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1. Introduction and Policy Roadmap

1.1. This policy should be read in conjunction with the Academic Regulations and Tuition Fees Payment Policy.

1.2. We recognise that sometimes things don't go to plan. Birmingham City University (BCU) provides the below policy for students who might wish to leave their course, transfer to a different course, or take a break in their studies.

1.3. Sections 1-3 of this policy outline the definitions and principles of the policy. Sections 4-8 are written as guidance for students and address students directly ('you should…' *etc.*). Section 9 is given as operational guidance notes for BCU staff and addresses students in the third person ('they should…', 'the student' *etc.*).

2. Definitions

2.1. When referring to processes which are the same for students and apprentices, the term used will be "students". Where the policy relates to apprenticeship provision only, the term "apprentice" will be used.

2.2. The following table is provided to define terms used within this policy:

Term	**Meaning**
'We', 'Our', 'BCU' and 'the University'	Birmingham City University (BCU)
Change of Circumstances	A term used by BCU for any student-led request to leave their course, transfer to a different course, or take a break in their studies.
'Request'	Any Change of Circumstances request submitted by a student.
Break in Study (BIS)	The process by which a student can request a temporary break in their studies. It can also apply to where there is a University-initiated decision for a student to take a temporary break from their studies.
Break in Learning	For apprentices, a break in study may also be referred to as a break in learning.
Withdrawal	The process by which a student can request to leave their course and leave the University, thereby ceasing to be an enrolled student at BCU. It can also apply to where there is a University-initiated decision for a student to be withdrawn from their course.
Course/Route Transfer	The process by which a student can transfer to a different course or route/pathway within the University, if the request is made within the timeframes indicated in the University's Academic Regulations
Resumption (of Studies)	The date, agreed between the University and a student, when a student will return from a break in study and resume their studies. For apprentices, this date will also be agreed with their employer(s).

Student Support Centre	This is the first point of contact for all student support and guidance. Student Support Centres can be located in the Curzon and Seacole buildings and contact details are located here.
APTEM	The University records system for apprenticeships.
Applicant	A prospective student who has not yet been invited to enrol on a course at the University.
Student	Any person who: • Is a fully enrolled student at the University, *or* • Has been invited to enrol on a course at the University, but is yet to complete enrolment. • Has been invited to re-enrol on their course, but is yet to complete re-enrolment.
(Official) Start Date	The date agreed between the student and the University from when the student's Change of Circumstances request will take effect.
Student Finance England (SFE)	An organisation external to BCU that offers financial support, including student loans and grants, to students pursuing higher education in England.
UK Visas and Immigration (UKVI)	A government body responsible for running the UK's visa service for overseas nationals who wish to come to the UK to visit, study or work.
UKVI Compliance Team	The team within the University who are responsible for ensuring that the University remains compliant with the conditions of the sponsor licence issued by the Home Office.

3. Principles

3.1. This Policy applies to all Undergraduate (UG), and Postgraduate Taught (PGT) courses including Continuous Professional Development (CPD) courses.

3.2. For Postgraduate Research (PGR) students, the Doctoral Research College (DRC) manages the processes relating to PGR requests for Change of Circumstances.

3.3. For apprentices, Change of Circumstances requests being reflected on the student records system should be managed by the Programme Administration team and the Apprenticeships Delivery and Compliance team. Input will also be sought from the course team and apprentice's employer(s).

3.4. For courses validated by an external Professional, Statutory and Regulatory Body (PSRB), where there is a conflict between this policy and those of a PSRB, the regulations of the PSRB will take precedence.

3.5. This policy does not include University-initiated Change of Circumstances which result from situations including (but not limited to):

- Academic performance as outlined in the Academic Regulations.
- Attendance and Engagement monitoring as outlined in the relevant policy (see Student and Apprentice Attendance and Engagement policies within the Student Contract).

- Fitness to study, fitness to practise or precautionary suspension under the University's student disciplinary procedure as outlined in the relevant policy (see Student Governance Procedures within the Student Contract).
- Non-payment of tuition fees as detailed in the Tuition Fees Payment Policy.
- Withdrawal for failure to comply with enrolment terms.
- *Apprentices:* Withdrawal where an apprentice is no longer able to continue the apprenticeship following a change in employer.
- *Apprentices:* Where there is no plan for active learning to take place within a calendar month or where there is no active learning for two consecutive months and a retrospective break in learning is applied.

