

COURSE CANCELLATION PROTOCOLS

STAFF ONLY

Course Cancellation Protocols for Courses Longer than One Week

Terminology

Programme – means a programme of study for example BPC, GDL or LPC are all examples of programmes of study available.

Course – means a particular mode of study relating to a programme. For example full-time or online would both be courses of study relating to a programme.

Course Cancellation – means cancellation of a particular course i.e. the cancellation of a specific mode of a programme for a specific start date in a specific location.

Course closure – means closing a course in a particular mode of delivery on a permanent basis.

Programme closure – means the permanent withdrawal of a programme from one or more university campuses, whether due to simple discontinuance (Type A), campus relocation (Type B), campus closure (Type C) or the discontinuance of a collaborative arrangement (Type D).

Early Cancellation Date – means 3 months prior to the start of the course

Late Cancellation Date – means 4 weeks prior to the start of the course

Transparency

1. The terms and conditions must contain a prominent reference to the University's right to cancel courses.
2. The website must display the course cancellation policy.

Timing of cancellation

3. In summary, cancellations will take place ideally at least 3 calendar months prior to the start of the course (the Early Cancellation Date), but in order to facilitate student recruitment efforts in appropriate cases a Late Cancellation Date 4 weeks prior to the start of the course is permitted. The detail is set out below.
4. A course may be cancelled at any time up to the Late Cancellation Date.
5. 3 months before a course is due to start it will be assessed for viability and the University may cancel the course at this point or take remedial action. This assessment will include feedback from Registry, Admissions, Market Intelligence, Marketing, Recruitment and relevant National Programme Directors.
6. 6 weeks before the course start date the course viability will be reviewed again and if it looks as though the remedial measures are not having a positive effect then the documents necessary to cancel a course can begin to be put together for submission.
7. Except in circumstances beyond the University's control, a course may not be cancelled after the late Cancellation Date: i.e. in the 4 weeks prior to the start of the course.

Avoiding cancellation

8. Where remedial action is being taken the individuals defined below will be contacted and asked to notify the University of their intentions. This is with the aim of increasing the expected number of starters so that the course is viable to run;
 - a. Admissions will contact individuals with outstanding offers.
 - b. Admissions will contact individuals who have deferred a place on an earlier course.
 - c. The Campus or Programme Director will contact returning intermitters from an earlier course.

The decision to cancel

9. Course cancellation will generally be proposed by the Campus Dean, National Programme Director, or PVC Academic Development in consultation with Marketing and Admissions and in the light of strategic conditions including staffing and expected student recruitment. However, cancellation may also be instigated by other parties in other circumstances.
10. The decision to cancel will be made jointly by three of the Executive Board of the University and having regard (inter alia) to:
 - a. The interests of the prospective students
 - b. Educational viability
 - c. Operational viability
 - d. The University's reputation
11. In the event that unanimous agreement cannot be reached, the decision will be referred to the full Executive Management Board.
12. In making the decision the following will be taken into account:
 - a. PSRB requirements and recommendations
 - b. Critical numbers for an acceptable educational experience
 - c. Critical numbers for financial viability
 - d. Other operational issues
 - e. The profile of students who have accepted a place, deferred or intermitted to the course including:
 - i. Whether they are sponsored
 - ii. Whether the University has issued CAS to enable them to obtain a visa
 - iii. Whether there are any deferred or intermitted students who have paid fees

f. Other options available to the students

13. Where the decision to cancel relates to critical student numbers, the decision to cancel will be subject to failing to achieve the stated critical student numbers by the Late Cancellation Date.

Ex gratia discounts and compensation

14. The individual raising the cancellation request will review the possibility of any ex gratia discounts and compensation as part of the cancellation process in conjunction with the Marketing Director. These will at first be proposed within the forms required to propose a cancellation or closure and subsequently agreed by the authorising parties.

15. Ex gratia discounts will not be advertised and will not be offered except in response to a complaint or representations made by the individual concerned.

Notification of cancellation

16. Notification of course cancellation must be given to any individual who:

- a. Has accepted a place
- b. Is holding an outstanding offer
- c. Has a deferred offer that they were due to accept
- d. Has intermitted and might reasonably have expected to return to the cancelled course

17. Where the cancellation of the course is subject to regulation by a regulator (including PSRBs) the University will follow the necessary procedures to inform and, if necessary, obtain those regulators' approval of steps being put in place.

18. Where a UCAS registered programme is withdrawn, the University will comply with UCAS procedures.

Assistance in finding alternative courses for individuals affected by cancellation

19. Individuals not holding an offer – it will not be possible to identify these individuals unless they come forward. It will be sufficient to direct them to the information available on the website.

20. Individuals holding an offer should be provided by Admissions with a list of alternative courses with the University and offered a personal meeting or telephone discussion in which their specific needs can be addressed (including information about similar courses at other providers). They need not be offered any special arrangement or discount.

21. Individuals who have accepted a place:

- should be provided by Admissions with a list of suitable alternative courses with the University;
- offered a personal discussion in which their specific needs can be addressed (including information about similar courses at other providers), and either

- given a full refund of any fees or deposit paid in a timely manner if they decide to withdraw, or
- if they elect to transfer to an alternative course within the same programme, be charged the lower of the fees applicable to the original course and the chosen alternative course, have the appropriate part of any payment already made transferred to the alternative course and if the alternative course fees are lower, be refunded in a timely manner to the extent necessary to put them in the same position as other students on the alternative course.

22. Intermitters who might reasonably have expected to return to the cancelled course:

- should be provided by their Campus with a list of alternative courses with the University;
- offered a personal discussion in which their specific needs can be addressed, and either
- given a pro rata refund of fees already paid based upon how long they attended the original course, or
- if they elect to transfer to an alternative course within the same programme, be charged the lower of the fees applicable to the original course and the chosen alternative course, have the appropriate part of any payment already made transferred to the alternative course and if the alternative course fees are lower, be refunded to the extent necessary to put them in the same position as other students on the alternative course.

