School of Business and Innovation

Student Withdrawal Policy

BSBI School of Business and Innovation

BSBI Policy

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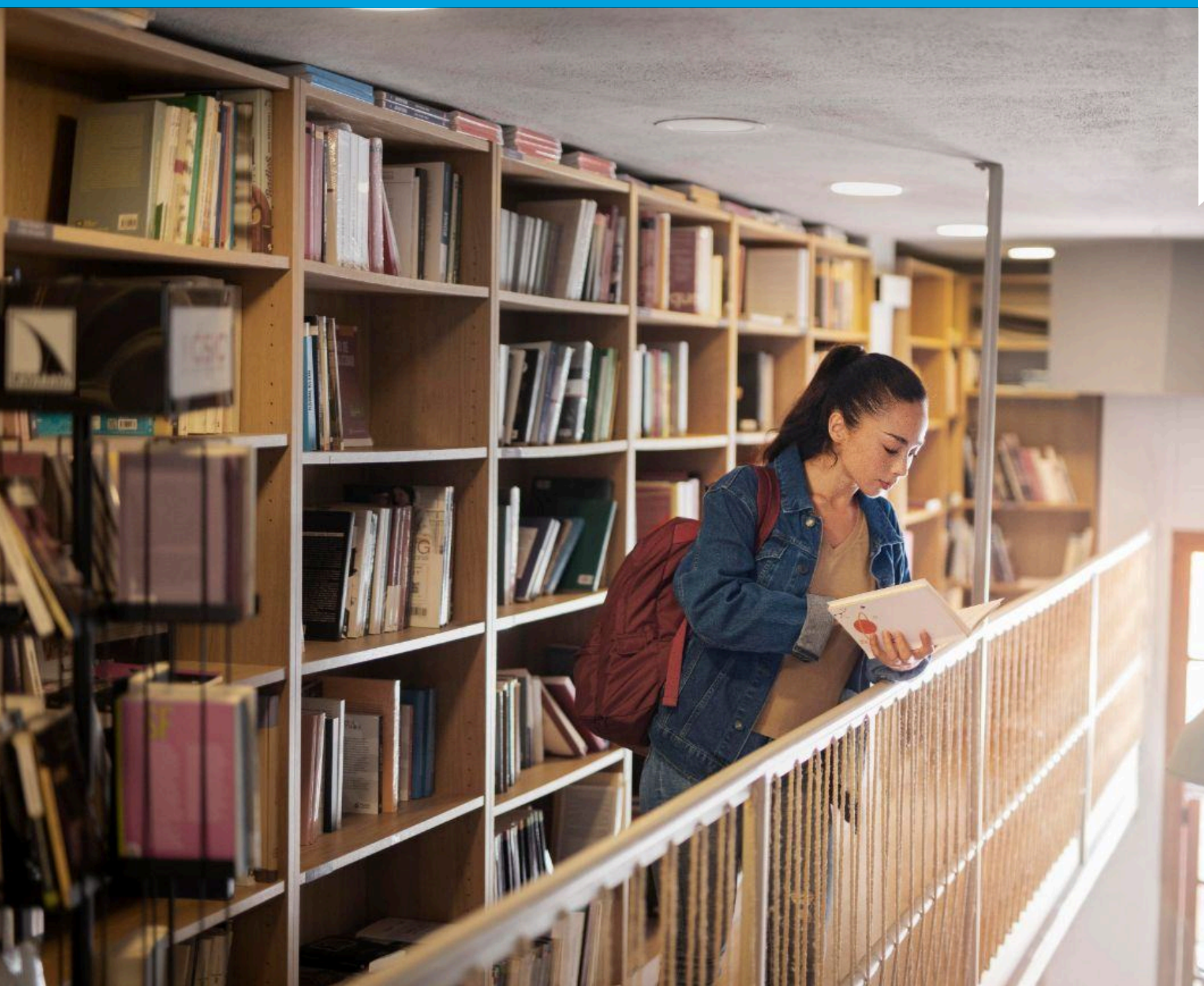

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1. Policy Statement

The BSBI School of Business and Innovation (BSBI) is committed to supporting students in completing their programmes successfully while upholding academic integrity, student welfare, and institutional compliance. This policy governs both voluntary and non-voluntary withdrawals, ensuring fair, transparent, and consistent procedures.

All decisions under this policy are guided by fairness, proportionality, data protection, and the student's right to be heard.

2. Scope

This policy applies to all BSBI students across all campuses and study modes. It operates in conjunction with:

- the Student Study Agreement,
- the BSBI Code of Conduct
- Academic Regulations, UCA, Uninettuno, CUC, Roehampton University, University of Chichester
- Attendance Policy,
- Visa and Immigration Regulations and
- Refunds Policy.

It covers both voluntary (student-initiated) and non-voluntary (institution-initiated) withdrawals.

3. Definitions

Voluntary Withdrawal: A withdrawal initiated by a student who chooses to leave their programme of study.

Non-Voluntary Withdrawal: The formal removal of a student from enrolment initiated by BSBI, rather than by the student, due to non-compliance with contractual, regulatory, or disciplinary obligations.