3.6. This Policy is owned by Student and Academic Services (SaAS) whose role is to work collaboratively across the University to oversee and support the coordination of this policy and associated processes. This is undertaken in conjunction with Programme Administration teams, Student Retention, Finance, and, where appropriate, external bodies.

3.7. Where possible and appropriate, students will be proactively supported to continue their studies in the first instance. Where individual personal circumstances are likely to prevent a student from continuing with their course, students will be fully supported to make an informed and timely decision to either take a Break in Study, explore options to transfer to another course at the University, or withdraw from their course. Where appropriate, this will include facilitating academic input into request decisions, where appropriate, *via* academic course teams.

3.8. The University may make use of the Fitness to Study or Fitness to Practice procedures to place a student on a Break in Study where individual personal health circumstances are likely to prevent a student from continuing with their course, and time away from study is considered to be in the student's best interests.

3.9. For Student Route Visa holders, all requests for Change of Circumstances are subject to approval by the University's UKVI Compliance team.

3.10. This Policy ensures that we are compliant with Professional, Statutory and Regulatory Body (PSRB) requirements and that the relevant PSRB is informed when a student's request has been confirmed. This includes:

- UK Visas and Immigration (UKVI) for Student Route Visa Holders,
- Student Finance England (SFE) or equivalent funding body,
- Third Party Sponsors and employers,
- The Department for Education (DfE) for apprentices.

3.11. The University is preparing for changes under the Lifelong Learning Entitlement (LLE), where fee liability will be calculated based on credits studied rather than time spent on a course. Future updates to this policy may reflect this change.

3.12. Applicants to the University who wish to request a course transfer or withdrawal prior to being invited to enrol should be managed by Admissions.

3.13. Where a student is a new entrant and has not fully enrolled on their course, Change of Circumstances requests should be managed as given in the table below:

Course Transfer	The student should complete the relevant online form to request a course transfer.
Break in Study	The student be advised to withdraw from their current course and re-apply to the University at a later date.
Withdrawal	The request should be managed by Student Lifecycle as a "no-show"

4. Student Guidance – Support Available

4.1. Change of Circumstances can be a big decision that may have important consequences for you as a student. Before you submit a request, please take time to make use of the support services available at the University, as well as those available from external organisations. A table of support available is provided in Appendix One – Support Services of this document.

4.2. It is important that you respond to any correspondence from the University in a timely manner. Delays in submitting or confirming a Change of Circumstances may result in increased tuition fee liability, as fees are calculated up to an agreed date, and reported to external funding bodies such as SFE. Delays in responding to requests for information may also impact the University's ability to report changes to external funding bodies within required timeframes, which may result in incorrect funding payments or overpayments that you may be required to repay.

4.3. Before making a request, please ensure that your contact details (*e.g.* phone number, address and personal email address) are up to date in mySRS. Should the University need to contact you once a Change of Circumstances request has been processed, it is important that this information is accurate.

4.4. Any student experiencing a mental health crisis should seek help and support from the University's Mental Health and Wellbeing team *via* Report and Support.

4.5. *Apprentices:* A Change of Circumstances request may have implications for your employment. The University's Apprenticeships Delivery and Compliance team will coordinate the provision of advice and guidance by liaising with the employer(s) and the relevant course team once a request is made.

4.6. *International Students:* A Change of Circumstances request may have implications for your visa. Before you submit your request, you are strongly advised to contact our International Student Visa Advice team. Please remember to give your Student ID number in the email and inform them of the option you are considering. You will be given visa advice to help you to make an informed decision. They can be contacted by email: batch@bcu.ac.uk.

5. Student Guidance – Submission of a Change of Circumstances Request

5.1. You can make a request for Change of Circumstances by contacting the Student Support Centre, or by completing the online form. All requests should be submitted online.

5.2. At the point a request is made, you will receive an automated acknowledgement email. Your request will be reviewed by the Student Retention team. Based on your

circumstances and reasons for the request, additional support, advice and signposting will be provided where deemed appropriate.

5.3. The Student Retention team may also assist in arranging a meeting, where necessary, between you and a member of the relevant course team to discuss your request and to ensure that you have been provided with academic advice and guidance. Where a discussion has taken place with the course team prior to submission of a request, a further discussion may not be necessary.

