

# Institute of banking programme withdrawal policy/procedures<sup>1</sup>

## 1. Purpose

IOB recognizes that for a variety of reasons a student may need to withdraw from their programme and IOB. It further recognizes that in some cases a student may, at a later date, apply for re-admission to the programme. This policy/procedure document is intended to:

- Provide students who are thinking of withdrawing from their studies with important information about what it means to withdraw, including where they can seek further support and advice<sup>2</sup>.
- Support students and staff by clarifying the procedures for programme withdrawal and applying for re-admission.

## 2. Definitions

### 2.1 Withdrawal

Withdrawal is where a student leaves their programme of study permanently and ends all activity associated with their studies before they have completed the programme for which they are registered. A student does not need permission to withdraw but must notify the IOB Programme Board in writing, using the official *IOB Programme Withdrawal form*, of their intention to withdraw. Students should submit the completed form/s, along with their UCD student card (*where applicable*) to the IOB Programme Office.

### 2.2 Retrospective withdrawal

Retrospective withdrawal is not normally permitted. However, it may be granted by the IOB Programme Board where it is satisfied that:

- The student has extenuating circumstances
- There is no other available solution for the student given their circumstances, and
- The student has not been engaged in any programme activity.

## 3. Scope

This withdrawal procedure document only applies to students i.e. those who have confirmed their registration.

## 4. Principles

### 4.1. Withdrawal from a programme and re-admission

#### 4.1.1 Withdrawal notification

4.1.1.1 If a student is considering withdrawing from their programme of study, they should first contact the IOB Programme Office for information and advice.

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<sup>1</sup> This policy/procedure document mirrors that of UCD as approved by Academic Council Dec. 2011, updated May 2019.

<sup>2</sup> It is recommended to seek advice from the respective Programme Director / Manager.

4.1.1.2 If a student decides to withdraw from their programme of study, it is their responsibility to notify IOB. Notifications must be made on the official IOB *Programme Withdrawal Form* and should clearly state a student's reason(s) for withdrawing.

4.1.1.3 Standard programme withdrawal notifications are communicated to Registry after the Programme Office has authorised them. Students will receive an email confirming their submission and when this request has been processed on their record. Once processed, a withdrawal notification will be effective from the date submitted. In the case of an application for retrospective withdrawal, the IOB Programme Office notifies IOB Registry of the Programme Board decision via the existing delegated authority mechanisms along with instructions relating to any existing academic history completed by the student.

4.1.1.4 Withdrawal notifications are noted by the IOB Programme Board.

4.1.1.5 Applications for retrospective withdrawal must be approved by the IOB Programme Board.

**Note:** Where a student does not formally notify IOB that they are withdrawing, this may have a negative impact on their fees status, transcript and readmission applications.

- For example, where a student does not notify IOB that they are withdrawing, their registration status will continue to show them as registered. This may lead to them receiving NG or ABS grades for modules to which they remain registered, and to a standing of 'fees owing' with appropriate fees on their account.

## 4.2. Implications of withdrawing

### 4.2.1 Student status and registration

When a student notifies IOB that they are withdrawing from their programme, their registration is terminated and they are no longer a student of IOB, effective from the date on which they formally submit the withdrawal notification form to the Programme Office.

### 4.2.2 Fees

Students remain liable for fees up to the date on which they submit their withdrawal notification form to the Programme Office.

## 4.3. Other options to consider

### 4.3.1 Other options 1 – Extenuating Circumstances

If a student is considering withdrawing due to extenuating circumstances they should refer to the IOB policy on extenuating circumstances [iob.ie/extcircumstance](http://iob.ie/extcircumstance).

### 4.3.2 Other options 2 – Leave of Absence

If a student needs to take a specified period of time off from their programme they should refer to the IOB Leave of Absence Policy [iob.ie/leaveofabsence](http://iob.ie/leaveofabsence)

## 4.4 Re-admission

A student who has withdrawn from their programme of study can apply to IOB for re-admission to the programme.

4.4.1 If a student wishes to be re-admitted to a programme from which they previously withdrew, they should contact the IOB Programme Office in the first instance for advice on the application procedure.

4.4.2 A student who has withdrawn and wishes to be admitted to a different programme in IOB should contact the IOB Programme Office – Admissions. Their application needs to be considered by the IOB Programme Board.

4.4.3 IOB Programme Board / Admissions decisions to readmit students are communicated to IOB Registry.

Credit earned previously will be reviewed and applied to the programme of study when the student

returns provided the learning outcomes are still relevant.

As per Section 5.12 UCD Academic Regulations, the IOB Programme Board may allow a returning student to repeat modules that the student had previously passed or failed or both, during their previous period of registration as equivalent to first attempts upon their subsequent registration where certain criteria are met.

A student who is readmitted to a programme is governed by the IOB rules, regulations, codes and policies, and the programme regulations and structure in place at the time of their readmission.

## **5. Additional information – confirmation of registration status and deactivation**

### **5.1. Confirmation of registration status**

IOB reserves the right to amend a student's record if it determines that the registration is not reflecting the student's situation. The relevant programme determines whether a student record should be amended. The decision will be based on local information and information provided by Registry.

