

Document Name and Version	Policy and Procedure for De-Registration of learners
Policy Number	4.4
Policies that Interact with Policy 4.2	Policy 4.1 Policy and Procedure for Programme Deferral Policy 4.2 Policy and Procedure for Programme Withdrawal Policy 4.3 Fees Policy
Approval Body	Academic Council
Date of Approval	April 2024
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Date of Review	2026
Revisions	

1. Preamble.

- 1.1. This document sets out the policy provisions for de-registration of registered learners in IICP College programmes.
- 1.2. Learners who register for a programme of study with IICP College undertake to abide by the Terms and Conditions and Programme Regulations. Learners can be de-registered by the College if they have not paid their tuition fees when they become due, and/or for non-engagement with their programme of study. De-registration is the final option, after available options have been attempted unsuccessfully.
- 1.3. This policy addresses the requirements of (i) QQI's suite of QA guidelines, (ii) QQI Assessment and Standards (Revised 2013)¹, and (iii) ESG. These regulations require that Institutions have in place and consistently apply pre-defined and published regulations covering all phases of the learner life cycle.

2. Principles.

¹ QQI *Assessment and Standards* (2013) Available from https://www.qqi.ie/Publications/Publications/Assessment_and_Standards%20Revised%202013.pdf

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2.1. The principle guiding this policy is that IICP College is explicit and transparent about the process and consequences of de-registration.

3. Scope.

3.1. This policy applies to all programmes in IICP College.

4. Roles and responsibilities.

4.1. The Academic Council is responsible for formally approving this policy and for overseeing its implementation and review.

4.2. The Registry team is responsible in the first instance for identification of and communication with students who are not engaging with their programme, with the aim of resolving the matter informally.

4.3. The Financial Controller is responsible in the first instance for identification of students who have fees deficits, and informing Registry of situations where student registration may be impacted.

4.4. Registry is responsible for formal notifications to the learner within the time frame, and for updating student records appropriately.

4.5. Lecturers, Programme Leaders, the Dean of Academic Affairs, Senior Academic team, and College staff are responsible in the first instance for taking appropriate action under this policy.

4.6. Learners are responsible for making themselves aware of the conditions pertaining to de-registration. Learners who are de-registered remain liable for payment of fees.

5. Policy

5.1. The College may initiate de-registration of a learner as a result of:

5.1.1. Non-engagement

5.1.2. Non-payment of fees

5.2. Non-Engagement

5.2.1. Learners are expected to engage fully with their programme of study and to demonstrate this in accordance with Attendance and Assessment Policies and their Programme requirements.

5.2.1.1. This requires that students, in particular:

- Attend scheduled programme activity;
- Submit assessments and course work in accordance with their assessment schedule and programme handbook;
- Carry out course work and programme requirements (including workplace practice) outlined in their programme information;

5.2.1.1.1. Or, where unable to do so, inform the College of the reason, and take appropriate, agreed action to rectify the matter.

5.2.2. In circumstances where a learner does not demonstrate engagement with their programme without good reason or without taking appropriate agreed action, IICP College may take action as detailed below.

5.2.3. Where a student, for any reason including but not confined to illness, disability, family circumstances or personal circumstances, finds it difficult to engage fully with this process, they should contact the member of the permanent senior faculty team to discuss supports that might be available to them.

5.3. Non-Payment of fees

5.3.1. Students who register for a programme of study agree to pay the associated fees and charges. These may be paid in advance, or in accordance with a payment plan agreed with the College.

5.3.2. Where a student is having difficulty making a payment, then they should make contact with the College to discuss possible options. At the discretion of the College, an alternative arrangement may be reached.

5.3.3. In circumstances where a learner does not make a payment in accordance with their agreement, IICP College may take action as detailed below.

5.3.4. Where a student, for any reason including but not confined to illness, disability, family circumstances or personal circumstances, finds it difficult to engage fully

with this process, they should contact the College to discuss options that might be available to them.

6. Procedure

6.1. Non-Engagement

6.1.1. Where a student is not engaging with their programme this is brought to the attention of member of the permanent senior faculty team, or nominee.

6.1.2. Member of the permanent senior faculty team or nominee, in consultation with their Programme Team and other departments as appropriate, will use all reasonable means to attempt to contact the student to establish the reason for their lack of engagement and what supports, if any, might be beneficial to them.

6.1.3. Where it is not possible to make contact with the student, then member of the permanent senior faculty team or nominee should notify the student in writing that they are being considered for de-registration due to non-engagement, requesting a response within a specified timeframe (such as five working days) with evidence explaining the reasons for their non-engagement and their lack of contact with the College.

6.1.4. Where the student fails to respond fully within the allotted timeframe, member of the permanent senior faculty team or nominee recommends to the Registrar that the student be de-registered under this procedure.