5.4. The University will ensure that you are provided with the appropriate information needed to make an informed decision about your request. This may include understanding any funding implications your request may have, and access to funding and University resources that may cease once the request is processed, for example, specialist University support. Advice will also be available for students with SFE funding (or equivalent funding body) and maintenance loan implications.

5.5. Change of Circumstances requests will normally be completed (*i.e.* open requests closed with a final decision confirmed) within 10 working days of submission (excluding public holidays and University closed periods). The request will be finalised after a maximum of 10 working days to allow time to ensure that you have received advice, guidance and support in relation to your request.

5.6. If you have not engaged with the Student Retention team within 5 working days of initial contact, the team will contact you again to confirm your intention. If you do not respond within a further 5 working days of this contact and – in the case of a Break in Study or withdrawal – are no longer attending and engaging with your studies, we reserve the right to process the request on your behalf. The official start date of your Change of Circumstances will be recorded as date of your request plus 10 working days. If – in the case of a Break in Study or withdrawal – there is evidence of attendance and engagement, the request will be closed without being processed and the University will contact you in writing to confirm this action.

5.7. *Apprentices*: Where you do not respond, attend and engage following a request being submitted, the University reserves the right to process the request on your behalf as agreed with your course team and employer(s).

5.8. The University will consider the official start date of your request as the date formally agreed between you and the University (normally the date the request is submitted). For any University-initiated request, the date recorded in the student record system will determine the tuition fee liability. In exceptional circumstances the request may be backdated, for example, where there is evidence of zero attendance on, and engagement with, the course. Decisions on whether to permit backdating of attendance will only be approved by the Associate Director Student & Programme Administration or their nominee.

5.9. *Apprentices:* Due to the requirements of the Department for Education (DfE), the official start date of your request is recorded in APTEM and the University's student records system as the last date of evidenced learning detailed in your off-the-job logs.

5.10. The Programme Administration team will be responsible for overseeing the student record processing following the agreement of a request with the Student Retention team, see Appendix Two – Request Processing.

5.11. Once your request has been agreed and processed on your student record, the Programme Administration team will contact you by email to confirm this, and to make you aware of any further action you need to take.

5.12. If you are funded by SFE (or equivalent funding body), you will not need to contact them to notify them of a course transfer, Break in Study, or withdrawal.

6. Student Guidance – Break in Study

6.1. What is a Break in Study?

6.1.1. A Break in Study is an agreement between you and the University to temporarily pause your studies. You are recommended to only pursue a Break in Study when you have a clear intent and/or plan to return to study.

6.1.2. A Break in Study is normally approved for up to one academic year of study. Requests for a second year will only be considered in exceptional circumstances.

6.1.3. If you request a Break in Study, the Student Retention team, in collaboration with the course team, will review your request and confirm the agreed resumption date based on the scenarios outlined below.

6.1.4. While on a Break in Study, you would no longer have access to BCU buildings. You would also have limited access to services and resources provided by the University until you resume your studies and re-enrol on your course. This includes no access to teaching and learning; therefore students will not be permitted to submit assessed work or take examinations. Appendix Three – Services available during a Break in Study outlines services available during a Break in Study.

6.1.5. *International Students:* You must return to your home country whilst on a Break in Study. This will have cost implications for you as a student.

6.1.6. *Apprentices:* Where you are aware in advance that you will not be able to engage in learning for a period of 2 consecutive months or more, you must initiate a request for a Break in Study. We may also instigate a Break in Study where there is no evidence of active learning for a period of 2 consecutive months or more. This is in line with ESFA requirements (see Apprenticeship Attendance and Engagement Policy).

6.2. When can I request a Break in Study?

6.2.1. Undergraduate or Postgraduate Taught students can request a Break in Study at any point during a teaching period. A teaching period is defined as the time during which scheduled teaching sessions are still taking place. For standard course provision, this aligns with the designated teaching weeks outlined in the academic calendar. However, for non-standard provision that does not follow the standard calendar, the teaching period refers to whether full teaching for the semester has been completed or not.

6.2.2. If you wish to request a Break in Study having completed the teaching for a teaching period, but not yet having submitted your assessment(s), the request will be reviewed by a member of the course team. They will assess the viability of you returning to study to complete assessments only, before commencing the next semester or level of study. This could include a review of attendance and meeting

learning outcomes, any potential changes to the curriculum and Professional Statutory and Regulatory body requirements. Please note this list is not exhaustive, and the course team will outline all areas to be considered.

