



UKMC Student Course Changes and Continuity of Study Policy

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1. Purpose and Scope

1.1. This Policy sets out how UK Management College (UKMC) manages course changes, course suspension and course closure in a manner that protects students' interests, maintains continuity of study, and ensures compliance with regulatory and contractual obligations. This Policy is operational in purpose and is not designed to replace or replicate awarding body regulations

1.2. The Policy applies to all applicants and registered students enrolled on courses delivered by UKMC on behalf of its awarding bodies. It applies to changes that occur before enrolment and during study.

1.3. This Policy must be read alongside the following Tier 1 documents, which together define UKMC's obligations to students:

- Student Contract Terms and Conditions
- Refund and Compensation Policy
- UKMC Partnership Governance and Responsibilities Framework
- Awarding body academic regulations and programme documentation

1.4. In developing this Policy, UK Management College has had regard to relevant sector good practice, consumer protection principles, and external guidance issued by regulatory and oversight bodies, including the Office for Students, the Competition and Markets Authority, and the Office of the Independent Adjudicator.

The UKMC–Awarding Body Responsibilities Matrix sets out the division of responsibilities between the College and its awarding bodies in relation to continuity of study, academic standards, student protection, and the implementation of contractual remedies.

1.5. For the purposes of this Policy, "course changes" include any amendments to the content, structure, delivery, assessment or location of a course. UKMC will ensure that such changes are communicated clearly, implemented fairly, and supported by appropriate mitigation.

1.6. This Policy does not replace the awarding body's responsibilities for academic standards, progression decisions or academic appeals. Where academic matters fall under awarding body jurisdiction, UKMC will follow the processes outlined in the Partnership Governance and Responsibilities Framework.

2. Definitions

2.1 Course Change

Any alteration to a course's content, structure, assessment, delivery, duration, mode, location or learning resources. Course changes may be **minor**, **non-material**, or **material**, as defined below.

2.2 Material Change

A change that could reasonably be expected to have a significant impact on a student's decision to apply, accept an offer, or continue studying.

Material changes include (but are not limited to):

- a) change of awarding body;
- b) change to the qualification awarded;
- c) change to the core learning outcomes;
- d) removal or compulsory replacement of core modules;
- e) change to the mode of delivery (e.g., in-person to blended);
- f) change to the primary location of delivery;
- g) significant changes to assessments or progression requirements;
- h) programme closure or suspension.

Material changes require consultation and/or notification, and students may withdraw without liability where they reasonably decline such changes.

2.3 Minor Change

A change that does not affect the learning outcomes, qualification, or core student experience. Examples include:

- a) changes to the timetable or session sequencing;
- b) replacement of individual teaching staff;
- c) updates to module reading lists;
- d) adjustments to teaching methods that do not alter mode of delivery.

Minor changes do not require student consultation and do not give rise to refunds or compensation.

2.4 Module Amendment

A change to the content, assessment or delivery of a module that is not material to the Course as a whole. Module amendments require awarding body approval and will be communicated to students in a timely manner.

2.5 Course Suspension

A temporary pause in the recruitment of new students to a Course while allowing current students to complete their studies. Suspension does not normally affect registered students.

2.6 Course Closure

The permanent discontinuation of a Course, whether planned or urgent. Closure requires appropriate teach-out arrangements for registered students.

2.7 Teach-Out

An arrangement that enables existing students to complete their Course following its closure or restructuring.

Teach-out arrangements must:

- maintain academic standards,
- meet awarding body requirements,
- ensure reasonable access to teaching, assessment and resources,
- minimise disruption to progression.

2.8 Alternative Course Offer

A proposal made to a student to enrol on a different Course where their original Course cannot continue as initially planned. Any alternative course must be suitable, approved by the awarding body, and accompanied by clear information. Students have the right to decline.

2.9 Material Information

Information that must be provided to applicants and students under consumer protection law because it may influence their decision to apply, accept an offer or continue studying.

Examples include:

- the awarding body,
- qualification awarded,
- course structure and core modules,
- mode and location of delivery,
- duration,
- tuition fees,
- professional requirements.

2.10 Continuity of Study

The principle that UKMC must take all reasonable steps to ensure students can complete their Course despite changes, disruptions or closures. This includes mitigation, teach-out, alternative arrangements, or, where necessary, refunds and compensation.

3. Regulatory and Institutional Framework

3.1. UK Management College is committed to ensuring that students are treated fairly and transparently in circumstances involving course changes, suspension, disruption or closure, and that appropriate remedies are available where students are unable to continue their studies as planned.

3.2. The Policy reflects the principles set out by the Competition and Markets Authority (CMA) relating to:

- a) the provision of material information to applicants and students;
- b) the fair treatment of students in consumer contracts; and
- c) the requirement to ensure that any changes to a course are reasonable, transparent, and communicated clearly.