Withdrawal Board: A multidisciplinary decision-making body responsible for reviewing, evaluating, and authorising all cases of non-voluntary withdrawal in accordance with institutional policy.

Informal Withdrawal Warning: A written communication notifying a student of an identified issue, outlining corrective actions required, and specifying a deadline for resolution before formal withdrawal proceedings are initiated.

Official Withdrawal Notice: The formal document issued by BSBI confirming a student's removal from enrolment following unresolved or unremedied issues within the specified timeframe.

4. Governance – Withdrawal Board

4.1 **Head of Operations / Deputy Head of Operations (Chair)** – Provides final sign-off and ensures due process, fairness, and compliance.

4.2 **Chief Operations Officer** – Oversees implementation and quality assurance of the process.

4.3 **Head of Credit Control** – Reviews financial cases and provides fee-related data.

4.4 **Student Life Team Lead** – Coordinates local implementation and student liaison.

4.5 **Registrar** – Provides academic oversight and ensures adherence to academic regulations.

4.6 **Head of Student Life** – Board Administrator

4.7 **Additional members** may be invited where relevant (e.g. Student Life Office, International Affairs Office, Programme Heads, Campus Managers of various BSBI locations).

4.8 The Board convenes **monthly** or more frequently as required for urgent matters.

5. Grounds for Non – Voluntary Withdrawal

The following outline the main conditions under which a student may be withdrawn from the programme. This is not an exhaustive list.

5.1 **Non-Payment of Fees** – Repeated failure to settle financial obligations after formal reminders.

5.2 **Visa / Immigration Breach** – Expiry, loss, or revocation of the right to study in Germany.

5.3 **Serious Disciplinary Misconduct** – Behavior that breaches the BSBI Code of Conduct or institutional values.

5.4 **Missing Mandatory Documentation** – Failure to submit required documentation (e.g. valid health insurance, residence permit, or identification).

5.5 **Breach of Attendance Policy** – Persistent or unexplained non-attendance in violation of BSBI's attendance regulations.

5.6 **Lack of Academic Progression** – Continued failure to meet academic requirements despite support and intervention.

5.7 **Submission of Fraudulent, Incorrect or Incomplete Documents** – Intentional falsification or misrepresentation of records or credentials, non-submission of the required documentation or incomplete documents submitted.

6. Process Flow

This section outlines how withdrawal cases are processed.

6.1 Case submission with supporting evidence – Initiating Department – At least 5 working days before Board meeting

6.2 Pre-screening for completeness – Board Administrator – Within 2 working days

6.3 Review and decision – Withdrawal Board – At monthly meeting or urgent session

6.4 Issue of **Informal Withdrawal Warning** – Board Administrator – Within 2–3 working days

6.5 Student response period – 5 working days

6.6 If unresolved, issue of **Official Withdrawal Notice** – Board Administrator – Within 2 working days

6.7 Appeal submission (see Section 11) – Student – 5 working days from notice

6.8 Appeal review and final outcome – Appeal Panel – Within 10 working days

7. Non – Voluntary Withdrawal on the Basis of Attendance

BSBI monitors attendance closely. Students falling below required attendance thresholds will be contacted via reminders and formal warning letters. Failure to respond or improve attendance may result in withdrawal. All final decisions are reviewed by the Withdrawal Board. Review of our Attendance Policy HERE.

Stages	
1. Attendance below 80%	Reminder and contact with Head of Student Life. Meeting to be arranged
2. Attendance below 69%	Informal Attendance Warning
3. Attendance below 49%	Formal Attendance Warning
4. Failure to provide reasonable excuses supported by evidence within 7 days for the lack of attendance – referral to the Withdrawal Board	

8. Non-Voluntary Withdrawal on the Basis of Academic Progression

In regards to academic withdrawals based on purely academic reasons, the School follows the processes that are prescribed in the relevant regulatory framework of each one of its partners. These are done via a specific Exam Board. Exam boards are conducted also by BSBI's university partners, based on their study regulations which students accept and sign as part of their study agreement.

Academic Regulations - UCA, Uninettuno, CUC, Roehampton University, University of Chichester

9. Non – Voluntary Withdrawal on the Basis of Disciplinary Action

The BSBI Student Code of Conduct is in place to ensure students and staff can work in a safe and congenial environment. Severe breaches of the Student Code of Conduct such as violence, harassment, property damage, tampering with safety equipment, or illegal activity, may lead to withdrawal. An investigating officer gathers evidence for review by the Student Disciplinary Panel, which may refer cases to the Withdrawal Board for final decision.

Withdrawal under disciplinary grounds is a last resort following investigation and hearing.
All disciplinary and withdrawal proceedings ensure fairness and the opportunity for the student to respond via a scheduled disciplinary meeting.

10. Non- Voluntary Withdrawal due to Non-payment of tuition fees

Failure to fulfil financial commitments as stipulated in the Student Agreement may result in administrative withdrawal from studies in accordance with institutional policy.

