

## Programme Closure Policy – information for students

1. The School of Advanced Study will take all appropriate steps to deliver programmes and modules in accordance with the public information available on the website and associated prospectuses.
2. The School abides by the Quality Assurance Agency Code of Practice (Chapter B8: Programme Monitoring and Review) which states that higher education providers should 'have an agreed and planned procedure for managing the closure of a programme, which includes protecting the academic interests of all students already studying on the programme (including those who have taken an agreed break from their studies) and those who have applied to study on it'.
3. This School undertakes to provide timely and relevant communications to students and will use its best endeavours to ensure that their interests continue to be protected during the programme closure, as required by the Competition and Markets Authority (CMA) consumer protection laws for students. See student terms and conditions <https://www.royal.ac.uk/terms-and-conditions>
4. The decision to close a programme will be discussed at an Institute Higher Degrees Committee meeting where the full implications should be aired, including any detriment to the student body and the financial and reputational impact of closure. There will be a student representative member of this committee.
5. Institutes will give formal notice to the Head of Registry Services, the Pro Dean Postgraduate teaching and research and copied to the Director of Operations & Deputy CEO.
6. Students will be consulted collectively and individually where required.
7. Notice will be given to students which will include:
  - Reason for closure
  - Procedures for continuing care of students
  - Date for last initial student registration
  - Availability of resources including study facilities, library resources, staff availability, continuation of disability support
  - Date for final examination
  - Date for final awards and programme closure
    - In extremis any potential transfer to another course or provider and the details pertaining to this
    - Information about claims for compensation or refunds – see School of Advanced Study Credit Balances and refund Policy <https://www.royal.ac.uk/terms-and-conditions>

8. The following groups of students will be notified in line with the communication schedule and action plan;
- **Registered students: will be given the** full details and all relevant dates and made aware that full support will continue until the final students have passed through the course.
  - **Deferred students:** need to know full details of the course closure and should be informed of the time limits for their return.
  - **Applicants whose application is currently in progress:** should be given at least 6 months' notice of discontinuation; should be informed of any alternative programmes of study that may be of interest; given a full refund of any fees they have paid;
  - **Enquirers:** should be informed of any alternative programmes of study that may be of interest.

**9. Closure period**

As much notice as possible of the closure of a programme will be given, but in any case no shorter than one calendar year ahead.

**10. Continued support**

The School takes its contractual obligation to continue to fully support registered students very seriously. This includes providing teaching, access to library materials, keeping learning resources up-to-date and ensuring that suitable and appropriate assessment is undertaken leading to award.

11. In the unlikely event that the School is unable to meet its contractual obligations outlined in para. 10, it agrees to find a suitable higher education establishment offering a University of London degree to do this on its behalf.

Agreed AQSC March 2017

Updated June 2018