3.3. This Policy reflects UKMC's commitment to fair and reasonable outcomes for students, informed by good practice principles articulated by the Office of the Independent Adjudicator (OIA), including:

- fair and reasonable handling of course changes.
- proportional mitigation where disruption occurs.
- appropriate use of teach-out and other remedies.
- the student's right to decline material changes and seek redress.

3.4. The Policy operates alongside UKMC's obligations within its partnership agreements with awarding bodies, which retain responsibility for:

- academic standards.
- programme approval, modification, suspension and withdrawal.
- assessment regulations and progression decisions.
- external examining.
- ensuring academic quality is maintained during any teach-out.

UKMC will comply with awarding body procedures and seek approval for all changes that fall within awarding body jurisdiction.

3.5. The UKMC Awarding Body Responsibilities Matrix provides the framework through which decisions about course changes, mitigation, consultation and teach-out are made. Where responsibility for a change or mitigation lies with the awarding body, UKMC will support communication and implementation but will not override awarding body authority.

3.6. This Policy must be interpreted in conjunction with the following UKMC documents, which form part of the student's contractual framework:

- Student Contract Terms and Conditions
- Refund and Compensation Policy
- Admissions Policy
- Student Learning Partnership Agreement
- Accessibility and Support for Disabled Students Statement

3.7. Where inconsistencies arise between UKMC policies and the academic regulations of the awarding body, the awarding body's regulations will take precedence in matters relating to academic standards, assessment, progression and award. Academic regulations take precedence only in academic matters; UKMC remains responsible for service delivery and financial remedies as defined in UKMC Tier 1 policies.

3.8. Nothing in this Policy prevents students from raising a complaint under the UKMC Complaints Procedure or, where appropriate, from escalating concerns to the awarding body or the Office of the Independent Adjudicator (OIA).

4. Principles Governing Course Changes

4.1. UKMC will take all reasonable steps to ensure that applicants and students receive the course they have been offered or have begun to study. Course changes will only be made where necessary and will always be considered in line with the obligations set out in this Policy and related Tier 1 documents.

4.2. UKMC will ensure that any course change is:

- a) fair, reasonable and proportionate;
- b) transparent, with clear communication to affected students;
- c) approved by the awarding body, where required;
- d) implemented in a way that minimises academic and practical disadvantage; and
- e) aligned with consumer protection law, especially concerning material information.

4.3. UKMC will provide applicants and students with accurate and up-to-date information about their course and will not make changes that could mislead or disadvantage them. Where material information changes, UKMC will notify applicants or students as soon as reasonably practicable.

4.4. Where a material change is proposed, UKMC will:

- a) explain clearly why the change is necessary;
- b) consult or notify students in accordance with this Policy;
- c) set out the available options, including continuity-of-study pathways;
- d) provide reasonable time for students to consider their options; and
- e) allow students to decline the change and withdraw without liability for future tuition fees.

4.5. Where changes arise from awarding body requirements, regulatory obligations, or external circumstances beyond UKMC's reasonable control, UKMC will take proportionate steps to maintain academic quality and continuity of study, while ensuring fairness to students.

4.6. UKMC will prioritise continuity of study as the central principle guiding its decisions. This includes:

- seeking to maintain delivery at the same location and in the same mode wherever possible.
- ensuring access to teaching, learning resources and assessment opportunities.
- adjusting delivery temporarily where necessary to maintain progress.
- implementing appropriate teach-out arrangements where a course is discontinued.

4.7. Course changes, suspension or closure will not normally affect students who are already registered unless the change is unavoidable or required by the awarding body. Where any such change is unavoidable, mitigation will be implemented to preserve academic progress.

4.8. Any change that affects accessibility, reasonable adjustments, or support for disabled students will be considered with reference to the Equality Act 2010. UKMC will consult relevant teams to ensure that changes do not create barriers or disadvantage for students with disabilities or other support needs.

4.9. The College will act in accordance with the UKMC–Awarding Body Responsibilities Matrix to determine whether UKMC or the awarding body has authority over the change, the mitigation and the communication. UKMC will never implement material academic changes without awarding body approval.

4.10. UKMC will ensure that decisions relating to course changes are documented through appropriate governance channels, including the Academic Board, Senior Management Team and Board of Governors, where applicable.

4.11. UKMC will ensure that course changes do not disadvantage students in relation to:

- assessment opportunities
- progression
- access to learning or support
- academic quality
- completion of their qualification

Where disadvantage cannot be mitigated fully, UKMC will consider redress in accordance with the Refund and Compensation Policy.

5. Types of Course Changes

Course changes may be categorised as Minor Changes, Module Amendments, or Material Changes. The level of student consultation or notification required depends on the type of change.

5.1. Minor Changes (Non-Material)

A minor change is a change that does not materially affect the learning outcomes, qualification, mode or location of study. Minor changes do not normally require student consultation.

Examples include:

- a) adjustments to the timetable, scheduling or sequence of teaching sessions;
- b) replacement of a member of teaching staff;
- c) refinements to teaching methods or delivery style;
- d) changes to reading lists or learning materials;
- e) changes to the format of formative assessments;
- f) changes to the location of teaching within the same campus;
- g) minor administrative or procedural adjustments.

Minor changes will be communicated to students where relevant but do not entitle a student to withdraw without liability or to claim a refund or compensation.

5.2 Module Amendments

A module amendment is a change to the content, structure or assessment of a module that does not amount to a Material Change to the Course as a whole. Module amendments must be approved through awarding body procedures and may include:

- a) updating learning outcomes to reflect subject developments.
- b) changes to assessment weighting or format.
- c) adding, removing or revising module topics.
- d) updating practical or workshop elements.

Where updates to learning outcomes materially alter programme-level outcomes, Section 5.3 (Material Changes) applies.

Where a module amendment affects a module currently being studied, students will be notified in advance and appropriate support will be provided.

5.3 Material Changes

A Material Change is any change that could reasonably influence a student's decision to apply, accept an offer, or continue studying the Course. Material Changes require consultation and/or formal notification and give students the right to withdraw without liability.

Material Changes include (but are not limited to):

- a) a change to the awarding body;
- b) a change to the qualification or award title;
- c) a change to the primary location of delivery;
- d) a change to the mode of study (e.g., from in-person to blended or online);
- e) removal or compulsory replacement of core modules;
- f) significant changes to the structure or duration of the Course;
- g) changes to progression requirements or assessment strategies that alter the nature of the Course;

- h) course suspension or closure;
- i) changes to entry requirements that affect applicants with offers.

Material Changes must:

- be approved by the awarding body.
- be communicated clearly and promptly.
- include an explanation of why the change is necessary.
- set out available options, including teach-out or alternative courses.
- give students adequate time to consider their response.
- allow students to decline the change and withdraw without liability for future tuition fees.

5.4. Emergency Changes

Where changes are required urgently due to circumstances outside UKMC's reasonable control (e.g., building access issues, sudden staff unavailability, safety concerns or regulatory instructions):

- a) temporary adjustments may be made to preserve continuity of study;
- b) students will be notified as soon as possible;
- c) UKMC will take reasonable steps to minimise disruption;
- d) if such changes become long-term and material, they will be treated as Material Changes under this Policy.

5.5. Changes Required by the Awarding Body

Some changes result from awarding body requirements, including:

- revisions to the curriculum.
- changes to programme specifications.
- changes to assessment regulations.
- discontinuation or restructuring of programmes.

In such cases:

- a) UKMC will not implement changes without awarding body approval;
- b) UKMC will notify affected students promptly;
- c) mitigation or teach-out arrangements will be put in place;
- d) students retain the right to withdraw from Material Changes without liability.

6. Consultation and Notification Requirements

UKMC will communicate all course changes in a timely, clear and accessible manner. The level of communication required depends on whether the change is Minor, a Module Amendment, or a Material Change.

6.1. When Consultation Is Required

6.1.1. UKMC will consult students when:

- a) a material Change is proposed that may significantly affect the delivery, structure, location, mode, duration or assessment of the Course;
- b) multiple smaller changes collectively amount to a Material Change;

- c) the change may impact progression, timetabling, workload distribution or access to resources;
- d) the awarding body requires student consultation as part of programme modification procedures.

6.1.2. Consultation will normally include:

- an explanation of the proposed change.
- the rationale for the change.
- the anticipated timeline.
- potential impacts on learning, assessment and progression.
- available alternatives.
- how students may provide feedback.
- the period allowed for student consultation.

6.1.3. Consultation does not require unanimity.

Feedback will be considered carefully, and responses will be summarised and documented.

6.1.4. Where awarding body approval is required, consultation outcomes may form part of the evidence submitted to the awarding body.

6.2 When Notification Alone Is Required

6.2.1. UKMC will notify students (rather than consult) when changes are:

- a) Minor Changes that do not significantly affect the student experience;
- b) Module Amendments approved by the awarding body;
- c) operational adjustments that preserve learning outcomes and academic standards;
- d) temporary emergency changes required to maintain continuity of study.

6.2.2 Notification will:

- be issued as soon as reasonably practicable.
- be communicated through official UKMC channels.
- include a brief explanation of the change.
- clarify whether any mitigation is in place.
- specify whether further changes are anticipated.

6.3 Notification to Applicants

Where a Material Change occurs before enrolment:

- a) UKMC will notify applicants immediately;
- b) applicants will be given clear information about the impact of the change;
- c) applicants may decline the change and withdraw without liability;
- d) if a course is withdrawn, applicants will be informed of any suitable alternatives and any available refund rights.

This is required under CMA consumer protection law.

6.4 Notification to Registered Students

Where a Material Change occurs during study:

- a) UKMC will notify students as soon as reasonably practicable;
- b) the notification will include reasons for the change, the impact on learning and progression, and available options;

- c) students may request clarification or guidance from Registry or Programme Leads;
- d) students may decline a Material Change that disadvantages them and withdraw without liability for future tuition fees (per the Student Contract and Refund & Compensation Policy).

6.5 Timeliness of Communication

UKMC will:

- a) provide consultation or notification before changes take effect, wherever possible;
- b) communicate urgent changes at the earliest opportunity;
- c) provide ongoing updates for multi-stage or long-term changes;
- d) ensure information remains accessible and accurate throughout the change process.

6.6 Accessibility of Consultation and Notification

Communications will be accessible and inclusive.

Upon request, UKMC will:

- provide information in alternative formats.
- adapt communication approaches for disabled students.
- ensure any changes to support or reasonable adjustments are considered carefully.

7. Course Suspension

7.1. Course Suspension refers to a decision to pause the recruitment of new students to a Course for a specified period while allowing registered students to continue their studies. Suspension does not normally affect current students unless continuation becomes impossible or is restricted by awarding body requirements.

7.2. A Course may be suspended for one or more of the following reasons:

- a) insufficient recruitment to ensure a viable student experience;
- b) awarding body instruction or withdrawal of approval for new cohorts;
- c) changes to external regulatory requirements that affect the mode or structure of delivery;
- d) staffing, resource or facility constraints that temporarily prevent high-quality delivery;
- e) planned programme redevelopment or revalidation;
- f) strategic realignment of provision approved through UKMC governance.

7.3. Any decision to suspend a Course will:

- a) follow UKMC's internal governance processes;
- b) be approved by the awarding body where required;
- c) be recorded formally through Academic Board and, where appropriate, the Board of Governors.

7.4. Where a Course is suspended:

- a. new applicants will be notified promptly and provided with clear information about:
 - the reason for suspension;

- any suitable alternative courses;
- their right to withdraw without liability (CMA requirement).

This reflects CMA expectations for pre-contract information.

- b. registered students will continue their existing Course without interruption and without any disadvantage arising from the suspension. Their learning, assessment and support arrangements will not normally change because of suspension.

7.5. If a suspension is accompanied by significant course redevelopment or a potential revalidation outcome that may materially affect existing students, UKMC will follow the procedures for Material Change in Section 5 and the consultation/notification requirements in Section 6.

7.6. If suspension leads to circumstances where continuation for current students is not possible, UKMC will treat this as a Course Closure under Section 8 and implement teach-out or suitable alternative arrangements.

7.7. Students affected by suspension-related changes will be supported in understanding:

- academic implications.
- alternative pathways.
- options for transfer.
- their right to withdraw without liability where a Material Change occurs.

7.8. Where awarding body rules or programme structures require modifications during suspension, UKMC will ensure that any such changes:

- a) comply with awarding body expectations;
- b) maintain academic standards;
- c) minimise impact on progression and outcomes;
- d) are communicated clearly and promptly.

8. Course Closure

8.1. Course Closure refers to the permanent withdrawal of a Course, meaning that no new students will be enrolled, and normal delivery of the Course will cease. Closure may be planned, strategic, or urgent depending on circumstances.

8.2. A Course may be closed for one or more of the following reasons:

- a) withdrawal of approval by the awarding body;
- b) strategic repositioning of UKMC's provision;
- c) regulatory changes requiring closure or restructuring;
- d) sustained low recruitment that renders delivery non-viable;
- e) loss of facilities or resources essential to delivery;
- f) inability to maintain academic or quality standards required by the awarding body.
- g) significant changes in awarding body strategy or partnership agreements that affect programme viability.

8.3. A decision to close a Course will:

- a) be preceded by careful consideration of student impact;
- b) be approved through UKMC governance processes (Academic Board and Board of Governors);
- c) require awarding body approval before implementation;
- d) be formally recorded in institutional minutes and communications.

Impact on Applicants

8.4. If a Course is closed before enrolment:

- a) applicants will be notified promptly;
- b) applicants will be offered clear information about suitable alternative courses, where available;
- c) applicants may decline alternative options and withdraw without liability for any fees;
- d) any fees already paid will be refunded in accordance with the Refund & Compensation Policy;
- e) applicants will be informed of any changes to material information relevant to their decision making

This reflects CMA requirements.

Teach-Out for Registered Students

8.5. Where a Course is closed but students are already registered, UKMC will normally implement teach-out arrangements to enable those students to complete their studies.

Teach-out will:

- a) be approved by the awarding body;
- b) maintain academic standards and the integrity of the qualification;
- c) ensure access to teaching, assessment, learning resources and student support;
- d) use the same mode and location of delivery where reasonably possible;
- e) include clear timelines and communication;
- f) minimise disruption to progression, assessment and completion.

8.6. If circumstances prevent full teach-out (e.g., withdrawal of facilities, awarding body discontinuation, emergency closure) UKMC will:

- a) take all reasonable steps to identify suitable alternatives;
- b) support students in transferring to the awarding body or another provider where feasible;
- c) ensure fair treatment under the Refund & Compensation Policy;
- d) ensure that students retain control of their decision to accept or decline alternatives.

Alternative Course Options

8.7. Where appropriate and approved by the awarding body, UKMC may offer students:

- a) transfer to another UKMC course;
- b) transfer to a revalidated or replacement course;
- c) transfer to another provider or to the awarding body (if they agree to accept students);
- d) individual academic advice on the suitability of alternatives.

8.8. Students may refuse an alternative course and may choose:

- teach-out (if available), or
- withdrawal without liability for future tuition fees if the change is material and detrimental.

Rights of Students Affected by Course Closure

8.9. Students affected by Course Closure retain the right to:

- a) receive timely, clear information;
- b) complete their studies through approved teach-out, where feasible;
- c) transfer to a suitable alternative course (without pressure);
- d) withdraw from the Course without liability where they decline a Material Change;
- e) request refunds or compensation in accordance with UKMC's Refund & Compensation Policy;
- f) raise a complaint or seek independent review through UKMC's Complaints Procedure and the OIA.

These rights reflect CMA obligations and OfS expectations.

Emergency or Unplanned Closure

8.10. If closure occurs due to circumstances outside UKMC's reasonable control (e.g., building access issues, sudden regulatory action, loss of approval):

- a) temporary mitigation measures will be implemented immediately;
- b) students will be informed as soon as reasonably practicable;
- c) UKMC will work with the awarding body to determine viable continuation routes;
- d) if continuation cannot be preserved, individual support and redress will be provided under the Refund & Compensation Policy.

Governance and Oversight

8.11. The following bodies oversee Course Closure:

- a) Academic Board – academic quality, standards and teach-out approval;
- b) Board of Governors – institutional risk, financial viability and student protection;
- c) Awarding Body – academic approval for closure, programme withdrawal and teach-out;
- d) Registry – communication, operational coordination, and documentation.

All closure decisions and plans must be recorded, monitored, and reviewed until completion of teach-out.

9. TEACH-OUT ARRANGEMENTS

9.1. This section must be:

- fully aligned with awarding body expectations,
- consistent with the Student Contract,
- integrated with the Refund & Compensation Policy,

- compliant with OfS Condition C5 (continuity of study),
- meaningful yet operationally realistic,
- sufficiently detailed to demonstrate capability to manage closures responsibly.

Teach-Out Arrangements

9.2. Teach-out refers to an arrangement that enables registered students to complete their Course following Course Closure or significant restructuring. UKMC will implement teach-out wherever reasonably possible to preserve continuity of study and avoid disadvantage.

9.3. Teach-out arrangements will always require formal approval by the awarding body, which retains responsibility for academic standards, programme integrity and assessment regulations.

Principles of Teach-Out

9.4. Teach-out arrangements will be designed to:

- uphold the academic quality, learning outcomes and standards approved by the awarding body;
- ensure students continue to receive appropriate teaching, assessment opportunities and academic support;
- minimise disruption to progression and completion;
- provide access to required learning resources, materials and facilities;
- avoid requiring students to incur additional costs wherever reasonably possible;
- ensure that reasonable adjustments remain in place for disabled students or students with support needs.

Components of a Teach-Out Plan

9.5. A formal teach-out plan will normally include:

- duration of teach-out and anticipated completion dates;
- teaching and assessment arrangements for each cohort;
- staff continuity and academic leadership arrangements;
- access to learning resources, facilities and support services;
- arrangements for academic oversight and external examining;
- contingency plans in case circumstances change;
- communication arrangements, including timelines and points of contact.

Teach-out plans will be documented and retained as part of UKMC's governance records.

Communication with Students

9.6. Students will receive clear and timely information regarding:

- the reason for teach-out;
- the impact on their course, assessments, progression and expected completion;
- how their learning experience will be maintained;
- the options available to them, including alternative course offers or withdrawal without liability;

- e) how to access academic, wellbeing and administrative support during the teach-out period.

Students will have opportunities to ask questions and request individual guidance.

Students' Options During Teach-Out

9.7. During a teach-out period, students may:

- a) continue the taught-out course until completion;
- b) request transfer to an alternative suitable course (subject to approval by the awarding body);
- c) choose to withdraw without liability for future tuition fees if they reasonably decline a Material Change;
- d) request a refund or compensation under the Refund and Compensation Policy where disadvantage occurs.

UKMC will not pressure students to accept an alternative course.

Staff Availability and Academic Leadership

9.8. Wherever possible, the same academic staff and Course team will remain in place for the duration of the teach-out.

If staff changes are unavoidable:

- a) UKMC will ensure replacement staff have appropriate qualifications and experience;
- b) students will be informed promptly;
- c) awarding body expectations for staff competence and oversight will be met.

Monitoring and Quality Assurance

9.9. Teach-out delivery will be monitored through:

- a) the awarding body's quality assurance processes;
- b) UKMC's Academic Board oversight;
- c) module and assessment boards;
- d) student feedback mechanisms;
- e) external examiner oversight.

Any emerging issues will be addressed promptly, and students will be informed of any required mitigations.

Completion of Teach-Out

9.10. Teach-out is complete when all registered students have:

- a) completed the programme,
- b) transferred to an alternative course or provider, or
- c) withdrawn voluntarily.

UKMC will then:

- close the Course formally through awarding body procedures.

- retain documentation for regulatory and audit purposes.
- evaluate the teach-out process to inform institutional improvement.

Where Teach-Out Is Not Possible

9.11. In rare circumstances where full teach-out cannot be delivered:

- a) UKMC will work with the awarding body to identify feasible continuation routes;
- b) transfers to another provider or awarding body may be supported;
- c) students will be treated fairly under the Refund & Compensation Policy;
- d) individual guidance will be provided to affected students.

UKMC will ensure no student is academically disadvantaged because of circumstances beyond their control.

10. Alternatives to Teach-Out

10.1. While UKMC will normally seek to provide teach-out where a Course closes, there may be circumstances where teach-out is not the preferred or best option for individual students. In such cases, students may be offered or may request an alternative continuation route.

10.2. Any alternative to teach-out must:

- a) be approved by the awarding body, where required;
- b) meet appropriate academic and regulatory requirements;
- c) protect students from academic disadvantage;
- d) maintain clarity around responsibilities under the UKMC–Awarding Body Responsibilities Matrix;
- e) avoid imposing additional, unexpected costs on students.

Transfer to Another UKMC Course

10.3. Where suitable and academically appropriate, UKMC may offer students the option to transfer to another UKMC-delivered course. This may be possible when:

- a) the alternative course aligns with the student's academic interests and prior credit;
- b) the awarding body approves the transfer;
- c) the student meets the entry or progression requirements for the alternative course.

Students are not obliged to accept an alternative course.

Transfer to a Replacement or Revalidated Course

10.4. If the awarding body has approved a replacement programme or revalidation outcome, UKMC may offer:

- a) transfer to the new programme.
- b) a mapped progression route that protects previously achieved credit.
- c) individual guidance on academic implications.

Students may accept or decline such an offer without penalty.

Transfer to Another Provider or to the Awarding Body

10.5. In circumstances where the awarding body withdraws approval for delivery, or where UKMC cannot continue to deliver the course, UKMC will work with the awarding body to identify viable continuation routes for students, including transfer or transition options.

10.6. UKMC will, where feasible, support students to:

- a) transfer to the awarding body (if it delivers the programme directly);
- b) transfer to another partner provider approved by the awarding body;
- c) transfer to another higher education provider offering a suitably comparable course.

Such transfers are subject to the receiving institution's agreement and any credit transfer policies.

Student Choice and Right to Decline

10.7. Students have the right to:

- a) remain on the teach-out route (if available);
- b) accept an alternative suitable option;
- c) decline an alternative course where it represents a Material Change;
- d) withdraw from the Course without liability for future tuition fees, as set out in the

Student Contract and Refund & Compensation Policy.

10.8. Students will not be pressured to choose a particular route.

Support for Students During Alternative Arrangements

10.9. UKMC will provide students with:

- a) academic advice on the implications of each option;
- b) administrative support with transfer processes;
- c) clear information on credit recognition and progression routes;
- d) support in accessing awarding body guidance where relevant;
- e) signposting to independent advice services.

Financial Implications

10.10. Where a student transfers to an alternative course or provider, UKMC will ensure that:

- a) tuition fees already paid are handled in line with the Refund & Compensation Policy;
- b) no additional fees are charged for the transfer process;
- c) any financial implications are communicated clearly in advance.

Documentation and Governance

10.11. All decisions relating to alternative arrangements will be:

- a) recorded in student records;
- b) approved through appropriate governance channels;

- c) aligned with awarding body procedures;
- d) reviewed periodically to ensure fairness and regulatory compliance.

11. Students' Rights in the Event of Material Change

11.1. Where a Material Change is proposed or implemented, students have the right to be treated fairly, to receive timely and accurate information, and to make informed decisions about their studies. UKMC will ensure that students are not placed at an unfair disadvantage as a result of course changes, suspension or closure.

11.2. Students will receive clear information about:

- a) the nature of the Material Change;
- b) the reason the change is necessary;
- c) how the change affects their studies, assessments, progression and completion;
- d) the options available to them;
- e) any applicable deadlines for responding;
- f) whom to contact for advice or clarification.

11.3. Where a Material Change is detrimental to students, they will have the right to:

- a) continue their studies under approved teach-out arrangements, where feasible;
- b) transfer to an alternative suitable course (within UKMC or another provider), subject to awarding body approval;
- c) request academic advice and individual support to understand available options;
- d) request guidance on credit transfer and progression pathways;
- e) decline the Material Change and withdraw without liability for future tuition fees, in line with the Student Contract and Refund & Compensation Policy.

11.4. Students who decline a Material Change and choose to withdraw may be eligible for:

- a refund of tuition fees already paid for periods of study not undertaken.
- consideration for compensation where they have experienced measurable disadvantage, in line with the Refund & Compensation Policy.
- certification for any credit or award achieved to date, as determined by the awarding body's regulations.

11.5. Where a Material Change arises from awarding body requirements:

- a) UKMC will support students in understanding the change;
- b) UKMC will not implement any change without awarding body approval;
- c) students retain the same rights to withdraw or request redress, as defined in UKMC Tier 1 policies.

11.6. Students have the right to raise concerns or complaints about Material Changes and may pursue these through:

- a) the UKMC Complaints Procedure;
- b) the awarding body's procedures (for academic matters);
- c) the Office of the Independent Adjudicator (OIA) after completion of internal processes.

11.7. Students will not be penalised, pressured, or disadvantaged for exercising any of their rights under this Policy.

12. Refunds, Reductions and Compensation

12.1. Where course changes, suspension or closure led to disruption or disadvantage for students, UKMC will consider whether refunds, reductions in fees or compensation are appropriate. Financial remedies will be applied in accordance with the UKMC Refund and Compensation Policy, which forms part of the student's contractual framework.

12.2. Refunds relate to tuition fees already paid for learning that cannot be delivered. Compensation may be considered where a student suffers measurable, evidenced disadvantage arising from disruption, material change or an inability to continue study through no fault of their own.

12.3. Where a Material Change occurs and a student chooses to withdraw without liability, UKMC will calculate any refund or compensation in accordance with the Refund and Compensation Policy and the Student Contract. This may include, where appropriate:

- refund of tuition fees for periods of study not undertaken.
- reasonable compensation for additional costs directly attributable to disruption, where evidenced.

12.4. UKMC is responsible for all financial remedies arising from its delivery of the Course, as set out in the UKMC–Awarding Body Responsibilities Matrix. The awarding body is not responsible for refunds or compensation unless expressly stated in partnership documentation. In most cases, financial responsibility for refunds and compensation rests solely with UKMC.

12.5. Academic decisions, including progression outcomes and award conferral, fall under the awarding body's jurisdiction. Refunds or compensation relating to academic decisions will therefore only be considered where UKMC's service delivery has contributed to a demonstrable disadvantage.

12.6. Students must complete relevant withdrawal or transfer procedures for UKMC to calculate refund eligibility accurately. UKMC will ensure that students are informed clearly of any financial implications before they make a decision relating to course changes.

12.7. Requests for refunds or compensation will be handled promptly, fairly and transparently. Students retain the right to seek internal review and to escalate concerns through the Complaints Procedure and, subsequently, to the Office of the Independent Adjudicator (OIA), in accordance with published processes.

13. Roles and Responsibilities

13.1. The management of course changes, suspension and closure require clear division of responsibilities between UKMC, its awarding bodies and students. These responsibilities are guided by this Policy, the Student Contract, the Refund and Compensation Policy and the UKMC–Awarding Body Responsibilities Matrix.

UKMC Responsibilities

13.2. UKMC is responsible for:

- a)** delivering courses in accordance with the approved Programme Specification and awarding body requirements;
- b)** ensuring that students receive accurate, clear and timely information before and during their studies;
- c)** identifying when changes to courses are required and assessing whether they are minor, module-level or material;
- d)** seeking awarding body approval for all changes requiring academic oversight, including programme modifications, suspension or closure;
- e)** consulting or notifying students in accordance with Sections 5 and 6 of this Policy;
- f)** ensuring that students are not unfairly disadvantaged by course changes, suspension or closure;
- g)** designing and implementing teach-out arrangements where appropriate;
- h)** offering suitable alternatives where teach-out is not possible or not preferred by students;
- i)** administering refunds and compensation in accordance with the Refund and Compensation Policy;
- j)** ensuring appropriate governance oversight through Academic Board and the Board of Governors;
- k)** maintaining records of decisions, communications and mitigation actions.
- l)** maintaining accurate student records and coordinating communication with students during any course change, suspension or closure process.

UKMC carries financial responsibility for refunds and compensation related to its delivery of the Course.

Awarding Body Responsibilities

13.3. Awarding bodies are responsible for:

- a)** approving programme design, modifications, suspension and closure;
- b)** setting and maintaining academic standards, including learning outcomes and assessment regulations;
- c)** oversight of external examining and academic quality assurance;
- d)** determining progression, award and classification decisions;
- e)** approving teach-out plans and ensuring academic integrity during teach-out;
- f)** overseeing credit transfer and recognition processes.

Awarding bodies are not responsible for refunds, tuition fee liability or financial compensation unless expressly stated in partnership agreements.

Where academic matters arise, such as progression or award decisions, students may follow awarding body academic appeal processes.

Student Responsibilities

13.4. Students are responsible for:

- a) engaging with the information provided about course changes and seeking clarification when needed;
- b) informing UKMC promptly if they intend to accept or decline a material change;
- c) submitting necessary withdrawal, transfer or interruption forms, where relevant, to enable accurate calculation of fee and academic implications;
- d) engaging constructively with consultation processes;
- e) continuing to engage with teaching, assessment and support arrangements during teach-out;
- f) notifying UKMC of any support needs, including accessibility or reasonable adjustments that may be affected by course changes;
- g) making informed decisions about alternative options offered by UKMC.

Students retain the right to raise concerns or complaints without detriment.

Shared Responsibilities

13.5. UKMC and awarding bodies share responsibility for:

- a) ensuring students receive accurate academic information, including Programme Specifications;
- b) protecting academic standards during course changes, suspension or closure;
- c) maintaining transparent and timely communication with students;
- d) implementing appropriate student protection measures;
- e) ensuring that teach-out or alternative pathways uphold academic quality and regulatory compliance.

Where responsibilities overlap, UKMC will use the UKMC–Awarding Body Responsibilities Matrix to determine lead responsibility and communication routes.

14. Monitoring and Review

14.1. UKMC will monitor the effectiveness of this Policy to ensure that course changes, suspension and closure are managed fairly, transparently and in accordance with UKMC's contractual, regulatory and awarding body obligations.

14.2. The Registry will maintain an annual record of:

- a) all course changes approved or implemented;
- b) consultations and notifications issued to students;
- c) any teach-out arrangements, including progress and outcomes;
- d) cases in which students declined Material Changes;

- e) issues raised through complaints or feedback relating to course changes;
- f) lessons learned to improve student protection procedures.

14.3. The Senior Management Team will review this information at least annually to:

- identify emerging risks or patterns.
- evaluate the adequacy of mitigation measures.
- ensure compliance with this Policy.
- recommend improvements where needed.

14.4. The Academic Board will oversee:

- a) the academic quality and integrity of course changes;
- b) the approval and monitoring of teach-out arrangements;
- c) the impact of course suspension or closure on learning, assessment and progression;
- d) the alignment of decisions with awarding body regulations.

14.5. The Board of Governors will have strategic oversight of:

- a) continuity-of-study risks;
- b) institutional compliance with OfS Condition C5;
- c) financial implications of course changes, suspension or closure;
- d) mitigation strategies and long-term planning;
- e) the approval of institutional policy changes where required.

14.6. Awarding bodies will exercise oversight in accordance with partnership agreements. This includes approval of programme modifications, suspension, closure and teach-out, as well as monitoring academic standards and quality during periods of change.

14.7. This Policy will be reviewed:

- a) annually, through UKMC's scheduled policy review cycle;
- b) sooner if required by changes in legislation, OfS conditions, awarding body requirements or institutional strategy;
- c) following significant course changes or closures to ensure lessons learned inform future practice.

14.8. Amendments to this Policy must be approved by the Board of Governors following consultation with the Academic Board and Senior Management Team.

14.9. The latest version of this Policy will be published on the UKMC website and made available to applicants and registered students as part of their contractual documentation.

