

## **Gisma University of Applied Sciences**

### ***Non-Voluntary Withdrawal (Expulsion) Policy***

#### **Version 1.1 – July 2025**

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## **1. Policy Statement**

**1.1** Gisma University of Applied Sciences (“the University”) is committed to maintaining academic integrity, student well-being, and regulatory compliance.

**1.2** This policy outlines a clear, transparent, and consistent framework for non-voluntary withdrawal (expulsion) of students who fail to meet essential contractual, financial, immigration, disciplinary, or documentation obligations.

**1.3** All decisions are guided by the principles of fairness, proportionality, data protection, and the student’s right to be heard.

## **2. Scope**

**2.1** This policy applies to all enrolled students at Gisma, across all campuses and study modes.

**2.2** It operates in conjunction with:

**2.2 (i)** Student Study Agreement

**2.2 (ii)** Code of Conduct / Disciplinary Regulations

**2.2 (iii)** Academic Regulations

**2.2 (iv)** German residency / visa regulations

**2.2 (v)** Refunds Policy (fee adjustments)

## **3. Definitions**

<b>Term</b>	<b>Definition</b>
<b>3.1</b> Non-Voluntary Withdrawal	Removal of a student by the University without the student’s own request.
<b>3.2</b> Withdrawal Board	Multidisciplinary panel that evaluates and ratifies all withdrawal cases.
<b>3.3</b> Informal Withdrawal Warning	Written notice to the student identifying the issue and deadline to resolve.
<b>3.4</b> Official Withdrawal Notice	Formal communication confirming withdrawal if the issue remains unresolved.

## **4. Grounds for Withdrawal**

**4.1** Non-Payment of Fees – Failure to clear financial obligations after three finance reminders.

**4.2** Visa / Immigration Breach – Loss or expiry of the right to study in Germany.

**4.3** Serious Disciplinary Misconduct – As defined in the Code of Conduct.

**4.4** Missing Mandatory Documentation – e.g. valid health insurance or ID not submitted.

## 5. Governance – Withdrawal Board

Role	Function
<b>5.1</b> Chancellor (Chair)	Final sign-off; ensures fairness and compliance
<b>5.2</b> Chief Operations Officer	Operational oversight
<b>5.3</b> Head of Credit Control	Financial cases and fee data
<b>5.4</b> Campus Manager	Local implementation and student liaison
<b>5.5</b> Vice-Dean	Academic perspective

**5.6** Additional members may be included as required (e.g. Student Services, International Office, Programme Heads).

**5.7** The Board meets monthly or as needed for urgent cases.

## 6. Process Flow

Step	Action	Responsible	Timeline
<b>6.1</b>	Case submission with evidence	Initiating Department	≥ 5 working days before Board
<b>6.2</b>	Pre-screen for completeness	Board Secretary	2 working days
<b>6.3</b>	Board review & decision	Withdrawal Board	Monthly meeting
<b>6.4</b>	Informal Withdrawal Warning issued	Board Secretary	Within 2 working days
<b>6.5</b>	Student response window	Student	10 working days
<b>6.6</b>	If unresolved → Official Withdrawal Notice	Chair	Within 2 working days
<b>6.7</b>	Appeal window (see Section 7)	Student	5 working days
<b>6.8</b>	Appeal review & final outcome	Appeal Panel	10 working days

\* Appeal Panel: Chancellor (if not previously involved) + senior independent staff.

## 7. Appeals

**7.1** Appeals must be submitted in writing to [studentfinance@gisma.com](mailto:studentfinance@gisma.com) within five (5) working days of the Official Withdrawal Notice.

**7.2** Permissible grounds:

**7.2 (i)** Procedural error

**7.2 (ii)** New evidence unavailable at the time of the original decision

**7.2 (iii)** Disproportionate outcome

**7.3** The Appeal Panel issues a written decision within ten (10) working days; this decision is final.

## 8. Financial Implications & Refunds

**8.1** Outstanding balances remain payable after withdrawal and may be referred for debt recovery.

**8.2** Withdrawal does not automatically entitle the student to a refund.

**8.3** Refunds, where applicable, must be requested via the Refunds Portal and are assessed in line with the Refunds Policy and Study Agreement.

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

**8.5** No refund is granted for withdrawals resulting from academic failure, disciplinary action, or non-attendance.

## 9. Documentation & Data Protection

**9.1** Withdrawal records are securely stored for six (6) years in accordance with GDPR and § 17 NHG.

**9.2** Access is restricted to authorised staff only.

## 10. Policy Review Cycle

**10.1** The University periodically reviews withdrawal cases to improve policies and student support services.

**10.2** This policy is reviewed annually or sooner if required by legal or institutional changes.

## 11. Contacts

Topic	Contact	Email
<b>11.1</b> Withdrawal queries/Appeals	Board Secretary	<a href="mailto:withdrawals@gisma.com">withdrawals@gisma.com</a>
<b>11.2</b> Feedback/Complaints	Student Services	<a href="mailto:studentfeedback@gisma.com">studentfeedback@gisma.com</a>

**Approved:** University Executive Board – July 2025

**Next Review:** July 2026