student attendance and engagement with all aspects of the learner experience. Student attendance and engagement is monitored for the following reasons:

- To aid student retention and progression, through the early identification of students at risk and allow timely academic and personal support interventions.
 - To enable notifications of withdrawals to be made on time ensuring all stakeholders are informed in a timely manner.
 - To meet any requirement to report absences to employers or other
- Student attendance and engagement is monitored as per the Attendance and Engagement Policy.


4.2. The following stages of formal intervention will be undertaken before a recommendation for withdrawal is made to the Withdrawal Panel:

4.2.1. Stage 1 - Initial Warning

Where there is a concern that a student is not meeting the expected requirements for attendance, a member of Student Services will advise them of the concern in writing and set a deadline by which the matter must be resolved. This will be recorded as an initial stage 1 warning on the student record.

4.2.2. Stage 2 – Formal Warning

If after the initial warning, the concern is ongoing and agreed deadlines to improve attendance have not been met, a student will normally be invited to attend a meeting with a member of Student Services (online, telephone or in person) to discuss the matter and agree a deadline and any actions required for

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adequate resolution.

If a student fails to attend the meeting without prior notice, or if a meeting date cannot not be agreed within 10 working days, or if the student fails to meet the required actions set at the stage 2 meeting by the agreed deadline, a stage 2 Formal Warning will be issued and recorded on the student record.

4.2.3. Stage 3 – Final Warning


If the matter is not resolved following a stage 2 meeting and a Formal Warning, the student will be notified of the requirement to attend a final meeting (online, telephone or in person) to discuss the matter and any actions required. A Stage 3. Final Written Warning will be issued to the student outlining that failure to resolve the matter by the given deadline will result in exclusion from the programme.

If the student fails to attend the meeting without prior notice, or if a meeting date cannot not be agreed within 10 working days, or if the student fails to meet the required actions set at the stage 3 meeting by the agreed deadline, the student will be put forward for withdrawal.

4.3. If exceptional mitigating circumstances are identified during the above stages, the student will be advised to refer to Extenuating Circumstances Affecting Student Assessment and Break in Learning Policy (please check academic partner policies)

4.4. Where a student has exhausted the above support stages, Student Services will prepare a recommendation of withdrawal to be put forward to the withdrawal panel. The withdrawal panel considers students for attendance, engagement, and financial withdrawals. See section 7 for Withdrawal Panel.

¹ The Academy reserves the right to not apply all stage warnings to a student record and move straight to withdrawal.

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5. Financial Withdrawal


- 5.1. It is a student's responsibility to ensure that they have their finances in place and that they can meet the costs of their fees before enrolling as set out in the School Contract and its annexes.
- 5.2. If any student has not met their financial responsibilities to American Hotel Academy as outlined in the School Contract and its annexes., Finance Department will prepare a recommendation of withdrawal to be put forward to the withdrawal panel. The withdrawal panel considers students for attendance, engagement, and financial withdrawals. See section 7 for Withdrawal Panel.

6. Disciplinary withdrawal

- 6.1. If a Student Discipline Committee recommends that a student should be excluded, in accordance with the Student Disciplinary Procedure, the student will be presented to the Progression and Awards Board for withdrawal.
- 6.2. Where a Committee of Enquiry confirms a case of Academic Misconduct and determines a penalty of exclusion, the student will be presented to the Progression and Awards Board for withdrawal.
- 6.3. The Progression and Awards Board will consider any credit or award that a student has achieved and will decide if the student can be awarded credit or a fall-back award in line with the Committee of Enquiry recommendations.

7. Withdrawal Panel

- 7.1. The Purpose of the withdrawal panel is to consider on behalf of the Progression and Awards Board the non-academic withdrawal of students who have not met their attendance and engagement requirements and/or their financial obligations to the academy.
- 7.2. The panel will consider the grounds presented for withdrawal and will either confirm a withdrawal or will refer for further information.
- 7.3. Following a withdrawal panel meeting, relevant students will be written to

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by Registry to advise them of the decision to withdraw them and the reasons why.


- 7.4.** A student withdrawal will be processed 30 working days from the date of the notification to the student. An official notification of withdrawal will be issued to the student at this stage and the student will have the right to appeal in line with section 9 of this policy.
- 7.5.** A list of all students withdrawn will be presented to the next Progression and Awards Board. The Progression and Awards Board will consider students for any fallback award due, or any credit accrued.

8. Academic withdrawal

- 8.1.** During a Progression and Awards Board students may be considered for academic withdrawal in line with Academy's Regulatory Framework. In summary the grounds for Academic Withdrawal are:
- 8.1.1.** Where a student has not achieved a pass mark following the maximum number of referrals or re-takes available and is not eligible for compensation. Such students will be withdrawn and awarded any exit award for which they are eligible.
- 8.1.2.** Where a student has not demonstrated sufficient achievement or engagement to be offered a retake opportunity.
- 8.1.3.** Where a student who has failed to re-register for two consecutive annual re-registration points or whose progress through the programme will not allow completion within the maximum study period for the programme.

9. Appeal

- 9.1.** Any student who has been withdrawn based on financial grounds may submit an appeal against a withdrawal decision made by or on behalf of the Progression and Award Board by email to finance@americanhotelacademy.ro.
- 9.2.** Any student who has been withdrawn based on attendance and engagement or academic grounds, may submit an appeal against a withdrawal decision made by or on behalf of the Progression and Award Board by email academic@americanhotelacademy.ro and in line with the Academic Appeals Process.

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9.3. Appeals must be submitted within 10 working days of receiving a result outcome from the Progression and Award Board.