



# QAHE Limited Changes to Programmes Policy

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## 1. Introduction

This Changes to Programmes Policy (the “Policy”) outlines QAHE Limited’s (“QAHE”) procedures and considerations for making changes to academic programmes delivered under its operational control. These may include changes to:

- Programme location;
- Mode of study, for example in-person, online, blended;
- Delivery patterns, for example timetable structure; or
- Facilities

This Policy is designed to ensure that any such changes, arising from matters within QAHE’s reasonable control, are managed in a transparent, equitable and student-centred manner, with due regard to the interests of students, the requirements of awarding partners and applicable regulatory expectations. This Policy should be read in conjunction with [QAHE’s Compensation Policy](#) and the relevant student terms and conditions. In the event of any conflict between this Policy and the student terms and conditions, the student terms and conditions will apply.

## 2. Scope

This Policy applies to all undergraduate and postgraduate taught programmes delivered by QAHE. It covers changes for programmes that have already commenced and applies to existing students. Any changes made prior to the commencement of a programme that will impact applicants will be managed in accordance with the procedures outlined in the terms and conditions.

This Policy governs logistical changes to programme delivery, including location, facilities, study mode, or delivery patterns.

## 3. Principles

- Student interests and welfare are prioritised in all decision-making processes.
- Transparency and timely communication with students and all stakeholders, is paramount.
- Any changes made or required should be kept to a minimum wherever possible and be made where they are in the students’ overall interests (as reasonably determined by QAHE), or for operational, or regulatory reasons.
- Consultation with relevant parties, including students and staff, is essential before implementing material changes (as reasonably determined by QAHE).
- Student accessibility must be carefully considered, ensuring that changes do not create barriers for students with disabilities or additional needs, and that reasonable adjustments are made to support inclusive participation.
- Potential detrimental impacts on students must be identified and assessed, with clear plans developed to mitigate these effects. This includes, where appropriate, arrangements for additional support, refunds, compensation, or other forms of redress to ensure students are not unfairly disadvantaged by any changes made and student experience is maintained. For any matters falling within these categories please see the QAHE Compensation Policy and the QAHE [Complaints Policy](#)



## 4. Types of Programme Changes

Types of programme changes include, but are not limited to:

- Location: Moving a programme to a different campus, building, or geographical area.
- Mode of Study: Altering between daytime, evening, and weekend-only delivery modes.
- Delivery Patterns: Altering from face-to-face to online or blended learning, or vice versa.
- Campus Facilities: Material changes, as reasonably determined by QAHE, to the facilities offered on campus.

## 5. Procedures for Making Material Changes

### 5.1. Proposal Development:

1. Any proposed changes must be accompanied by a rationale, including benefits and potential impacts on students.
2. The proposal should consider regulatory requirements, resource implications, and accessibility.

### 5.2. Consultation:

1. Where possible and appropriate early consultation with students, through student representatives, student forums, or programme groups shall be undertaken, providing opportunity for students to express their views and influence decision-making.
3. Academic and support staff, as well as relevant committees, shall also be consulted where appropriate.
4. Any feedback from consultations should be documented and considered in final decisions, and communicated back to students, detailing any measures implemented as a result of student feedback.

### 5.3. Approval:

1. All material changes (as reasonably determined by QAHE) must be approved by QAHE's Academic Board prior to implementation.
2. Partner approval should be obtained where required.

### 5.4. Communication:

1. Students shall be notified of approved changes in writing, clearly outlining what is changing, why, and when.
2. Communications should be timely, giving students as much notice as possible. Where it is not possible to provide advance notice, for example, due to circumstances outside QAHE's reasonable control such as urgent facilities or building issues, students will be informed as soon as reasonably practicable, with clear information about the change and any immediate implications.
3. Communications will include details of the support available to affected students and how to raise concerns or seek further guidance.

### 5.5. Implementation and Support:

1. Detailed information and support available throughout any transition shall, wherever possible, be provided to students in advance of any change(s).



2. Appropriate support mechanisms will be put in place for students who may be adversely affected by a change (e.g., campus orientation opportunities, travel guidance, academic advice, or other relevant support).
3. Where a change may result in additional costs or other material impacts for students, QAHE will consider what mitigating actions may be appropriate. Decisions will be made on a case-by-case basis, taking into account the nature and extent of the impact, the options available to affected students and the need to ensure outcomes are fair, reasonable and proportionate including working in partnership with the relevant university partner where appropriate.
4. Mitigating actions may include practical, academic, or financial support, depending on the circumstances and will be applied consistently across affected groups where relevant.
5. Any required updates to summary of adjustments or Personal Emergency Evacuation Plans will, as far as reasonably practicable, be implemented in advance of the change(s) with additional support offered to affected students during the transition period.
6. Monitoring of the impact of changes should be conducted, with opportunities for ongoing student feedback.

## 6. Exceptional Circumstances

In cases where urgent changes are required (for example, due to public health, safety, or legal reasons), QAHE will:

- Communicate the reasons for change as soon as practicably possible.
- Provide alternative arrangements and support.
- Continue to consult and update students as the situation develops.
- Where possible, put in place mitigation measures to minimise any negative impact on students and ensure continued access to learning opportunities.

## 7. Complaints

Students who are dissatisfied with the process or outcome of a programme change may submit a formal complaint following the QAHE complaints procedure which can be accessed using the following link : [QAHE Complaints Procedure](#)

## 8. Review and Monitoring

This Policy will be reviewed annually to ensure it remains fit for purpose and reflects sector best practice and regulatory requirements.

