

COURSE CHANGES, SUSPENSION AND CLOSURE POLICY

Academic Quality and Student Protection

Ignition Pro - School for Entrepreneurs Limited

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Policy Owner:	Academic Registrar / Academic Board
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1. POLICY STATEMENT

Ignition Pro – School for Entrepreneurs Limited (“the Institution”) is committed to delivering high-quality higher education and acting in the best interests of its students at all times. The Institution aims to provide a stable and supportive learning environment so that students can complete their studies as planned. However, it recognises that, in exceptional circumstances, it may be necessary to make changes to a programme, suspend intake, or close a programme.

When this happens, the Institution will manage the process in a fair, transparent, and consistent way. Decisions will be based on clear evidence and subject to appropriate governance oversight. The impact on students and applicants will be carefully assessed, and all reasonable steps will be taken to reduce disruption to study, progression, and achievement.

Students and applicants will be informed as early as possible and, where appropriate, consulted before decisions are finalised. The Institution will provide clear and timely information about what is changing, why the change is needed, and how it may affect them. Students will be offered practical options to protect their academic progress and financial interests. These may include continuing on the current programme (teach-out), transferring to another programme, or other suitable arrangements.

This policy reflects the Institution’s legal and regulatory obligations, including the Consumer Rights Act 2015, the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013, and guidance from the Competition and Markets Authority on consumer law in higher education. It is also aligned with sector good practice and the expectations of the Office for Students, particularly in relation to student protection.

The Institution recognises that some changes may be “significant changes” under consumer law. In these cases, students will be given clear information, enough time to consider their options, and appropriate support to make informed decisions. This includes information about the right to withdraw, transfer, or seek other arrangements where relevant.

All decisions and actions taken under this policy will be clearly recorded to ensure transparency, accountability, and proper oversight. Through this approach, the Institution aims to protect students’ interests, maintain confidence in its provision, and meet its regulatory obligations.

2. SCOPE AND APPLICATION

This policy applies to all higher education programmes delivered by the Institution, including those delivered through validation or franchise arrangements with partner awarding bodies or universities. It covers the full lifecycle of a programme, from recruitment and admission through to completion, and applies to any situation where a programme may be changed, suspended, or closed.

It applies to all students currently enrolled on a programme, regardless of their stage of study, as well as to applicants who have accepted an offer of a place, including those who have not yet started their studies. It also applies to prospective applicants where a programme is advertised and open for applications.

The policy applies across all modes of study, including full-time, part-time, and blended learning, and across all locations of delivery, including provision delivered with partner organisations.

Its purpose is to ensure that all individuals affected by course changes, suspension, or closure are treated fairly, consistently, and transparently, and that changes are clearly communicated, their impact is properly assessed, and students’ academic progress and interests are protected at every stage.

3. POLICY AIMS

This policy establishes a comprehensive, transparent, and accessible framework for the management of course changes, suspensions, and closures, ensuring that all decisions are taken in a fair, consistent, and student-centred manner. It requires that students are meaningfully consulted and provided with timely, clear, and accurate information at each stage of the process, enabling them to make informed decisions that protect their academic progress and personal circumstances.

The policy ensures that robust arrangements are in place to safeguard continuity of study for all affected students, including appropriate teach-out plans, transfer options, and academic support, so that students can complete their intended qualification or achieve suitable alternative outcomes. It further embeds accountability by requiring that all changes are subject to appropriate governance oversight, risk assessment, and quality assurance processes.

In doing so, the policy ensures full compliance with consumer protection legislation and aligns with the regulatory expectations of the Office for Students, including the requirement to protect student interests, maintain academic standards, and provide a high-quality academic experience throughout the student lifecycle.

4. CIRCUMSTANCES THAT MAY LEAD TO COURSE CHANGES, SUSPENSION, OR CLOSURE

In the normal course of academic planning, decisions to change, suspend, or close a programme are identified, evaluated, and formally approved in the preceding academic year. This approach ensures that any approved changes are accurately reflected in published information, including prospectuses, programme specifications, and marketing materials, prior to the commencement of the application cycle. Such forward planning supports transparency, enables applicants and current students to make informed decisions, and ensures that the institution meets its obligations under consumer protection requirements.