6.2.3. If you are an Undergraduate student requesting a Break in Study during your second semester, you may be permitted to resume your studies at the start of the first semester of the year of study you failed to complete, in the following academic year provided that:[1]

- You have sufficient funding in place for an additional year of study.
- You have not previously repeated a stage of study.
- Your revised expected course end date will not cause you to exceed the maximum period of registration as outlined in the Academic Regulations.
- The regulations of an individual Professional, Statutory or Regulatory Body (PSRB) do not prevent you from restarting the same stage of study again.

If you have passed any modules in your current year of study, by requesting to return to first semester and repeat this year of study you agree that any module marks are wiped from your record.

6.2.4. Where a Break in Study request is declined, the University will provide a rationale in writing outlining the reasons for the decision.

6.3. When can I resume my studies?

6.3.1. You will be required to resume your studies at the beginning of a semester. This ensures that you avoid any gaps in teaching and ensure academic continuity. You will be liable for any fees for that semester at the resumption point.

6.3.2. You may only resume your studies at the appropriate point: either at the start of a semester or, in the case of block delivery, at the beginning of the relevant module. For example, if you take a Break in Study from 13 March (or partway through Semester 2), you will need to resume your studies at the start of Semester 2 in the following academic year (provided that you are not returning to repeat a stage of study as outlined in paragraph 6.2.3 above).

6.3.3. For Undergraduate students, resumption is permitted at two key points in the academic year: the start of Semester One or the start of Semester Two. Postgraduate Taught students, and Undergraduate students whose courses contain teaching in all three semesters, may be eligible to resume studies at the beginning of any of the three semesters, subject to curriculum delivery patterns.

6.3.4. *Apprentices:* Your resumption date will also be agreed in consultation with the Apprenticeships Delivery and Compliance Team and your employer(s).

6.4. What Fees do I need to pay?

6.4.1. You are liable for your tuition fees up to the official start date of a Break in Study. Where necessary, any confirmed Break in Study will be reported to SFE (or equivalent funding bodies), and this may result in adjustments to tuition fee loans and maintenance funding.

[1] This option is not available to students enrolled on Accelerated delivery courses.

6.4.2. If you are in receipt of a maintenance loan from SFE (or equivalent funding body), a proportion of that loan may be clawed back depending on the agreed start date of your Break in Study. For example, if maintenance has been released for all of semester 2 but you take a Break in Study after two weeks of the semester, it is likely SFE (or equivalent funding body), would claw back the amount of maintenance intended to cover all but the two weeks of that semester.

6.4.3. Resuming your studies at the start of a semester may result in full fee liability for that period, regardless of previous partial completion.

6.4.4. Tuition fees will apply from the point of resumption, either at the start of the semester or, in the case of block delivery, the commencement of the module.

6.4.5. The University reserves the right to increase fees in subsequent years in line with increases in inflation (capped at 5%) or to reflect changes in Government funding policies or changes agreed by Parliament. In situations where the Government raises the cap on tuition fees, the University will usually increase fees to the maximum level. Therefore, if you are returning to your course after a Break in Studies you will be subject to fee increases where these are applied by the University. Please see the latest Tuition Fees Payment Policy for more information.

6.4.6. Apprentices are not liable for tuition fees. An apprentice's employer(s) may be liable for outstanding tuition fees.

6.5. What happens to my assessment submissions?

6.5.1. Where you are resuming your studies at the start of the semester/module, any prior assessment marks for the semester in which the Break in Study was applied to your record will not be retained. You will be required to complete these assessments as part of the course and modules when you resume your studies as if for the first time.

6.5.2. Any assessment marks for years of study prior to the application of a Break in Study to your record will be retained. If you were required to resubmit any assessments prior to a Break in Study, you will be required to resubmit these at the next available assessment opportunity following re-enrolment.

6.6. How do I resume my studies?

6.6.1. *Home Students:* The University will contact you approximately 2 months prior to your agreed resumption date. The University will confirm your intentions in resuming your studies, ensure that your record is ready for re-enrolment and provide advice and support to facilitate your transition back to study. For apprentices, the University's point of contact will either be you or your employer(s).

