

PROGRAMME SUSPENSION & TERMINATION POLICY

Scope

All taught and research programmes leading to an award of City, University of London. Termination arrangements for partnership provision will be set out in the Memorandum of Agreement for the partnership. Arrangements for validated provision are set out in the Validation and Institutional Partnerships Handbook.

Date approved/re-approved

May 2022

Date for review

To be reviewed every three years, with allowance for minor annual updates of roles and responsibilities by Educational Quality Committee, as required.

To be read in conjunction with:

Programme Approval Policy and Guidance

Equality and Diversity Statement

City, University of London is committed to promoting equality, diversity and inclusion in all its activities, processes, and culture, under its Public Sector Equality Duties and the Equality Act 2010. This includes promoting equality and diversity for all, irrespective of any protected characteristic, working pattern, family circumstance, socio-economic background, political belief or other irrelevant distinction.

Where relevant to the policy, decision-making panels will ensure a reasonable gender balance (with at least one man and one woman) and will actively consider representation of other protected groups.

Programme Suspension and Termination Policy

Contents

1. Definitions.....	2
2. Introduction.....	2
3. Considering termination or suspension of a programme	3
4. Transitional arrangements	3
5. Consultation with current students	4
6. Notifying applicants and offer-holders	5
7. Impact on other programmes, access/feeders and partnerships	5
8. Process for programme termination or suspension	5
9. Re-instating a suspended programme	6

1. Definitions

Suspension - a programme is suspended when a decision is taken not to recruit to and/or to deliver the programme for a defined period. This may be for up to one academic year (where recruitment may continue) or for more than one academic year (where recruitment shall cease). Any programme which has been suspended and not reinstated for 3 years will automatically be terminated to ensure that accurate records may be maintained.

Termination – a programme is terminated when a decision is taken not to recruit to the programme indefinitely, i.e., reinstatement at a future date is not intended. Delivery of the programme should continue until there are no students enrolled on the programme, including those who have interrupted.

2. Introduction

From time to time it may be necessary to terminate a programme, or temporarily suspend a programme for a limited time period. Where a programme is suspended, recruitment may continue if the suspension is for up to one academic year maximum. Further advice can be obtained from School Quality Teams and from Student and Academic Services (S&AS).

School Board of Studies will consider the proposal and rationale for termination or suspension of a programme. The Vice President (Education) is responsible on behalf of Senate for the approval of decisions to terminate or suspend a programme.

All decisions to suspend or terminate programmes must be taken in good time, with due regard for the need to address the position of current students, applicants and offer holders (and those who may expect to progress or articulate onto the programme through partnership or access/feeder arrangements). It should be noted that if a decision to suspend or terminate a programme is taken late in the admissions cycle, it may not be possible to approve at institution level or the applicant might be able to claim financial compensation from the University.

This policy is applicable to all taught and research provision delivered online, on campus and offsite (provision which is delivered and supported entirely by City, University of London staff and which lead to an award from City, University of London).

This guidance is not applicable to the termination of partnership provision (where arrangements are set out in the Memorandum of Agreement) but if you are proposing the

suspension/termination of a programme that includes a partnership or an access/feeder you should contact Student and Academic Services as soon as possible.

An annual list of suspended and terminated programmes will be reported by Student and Academic Services to Educational Quality Committee and Senate.

3. Considering termination or suspension of a programme

In the first instance, Programme Directors should discuss the proposal to terminate or suspend the programme and the options available at the Programme Committee. The discussion should also consider transitional arrangements and the impact on current students and, if any, on other programmes or access/feeder and partnership arrangements. The decision to terminate or suspend programmes also involves the Dean of School and Associate Dean (Education), or equivalent in relation to the articulation of the programmes with the School Plan. Following Board of Studies and PARC consideration of the proposal, the final decision to terminate or suspend a programme rests with the Vice President (Education).

If suspending, it is important that Schools carefully consider whether this should be for up to one academic year (where recruitment may continue) or for more than one academic year (where recruitment shall cease). The School should consider the viability of an intake cohort within one academic year and whether or not a longer suspension may be more appropriate.