The institution recognises, however, that higher education operates within a dynamic regulatory, economic, and sectoral environment, and that not all circumstances can be anticipated in advance. There may be occasions where changes are required at short notice. In these situations, the institution will act promptly but proportionately, following established governance procedures and undertaking appropriate risk assessment and consultation. Decisions will be guided by the principles of protecting student interests, maintaining academic standards, and minimising disruption to the student experience.

Circumstances that may necessitate course change, suspension, or closure include, but are not limited to: changes in legislation or government policy impacting higher education provision; new or revised requirements imposed by an awarding body, validating partner, or professional, statutory, or regulatory body; the withdrawal, suspension, or modification of validation or accreditation arrangements; significant changes to, or loss of, key academic or professionally qualified staff that affect the institution's capacity to deliver the programme to the required standard; recommendations arising from External Examiner reports, periodic review, or other internal and external quality assurance processes; sustained low student recruitment or enrolment levels that render a programme academically or financially unviable; changes to funding structures or eligibility criteria; and exceptional circumstances beyond the institution's reasonable control, such as major operational disruptions or external events.

In all such cases, decisions are evidence-based, documented, and subject to appropriate academic and corporate governance oversight. The institution ensures that any resulting

actions are implemented in a manner that safeguards continuity of study through measures such as teach-out arrangements, transfer opportunities, and enhanced academic support. This approach ensures ongoing compliance with consumer protection legislation and aligns with the regulatory expectations of the Office for Students, particularly in relation to protecting student interests, ensuring transparency, and maintaining the quality and integrity of the academic experience.

5. TYPES OF COURSE CHANGE

5.1 Material Changes

A material change is any change that is likely to have a significant impact on a student's or applicant's decision to apply for, accept an offer for, continue on, or complete a programme, or that substantively alters the nature, delivery, structure, or outcomes of that programme. Such changes affect the core characteristics of the educational offering or the conditions under which it is provided and therefore require enhanced scrutiny, formal approval, and clear, timely communication. Material changes are managed in a way that ensures transparency, protects student interests, and maintains academic standards.

Material changes include, but are not limited to: changes to the qualification to be awarded, including its title, level, or type; changes arising from the withdrawal, suspension, or amendment of validation or accreditation by a validating partner or awarding body, including where that partner ceases operations, is deregistered, or withdraws approval for any reason; changes to the awarding body or validating partner responsible for conferring the qualification; substantive amendments to programme title, curriculum content, module composition, or intended learning outcomes; changes to the mode of delivery, including transitions between face-to-face, blended, online, or hybrid formats; changes to the location of delivery, including the temporary or permanent closure, relocation, or consolidation of a campus, building, or teaching facility; changes to the overall duration of the programme or the sequencing and structure of its component stages; changes that affect the accessibility of provision or the ability of particular student groups, including those with disabilities or additional support needs, to engage fully with the programme; and changes to tuition fees or any associated financial charges.

All material changes are subject to formal consideration through the institution's academic and corporate governance structures and are assessed for their potential academic, operational, and student impact. Where a change is classified as material, the institution ensures that affected applicants and students are informed in a clear, accurate, and timely manner, consulted where appropriate, and provided with suitable options to mitigate any adverse effects. These may include revised study arrangements, alternative modules or programmes, transfer opportunities, or, where necessary, appropriate financial remedies.

This approach ensures that material changes are managed in a fair, consistent, and student-centred manner, in line with consumer protection legislation and the expectations of the Office

for Students, particularly in relation to transparency, informed choice, and the protection of students throughout the lifecycle of their studies.