The cancellation process		
Timing	Action	Responsibility
2 weeks prior to intended cancellation date NB <ul style="list-style-type: none"> • Early Cancellation is 3 months prior to start of course • Late Cancellation Date is 4 weeks prior to start of course 	Strategy and Planning team convene a cancellation meeting to discuss any courses at risk of cancellation.	<ul style="list-style-type: none"> • Strategy and Planning • Relevant Campus Deans • Relevant National Programme Directors • Director Academic Registry • Director of Admissions • Director of Marketing • Director of International • Head of Conversion & Recruitment Compliance
Immediately following a meeting of the cancellation group.	Paperwork for any courses identified as being in need of cancellation is completed and sent to the Executive Board for approval.	<ul style="list-style-type: none"> • Strategy and Planning • Director of Admissions
On the cancellation date	Notification of cancellation given to individual students and support and guidance provided	<ul style="list-style-type: none"> • Director of Admissions
Once affected offer holders have been contacted	Web-site amended	<ul style="list-style-type: none"> • Director of Marketing

Course Cancellation Request Form

To be completed by Campus Dean, Programme Director, Pro-Vice Chancellor Academic Development or other party instigating cancellation:										
Date:										
Request made by:										
Course/s: <small>(including programme, mode, length, centre/s and start date)</small>										
Critical number required to run the course:										
Profile of students who have accepted or are holding an offer:										
<i>This information can be obtained from Admissions, and the relevant Campus and entered in the grid below;</i>										
Course	Early Cancellation Date	Late Cancellation Date	Cancellation Reason	Unconditional Accepts	Conditional Accepts	Unconditional Offers	Conditional Offers	Sponsored Students?	Visa students?	Intermitters?
Are there any external bodies that should be notified, and if so, by whom?										
<ul style="list-style-type: none"> Admissions Process team will notify CAB of any FT LPC or GDL cancelled courses that need to be removed from the application form. The Campus Dean or Programme Lead should inform the BSB in applicable circumstances Student Finance England and Private Provider loan agreements may need course entries amending by Student Finance 										
Suggested ex gratia payment to be offered to affected students (in addition to price-matching with a different course within the same programme)?										
To be completed by three members of the Executive Board.										
<ul style="list-style-type: none"> Please note the Executive Board member's position in column A. Please clearly indicate in column B whether in favour of cancellation or against and state reasons and how approved 										
(1)										
(2)										
(3)										

Course Cancellation Request – Course Cancellation Internal Communications Record			
<p>Once a course cancellation is agreed, the following departments and key stakeholders must be informed immediately and a record kept to log the communications to each one. The Campus Dean, Programme Director, Pro-Vice Chancellor Academic Development or other individual who raised the initial cancellation request is responsible for overseeing the implementation of the cancellation policy and for working with the Director of Admissions to ensure that all stakeholders are informed and appropriate actions taken.</p>			
Department	Contact	Date informed	Actions Required
Admissions	Kelly Black, Claire Latham, Alice Macbeth, Georgie Akers		<ul style="list-style-type: none"> • Offer holders, deferrals & acceptors informed • Application systems updated
Marketing	Dom Cohen & Lysette Gauna, Michael Howkins & John Gooden, Elisabetta Ceragioli, Peter Eley, Antonia Evans, Todd Pressman, Russell Mort, Andy Davison		<ul style="list-style-type: none"> • Online advertising removed • Websites updated
Conversion	Sam Hampton		<ul style="list-style-type: none"> • Communicate to GUS & any internal conversion staff
Campus Staff & Operations	Campus Dean, Programme Director, Debbie Shortland, Laura Leadsom, Kelly Burwood, Kerri Trounce, Joanne Ruane, Karen Hanson		<ul style="list-style-type: none"> • Intermitters informed • SRA / BSB informed
Domestic Student Recruitment	Carole McCann		<ul style="list-style-type: none"> • All school partners informed if appropriate
International Student Recruitment	Kamran Ashfaq, Kelvin Jones, Max Etingen, Komil Mamajanov, Stephen Carleton		<ul style="list-style-type: none"> • All agents and partners informed
Registry (IVO, Strategy & Planning, QA)	Joanna Wagstaffe, Damien Kempt, Richard Dotor-Cespedes, Karen Gibson-Hylands, Catherine Lu, Sofia Shtaignman, Claire Bennett, Ruth Angliss, Hamina Mehraj		<ul style="list-style-type: none"> • Any CAS cancelled • Academic Board informed via Admissions Committee
Finance	John Headley, Sarah Goss, Elaine Fitzsimons, Lauren Williamson		<ul style="list-style-type: none"> • Refunds processed • Student Finance England updated & Specific course designation register updated
IT Systems	Tom Brady, Denise Jackson, Carina Karwatowski		<ul style="list-style-type: none"> • Applications closed and courses cancelled
Global University Systems	Graeme Simpson, Bryan Palmer, Carl Shepherd		<ul style="list-style-type: none"> • Conversion teams and sales teams informed

The Director of Admissions will;

- Log the cancellation form within the Admissions shared drive which the Registry has access to.
- Update the register of cancelled courses held within Admissions shared drive

Version History

Version	Amended by	Revision summary	Date
1.0			September 2019
1.1	Senior Quality Officer	Change to the document coding convention	March 2020
1.2	Director of Admissions	Updates	March 2020
1.3	Director of Admissions	Further updates	March 2020
V1.3	Registry Assistant	Ensure version approved by AB is published	October 2021