Where regulated programmes are terminated/suspended, guidance must be sought from the relevant PSRB.

Evidence to support proposals for terminations or suspensions should be referenced in the Programme Suspension and Termination Form. It may include, but is not limited to:

- Discussions with employers (particularly for apprenticeship programmes).
- Relevant professional, statutory or regulatory body (PSRB) implications.
- Discussions with current students, SSLC (or similar), alumni and the Students Union (where appropriate).
- Discussions with the Office for Global Engagement (OfGE), for programmes who accept access/feeder students from INTO/Kaplan.
- Discussions with the Partner institution, where appropriate.
- External Examiners' comments.
- Admissions and recruitment data.
- Annual Programme Evaluation comments and actions.
- Outcomes from Assessment Boards and progression data.
- Outcomes from student satisfaction surveys (including the National Student Survey/Postgraduate Taught Experience Survey/Postgraduate Research Experience Survey and YourVoice).
- Outcomes from module evaluations.
- Financial data, including evidence of viability.
- Changes to the current market which affects a programme's viability.
- Changes within the School Plan in relation to the portfolio of the programmes offered.
- Resourcing matters within the School.
- Outcomes from a recent Periodic Review of the programme.

4. Transitional arrangements

Transitional arrangements will be established to protect the experience of students currently undertaking the programme. Suspensions or terminations will normally be phased, enabling existing students to complete their programme of study. In the exceptional circumstance where this may not be possible, alternative arrangements will be put in place to safeguard the ability of students to complete their studies in line with City's Student Protection Plan.

Consideration will be given to the full implications of suspension or termination on the University's obligation to its students. Consultation with current students will be undertaken before any decision is made.

Where international students are affected, the School will need to liaise with the Visa Compliance team for any changes to student's delivery (e.g. special scheme of study, transfer to a different programme or mode of attendance) so that plans for the relevant reporting can be included in the proposal. International applicants and offer holders should also be considered.

Topics for consideration when considering transitional arrangements include, but are not limited to:

- Availability of sufficient and appropriate lecturing staff.
- Personal tutorial arrangements, including staff availability, and arrangements for other types of student support.
- External Examiner arrangements.
- Administrative support.
- Processes for managing appeals and re-sits.
- Maintenance of any programme materials, including those on the virtual learning environment.
- Treatment of students who fail and are required to repeat, or who defer, beyond the normal period of time it would be expected for the programme or route to complete.
- Any expected use of Special Schemes of Study.
- Any impact on the student experience of smaller student numbers e.g. as students are not recruited to earlier years of a multi-year programme.
- Any pre-stated PSRB requirements.
- Any impact on access/feeder or partnership arrangements.
- Arrangements for international students.

Transitional arrangements should be overseen and monitored by the Programme Committee, reporting to the Boards of Studies as required.

City publishes a Student Protection Plan as a condition of registration with the Office for Students. This sets out City's assessment of the risks of certain events occurring that mean we can no longer deliver one or more programmes, measures for managing and mitigating these risks, and our responsibilities to students in these circumstances. Support will be provided by Student and Academic Services for the management of terminations in exceptional circumstances where it is not possible for a phased termination to take place.

5. Consultation with current students

Consultation with current students about the potential suspension or termination of their programme should take place in advance of formal discussions at PARC or Board of Studies and of submission of the form to Student and Academic Services. Consultations are critical to minimise the impact on students and to support the management of student expectations. Programme Teams should maintain regular dialogue with students throughout the termination or suspension process. Where possible, students should be assured that arrangements will be in place for them to complete their studies.

A template letter for current students can be found in Appendix B. S&AS should approve draft letters before they are sent to current students.

Particular topics for discussion are likely to include:

- The perceived impact of the suspension/termination on the value of the student's award.

- Concerns regarding availability of resources and staff.
- Concerns regarding processes should a student have to defer or fail.
- A point of contact for any concerns a student may wish to raise.