5.2 Minor Changes

Minor changes are defined as those that do not significantly affect the nature, content, delivery, or outcomes of a programme and would not reasonably influence a student's or applicant's decision to enrol, continue, or complete their studies. These changes are typically administrative, operational, or incremental enhancements that maintain the integrity of the programme and do not alter its core characteristics, academic standards, or the qualification awarded.

Such changes may include, for example, minor updates to teaching materials, adjustments to timetabling or sequencing within a teaching period, revisions to reading lists to reflect more current sources, or small refinements to delivery that improve clarity, accessibility, or efficiency without changing learning outcomes or assessment requirements. While these changes do not require formal consultation processes, they are communicated to students clearly and in a timely manner through established channels, such as the Virtual Learning Environment, module briefings, or direct communication from teaching staff, ensuring transparency and continuity.

Where there is any ambiguity regarding whether a proposed change is minor or material, the institution applies a precautionary and student-centred approach by treating the change as material. In such cases, the full procedures outlined in this policy are followed, including formal approval, impact assessment, and appropriate communication and consultation. This approach ensures that all changes are managed consistently, that risks to the student experience are minimised, and that the institution remains compliant with consumer protection legislation and the expectations of the Office for Students, particularly in relation to transparency, fairness, and the protection of student interests.

6. CHANGES ARISING FROM VALIDATION AND ACCREDITATION

The institution maintains continuous and proactive oversight of all validation and accreditation arrangements to ensure ongoing compliance, institutional resilience, and the protection of student interests. This includes systematic monitoring of the status, stability, and regulatory standing of validating partners and awarding bodies, with particular attention to early warning indicators such as regulatory intervention, financial instability, organisational restructuring, or changes in strategic direction. Where any risk is identified that validation may be withdrawn, reduced, or suspended, the institution will initiate an immediate and structured risk assessment to evaluate the potential academic, operational, and student impact, and will take prompt steps to identify and secure appropriate alternative arrangements.

Where withdrawal of validation has been formally confirmed, or where there are credible grounds to believe that such withdrawal is imminent, the issue will be escalated without delay to the Senior Management Team. An emergency meeting of the Academic Board will be convened where required to ensure timely governance oversight, coordinated decision-making, and appropriate academic scrutiny. A comprehensive impact assessment will be undertaken, covering all affected groups, including enrolled students, current applicants, and those holding deferred offers. The institution will actively pursue alternative validation or accreditation arrangements, including engagement with other awarding bodies or partners, to ensure continuity of provision and to minimise disruption to students' academic progression.

Students will be informed at the earliest practicable opportunity through clear, accurate, and accessible written communication. This communication will set out the nature of the situation, the potential implications, and the options available to them. These options may include continuation under revised arrangements where feasible, transfer to an equivalent programme either within the institution or with an alternative provider, deferral of study, or withdrawal with an appropriate refund and, where applicable, compensation. Students will be supported throughout this process to enable informed decision-making, with due regard to their individual circumstances, including academic progress, financial considerations, and personal needs.

In parallel, the institution will fulfil all regulatory reporting requirements, including making timely notifications to the Office for Students in accordance with its conditions of registration and broader consumer protection obligations. The institution will not continue to recruit new students to any programme where validation has been withdrawn, or where there is a known and material risk of withdrawal, unless and until robust alternative arrangements have been formally secured and approved through appropriate governance processes.

This structured and precautionary approach ensures that risks relating to validation are identified and managed at the earliest stage, that academic standards and the integrity of qualifications are maintained, and that the interests, expectations, and rights of students are fully safeguarded throughout.

7. STUDENT CONSULTATION AND COMMUNICATION

Prior to implementing any material change, suspension, or closure of a programme, the institution will undertake a formal, structured, and proportionate consultation with all affected students and applicants. This process is designed to ensure transparency, fairness, and informed choice, enabling individuals to understand the implications of the proposed change and to respond appropriately. Consultation will begin with clear and comprehensive written communication outlining the nature of the proposed change, the reasons for it, the anticipated timeline, and the options available to those affected.