Students experiencing difficulty in meeting their financial obligations are encouraged to consult with the Finance Office at the earliest opportunity to explore possible payment arrangements. Nonvoluntary withdrawal will only occur after multiple reminders and notifications, as outlined in the Student Agreement.

11. Non-voluntary Withdrawal due to missing mandatory documentation – Failure to submit required documentation (e.g. valid health insurance, residence permit, or identification)

Failure to provide or maintain the required documentation necessary for enrolment or continuation of studies may result in a non-voluntary withdrawal. This includes, but is not limited to, valid proof of health insurance, residence permit, passport or national ID, and any academic or financial documents requested by BSBI or relevant authorities.

Students are responsible for ensuring that all documents remain current and compliant with institutional and legal requirements throughout their studies. BSBI may issue formal reminders and provide a defined period to submit or update the required documentation. Continued non-compliance after this period will lead to referral to the Withdrawal Board for review and potential removal from enrolment.

12. Visa / Immigration Breach – Expiry, loss, or revocation of the right to study in Germany

Students are required to maintain a valid visa and immigration status that permits study in Germany for the full duration of their programme. It is the student's responsibility to comply with all visa and residence regulations set by German authorities, including timely renewal of residence permits and prompt submission of any required immigration documents to BSBI.

If a student's visa or residence permit expires, is revoked, or otherwise becomes invalid, BSBI is legally obligated to report this to the relevant authorities and may initiate a non-voluntary withdrawal process. The school will make reasonable efforts to notify and advise the student in advance, offering guidance where possible. However, continued enrolment is not permitted once the student ceases to hold the legal right to study in Germany

13. Submission of Fraudulent, Incorrect or Incomplete Documents

BSBI reserves the right to initiate a **non-voluntary withdrawal** if any document submitted during the admissions or enrolment process is found to be incorrect, falsified, or incomplete. This includes, but is not limited to, academic certificates, transcripts, identification or immigration documents, and financial evidence provided to support admission or visa applications.

Students must ensure that all information and documentation submitted to BSBI are **accurate, authentic, and complete** at every stage of their studies. Where discrepancies, omissions, or fraudulent submissions are identified, BSBI will issue a formal notice requiring clarification or resubmission of genuine documentation within a defined deadline.

Failure to comply within the specified timeframe, or confirmation that falsified or misleading documents were provided, will result in **immediate referral to the Withdrawal Board** for determination of **non-voluntary withdrawal**. In such cases, BSBI may also:

- **Invalidate admission and enrolment records** with immediate effect.
- **Report the matter to relevant authorities**, including immigration, partner institutions, and accrediting bodies where applicable.
- **Restrict or prohibit re-enrolment or future applications** to BSBI or its partner institutions.
- **Withhold official academic documentation** (transcripts, certificates) pending resolution.

These measures ensure compliance with academic integrity standards and legal obligations under German and institutional regulations.

14. Appeals for non-voluntary withdrawals

Students may appeal withdrawal decisions within five (5) working days of receiving the Official Withdrawal Notice by emailing Student Withdrawals & Appeals inbox withdrawals@berlinsbi.com

Grounds for appeal include procedural error, new evidence, or a disproportionate outcome.

The Appeal Panel issues a written decision within ten (10) working days of receipt.
This decision is final.

15. Financial Implications & Refunds

15.1 Outstanding balances remain payable following withdrawal and may be referred to external recovery agencies.

15.2 Withdrawal does not automatically entitle a student to a refund of any fees paid.

15.3 Refund requests must be submitted through the Refund Portal and are processed according to the Refund Policy.

15.4 Deposits are non-refundable unless an exception applies (e.g., documented visa refusal).

15.5 No refunds are granted for withdrawals resulting from disciplinary action, academic failure, or non-attendance.

16. Voluntary Withdrawal

Students who are considering withdrawal should consult their Head of School or Programme Coordinator to explore **support options**. Students who wish to discuss the detailed financial implications of withdrawal are advised to contact the Finance department in the first instance. A completed 'Voluntary Withdrawal/Refund Form' must be submitted to Student Finance (refunds@berlinsbi.com).

Finance checks the withdrawal and refund regarding payments and communicates with programme consultants to confirm the reasons. Then Finance remits the payment of refund after Refund Board approval and enters the refund in the student management system (SYS) and sends out emails to the students to inform them about the payment and withdraw the student from SYS. The Head of International Affairs Office will then inform the relevant local authority and issue (if applicable) the de-matriculation letter to students which were registered at campus before.

17. Documentation & Data Protection

All withdrawal records are securely maintained for a minimum of six (6) years in compliance with GDPR and BSBI's data retention procedures. Access to records is restricted to authorised personnel.

18. Policy Review Cycle

BSBI reviews withdrawal cases annually to identify trends and improve student support.
This policy is reviewed every year or earlier if required by legislative or institutional changes.

19. Contacts

19.1 Withdrawal queries / Appeals – withdrawals@berlinsbi.com

19.2 Feedback / Complaints – complaints@berlinsbi.com

19.3 OTHER important contacts

Approved:

BSBI Executive Board – November 2025

Next Review:

November 2026

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