

1. Principles

- 1.1 As part of our commitment to Teaching Excellence and Continuous Improvement we encourage ongoing reviews of our academic provision. This means that we need to have effective and robust ways to make changes to modules and courses. As part of our ongoing review, we may decide to suspend delivery of a course or close a course. This policy explains the way module and course amendments are made, and how we suspend and close courses. Unless otherwise specified, this process applies to Regent's University London provision delivered by any of our collaborative partners.
- 1.2 To ensure we respect our students' rights as consumers, the processes explained below take appropriate account of:
 - a) [Competition and Markets Authority UK Higher Education Providers - Advice on Consumer Protection Law](#)
 - b) [Office for Students Regulatory Framework for Higher Education in England](#).
 - c) Our [Student Protection Plan](#)
 - d) Our [Terms and Conditions](#)
- 1.3 Once approved, courses and modules cannot be changed without formal consideration, usually by a Course and Module Amendment Panel (CMAP). The Quality Office holds approved module and course specifications, including information about the current version number.
- 1.4 The process for proposing an amendment to a course or module is explained below, as well as suspending, and/or closing a course. However, in high-risk or particularly complicated circumstances, we may adapt our approach to effectively manage relevant interests.
- 1.5 The applicability of this Policy under the University's Collaborative Provision arrangements is detailed in Schedule A.

2. Definitions

- 2.1 Module Amendment is any change to the approved Module Specification. Except for updates made to the resource list, amendments to Module Specifications can only be made through a Course and Module Amendment Panel (see below).
- 2.2 Course Amendment is any change to the approved Course Specification. Amendments to Course Specifications are classified as minor or major:
 - a) Minor Course Amendments are changes to a course that are unlikely to significantly impact an applicant's decision to accept a study offer or do not change the material information an applicant already has about the course. Such changes include amendments to course aims, and the addition of optional modules. Minor Course Amendments are considered by a Course and Module Amendment Panel (see below). However, the combined effect of multiple Minor Course Amendments may result in a validation (either full or light touch).
 - b) Major Course Amendments are changes to a course that may or would impact an applicant's decision to accept a study offer or that change the material information an applicant already has about the course. Such changes include all changes other than Minor Course Amendments, including to learning outcomes, course or award title, available awards, learning and teaching methods, assessment methods, delivery location, changes to core or compulsory modules being offered, and a

change in Professional and Statutory Regulatory Body (PSRB) recognition. Major Course Amendments are considered at a revalidation event.

- 2.3 Course Suspension means we are not recruiting new students to a course – usually for the whole of the next academic year. Students already on the course will not be impacted. We may choose to accept direct entrance students on a case-by-case basis. At the end of the year of suspension, the course will be reviewed to either re-open it to new students or close it.
- 2.4 Course Closure means we are not recruiting new students to a course. Students on the course already will be 'taught out'.
- 2.5 'Teach out' happens for students on a course that is closing. Students on a course being taught out can usually expect to receive teaching, learning and assessment according to their expected course end date and maximum period of registration. If teach out is not possible, we will offer students the opportunity to transfer to another Regent's University London course or transfer to another provider.

3. Course and Module Amendment Panel (CMAP)

Step One – Eligibility

- 3.1 If a course is due for revalidation within twelve months or has been validated/revalidated in the last twelve months prior to the CMAP, changes will not normally be approved unless the CMAP is satisfied that the change is crucial to the course.

Step Two – Consultation

- 3.2 Prior to submitting a proposed change to a course or module(s), the relevant Director (Content) must ensure that students enrolled on those courses and modules are consulted on the changes and that the consultation is formally recorded. Consultation should take place even if the proposed amendment(s) do not affect a current cohort studying on the course. Discussion with students should focus on the reasons behind the changes, information about potential negative implications, and the proposed date of implementation. The consultation can take place through focus groups with student representatives or by email.
- 3.3 The relevant Director (Content) should also seek approval from the relevant External Examiner(s) for the module/course, industry representatives, and relevant Academic Business Partner.

Step Three – Documentation Submission

- 3.4 The following should be submitted to the [Quality Office](#) no later than two weeks before the CMAP:
- a) The completed Module Amendment proposal form.
 - b) Course Specification with proposed amendments noted using tracked changes.
 - c) Module Specification with proposed amendments noted using tracked changes.
- Or
- d) Module Withdrawal proposal form.

Step Four – CMAP

- 3.5 The role of CMAP is to apply a fair, robust, and transparent process to decide whether to approve course and/or module changes. CMAP meets in May and November for amendments taking place from the following academic year. Exceptionally, amendments

may be made in-year where there is a clear rationale and if not making a change would disadvantage students. Students must be consulted and agree mid-year changes.

3.6 Membership of CMAP comprises:

- a. An Associate Provost (Chair).
- b. The Director of Learning & Teaching (or their nominated representative).
- c. At least one Director (Content) (not from the area of the proposal(s)).
- d. Head of Registry (or nominated representative).
- e. A representative from the Brand & Customer Experience team.
- f. A student representative.

3.7 CMAP will be quorate if there are at least three members present, including the Chair. The absence of a student representative will not affect quoracy. If the Associate Provost is unable to attend, then a Director (Content) will act as the Chair. The following are attendees of CMAPs:

- a) A Member of the Quality team (clerk) and minute taker
- b) Director(s) (Content), or nominated representative, of the course which is requesting a change
- c) Brand and Customer Experience representatives
- d) Co-opted attendees (as required by the Panel)
- e) A representative of the course/module team to present the proposal and respond to any questions
- f) The relevant Student Experience Officer(s)

3.8 The CMAP considers the criteria and requirements as set out in the [QAA Quality Code](#) and the OfS [Regulatory Framework for Higher Education in England](#). CMAP considers whether:

- a) A clear rationale has been provided to support the basis of the change.
- b) The proposed change maintains the academic standards.
- c) The proposed change enhances the integrity of the module/course.
- d) The proposed change enhances the student experience.
- e) The proposed change enhances the quality of the course.
- f) The proposal represents a significant change to the original course.
- g) The proposed change impacts other modules and/or course.
- h) There are CMA implications.

Step five – Post-CMAP

3.9 CMAP decisions are confirmed by the Quality Office, including any actions for completion. Where no further changes are required to a module or course, the Quality Office will share the final specifications. Where further changes are required, the Quality Office will monitor progress and follow up as necessary. When actions have been satisfactorily completed, the Quality Office will share the final specifications.

3.10 Finalised specifications are circulated for action as follows:

- a) Director (Content)/Module Leader: To inform students (at the earliest opportunity) of the approved changes, details of the implementation date, and any important implications for students already enrolled on the course, e.g., transitional arrangements or teach-out plans. Transitional arrangements and teach-out plans should also be reported to Registry.
- b) Admissions team: To note and for action as necessary (e.g., communicating with current applicants of changes).

- c) Student Records team: To note and to update SITS as necessary.
- d) Brand and Customer Experience team: To note and for action as necessary (e.g., amending marketing and website information as necessary).

3.11 The notes of CMAP meetings are reported to the Quality Committee.

4. Course Suspension

4.1 We regularly review and update our modules and courses to make sure they are current, incorporate good practice, and take appropriate account of stakeholder views. As a result, we may suspend a course because:

- a) There are not enough applicants to ensure a high-quality student experience.
- b) There are not enough applicants to make it cost-effective.
- c) The outcome of an annual monitoring review requires it to be suspended. Or there are concerns about the quality and academic standards of a course.
- d) Conditions arising from a (re)validation have not been completed in time for the course to be approved.
- e) Lack of staff availability (permanent or fixed term).
- f) Changes required by an external organisation means we must suspend a course.
- g) A course is being replaced.
- h) Changed strategic priorities require suspension of a course.
- i) A collaborative partner is closing.

4.2 The final decision to suspend a course is made by the Vice-Chancellor's Executive Team (VCET) and reported to the Academic Committee (with one exception, see below). Courses should make requests for suspension allowing enough time for discussion and/or communication with stakeholders. Courses and/or partner organisations are not allowed to suspend a course without VCET approval due to our contractual responsibilities to students and applicants. For collaborative provision, there should be early liaison with the Associate Provost Collaborative Provision.

4.3 The exception is where a decision is made to suspend recruitment to a course late in the recruitment cycle (e.g., after 1 July where the course is due to begin in September). Where this happens the relevant Associate Provost or Director (Content) will liaise directly with the Provost & Deputy Vice-Chancellor and the Chief Commercial Officer for approval to suspend the course. Where this happens, the suspension will be reported to the next meeting of the Vice-Chancellor's Executive Team.

4.4 Where we suspend a course, we will take reasonable steps to mitigate the impact on current students and applicants.

4.5 The relevant Associate Provost must consult the HR team where the proposed suspension of a course will have implications for our staff.

Stage One – Deciding to Suspend a Course

4.6 The process for suspending a course is as follows:

4.7 The Associate Provost or Director (Content) must complete the Course Suspension or Closure Form (below). As course suspension is normally for one academic year or one intake, the expected date that the course will resume should be specified.

- 4.8 The Director (Content) must consider how to support applicants in considering any alternative course or rejecting any offer and being released from their contract with us. The Director (Content) and Admissions must agree communication with applicants to be sent by Admissions.
- 4.9 A representative of the Vice-Chancellor's Executive Team will communicate the decision taken in response to a submitted Course Suspension or Closure Form to the relevant Associate Provost and Director (Content).
- 4.10 Where a request to suspend a course happens with short notice late in the academic year, the authority to suspend the course is subject to the approval by both the Provost & Deputy Vice-Chancellor and the Chief Commercial Officer.

Stage Two – Course Suspension Arrangements

- 4.11 The Director (Content) should ensure the following arrangements are in place to:
- a) Communicate with students on the course, including any that have interrupted their studies or are retaking modules because of academic failure.
 - b) Communicate with relevant stakeholders (including external examiners, placement providers, and other external organisations).
 - c) Review course marketing materials and recruitment for the next intake.

Stage Three – Communication

- 4.12 Communication of course suspension is as follows:
- a) The Director (Content) will communicate with all students on the course (including those on an interruption and any students retaking modules) to explain support arrangements to enable progression.
 - b) The Admissions team will contact applicants and update UCAS as necessary.
 - c) The Quality Office will inform external examiners and (as necessary) external organisations such as Professional, Statutory and Regulatory Bodies (PSRBs).
 - d) The Brand and Customer Experience team will update the website and other marketing materials to indicate the course is suspended.

Stage Four – Resuming a Suspended Course

- 4.13 Unless otherwise specified by the Vice-Chancellor's Executive Team (VCET), a suspended course can resume recruitment at the end of the period of suspension. To resume recruitment to a suspended course early, the Director (Content) or relevant Associate Provost may make a formal request of VCET stating clear reasons for doing so, and the date the course will resume recruitment.

5. Course Closure

- 5.1 We may close a course because it has been suspended for two consecutive years or following a specific request.
- 5.2 The final decision to close a course is made by the Vice-Chancellor's Executive Team (VCET) and reported to the Academic Committee. Courses should make requests for closure allowing enough time for discussion and/or communication with stakeholders. Courses and/or partner organisations are not allowed to close a course without VCET approval due to our contractual responsibilities to students and applicants. For collaborative provision, there should be early liaison with the Associate Provost Collaborative Provision.

- 5.3 Where we close a course, we will take reasonable steps to mitigate the impact on current students and applicants. The relevant Director (Content) should create an action plan (appended) to manage the closure. The action plan must include stakeholder contact (including collaborative partners if relevant) and communicating with applicants and current students. The action plan must detail how the closure will affect applicants and the current student experience.
- 5.4 The relevant Associate Provost must consult the HR team where the proposed closure of a course will have implications for our staff.

Stage One – Deciding to Close a Course

- 5.5 The process for closing a course is as follows:
 - 5.6 The Associate Provost or Director (Content) must complete the Course Suspension or Closure Form (below). As course suspension is normally for one academic year or one intake, the expected date that the course will resume should be specified.
 - 5.7 The Director (Content) must consider how to support applicants in considering any alternative course or rejecting any offer and being released from their contract with us. The Director (Content) and the Admissions team must agree communication with applicants to be sent by the Admissions team.
 - 5.8 A representative of VCET will communicate to the relevant Associate Provost and Director (Content) the decision taken in response to a submitted Course Suspension or Closure Form.
 - 5.9 The Brand and Customer Experience team will remove the course from the website, and the Admissions team will remove the course from the UCAS pages. Registry will update the student record system to show the course has been closed.
 - 5.10 Where a request to close a course happens with short notice late in the academic year, the authority to suspend the course is subject to the approval by both the Provost & Deputy Vice-Chancellor and the Chief Commercial Officer.

Stage Two – Course Closure Arrangements

- 5.11 The Director (Content) should ensure the following arrangements are in place to:
 - a) Communicate with students on the course, including any that have interrupted their studies or retaking modules because of academic failure.
 - b) Communicate with relevant stakeholders (including external examiners, placement providers, and other external organisations).

Stage Three – Communication

- 5.12 Communication of course suspension is as follows:
 - a) The Director (Content) will communicate with all students on the course (including those on an interruption and/or retaking modules) to explain support arrangements to enable progression.
 - e) The Admissions team will contact applicants and update UCAS as necessary.
 - f) The Quality Office will inform external examiners and (as necessary) external organisations such as Professional, Statutory and Regulatory Bodies (PSRBs).

- g) The Brand and Customer Experience team will update the website to indicate the course is suspended.

6. Communication

- 6.1 Formal written communication with any stakeholders should not begin until after the Vice-Chancellor's Executive Team has approved the course closure or suspension. Records should be kept of all communication with students relating to course suspension and/or closure.
- 6.2 Courses that share modules with another Content Area that are being considered for suspension or closure must discuss this with all impacted Directors (Content) and Course Leaders.
- 6.3 In the case of collaborative provision, the Director (Content) must discuss with the Collaborative Provision Manager and Quality Office to assess the strategic, contractual, and operational implications. If the course closure or suspension is proposed by a collaborative partner, the Director (Content) must ensure consultation takes place.
- 6.4 Normally, the relevant Director (Content) (working with the partner where appropriate) is responsible for communicating course closure or suspension to current students. The Admissions team (working with the partner where relevant) is responsible for communicating course closure or suspension to applicants.
- 6.5 Where a course has been suspended for two consecutive years, the Director (Content) should consider whether it would be appropriate to close the course. Annually, the Quality Office reports to the Quality Committee all courses suspended and/or closed in the previous academic year.