6.6.2. *International Students:* Student Route Visa holders will be required to return to their home country when on a Break in Study. The University will contact you approximately 4 months prior to your agreed resumption date to ensure there is sufficient time for you to apply for a new Confirmation of Acceptance of Studies (CAS) and visa. Costs for the CAS and visa will be incurred by the student.

6.6.3. *All Students:* Where you are returning to complete your studies from the start of the Semester (or, in the case of block delivery, module), you must re-enrol by Friday of week 4 of from the start date of teaching of the semester in which you are due to

resume, or the start date of teaching on the module (for block delivery).[2] If you have not re-enrolled in this timeframe, you will be withdrawn from the course and will be notified via email. For apprentices, the University will ensure that discussions have taken place with the employer before a withdrawal is processed.

6.6.4. If you are returning to complete assessments before you commence your next semester or stage of study, you must re-enrol before your assessments can be taken.

6.7. What else do I need to be aware of?

6.7.1. We cannot guarantee the availability of your original course upon resuming your studies. Where a student or an apprentice is taking a Break in Study, the University will ensure any updates in relation to changes in the course structure are communicated, and where required, the employer will be informed (normally for an apprentice). Whilst we aim to ensure minimum disruption, where major modifications have been made to the curriculum, the student may be required to restart at the beginning of the semester/stage to enable the new credit requirement to be met. In such cases, there may be a fee liability for the student, and they will be advised by the University in line with the Tuition Fees Payment policy. Students should be aware that this may result in being charged tuition fees twice for the same academic stage where study is repeated following a Break in Study.

6.7.2. A Break in Study may be approved for up to one academic year of study. In exceptional circumstances, and on approval by the appropriate Dean of School or their nominee, a student may be permitted to extend their Break in Study for one further academic year (provided the student can complete their course within their maximum registration period outlined in the Academic Regulations). The student will be required to provide supporting evidence for any extension requests, evidencing the reason which is preventing them from returning within the agreed time frame, e.g., medical records for cases related to ill-health.

6.7.3. If you elected as a Sabbatical Officer by BCU Students' Union (BCUSU), you should inform the University of this as soon as possible by confirming the details of your appointment through a submission using the online form. If you hold a Student Route Visa, the University's UKVI Compliance Team will be notified of this appointment.

7. Student Guidance – Withdrawal

7.1. What is a withdrawal?

7.1.1. Withdrawal is the process by which you request to leave your course at the University and thus cease to be a student at BCU.

7.1.2. If you request a withdrawal, the Student Retention team, in collaboration with the course team, will review your request and ensure that you are provided with advice and guidance to enable you to make an informed decision. They will also explore

[2] There may be exceptions to the Friday of week 4 deadline for (re-)enrolment. Our variations to the Academic Regulations documents outlines all courses that are exempt from this requirement.

other available options to enable you, where possible, to continue studying at the University (for example, a Break in Study or transfer to a different course at BCU).

7.1.3. *International Students:* You must return to your home country once a withdrawal has been processed. Depending on the reasons for a withdrawal, returning to study at BCU for Student Route Visa holders may not be possible.

7.2. When can I request a withdrawal?

7.2.1. You can request a withdrawal at any point once you have been invited to enrol on a course at BCU.

7.2.2. You must tell us as soon as possible if you are considering withdrawal. We want to make sure that you have the right advice and support in place throughout the process to make an informed decision.

7.2.3. Failure to inform the University of a planned or actual course withdrawal may have serious implications for:

- your finances (including increased tuition fee liability), *or*
- your employment (apprentices), *or*
- your immigration status (Student Route Visa holders).

7.2.4. If you leave your course without initiating a formal withdrawal request, you may subsequently be withdrawn via other University processes such as withdrawal for non-attendance (see Student and Apprentice Attendance and Engagement policies within the Student Contract).

7.3. Can I reapply to study at BCU following a student-led withdrawal?

7.3.1. Yes. A student-led withdrawal does not prevent you from reapplying to study at BCU at a later date. All applications will be managed in accordance with the University's Admissions policy and other legislation or regulations that are in force at the time of any future reapplication.

7.3.2. *Apprentices:* A new application would be *via* your employer in the first instance before an invitation to apply is sent *via* APTEM.