This guidance should be read in conjunction with the Terms & Conditions for study at City, University of London [here](#) and our [Student Protection Plan](#).

Student and Academic Services and/or the Office for Global Engagement may also need to consult with access/feeder partners (such as INTO or Kaplan, for example) and should be contacted by the School in a timely manner to begin this process. See Section 7 for more.

6. Notifying applicants and offer-holders

Applicants and offer-holders should only be notified about the suspension or termination of their programme once the request has received institution level approval. Any decision to suspend or terminate a programme must be made early enough in the application cycle so as not to disadvantage applicants or offer holders. Once applicants have received an offer of a place on a programme, whether accepted or not, it may not be possible to suspend or terminate the programme unless it can be documented that all potential alternative arrangements have been exhausted.

Admissions (either centrally or in the School, as appropriate) should be contacted to ascertain the current number of applicants and offer holders when completing the Programme Suspension and Termination Form. If the programme accepts students from an access/feeder (such as INTO or Kaplan), the Office for Global Engagement should be contacted to ascertain the number of students who may wish to, or have an offer to, progress onto the programme.

A template letter for notifying can be found in Appendix B. Student and Academic Services should be contacted prior to any communication with offer holders or applicants.

7. Impact on other programmes, access/feeders and partnerships

Suspension or termination of a programme may impact on other programmes, including those in a different School, for example because another programme undertakes service teaching on the module, or utilises a module from the programme. In such cases, discussions should be held with the relevant programme(s) before a proposal for termination or suspension is presented to the Boards of Studies. Evidence of that programme's acceptance of the proposed termination or suspension, along with details of any arrangements should be included with the Programme Suspension and Termination Form. Where another programme objects to the proposal to terminate or suspend the programme route, discussions should be undertaken between the relevant Deans of each School.

Termination or suspension may impact on students expecting to progress to the programme from articulation or foundation programmes at partner institutions.. In such cases, Schools should contact Student and Academic Services and/or the Office for Global Engagement at an early stage who will consult with the partner institution. Details of these discussions and arrangements put in place to safeguard student progression from the partner institution(s) should be included with the Programme Suspension and Termination Form.

Termination or suspension may also impact on students expecting to articulate onto or otherwise join a City programme which has a partnership arrangement with another institution. Student and Academic Services should be contacted for advice in these cases.

8. Process for programme termination or suspension

The process for termination or suspension of a programme is as follows:

- a. The School should submit a draft consultation letter for current students to Student and Academic Services (see Appendix B). Once approved, current students should be contacted and any feedback or concerns addressed and included in the Programme Suspension and Termination Form. Students should usually be given at least 3 weeks to respond to the consultation. The Programme Team may wish to meet with students individually or as a group. S&AS and/or OfGE should also consult with access/feeders and/or partners, if relevant;
- b. The Programme Suspension and Termination Form ([here](#)) should be completed and considered by the School's Senior Management, including sign-off from the Associate Dean (Education), or equivalent, and the Dean of School. The proposal should then be considered by PARC and endorsed by the Boards of Studies;
- c. Following endorsement by PARC and the Boards of Studies, the Form and draft notification letters for applicants and/or offer holders (see Appendix B) should be submitted to Student and Academic Services who will liaise with the Vice President (Education) for final approval of the termination or suspension. The Vice President (Education) may take advice from the Educational Quality Committee if necessary.
- d. Once the final approval has been obtained, Student and Academic Services will notify the School and will liaise with the relevant Professional Services on the next steps. At this point applicant and offer holders must be notified as soon as possible.
- e. The School should ensure that current students are formally notified of the decision to suspend or terminate the programme after final approval.

Decisions to terminate or suspend a programme should normally be recorded on the student record system and the programme information system as soon as they have been approved by the Vice President (Education). This will support the provision of accurate information about City's educational offer to prospective students and applicants. Such recording will not affect transitional arrangements.

Any programme which has been suspended and not re-instated within 3 years will be automatically terminated to ensure that accurate records are maintained.