The effective date of cancellation is a formal date, prior to which the student record will reflect that the student was at IOB.

Note: a student remains liable for fees up to the cancellation date.

### **5.2. Deactivation of registration**

A student who does not confirm their registration at the start of the academic session has their registration deactivated after week 6 of trimester 1.

## **6. Roles and responsibilities**

The roles and responsibilities of the key parties – the student, the College/School, Programme Board and Registry are defined as follows:

### **6.1. The responsibilities of the student**

6.1.1 Seek advice and support as soon as possible where they wish to withdraw from their programme of study. A student should first contact the IOB Programme Office.

6.1.2 Make sure they understand the implications of withdrawing and the implications of not formally notifying IOB that they are withdrawing.

6.1.3 Make sure they understand the options other than withdrawal where relevant.

6.1.4 Notify IOB of their intention to withdraw by completing the Programme Withdrawal form and submitting it to the Programme Office.

Where a student wishes to be re-admitted to a programme they previously withdrew from they should:

6.1.5 Contact the Programme Office in the first instance for advice on the application procedure

Where a student who has withdrawn wishes to seek admission to a different programme in IOB they should:

6.1.6 Contact the Programme Office – Admissions

### **6.2. The responsibilities of the College / School Programme Office**

The student's first point of contact shall:

6.2.1 Ensure that the student is informed of the possible implications of withdrawing

6.2.2 Explore possible alternatives to withdrawing with the student

6.2.3 Provide information to a student on additional support systems in IOB (Programme Director/Programme Manager)

6.2.4 Advise the student to discuss their intention to withdraw with a faculty member

6.2.5 Take receipt of the completed official Programme Withdrawal Form

6.2.6 Submit the form for the information or consideration of the Programme Board

6.2.7 Inform all relevant personnel within IOB of the student's withdrawal in writing / by email.

6.2.8 Inform IOB Registry of the student's withdrawal via existing delegated authority mechanism.

### **6.3.. The responsibilities of the Programme Board**

With regard to withdrawal the PB shall:

6.3.1 Consider retrospective applications where (a) a student has extenuating circumstances, (b) there is no other available solution for the student given their circumstances, (c) the student has not been engaged in any activity for the period of withdrawal they are requesting

6.3.2 In cases where a retrospective withdrawal application is approved and where required, instruct IOB Registry in writing (via existing delegated authority mechanism) to remove a student's academic history relating to the approved retrospective withdrawal period from their record.

With regard to applications for readmissions to the programme, the PB shall

6.3.3 Consider the application for readmission to the programme. As part of this, review credit previously earned to determine whether the learning outcomes are still relevant and therefore that the credit should be applied to the programme of study. As per S 5.12 of UCD Academic Regulations, the PB may allow a returning student to repeat modules that the student has previously passed, failed or both during the previous period of registration as equivalent to first attempts upon their subsequent registration where certain criteria are met.

With regard to confirmation of registration status the PB shall:

6.3.4 On delegated authority from Academic Council and upon receipt of information from IOB Registry and local information, confirm student registration status.

6.3.5 Inform IOB Registry via existing delegated authority mechanism as to whether a student record should be amended or not.

### **6.4. The responsibilities of IOB Registry**

IOB Registry shall:

6.4.1 Update and amend individual student records according to the delegated authority decisions received from the College/School Office

6.4.2 Carry out the necessary investigation to determine confirmation of registration status and send the findings to the relevant Programme (Administrative services)

6.4.3 Deactivate/reactivate a student who does not confirm their registration at the start of the academic session

6.4.4 Send readmission application to the IOB Programme Board for approval as required.



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NB Where a student does not formally notify IOB that they are withdrawing, this may have a negative impact on their fees status, transcript and re-admission applications.

For example, where a student does not notify IOB that they are withdrawing, their registration status will continue to show them as registered. This may lead to them receiving NG or ABS grades for modules to which they remain registered.

## A. Programme withdrawal

Students wishing to permanently withdraw from a programme must complete the Programme Withdrawal Form and submit it to [education@iob.ie](mailto:education@iob.ie). Where a student is currently enrolled to a module(s) and the programme withdrawal request is submitted before the end of week 6 of the trimester, the modules will be removed from the student record and the fee(s) refunded to the payee (student or employer).

For students seeking to withdraw from a Programme between weeks 6 and 12 of the trimester, the modules will be retained on the student record – there will be no fee refund.

### • Programme re-admission

Where students (following withdrawal) seek re-admission to a programme, students need to be aware of the following:

- There is no guarantee that the programme will be offered
- That the programme structure (modules) and requirements will not have changed.
- Should the programme structure be modified, the student's academic record will be reviewed to establish whether modules previously completed can be considered for Recognised Prior Learning (RPL).
- On re-admission, a student's unsuccessful attempts in modules currently offered on the programme will normally carry forward and any subsequent attempts will be considered resit attempts.

Student queries about programme re-admission should be sent to [education@iob.ie](mailto:education@iob.ie) indicating clearly the programme to which re-admission is sought.