

## **Code of Practice for communicating changes to modules and courses**

### **Introduction**

The University of Wolverhampton will provide applicants and students with relevant information prior to the start of their course. This will include:

- Course content, structure and length, the location of study and award given on successfully completing the course
- Total cost of the course, including tuition fees and additional costs such as field trips and lab equipment
- Clear and accessible terms and conditions, including all policies and regulations, which can be found at [www.wlv.ac.uk/polsregs](http://www.wlv.ac.uk/polsregs).
- Any rights the applicant/student has to cancel should they change their mind
- Information on our complaints handling process

The University will use all reasonable endeavours to deliver a course in accordance with the description applied to it in any of the University's published information (such as website, prospectus or course guide) for the academic year in which the student begins their course. On occasion, the University may be required to make changes to a course, which may occur for a variety of reasons.

These include (but are not limited to)

- accommodating changes required by professional, statutory, regulatory bodies (PSRBs)
- changes dictated by low student numbers which means that it is not possible to deliver an appropriate quality of education
- changes made for any other reason for the purposes of delivering a better quality of educational experience to students.

In making any such changes, the University will aim to keep the changes to the minimum necessary to sustain the required quality of education and student experience and will notify affected applicants and students as soon as is practicable about any changes that are required.

### **Changes to modules and courses**

#### ***Minor changes***

Minor changes to a module or course are not unusual. These are changes that are unlikely to impact significantly on the student and may include:

- timetable changes
- room changes
- content of individual modules
- assessment methods
- staff teaching on a module (all staff will be appropriately qualified)

In case of such changes, existing students will be notified via the communication route agreed in the Module Guide and/or Course Guide (such as University e-mail or via the Virtual Learning Environment).

## ***Major Changes***

Other changes that may have a more significant impact include:

- change of course location
- change to the accreditation status students receives at the end of their course
- change of course title
- a material change to the modules students have to undertake to complete the course
- closure of a course
- change of the facilities associated with the course

## **What the University will do when making major changes**

### ***Applicants***

In making major changes, applicants can expect the University to:

- communicate, in writing, these changes as soon as is practicable and identify the reasons for the changes.
- attempt to minimise any adverse impact on the applicant.
- offer a suitable alternative course in appropriate cases. Where a suitable alternative course does not exist, or the applicant declines the alternative offer, the applicant may be entitled to a refund of any deposits that have been paid.

### ***Students***

In making major changes, current students can expect the University to:

- communicate, in writing, these changes as soon as is practicable, identifying the reasons for the changes, and utilise any student feedback received in relation to any proposed changes.
- where a course is being withdrawn, wherever possible enable all students enrolled on the course to complete their studies. Exceptionally, it may be necessary to close a course before all students have completed their studies. In such cases the University will take all reasonable steps to keep students informed and to protect their interests.
- explore opportunities for transferring the student to another course at the University or another institution. A student will also be entitled to withdraw from their course by notifying the University via the appropriate channels. Any student withdrawing from their course may be liable for tuition fees in accordance with the University's fee liability policy
- ensure that students leaving the University receive recognition or credits for any modules successfully completed.
- make appropriate transitional arrangements where necessary. For example, where new provision is replacing an old course it may be necessary to approve temporary transitional arrangements to protect the interests of the students and the robustness and standards of the award. Where it is proposed that students are transferred to the new provision, all students affected must be fully informed of the proposed arrangements and agree to the arrangements as part of the development process.

## **What the University advises students/applicants to do if they wish to discuss these changes further**

### ***Applicants***

In the first instance the University would encourage an applicant to contact the Admissions Unit via the e:Vision applicant helpdesk to raise any concerns. If an applicant is not satisfied with the outcome they may submit a complaint via the Admissions Complaints Procedure, which can be found at [www.wlv.ac.uk/polsregs](http://www.wlv.ac.uk/polsregs).

### ***Students***

In the first instance the University would encourage a student to contact their Personal Tutor and/or Course Leader via the most appropriate method. If a student is not satisfied with the outcome they will be entitled to pursue a complaint through the University's Complaints Procedures, located here: <http://www.wlv.ac.uk/current-students/conduct-and-appeals/complaints/>.