Students will be provided with a meaningful opportunity to engage in the consultation process, including the ability to submit written feedback and, where appropriate, request a meeting with a senior member of staff to discuss their individual circumstances. Communications will include a clear explanation of the potential impact on the qualification to be awarded, any

implications for fee liability, and the effect on academic progression. The institution will actively consider all feedback received and will take reasonable steps to minimise any adverse impact on students.

Wherever possible, material changes will be communicated with sufficient advance notice to allow students to make informed decisions and to plan accordingly. In situations where urgent or exceptional circumstances necessitate immediate action, the institution will communicate with affected individuals as quickly as practicable, ensuring that information is accurate, accessible, and updated as further details become available.

Following the consultation process, students will receive formal written confirmation of the final decision. This will include the effective date of the change, a clear explanation of the options available to them, the timeframe within which they must confirm their preferred course of action, and full details of any financial implications, including eligibility for refunds or compensation in accordance with the Tuition Fee and Refund Policy. Options may include continuation under revised arrangements, transfer to an alternative programme, deferral, or withdrawal.

The institution will ensure that consultation processes extend to all affected individuals, including those who have deferred their place, are on a leave of absence, or are undertaking reassessment, so that no group is disadvantaged. A comprehensive record of all communications, feedback received, and decisions taken will be maintained, providing a clear audit trail and supporting institutional accountability. This approach ensures that changes are managed in a transparent, student-centred manner, fully aligned with consumer protection legislation and the expectations of the Office for Students.

8. MANAGEMENT OF PROGRAMME SUSPENSION AND CLOSURE

Proposals to suspend intake to, or to close, a programme will ordinarily be identified, evaluated, and formally approved in advance of the publication of course information and the opening of the relevant application cycle. This approach ensures that all publicly available information is accurate at the point of decision-making by applicants and prevents the institution from entering into contractual arrangements for programmes that have already been determined to be suspended or closed. In doing so, the institution upholds principles of transparency, fairness, and compliance with consumer protection requirements.

Where a proposal to suspend or close a programme arises after applications have been received, offers have been made, or students have enrolled, the institution will undertake a comprehensive and evidence-based impact assessment. This assessment will consider the implications for all affected groups, including current students, applicants holding offers, applicants who have accepted but not yet enrolled, and those who have deferred entry. The institution will prioritise the protection of student interests and continuity of study in all decision-making.

For enrolled students, the institution will ensure that appropriate arrangements are in place to enable them to complete their programme, normally through a structured teach-out plan that maintains academic standards and access to necessary resources and support. Where continuation on the original programme is not feasible, students will be offered supported transfer to a suitable alternative programme, either within the institution or, where necessary, with another provider. These arrangements will be clearly communicated and tailored, where possible, to individual circumstances.

Applicants who hold offers but have not yet commenced their studies will be informed promptly and provided with clear, accurate, and accessible information regarding the proposed change. They will be offered appropriate alternatives, including transfer to another programme or the option to withdraw without financial or academic disadvantage. The institution will ensure that all communications are timely and enable applicants to make informed decisions.

In all cases, the provisions of the Tuition Fee and Refund Policy will be applied, ensuring that students are treated equitably and are entitled to appropriate refunds or compensation where applicable. Financial implications will be clearly explained, and students will be supported in understanding their entitlements.

The institution will not withdraw an active programme while students remain enrolled unless it has ensured that all such students have been provided with a reasonable and supported opportunity to complete their studies. Only in exceptional circumstances—such as serious health and safety risks, loss of critical infrastructure, or binding regulatory or legal requirements that make continuation impossible—will a programme be discontinued without a full teach-out. In such cases, the institution will take all reasonable and proportionate steps to minimise disruption, including facilitating transfers, providing enhanced support, and ensuring that students' academic progression and outcomes are protected.

All decisions relating to programme suspension or closure are subject to appropriate academic and corporate governance oversight, are fully documented, and are implemented in a manner that safeguards academic standards and student interests. This approach ensures alignment with consumer protection legislation and the expectations of the Office for Students, particularly in relation to transparency, fairness, and the protection of students throughout the lifecycle of their studies.

