

**Viewed by:** Learners

**Topic:** Cancel my enrolment on a scheduled offering

**Description:** Withdraw from a scheduled course or virtual learning session.

**Content:**

### **Withdrawals within cancellation period**

Once in the **Learning Zone**, the **My Learning Assignments** section will appear on the **My Learning** page. Find the relevant learning item title in your learning assignments. Select the arrow next to the title to expand the **Options** menu. Select **Withdraw**.

A **Warning Message** will appear asking if you want to withdraw from the session. Select **Yes**.

A **Remove** window will open. Choose **Yes** or **No** depending on whether you want to update your learning plan.

**Note:** You may want to withdraw from a scheduled offering but not remove it from your learning plan if you still want to do the course in future. After withdrawal, the scheduled offering with a no enrolment status in the learning plan will act as a reminder for you to enrol onto future offerings.

Select a cancellation reason from the drop down list. Select **Submit**. You must select an option before proceeding with the withdrawal.

If the course is a charged course, you will be informed of how much will be refunded to your cost centre by withdrawing. Select **Yes**. There will be a cancellation policy referenced if this is applicable to the course. For charged courses, you may need to contact the learning team and withdraw from the course on the **Learning Zone**.

If Manager approval is not required to withdraw, the withdrawal is now complete and your **My Learning Assignments** section is updated. It will either display no enrolment status for the scheduled offering if item was not removed from the learning plan when the withdrawal took place, or the scheduled offering will no longer show as assigned if the item was removed during the withdrawal process.

Please note that some withdrawals require management approval (by exception). If Manager approval is in place for the scheduled offering, then after selecting the cancellation reason and selecting **Submit**, a message will appear indicating that the course requires approval for withdrawal. The page also displays the approver(s) who will be contacted to approve the request. Select **Submit**.

The system will send you a pending notification of your withdrawal request, and your Manager an approval notification of your withdrawal request which they will have to action. After your Manager

has reached a decision, you will receive either a withdrawal approval notification or a denial notification depending on the decision made.

If your withdrawal request is approved, your **My Learning Assignments** section is updated. If your withdrawal request is denied, you will remain enrolled on the course.

### **Withdrawals outside of cancellation period**

Once in the **Learning Zone**, go to the **My Learning Assignments** section. Find the relevant learning item title in your learning assignments. Select the arrow next to the title to expand the **Options** menu. Select **Withdraw**.

An error message will be shown to inform you that you cannot withdraw from the course as the withdrawal cut-off date has passed.

You will need to contact the learning team referenced on the item page or on your **Information** tile on the bottom left of the **My Learning** page to make a withdrawal request.

If you have any queries or need help please contact [course.booking.enquiries@hants.gov.uk](mailto:course.booking.enquiries@hants.gov.uk)