

The learndirect Group Learner Withdrawal Policy Regulated Qualifications Framework (RQF)

Governance	
Version	2
Approved by	Jo Bearcroft: <i>Head of Registration and Certification</i>
Policy Owner	Georgina Broster: <i>Head of Quality</i>
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1. Aim of the Policy

This policy outlines the procedures for withdrawing learners enrolled in RQF courses within the learndirect Group.

2. Scope of the Policy

This policy applies to all RQF courses delivered by the learndirect Group, which are validated and awarded by the appropriate Awarding Organisations (AO).

For withdrawal of an entire qualification please refer to the separate Programme Withdrawal Procedure.

3. Withdrawal of Learners

3.1 Overview

Study terms and conditions are found on the website and agreed by the learner at point of sale. The website clearly shows the study period for each qualification (with 24 months being the average duration)

<https://www.learndirect.com/help/legal-information/terms-and-conditions>

3.2 Definition of a withdrawal

Withdrawal is the permanent cessation of study by the student on a course/s. Withdrawal can be instigated by the learner or by the centre based on the following circumstances:

- Cancellation of course at request of learner
- Cancellation of course due to non-payment by learner
- Withdrawal of learner from course due to lack of engagement on course
- Withdrawal of learner from course due to failure of qualification

3.3 Withdrawal from study by the student

If a learner wishes to withdraw from their studies, they should inform the centre in writing that they no longer wish to continue their course. This will be acknowledged by the centre after which time the learner account will be disabled.

Withdrawal from study by the learning centre

The learning centre can withdraw any student based on the following conditions:

- Non-payment of course fees
- Failure of course
- Failure to engage in course

Before a learner is withdrawn from their course they will be notified and given opportunity to re-engage. If the learner does not re-engage, then the centre will send final notification to the learner. The learner account will then be disabled.

3.4 Financial implications of withdrawal

No refunds or compensation is available for withdrawal from study, whether instigated by the learner or the learning centre.

4. Re-admission after withdrawal

If a learner contacts after a withdrawal has been processed to re-start their course they will be asked to start that course again in full and a new registration with the awarding body will be required.

5. Informing the awarding body of withdrawals

All withdrawal will be processed on the AO portal to show that the learner is no longer active. Checks are carried out on a quarterly basis.

6. Monitoring and Review of this Policy

This policy was first issued in October 2025 and will be reviewed annually by the Head of Registration and Certification.