Suspension and termination of modules

Where modules are suspended or terminated as part of this process, this should be noted on the Programme Suspension and Termination Form.

The suspension or termination of individual modules (as opposed to whole programmes) will be managed according to the Programme Amendment Policy.

9. Re-instating a suspended programme

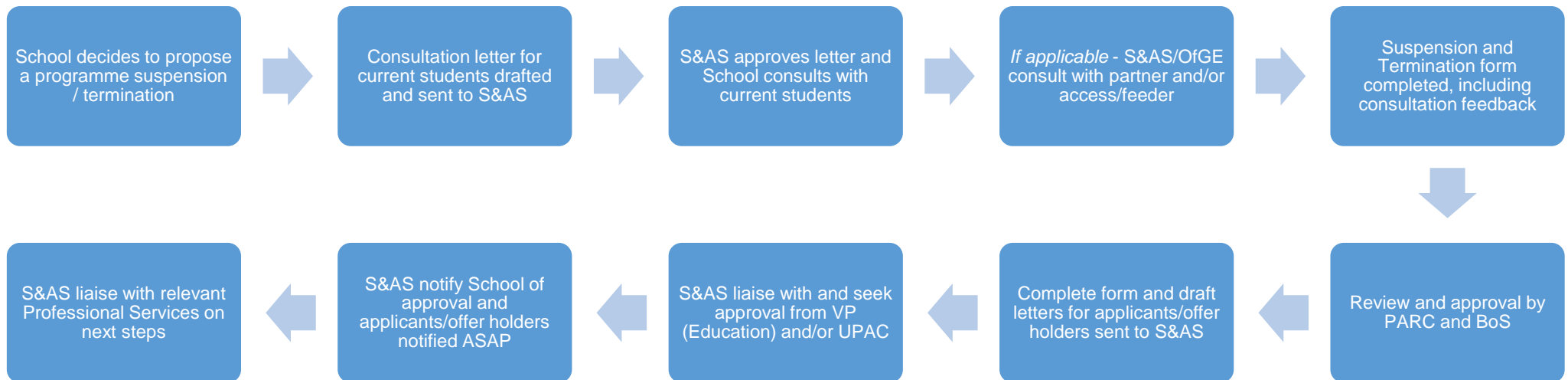
A suspended programme can be re-instated within 3 years by the Programme Team subject to approval of a major amendment submission by the Vice President (Education) or the University Programme Approval Committee.

If significant changes are being proposed to the re-instated programme, in particular changes to programme title, learning outcomes, module choice, target market or assessments then the programme may need to undergo the Stage 1 and/or Stage 2 Programme Approval process to ensure the continued quality of provision. The nature of approval will be proportionate to the level of change. Planning and discussion for reinstating a programme should take place at the start of the academic year. Further guidance can be obtained from the School's Quality Team and Student and Academic Services.

Re-instating a suspended module(s) - any module which has been suspended may be reinstated via the Programme Amendment Process, subject to the agreement of PARC. In line with the Programme Amendment Policy, any suspended Module which is not re-instated within 3 years will be automatically terminated.

Appendix A – Programme Suspension and Termination Flowchart

Please note that this flow chart represents a typical programme suspension/termination and assumes that the request is received well in advance of the proposed suspension/termination date and that approval is given at all stages. Stages may differ where a partnership or access/feeder is in place, for example.



Appendix B – Template letters for consulting with current students and communication with applicant and/or offer holders

i. Consultation Letter – Current Students (Suspension)



[address]

[date]

Dear [student name]

Consultation on [programme title and/or mode]

I am writing to consult with you in relation to the above programme. Following a review of the provision each year, the School is proposing the suspension of [programme title and/or mode] programme from [date] for new applicants only.

Proposal	Reason for the proposal	Proposed changes from [date]
[programme title and/or mode] programme is to be suspended from [date] for new applications only.	[Reason], e.g., Following review undertaken by the School's Executive Committee it indicates falling numbers recruited to the programme.	The proposal is to suspend the programme from [date] for new applications only. This decision will be reviewed in academic year [date].

