

## Student De-Registration Guidance for Staff

### Introduction

1. This guidance sets out some of the administrative steps that you (a case manager or an administrator) should take, or at least consider taking, in the event of a student being de-registered from the School. You should contact Kevin Haynes (Head of the Legal Team) or Hannah Bannister (Head of Student Services) to improve or update it.
2. Your handling of the administrative arrangements is to enable a de-registration decision to be implemented; it is not an avenue in which the de-registered student can challenge the decision against him/her.
3. The term 'de-registration' means a properly authorised member or body of the School taking a decision to terminate a student's registration. This definition does not include students who decide to withdraw from their programme of study, although you may find some of the information useful in such a circumstance.

### De-registration Checklist

4. You should check that a decision to de-register a student has been conveyed (usually in writing) by a properly authorised body or person of the School. The body or person will normally be determined by the procedure under which a decision has been taken: for example, the Chair of a Board of Discipline may write to a student under the School's Disciplinary Procedure for Students, or the Academic Registrar, Director or an authorised delegate (such as a Dean) may perform this task under the General Academic Regulations.
5. As well as checking that the decision has been properly conveyed to the student, you should check the progress of the case before you act. This is because a student may be exercising his/her right to challenge a decision to de-register him/her. This stage may include an appeal to an external body, such as a County Court or the Office of the Independent Adjudicator for Higher Education. If this is the case, you may want to suspend the following administrative actions. For advice on the status of a case or any suspension of the actions listed in paragraph 7, please

contact Kevin Haynes (Head of the Legal Team) or Hannah Bannister (Head of Student Services).

6. You should check whether the student has been informed of the actions take. If not, then you should send a follow-up response to the student explaining that they will no longer have the right to access School or Student Union services and setting out the administrative arrangements as listed in paragraph 7.

7. You should inform the following areas of the School of a de-registration decision:

7.1. The Head of the relevant Academic Department and its Departmental Manager to amend any relevant departmental records.

7.2. Credit Control (John Curtis) to work out whether a refund of fees should be given to the student for the part of the academic year in which s/he will not be present. You should also instruct Credit Control to consider waiving any outstanding debt, to avoid a future court case that may bring into question the de-registration decision.

7.3. The relevant Dean of the School (Dr Peter Howlett for UGs or Dr Sunil Kumar of PGs) to enable them to know when, and to whom, to offer advice.

7.4. Disability and Wellbeing Service (Sue Haines) so it is aware that the student is no longer entitled to use the services it provides. It may also be the case that such an important decision will have a negative impact on the de-registered student's health, and thus need to be carefully managed.

7.5. Information Management and Technology (Mike Bragg) to close the student's email account, although you may want to give the student a window in which to remove any personal information.

7.6. Library (Nicola Wright) to close the student's account, de-activate Library service access and no longer chase outstanding fees.

7.7. Residential Services (Rachael Elliot) to make arrangements to end any accommodation agreement and refund any rent that has been paid for a period in which the student will not be present.

7.8. Security (Richard Mulcahy) to de-activate the student's identity card / building access and appropriate action if s/he appears on campus.

- 7.9. The Student Services Centre (Hannah Bannister) to adjust our records and comply with our administrative obligations such as the student record, tuition fee adjustments, visa compliance and the Student Loan Company.
8. You should advise the student, if s/he has not been advised already, if s/he is in receipt of funding or sponsorship (including the Student Loans Company), they must inform the sponsor of the change to their student status.

End.