9. INTERNAL APPROVALS AND GOVERNANCE

All proposals for material course changes, programme suspensions, or programme closures are progressed through the institution's formal governance framework to ensure robust scrutiny, transparency, and accountability. The process is initiated by the relevant Programme Lead or Dean, who prepares a comprehensive proposal setting out the academic and strategic rationale, an evidence-based assessment of the potential impact on students and applicants, and the range of options to be made available to mitigate any adverse effects. This includes consideration of academic continuity, financial implications, and student choice.

The proposal is submitted for review to the Academic Board at the earliest available meeting, or to an emergency meeting where the urgency of the situation requires expedited consideration. The Academic Board provides detailed academic oversight, ensuring that any proposed change maintains academic standards, protects student interests, and aligns with institutional and regulatory requirements. Following this review, formal approval is required from the Chief Executive Officer. Where the proposal is of significant strategic, financial, or reputational importance, it will also be escalated to the Board of Governors for final approval, ensuring appropriate corporate oversight.

The institution will meet all regulatory reporting obligations by notifying the Office for Students and any other relevant regulatory or awarding bodies of reportable events arising from such changes, in accordance with the conditions of its registration and applicable guidance. This ensures that external stakeholders are informed in a timely and appropriate manner.

All decisions and approvals are formally documented using the Course Change, Suspension and Closure Form (Appendix 1), which provides a structured record of the rationale, impact assessment, and outcomes. Completed documentation is retained securely by the Registry as part of the institution's permanent records, ensuring a clear audit trail and supporting ongoing compliance, review, and accountability.

10. POLICY REVIEW

This policy will be reviewed annually or as required by changes in legislation, regulatory guidance, or the institution's operational circumstances. All material amendments require approval by the Board of Governors prior to implementation.

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Version:	1.1
Date:	April 2026
Previous Review:	October 2025
Next Review:	April 2027
Approved By:	Board of Governors

APPENDIX 1: COURSE CHANGE, SUSPENSION AND CLOSURE FORM

This form must be completed for all material course changes, programme suspensions, and programme closures, and retained by the Registry as a permanent record.

SECTION 1 - PROGRAMME INFORMATION

Type of Action (tick all that apply): ☐ Material Course Change ☐ Programme Suspension
☐ Programme Closure

Faculty / Department	Awarding Body / Validating Partner
Programme Code	Programme Title
Mode of Study (FT / PT / Blended / Online)	Location of Delivery
Current Validation / Accreditation Status	Proposed Effective Date

Current Student Numbers:

Year 1	Year 2	Year 3

Number of current applicants (including deferred offers)	Students on leave of absence / re-sitting affected
Will students continue after suspension / closure? ☐ Yes ☐ No ☐ N/A	If yes, how many?

Programme currently advertised in the following materials:

Material	Y / N / N/A	Details
Institutional website		
Prospectus		
UCAS or other applications platform		
Other promotional materials		

SECTION 2 - RATIONALE AND CONSULTATION

Reason(s) for the proposed change / suspension / closure (attach supporting documentation if required):
Impact on enrolled students, current applicants, and deferred applicants:
Options and arrangements to be provided to affected students and applicants:

Have affected students been consulted?	☐ Yes ☐ No Date:
Has the Awarding Body / Validating Partner been notified?	☐ Yes ☐ No Date:
Has Finance been consulted on financial implications?	☐ Yes ☐ No
Internal staff consultation completed (Teaching / Admissions / Student Support / Marketing):	

SECTION 3 - ACADEMIC BOARD REVIEW

Date of Academic Board:	
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Members Present:	
Decision: ☐ Approved ☐ Not Approved ☐ Approved with Conditions	
Details of conditions, if applicable:	
Signature of Dean (electronic signature acceptable):	Date:
Signature of CEO (electronic signature acceptable):	Date: