



UKMC Course changes, Course Suspension and Course Closure Policy

Date	Author	Summary of Changes	Version	Authorised
December 2025	Academic Dean	Consolidate prior process documents into single document. Reformatted.	1	Academic Board
Policy/Procedure Management and Responsibilities				
Policy/Procedure Owner	The policy is overseen by the Academic Dean and approved by academic board. Day-to-day implementation and communication responsibilities are delegated to relevant stakeholders and supported by the Academic Registrar			
Equality Impact / Analysis	TBD			
Authorised By	Academic board			
Effective From	December 2025			
Next Review	July 2026			
Internal/External	Internal & Recruitment Partners			
Document Location	Internal AQAE			
Linked Documents Internal				
Linked Documents External				
Dissemination Plan	Internally as required.			
Accessibility	Alternative formats on request. Email Quality@ukmc.ac.uk			

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1. Introduction

- 1.1. This policy summarises the procedures to be adopted by UK Management College ('the College') for the closing, suspending or changing of any course or programme of study. The policy also covers the procedure for the closure of a UKMC campus. Associated reference points will be to the UKMC Admissions Policy, UKMC Fees policy and UKMC Terms and Conditions and Refund and Compensation policy.
- 1.2. The policy applies to: current enrolled students; students who are intercalating (suspended studies); applicants to UKMC courses.
- 1.3. The College is committed to ensuring high quality learning opportunities and supporting students towards achieving the best possible academic outcomes. The College is furthermore committed to safeguarding applicant and students' interests in the event of course closure, suspension, or other change. This policy explains how the College would ensure that both existing and future students (applicants) would be informed, consulted where applicable, and supported to protect their interests and limit any potential detriment.
- 1.4. The policy, aligned with the legal and regulatory requirements identified in section 2, details steps to minimise the impact on and support for students throughout any periods of change to ensure that students are treated fairly. This reflects the contractual obligations between the College and the student, the College and applicants to its courses. The College ensures compliance with regulatory standards and ethical practices through a robust and comprehensive risk management system which highlights key risks covering a range of material changes which may affect courses for potential or existing students.
- 1.5. Although it is normal academic practice to review and update modules, units and courses, in exceptional circumstances it may be necessary to close a course, suspend a course, or make changes which would impact a specific group of students. This policy describes the circumstances where this may occur and how the College would ensure that existing or potential students would be fully informed, consulted and supported to protect their interests.
- 1.6. This policy sets out how the continuation and quality of the student experience would be assured for current and prospective students in these circumstances. Such events for the College may be triggered by situations including (not exhaustive):
 - 1.6.1. a significant material change
 - 1.6.2. a strategic decision to either close or not run a particular course in a subsequent year
 - 1.6.3. major changes in year to course content

- 1.6.4. loss of validation by an awarding organisation or partner University awarding body
- 1.6.5. the unanticipated departure of key members of delivery staff

UKMC Principles

- 2. We will operate the policy according to the following principles:
 - 2.1. Transparency - by providing clear, open communication about the reasons for any changes to all stakeholders
 - 2.2. Fairness – through ensuring that all affected students are treated fairly and provided with appropriate levels of support
 - 2.3. Accountability – through making decisions, approved by the Board of Directors??, which are accountable to students, staff and in accordance with the UKMC mission and values
 - 2.4. Consultation – by engaging with all relevant stakeholders in the decision making process, always ensuring the focus remains on protecting the student interest
 - 2.5. Effective support – through ensuring students have the opportunity to discuss all available options, receive high quality and tailored support and guidance to make fully informed choices
 - 2.6. Ensuring the continuity and quality of the educational experience, minimising disruption to students' learning through any period of change and to course completion for students on 'teach-out' awards

Regulatory and legal context

- 3. To ensure UKMC respects its students' rights as consumers, the processes explained below take appropriate account of:
 - 3.1. The Consumer Rights Act 2015
 - 3.2. The Consumer Protection from Unfair Trading Regulations 2008
 - 3.3. The Consumer Contracts Regulations 2013
 - 3.4. Digital Markets, Competition and Consumers Act 2024
 - 3.5. The Office for Students (OfS) Regulatory framework 2022
 - 3.6. OfS Condition of Registration C5: Treating students fairly 2025
 - 3.7. Office of the Independent Adjudicator (OIA) Good Practice Framework 2022
 - 3.8. Competition and Markets Authority UK Higher Education Providers – Advice on Consumer Protection Law 2023

4. Definitions

- 4.1. **Module Amendment** means any change to an approved Module or Unit Specification. Beyond the normal academic practice of reviewing and updating modules/units such as updates made to the reading and resources lists, amendments to Module Specifications can only be made through a Course and Module **Approvals Panel?**.
- 4.2. **Course Amendment** means any change to the approved Course Specification or Programme Specification which may be classified as minor or major:
- 4.3. **Minor Course Amendments** would be 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 or student already has about the course. Such changes may include amendments to course aims and the addition of optional modules and would always be informed by consultation with students through focus groups with student representatives or by email. Minor Course Amendments are considered by a Course and Module Approvals Panel. ??
- 4.4. **Major Course Amendments** would be 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 would include changes 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 (if applicable); these are normally planned in advance of the next academic year. Major Course Amendments are considered at a formal course revalidation event. Major Course Amendments would be led by the relevant University partner as UKMC courses are all currently franchised courses.
- 4.5. **Course Suspension** means UKMC would not be recruiting new students to a course – usually for the whole of the next academic year. Students already on the course would not be impacted. Direct entry students (ie those wishing to enter a course with accreditation of prior learning) would be considered on a case-by-case basis. At the end of the year of suspension, the course would be reviewed to either re-open it to new students or close it.
- 4.6. **Course Closure** means UKMC would no longer be recruiting new students to a course. Students on the course already would be 'taught out'.

- 4.7. 'Teach out' happens for students on a course that is closing. Students on a course being taught out (including those who have suspended their studies) can usually expect to receive teaching, learning and assessment according to their original expected course end date and maximum period of registration so that students will not be disadvantaged. If teach out is not possible, UKMC would offer students the opportunity to transfer to another UKMC course or transfer to another provider.
- 4.8. If a programme were to be identified for withdrawal, this would only be implemented after exploring all opportunities to revive its viability and the development of a withdrawal and teach-out plan for affected students.

5. Course closure and course suspension principles

- 5.1. The College may wish to close and remove a course or programme of study permanently. Suspension of a course may be requested for a fixed period of time. The implications for the contractual relationship, whether for existing or potential students, would always be the central focus and priority of the process in the interest of treating students fairly. The College would always take a course suspension or closure decision as a last resort. Any material impact would be mitigated by:
- 5.2. Communication with current students to inform them of their options and to provide assurance that they would not be adversely affected by the decision and would be able to complete their studies
- 5.3. Communication with applicants wishing to study to inform them of their options
- 5.4. Consultation with all relevant stakeholders to ensure appropriate equality impact assessments
- 5.5. These decisions would be taken by the UKMC Executive Board and ratified by the UKMC Board of Directors.?? Such decisions would always be taken as a last resort. Evidence required would include:
- 5.5.1. Market rationale
 - 5.5.2. Enrolment trends
 - 5.5.3. Strategic and financial implications
 - 5.5.4. The impact on current and prospective students
 - 5.5.5. The impact on partner University and awarding body relationships
 - 5.5.6. The impact on any employer relationships

6. Course Suspension

- 6.1. UKMC's University partners regularly review and update modules and courses to make sure they are current, reflective of good practice within the subject, and meet student and market needs. In addition UKMC aims to ensure that courses continue to run effectively for students to receive value for money and enjoy a high quality academic experience. As a result, we may suspend a course because:
- 6.2. There are insufficient applicants to ensure a high-quality student experience
- 6.3. The number of applicants is too low to make the course cost-effective
- 6.4. The outcome of an annual monitoring or periodic review raises concerns about the quality and academic standards of a course
- 6.5. Poor course performance as evident in student continuation and achievement data and/or student experience data
- 6.6. Conditions arising from a (re)validation have not been completed in time for the course to be approved to recruit the next cohort of students
- 6.7. Lack of staff availability to guarantee effective coverage of the learning outcomes of a course
- 6.8. A course is due to be replaced by a more appropriate or up to date course
- 6.9. Changed strategic priorities resulting in lack of alignment with UKMC future direction
- 6.10. A collaborative partnership agreement is terminating (eg with a University or significant employer)
- 6.11. The formal decision to suspend a course would be made by the UKMC Executive Board and then reported to the Academic Board, the Board of Directors and relevant awarding body. Requests for suspension should clearly state the business case and be made in good time to allow for scrutiny, discussion and communication with stakeholders, always respecting the student and applicant interests. The criteria for suspension in 5.1 would be applied on a case by case basis.
- 6.12. The Executive Board will agree how to support **applicants** to select an alternative course or to reject any offer already made and accepted, thereby releasing the applicant from any contract with UKMC.