7.4. Can I still access University resources following a withdrawal?

7.4.1. Once a withdrawal is processed, you would no longer have access to BCU buildings. Access to services and resources provided by the University would also cease effective immediately from a withdrawal being processed on your student record. Access to mySRS and your University email account would cease 14 calendar days after a withdrawal is processed.

7.5. What Fees would I need to pay?

7.5.1. The University is required to report all changes in student status (including withdrawal) to funding bodies, and this may result in adjustments to tuition fee loans and maintenance funding.

7.5.2. You are liable for your tuition fees up to the date that a withdrawal commences. Where necessary, any confirmed withdrawal will be reported to SFE (or equivalent

funding bodies), which may result in reassessment of tuition fee loans and maintenance funding.

7.5.3. If you are in receipt of a maintenance loan from SFE, or equivalent funding body, a proportion of that loan may be clawed back depending on the agreed start date of your withdrawal. For example, if maintenance has been released for all of semester 2 but you withdraw from the course after two weeks of the semester, it is likely SFE, or equivalent funding body, would claw back the amount of maintenance intended to cover all but the two weeks of that semester.

7.5.4. Apprentices are not liable for tuition fees. An apprentice's employer(s) may be liable for outstanding tuition fees.

8. Student Guidance – Course Transfers

8.1. When can I request a course transfer?

8.1.1. You can request to transfer from your course up until Friday of week 4 from the course start date. In exceptional cases there may be instances where an in-year course transfer is permitted. For example, where the courses may have a common year of study.

8.1.2. A decision on a transfer request will normally be available to you within 10 working days of receipt of the request. Therefore, where possible, you should ensure that your transfer request is submitted at least 10 working days prior to the Friday of week 4 of the course start date.

8.2. What are the criteria for a transfer being approved?

8.2.1. Course transfer decisions are subject to:

- Our Admissions entry requirements, *and*
- Availability of spaces on the course you wish to transfer to, *and*
- Adherence to any deadlines for application (which may vary by course).
- In some instances, course transfer decisions may depend upon successful completion of the current stage of study or other criteria being met, including, for example, rules set out by UKVI.

8.2.2. Where a course transfer request is declined, the University will provide a rationale in writing outlining the reasons for the decision.

8.3. What should I do while a transfer request is under consideration?

8.3.1. A course transfer request does not guarantee a transfer will be approved. Whilst a request for a course transfer is being considered, you must continue to attend and engage with your original course where possible. There may be serious implications for non-attendance during this time, for example breaking the conditions of a Student Route Visa which may lead to visa curtailment for international students, or withdrawal from course (see Student Attendance and Engagement Policy). If there are issues preventing you from attending, you should inform the University once you have submitted your request.

8.4. I want to transfer to a course at a different University. What should I do?

8.4.1. If you wish to transfer to a course at another institution, you should withdraw from your course at BCU before you enrol elsewhere. Failure to do so may have serious implications, for example receipt appropriate and timely funding.

8.4.2. It is your responsibility to ensure that you understand your fee liability, and to ensure that you have sufficient funding in place to cover your studies at a new institution.

8.4.3. *Student Route Visa holders:* Transferring to another institution will result in the you being required to return to your home country and re-applying for a new CAS and visa.

8.5. Will my tuition fees change following a course transfer?

8.5.1. The University does not permit seasonal transfers. This type of 'course' transfer is one where a student would transfer within the same academic year to a different intake, e.g., a September start student, changes their intake to a January intake. This impacts undergraduate students who have a maintenance loan and/or have their fees paid by the Student Loans Company (SLC).

8.5.2. A seasonal transfer does not meet the definition of a course transfer and therefore the DfE have confirmed that a new academic year of funding is not available if a student was to transfer and have a change in seasonal intakes, therefore detrimentally impacting a student's maintenance loan payment and/or tuition fee payment.

8.5.3. The University is required to report all changes in student status (including a course transfer) to funding bodies, and this may result in adjustments to tuition fee loans and maintenance funding.

8.5.4. The University's Tuition Fees Payment Policy outlines the approach taken by the University regarding tuition fees and course transfers. Please see section 9 of the Tuition Fees Payment Policy for further information.

8.5.5. Apprentices are not liable for tuition fees. An apprentice's employer(s) may be liable for outstanding tuition fees.

