

## Programme Withdrawal and Suspensions

### Guidance in relation to Competition and Markets Authority advice

*The following guidance is for Schools who are considering withdrawal or suspension of a programme(s).*

*When considering withdrawing or suspending a programme, it is advised that the proposed intake affected is not yet accepting applications. We enter into a contract when an applicant accepts their offer of a place of study and so it is advisable to honour the intakes currently accepting applications. However, we recognise that this is not always possible and we may need to consider programme closures for intakes currently accepting applications. Advice is given below for both scenarios. This advice assumes operation of a teach-out for all current students.*

**I am considering withdrawing/suspending one or more of the programmes in my School. The programme/s are not yet accepting applications. What do I need to think about or do from a CMA perspective?**

If nothing about the programme will change for current students and there are no offer holders affected, there are no CMA issues. However, you should still consider drafting some communication to current students, reassuring them that they will be able to continue their programme to completion and no changes are currently expected. Please note that this communication should **not be sent** until formal approval of the closure/suspension is given by the Quality office.

**I am considering withdrawing/suspending one or more of the programmes in my School. The proposed programme is currently accepting applications and we have already made offers. What do I need to think about or do from a CMA perspective?**

If we have made an offer of study to an applicant and they have accepted this offer, we are now in a contract and have an obligation to continue to run the programme, or support these students in finding a new programme of study. You should:

- Contact the Admissions Office on [admissions@le.ac.uk](mailto:admissions@le.ac.uk) to identify the number of students who are currently holding offers, even if they have not yet accepted their offer. If this is a significant number, you may want to consider whether closing the programme for this particular intake is the best course of action.
- Consider the timeline you are working to. Our [terms and conditions of an offer](#) state that we will inform students of any changes ‘...as soon as possible and no later than 25 days before the change takes effect.’ We would consider the date the change takes effect to be the official start date of the programme. If we are unable to meet this, we will be in breach of contract and Legal Services should be informed.
- Consider alternative programmes that UoL offer that affected applicants could be considered for.

- Consider alternative courses that affected applicants could apply for outside of UoL.
- Consider the timing of when we notify applicants – will they have enough time to find a new programme and start with their originally requested intake?
- Consider preparing a draft communication to offer holders about why the programme is closing and suggested alternatives. Although nothing should be sent until formal approval is given by the Quality Office, this communication will be sent by the Admissions Office (or Distance Learning Hub as appropriate) and they will ask for your proposed text once advised by the Quality Office, so it is suggested to start thinking about the text for this communication beforehand to speed up the eventual process of contacting applicants and offer holders.

**We have decided to close or suspend a particular programme and are about to submit our paperwork to the Quality Office. Can I tell current students and offer holders about the proposed closure/suspension?**

You must wait until formal confirmation is given by the Quality office that the closure/suspension request has been approved before you contact offer holders. You may have already sought consultation from existing students, where appropriate.

**Can I ask Marketing to un-publish the programme from our 'Study With Us' webpages or the 'Apply now' link?**

Marketing will only amend the webpages once formal approval has been received from the Quality Office. Until this has been given, no changes will be made to the webpages.

**Formal approval has now been given by the Quality Office. What happens next?**

- The Quality Office will issue a memo sent to all stakeholders including Admissions and Marketing
- Admissions will contact the School and ask for the text that will be sent to offer holders, including alternative courses
- Marketing will remove the course webpage so that no more applications can be made. Admissions will also remove undergraduate programmes from UCAS.
- Admissions or the Distance Learning Team will contact offer holders informing them of the closure/suspension and offering alternative courses. Offer holders will be invited to contact the School for more information on alternative courses. School
- The Schools or Distance Learning Team should send a communication to all current students, advising of the teach out and formal confirmation of any changes (ideally, already consulted on).
- The School may be required to respond to any queries that come in from offer holders or current students.