7. Communication channels for course suspension - consideration and protection of the student/applicant interest

- 7.1. The Dean of Studies will communicate with all students enrolled on the course, any who have interrupted studies or any retaking specific modules before resuming full time study, to explain the support arrangements relating to student progression
- 7.2. The Head of Admissions will contact applicants, the partner University Admissions contact (where relevant) and update UCAS if required
- 7.3. The Academic Registrar will contact University partners or other awarding body and external examiners for the course to inform that the course will be suspended
- 7.4. The Head of Marketing will update the website and all promotional media and materials
- 7.5. In very exceptional circumstances a decision may be made to suspend recruitment to a course late in the recruitment cycle (eg after 1 July where the course is due to begin in September). UKMC would take all reasonable steps to mitigate the impact on current students and applicants.
- 7.6. The Head of HR would be informed where the proposed suspension of a course will have implications for staff.

8. 6 Course Closure

- 8.1. UKMC may close a course either because it has been suspended for two consecutive years or following a specific request based upon reasons as noted in section 5.1.
- 8.2. The final decision to close a course would always be made by the UKMC Executive Board to ensure UKMC's contractual responsibilities to students and applicants are fulfilled. This must also be reported to the Academic Board, the Board of Directors and the relevant awarding body. Requests for closure must be presented clearly stating the business case allowing enough time for scrutiny, discussion and communication with all stakeholders, always protecting the student and applicant interests.
- 8.3. Where the decision is taken to close a course, UKMC will take reasonable steps to mitigate the impact on current students and applicants. The Dean would create an action plan to manage the closure. The action plan must include stakeholder contact

(including collaborative partners if relevant) and communication channels with applicants and current students. The action plan must detail how the closure will affect applicants and the current student experience.

9. Communication channels for course closure - consideration and protection of the student/applicant interest

- 9.1. The Dean will communicate with all **students** on the course, including any who have interrupted studies or any retaking specific modules before resuming full time study, to explain the support arrangements relating to student progression
- 9.2. The Head of Admissions will contact **applicants**, the partner University Admissions contact (where relevant) and update UCAS if required
- 9.3. The Academic Registrar will contact University partners or other awarding body and external examiners for the course to inform that the course will close
- 9.4. The Head of Marketing will update the website and all promotional media and materials
- 9.5. The Head of HR will be informed where the proposed closure of a course will have implications for staff.
- 9.6. If a course was to be identified for withdrawal (closure), this would only be done after:
 - 9.6.1. exploring all opportunities to revive its viability
 - 9.6.2. taking into account the recruitment cycle
 - 9.6.3. developing a full withdrawal and teach-out plan, accompanied by a relevant Equality Impact Assessment.
- 9.7. All current applicants would normally be notified no less than **three months prior** to the planned enrolment. UKMC would advise applicants on how to source alternative opportunities within the College or with other providers.
10. UKMC would work with current students to ensure that the withdrawal occurs as a phased process over time and that they are given time to complete their studies according to the original course end date.
11. The measures UKMC would activate to protect students in the event of a course closure include:
 - 11.1.1. timely notification to applicants to be able to find an alternative suitable course (where relevant) at UKMC or elsewhere and providing assistance and support where possible

- 11.1.2. communicating with current students to provide assurance that they would not be adversely affected by the decision, and would be able to complete their studies
- 11.1.3. working with students to enable completion of studies where mitigating circumstances have been presented
- 11.1.4. closely monitoring, through the Executive Board and the Academic Board, the quality of the phased-out delivery to ensure that the student experience is reasonably preserved
- 11.2. Where a validating University partner decides to withdraw a course, this procedure will be followed observing the partner institution's policy arrangements for course closures.