9. Staff Guidance – Service Level Agreements

9.1. Timely processing of Change of Circumstances requests is essential to ensure compliance with external reporting requirements, including notification to funding bodies within 60 calendar days of the change in student status. The agreed start date is critical in determining both tuition fee liability and funding entitlement and will be used for all external reporting to funding bodies.

9.2. Student Finance England Compliance

9.2.1. Where a student is funded by SFE, or equivalent funding body, the change in their circumstances is communicated to the funding body so that their records can be updated and the student's funding account/s adjusted accordingly. The University is required to report all changes in student status to funding bodies, and this may result in adjustments to tuition fee loans and maintenance funding.

9.3. Apprenticeship Compliance

9.3.1. The timeframe for completion of a Change of Circumstances request for an apprentice will normally be 28 calendar days. Additional time may be required to ensure that the apprentice receives the input required from the University and their employer(s). The agreed start date is critical in determining funding entitlement and will be used for all external reporting to funding bodies.

9.4. UKVI Compliance

9.4.1. Where a Student Route Visa holder either takes a Break in Study or Withdrawal, the University's UKVI Compliance team will inform UKVI of the change in student status within 14 calendar days of the final decision. This will mean that Student Route Visa holders will need to make arrangements to leave the UK.

9.4.2. For Student Route Visa holders, the details of any course transfer will be reported to UKVI by the University's UKVI Compliance Team within 14 calendar days of the final decision.

Appendix One – Support Services

Within BCU

Service Name	Services Available
Student Support Centre	• Query support relating to Change of Circumstances request submissions. • Signposting to support teams across BCU, as well as external support services. • Queries support relating to Extenuating Circumstances submission process.
Mental Health and Wellbeing	• Access to wellbeing advisers, mental health advisers, and counsellors. • Workshops, self-help resources, safeguarding support.
Money, Housing and Childcare Advice	• Support relating to Finance, Housing and Childcare issues • Guidance for students seeking additional funding support for a disability, Specific Learning Difficulty (such as dyslexia, dyspraxia or ADHD), a long-term health condition or a mental health difficulty.
Student Inclusion	• Support for students living with a disability, Specific Learning Difficulty (such as dyslexia, dyspraxia or ADHD), a long-term health condition or a mental health difficulty (in collaboration with the Mental Health and Wellbeing team).
Library and Learning Resources	• Support to develop academic, technical, and numerical skills.
BCU Wellbeing App	• Downloadable app to support student wellbeing and help students achieve balance, create healthy habits, and reach their potential.
Personal Tutor	• Academic support and signposting to other sources of support. • If you don't know who your Personal Tutor is, please contact the Student Support Centre.
Security Services	• Personal safety advice and support.
International Student Visa Advice	• Visa advice available to current students – including advice relating to Change of Circumstances.
Fees and Funding	• Information and guidance for any students funded by Student Finance England (or equivalent UK funding bodies).

External Services

BCUSU Advice Centre	• Independent advisers can provide guidance on academic issues, financial issues, and housing.
Befrienders Worldwide	• Online service showing local mental health and wellbeing services available worldwide.
Citizens Advice	• Free and impartial advice relating to employment, money, housing, health, immigration and more.
Samaritans	• Free, confidential and non-directive listening service available 24 hours a day, 7 days a week.
Student Finance England	• Information regarding funding entitlement for any student funded by a student loan.

Appendix Two – Request Processing

The Programme Administration team will manage the maintenance and processing of the student record upon receipt of confirmation of final Change of Circumstances decision. This will normally be completed within five working days of receipt of the confirmed decision. Once student records are updated, notifications will be sent to relevant professional services where further action is required. Further record updates may include (where appropriate):

- Finance
- Fees and Funding
- UKVI Compliance Team
- University Accommodation
- Placements
- Student Services
- Apprenticeships Delivery and Compliance

Appendix Three – Services available during a Break in Study

Services, system access and resources available to a student on a Break in Study (providing there are no academic-related debts on a student's account) include access to:

- Money, Housing and Childcare Advice
- All Student Governance procedures (such as appeals and complaints)
- Online Mental Health and Wellbeing resources
- Access to a Mental Health or Wellbeing advisor (this does not include counselling or ongoing support)
- Disability Support services
- BCU student account including email

Please note that a student will not have access to BCU buildings or any teaching or learning during their break in study and this includes completing examinations and submitting assessments.