6.1.5. Where the student responds with evidence explaining their non-engagement, member of the permanent senior faculty team or nominee determines if they have a valid reason for non-engagement, such as illness or serious personal or family circumstances. The evidence should explain the reason the student was unable to contact the College to inform them of the relevant circumstances and not simply state the fact of the circumstances. The learner may be invited to attend a meeting with member of the permanent senior faculty team or nominee as a part of this process. Where member of the permanent senior faculty team

or nominee accepts the evidence excusing non-engagement, then this procedure may be ended, or may be suspended with conditions. Conditions can include requiring compliance with any arrangements permitting them to continue with the programme and for any related consequence.

6.1.6. Where member of the permanent senior faculty team or nominee does not accept the evidence excusing non-engagement, the student is notified of this decision in writing, noting the right to appeal the decision. Member of the permanent senior faculty team or nominee recommends to the Registrar that the student be de-registered from the programme, under the procedure for de-registering a student.

6.2. Non-payment of fees

6.2.1. Where a student has fees outstanding for more than 30 days then Account Assistant brings this to the attention of the Financial Controller.

6.2.2. The Financial Controller or nominee, in consultation with other departments as appropriate, will use all reasonable means to attempt to contact the student to establish the reason for the non-payment and what supports, if any, might be beneficial to them.

6.2.3. Where it is not possible to make contact with the student or to make an alternative agreement regarding fees payment, then the Financial Controller should notify Registry that the student's registration status may be impacted.

6.2.3.1. The Registrar will consider all the circumstances of the case, and may decide to inform the student in writing that they are being considered for a fees hold, and ultimately de-registration, due to non-payment, requesting a response within a specified timeframe (such as five working days).

6.2.3.2. Where a satisfactory response is not forthcoming within the given time frame, or an agreement is not reached, then the Registrar may decide to initiate a fees hold. Should Registry so decide then the student will be informed of their status and that if they make no further payment or do

not agree alternative arrangements with the College concerning their outstanding fees and charges, a “Fees Hold” will be placed on their student record two weeks after the date of correspondence. Should a Fees Hold be placed on their record then the student will be notified of this as soon as practicable thereafter.

6.2.3.3. Where a fees hold is placed on a student’s record, this will result in a withdrawal of student services, which may include access to Moodle, and to online and/or in person classes. A student with a fees hold will not be permitted to register in a subsequent year, semester or teaching period as appropriate until such time as the outstanding fees are paid in full. Students with fees hold will not be able to access their results, and will not be issued with academic transcripts or any other official credentials and will not be permitted to progress to the next stage of their programme or to graduate.

6.2.3.4. A student with an ongoing fees hold may be subject to a de-registration process.

6.2.3.5. *Reinstatement:* Where a student with service withdrawn due to unpaid fees seeks reinstatement to continue their study, graduate or obtain academic transcripts, they must:

- (i) Pay all outstanding debt, and
- (ii) Pay a reinstatement fee of 10 euro, and
- (iii) Notify the College Financial Controller by email that these payments have been made.

6.2.3.5.1. Please note that reinstatement will require a minimum of 7 working days after all fees and debts are paid and the College Financial Controller is notified by email that these payments have been made.

6.3. De-register a Student from a Programme Due to Non-Engagement

6.3.1. Member of the permanent senior faculty team or nominee notifies the Registrar of the recommendation to de-register a student for non-engagement and the rationale for it.

6.3.2. The Registrar, or nominee, acknowledges the decision-maker's recommendation in writing and writes to the student, noting:

- The intention to de-register the student;
- The decision which led to the recommendation to de-register;
- The date by which the de-registration will come into effect (normally five working days after notification by the College);
- The consequences of de-registration in respect of rights and entitlements;
- That the student is entitled to credit for any completed modules, pending a decision of the Board of Examiners;

6.4. De-register a Student from a Programme Due to Non-payment of fees

6.4.1. Where a student is subject to a fees hold for a period of greater than one month, then the Registrar, in consultation as appropriate, may decide to initiate the de-registration process.

6.4.2. The Registrar, or nominee, writes to the student, noting:

- The intention to de-register the student;
- The circumstances which led to the intention to de-register;
- The date by which the de-registration will come into effect (normally five working days after notification by the College);
- The consequences of de-registration in respect of rights and entitlements;
- The fact that the student is entitled to credit for any completed modules, pending a decision of the Board of Examiners.

6.5. De-registration

6.6. The Registrar, or nominee, de-registers the student from their programme, revoking all access rights and entitlements to the programmes and services of the College.

6.7. The Registrar, or nominee, notifies all relevant College departments of the student's de-registration.

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- 6.8. Students that are de-registered lose all of the rights and entitlements of registered students of IICP College, including access to any and all services the College provides.
- 6.9. Students that have been de-registered from the College are not entitled to refunds of fees paid. Any outstanding fees remain as a debt to the College.
- 6.10. Where a student has been de-registered due to non-engagement or fees owed, they may request a review of the decision on procedural grounds.