12. Recognising and meeting the needs of specific groups of students

- 12.1. The College would always seek to ensure that the needs of specific groups of students, including those with accessibility needs are met during any process of change.
- 12.2. UKMC recognises that the range of risks to continuation of study during periods of change might differ based on differing student needs, characteristics and circumstances; this policy is designed to account for and protect the interests of all UKMC students.
 - 12.2.1. The majority of UKMC students live within close proximity of their student campus; proposed solutions and options during any period of change would, therefore, be reflective of such geographical constraints.**
- 12.3. 7.3 Students would always be treated as individuals with information, advice and guidance based on each individual's circumstances bearing in mind the range of widening participation characteristics across the student population. These include:
 - 12.3.1. mature students
 - 12.3.2. those in employment
 - 12.3.3. those with caring responsibilities
 - 12.3.4. those living at home whilst studying
 - 12.3.5. students from lower socio-economic backgrounds
 - 12.3.6. those with disabilities

- 12.4.** Proposed solutions and options during any period of change would be reflective of the diversity of the student population to meet their needs and circumstances.
- 12.5. Communication with students would always include a combination of: a formal letter from the Provost or Assistant Provost; a follow up letter from the Dean explaining students' rights and support arrangements in place; an email from the Course Director; meetings with groups of students including both academic and student support staff. Any changes would always ensure that discussion and communication focuses on the specific needs of all students.

Other significant changes and exceptional circumstances

13. Closure of premises

- 13.1.** It is recognised that unforeseen circumstances often beyond the College's control may result in significant changes to the College's ability to meet its obligations, known as "Force Majeure." This could include a severe fire or flood, or emergency such as the Covid-19 pandemic or localised outbreaks of contagious diseases requiring the College to take actions to avoid serious detriment to its students, staff or the wider local community. In such highly exceptional cases, the Executive Board would ensure clear, timely communication of alternative arrangements to students and, where necessary, would work with other providers to seek appropriate student transfers.
- 13.2. In other circumstances accommodation could become unsuitable for student use, despite rigorous health and safety compliance checks, requiring the College to safeguard its students. The College would consider alternative solutions to mitigate the impact on course delivery and limit the detriment to its students such as:
- 13.3. Relocating to a suitable alternative, including renting spaces within a close proximity
- 13.4. Revising timetabling to allow scheduled teaching to continue in other facilities. This may include student contact sessions extending into longer days or alternative days
- 13.5. Consulting with all those affected, taking into account the individual needs of the students concerned
- 13.6. Including Student representatives in developing an appropriate action plan
- 13.7. Undertaking appropriate equality impact assessments

- 13.8. Delivering courses using alternative modes such as distance learning or learning blocks. The College would always consider the appropriateness for the students affected
- 13.9. Ensuring the needs of specific groups of students are met, including accessibility needs and compliance with the UKMC Disability Disclosure and Learning Support policies available at [UKMC | Policies and Legislation](#)
- 13.10. A Communication and Action plan would be developed by the Dean and Student Representatives to be implemented and monitored through the UKMC Executive Board.

14. Changes to modes of study

- 14.1. UKMC courses all operate in the **full-time study** mode with timetabling delivery models including daytime, evening and weekend attendance, offering flexibility for the diverse range of students to accommodate work, family and other commitments. UKMC has developed its courses as blended learning courses which combine physical attendance on campus and digital online learning. UKMC ensures that appropriate support and training is given to enable students to access materials and engage in learning online. The College recruits sufficient numbers of students to each delivery model to ensure viable cohorts for each course to run in the original mode of study.
- 14.2. The UKMC Virtual Learning Environment, assessment software and e-mail are cloud hosted and as such separate from the UKMC infrastructure. **CORRECT?** The systems are supported by industry standard service level agreements that operate to ensure a 99.99% uptime. In the highly remote probability of materials being unavailable, UKMC would work with students to ensure access to relevant materials and support via alternative electronic means or in hardcopy format. **Need to check this please**
- 14.3. In extreme circumstances, such as the global Covid-19 pandemic, UKMC would not seek to change the full-time mode of study but would transition to a fully distance learning model if necessitated for the requisite period of time.