Please note that this proposal does not affect you as a current student on the programme. The School would like to assure you that this decision will not impact on your studies, the quality of our provisions to you and your experience. The School is fully committed to supporting you through to successful completion of your programme.

Your views are important to us. As part of review of the proposed suspension, the School would like to consult with you and encourage you to provide your feedback to inform the School's decision when considering the proposed suspension of this programme. Please kindly provide your feedback by [date].

If you have any questions about the proposal or want to discuss your personal circumstance, I would encourage you to contact me via e-mail [email address] to discuss them.

Yours sincerely,

XXXX

ii. Consultation Letter – Current Students (Termination)



[address]

[date]

Dear [student name]

Consultation on [programme title and/or mode]

I am writing to consult with you in relation to the above programme. Following a review of the provision each year, the School is proposing the termination of [programme title and/or mode] programme from [date] for new applicants only.

Proposal	Reason for the proposal	Proposed changes from [date]
[programme title and/or mode] programme is to be terminated from [date] for new applications only.	[Reason], e.g., Following review undertaken by the School's Executive Committee it indicates falling numbers recruited to the programme.	The proposal is to terminate the programme from [date] for new applications only.

Please note that this proposal does not affect you as a current student on the programme. The School would like to assure you that this decision will not impact on your studies, the quality of our provisions to you and your experience. The School is fully committed to supporting you through to successful completion of your programme.

Your views are important to us. As part of review of the proposed termination, the School would like to consult with you and encourage you to provide your feedback to inform the School's decision when considering the proposed termination of this programme. Please kindly provide your feedback by [date].

If you have any questions about the proposal or want to discuss your personal circumstance, I would encourage you to contact me via e-mail [email address] to discuss them.

Yours sincerely,

XXXX

iii. Letter – Applicants (Suspension)



[address]

[date]

Dear [name]

Confirmation of programme suspension

I am writing to inform you that the [programme title and/or mode] programme at City, University of London has been suspended for new applicants with immediate effect. This suspension is the result of [insert reason] and unfortunately means we are unable to make you an offer for this programme starting [date].

However, we are very pleased to be able to offer you a place on the [insert similar programme in the School and why applicant may be interested] programme that also commences in [date]. Should you wish to take up this offer, or find out more information, please contact [name] and he/she will be pleased to enrol you: [email] [telephone]

Alternatively, on request, we can review and consider your application for another programme within City, University of London. Please review our suite of courses [here](#).

There are also similar programmes to the [programme title and/or mode] that may be available in the London area and that you may wish to consider such as:

- [insert name of similar programme in another London/nearby University and a link to the webpage]

Should you have any questions about the suspension of the [programme title and/or mode] programme at City, University of London, or if you would like further advice on how to proceed, please do not hesitate to contact our admissions team at [email] [telephone]

Apologies again for any inconvenience caused as a result of this programme suspension.

Yours sincerely,

XXXX

iv. Letter – Applicants (Termination)



[address]

[date]

Dear [name]

Confirmation of programme termination

I am writing to inform you that the [programme title and/or mode] programme at City, University of London has been terminated for new applicants with immediate effect. This termination is the result of [insert reason] and unfortunately means we are unable to make you an offer for this programme starting [date].

However, we are very pleased to be able to offer you a place on the [insert similar programme in the School and why applicant may be interested] programme that also commences in [date]. Should you wish to take up this offer, or find out more information, please contact [name] and he/she will be pleased to enrol you: [email] [telephone]

Alternatively, on request, we can review and consider your application for another programme within City, University of London. Please review our suite of courses [here](#).

There are also similar programmes to the [programme title and/or mode] that may be available in the London area and that you may wish to consider such as:

- [insert name of similar programme in another London/nearby University and a link to the webpage]

Should you have any questions about the termination of the [programme title and/or mode] programme at City, University of London, or if you would like further advice on how to proceed, please do not hesitate to contact our admissions team at [email] [telephone]

Apologies again for any inconvenience caused as a result of this programme termination.