7. Schedule A

The applicability of this Policy under the University's Collaborative Provision arrangements is detailed below.

Where the Regent's University London Policy applies, collaborative partners may use different terminology, e.g. 'programmes' and 'units' instead of 'courses' and 'modules'.

Domus Academy

7.1 The Regent's University London policy applies.

Istituto Marangoni (London)

7.2 The Regent's University London policy applies. In addition to this policy, Istituto Marangoni operates an Annual Quality Assurance Monitoring Policy.

Istituto Marangoni (Paris)

7.3 The Regent's University London policy applies. In addition to this policy, Istituto Marangoni operates an Annual Quality Assurance Monitoring Policy.

Liverpool Media Academy (LMA)

7.4 The Regent's University London policy applies.

MACROMEDIA

7.5 The Regent's University London policy applies.

Course Suspension or Closure Form

To be completed by the relevant Associate Provost or Director (Content)

1. Content Area or Collaborative Partner	Choose an item.					
2. Full course title and award						
3. Course Code						
4. Request for course:	Choose an item.					
5. Effective date(s)	Suspension or closure from: (e.g. 09/24)					
	Suspension to: (e.g. 09/25)					
	Last cohort expected to graduate: (e.g. 07/26)					
6. Current student numbers						
Level 3	Level 4	Level 5	Level 6	Level 7	Level 8	
7. Current applicants and offers made						
	Level 3	Level 4	Level 5	Level 6	Level 7	Level 8
Applicants						
Offers						
8. Reason for suspension/closure						
9. Details of discussions with collaborative partner(s) and/or other Content Areas (for jointly delivered modules)						
10. Implications of suspension/closure for students, other stakeholders, partners, etc.						
11. Associate Provost supporting statement. To include, for example, confirmation whether an action plan will be completed for approval by the Vice-Chancellor's Executive Team.						
Signed:			Date:			

Action Plan for Closing a Course

Section One: Course Information

Main Content Area or Collaborative Partner	
Other Content Area (for jointly delivered modules)	
Course and award title	
Date action plan created:	Click or tap to enter a date.
Action Plan created by:	<i>Name and job title</i>

Last date students may be enrolled:	Click or tap to enter a date.
Expected date the last students will complete the course	
Last expected board date	Click or tap to enter a date.
Course action plan approved by Associate Provost	<i>(name)</i>
Date of Associate Provost approval	Click or tap to enter a date.

Section Two: Action Plan

This section is about ensuring student experience and quality of academic standards.

Managing prospective students

Closure of recruitment and removal of marketing materials	Responsible person	Deadline for completion	Progress
Remove course from UCAS			
Remove other marketing material for course			
Remove from website			
Informing applicants and offer-holders	Responsible person	Deadline for completion	Progress
Offer-holders informed			
Applicants informed			
Deferred offer-holders informed			

Managing current students

Meet with current students	Responsible person	Deadline for completion	Progress
Reassure students of the arrangements for ensuring quality of experience			
Explain teach-out arrangements			

Action Plan for Closing a Course

Answer student questions			
Provide written confirmation of details discussed in meeting			
Circulate FAQs to students			
Student Progress. Append spreadsheet confirming: <ul style="list-style-type: none"> • Student (names or numbers) • Credits completed • Credits outstanding • Any reassessments • International or home student • Expected date of completion 	Responsible person	Deadline for completion	Progress
Number of existing students at each level (if applicable)			
Number of students withdrawn who might be eligible for readmission			
Number of students on suspension			
Number of students on an Interruption of Studies			

Other

Other relevant actions (supplement as necessary)	Responsible person	Deadline for completion	Progress
Check with Quality Office to see if External Examiner contract needs to be amended			
Notify External Examiner(s) of intention to close course			
Inform relevant PSRB(s) of intention to close course			
Inform Registry of intention to close course			
Inform Admissions of intention to close course			
Inform Timetabling of intention to close course			
Inform Student Immigration & Compliance of intention to close course			
Inform International Partnerships Office of intention to close course			
Inform Library of intention to close course			
Inform BIDT of intention to close course			

Action Plan for Closing a Course

Inform Student Experience & Welfare Team of intention to close course			
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Closure Commentary

Lessons Learned

Please complete this section during the closure process to capture any information useful for future use to help colleagues.

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