15. Campus closure

- 15.1. The decision to close a campus may be for several reasons, including, for example, poor recruitment. Other reasons could be based on the criteria identified in section 5.1. The Chief Executive and the Provost would draw on appropriate evidence to formulate a rationale for campus closure in the form of a business case for the scrutiny and approval of the UKMC governing body, the Board of Directors.
- 15.2. The permanent closure of a campus would involve stopping recruitment of new students whilst arranging for the teach-out for existing student cohorts at the campus. In some cases, a campus may be closed prior to the remaining teach-out period – for example if the student numbers are small and this would lead to a poor student experience.
- 15.3. UKMC would make the following commitments to protect the student and/or applicant interest:
- 15.4. Students would be offered to transfer to another UKMC campus or partner University delivering the same course
- 15.5. The Dean's Leadership Team would work with students who are unable or do not wish to transfer to another campus to assist them in completing their studies (for example, where possible, this may be online, or via blended learning and would be considered on a case-by-case basis)
- 15.6. Guidance would be provided for students wishing to transfer to another OfS-registered Higher Education Institution

16. Responsibilities for campus closure: consideration and protection of the student/applicant interest:

- 16.1. The CEO would take the overarching decision to close a campus
- 16.2. The Executive Board Leadership Team would be responsible for the management of the process of campus closure and compensation to students where appropriate
- 16.3. The Dean's Leadership Team would be responsible for communicating changes to affected students/applicants and coordinating the provision of advice and guidance
- 16.4. The Finance Director would be responsible for processing refunds and compensation payments where necessary, via suitable means i.e. Self, Student Loan Company and Employer/Sponsor (in line with how the initial fees were paid)

- 16.5. The Chair of the Board of Governors **Board of Directors?** would ensure that Governors are kept fully informed of the rationale behind the decisions to close a campus, prior to a closure being enacted
- 16.6. The CEO, acting as the UKMC Accountable Officer, must inform the Office for Students (OfS) of all campus closures, following the process of a Reportable Event, as soon as possible after the decision is made, and before the decision is communicated to students.

17. Changes before and after entry

- 17.1. In exceptional circumstances material changes may be required between the advanced published materials and enrolment. These changes would be communicated to applicants as soon as possible, advising them of their right to apply for entry to a suitably alternative programme of study or to withdraw their application and seek entry to another institution. Should the applicant have already accepted an offer for entry to the affected course, comprehensive information, advice and guidance would be provided. The Executive Board would agree how to support **applicants** to select an alternative course or to reject any offer already made and accepted, thereby releasing the applicant from any contract with UKMC.
- 17.2. It is normal academic practice to make minor modifications and amendments to courses during the enrolment term. Such changes are designed to improve the quality of learning opportunities, to meet the requirements of an external body or in response to student feedback. The College will always consult with or inform students and their representatives of these changes, as appropriate, and in line with UKMC quality assurance processes.
- 17.3. Should there be a material change to a course required during an academic year resulting in the College being unable to deliver material components of a course however, UKMC would endeavour to minimise disruption through:
- 17.3.1. ensuring minor modifications of content or delivery structure are developed in consultation with those affected
 - 17.3.2. seeking to fill staffing gaps as quickly as possible, by moving other current members of staff with appropriate skills and experience or by recruiting externally, to avoid disruption
 - 17.3.3. ensuring all applicants are informed of planned major changes to courses as soon as possible and providing reasonable support for students to access a

course run by another provider, including making arrangements for the transfer of credits and information about academic progress

17.3.4. The College is committed to ensuring the continuity of studies as far as is reasonably practicable.

18. The timing of course changes and closures

18.1. The College would always seek to ensure that significant material changes and course closure would be a decision of last resort and be made in a timely manner. There are, however, rare unforeseeable circumstances (e.g. loss of specialist staff) which may result in the decision to close or suspend a course. Full consultation would be undertaken with all affected students. The College recognises the requirement to ensure full compliance with the consumer protection legislation cited at the start of this policy.

19. Refunds and compensation arrangements

19.1. UKMC would be determined to do everything in its power to ensure that all students can continue to study on their course during periods of change, hence refunds and compensation are seen as a last resort. The Refund and Compensation Policy, however, sets out UKMC's position and the circumstances where refunds and/or compensation may be paid out to students and applicants in the unlikely event that we are unable to preserve the teaching on one of our courses and no longer be able to maintain continuation of study for an applicant or current student.

19.2. Where students affected by UKMC being no longer able to deliver a course are registered as a partner University's franchised students, the University will make alternative arrangements to enable the teaching of existing students for the remainder of their course. It may result in the students transferring to a new venue, location, and provider. The relevant University Refund and Compensation policy would apply in these circumstances.