Yours sincerely,

XXXX

v. Letter – Offer Holders (Suspension)



[address]

[date]

Dear [name]

Confirmation of programme suspension

I am writing to inform you that the [programme title and/or mode] programme at City, University of London has been suspended for new applicants with immediate effect. This suspension is the result of [insert reason] and unfortunately means we are no longer in a position to proceed with your offer of a place on this programme made for [start date].

However, we are very pleased to be able to offer you a place on the [insert similar programme in the School and why offer holder may be interested] programme that also commences in [date]. Should you wish to take up this offer, or find out more information, please contact [name] and he/she will be pleased to enrol you: [email] [telephone]

Alternatively, on request, we can review and consider your application for another programme within City, University of London. Please review our suite of courses [here](#).

There are also similar programmes to the [programme title and/or mode] that may be available in the London area and that you may wish to consider such as:

- [insert name of similar programme in another London/nearby University and a link to the webpage]

[PG only – delete as appropriate] If you have paid a deposit to secure your place on the programme, please complete [this](#) online form to request a refund. Please include the full title of the programme, the amount you paid and, if possible, the date of payment and we will refund you as soon as possible.

Should you have any questions about the suspension of the [programme title and/or mode] programme at City, University of London, or if you would like further advice on how to proceed, please do not hesitate to contact our admissions team at [email] [telephone]

Apologies again for any inconvenience caused as a result of this programme suspension.

Yours sincerely,

XXXX

vi. Letter – Offer Holders (Termination)



[address]

[date]

Dear [name]

Confirmation of programme termination

I am writing to inform you that the [programme title and/or mode] programme at City, University of London has been terminated for new applicants with immediate effect. This termination is the result of [insert reason] and unfortunately means we are no longer in a position to proceed with your offer of a place on this programme made for [start date].

However, we are very pleased to be able to offer you a place on the [insert similar programme in the School and why offer holder may be interested] programme that also commences in [date]. Should you wish to take up this offer, or find out more information, please contact [name] and he/she will be pleased to enrol you: [email] [telephone]

Alternatively, on request, we can review and consider your application for another programme within City, University of London. Please review our suite of courses [here](#).

There are also similar programmes to the [programme title and/or mode] that may be available in the London area and that you may wish to consider such as:

- [insert name of similar programme in another London/nearby University and a link to the webpage]

[PG only – delete as appropriate] If you have paid a deposit to secure your place on the programme, please complete [this](#) online form to request a refund. Please include the full title of the programme, the amount you paid and, if possible, the date of payment and we will refund you as soon as possible.

Should you have any questions about the termination of the [programme title and/or mode] programme at City, University of London, or if you would like further advice on how to proceed, please do not hesitate to contact our admissions team at [email] [telephone]

Apologies again for any inconvenience caused as a result of this programme termination.

Yours sincerely,

XXXX

Policy Title	
Programme Suspension & Termination Policy	
Policy Enabling Owner and Department	Responsible for Implementation and Department
Student & Academic Services (S&AS)	S&AS
Approving Body	Date of Approval
Senate	May 2022
Last Reviewed & Version	Review Due Date
May 2018 (V1)	May 2025
Publication of Policy (<i>tick as appropriate</i>)	
For public access online (internet)? <input checked="" type="checkbox"/>	For staff access only (intranet)? <input type="checkbox"/>
Website Link: https://www.city.ac.uk/about/governance/policies/student-policies-and-regulations	Intranet Link: https://staffhub.city.ac.uk/student-and-academic-services/policies-and-guidance/quality-manual/programmes-at-city
Storage of Policy (<i>Previous versions of the policy must be stored in the drive by the author</i>)	
Drive Address: Z:\QUAD\Quality Manual\3. Programmes at City	
Queries about this policy should be referred to	
Richard Appleby Richard.Appleby@city.ac.uk S&AS	