

OTAGO POLYTECHNIC ACADEMIC POLICY		Number: AP0517.04
Title:	Cancellation of Programmes, Courses and Course Occurrences or Cessation of Programme	
ITPNZ Std:	5 Student Information and Admission to Programmes	
Chief Executive Approval:	Approval Date: 16 June 2014	Effective Date: 16 June 2014
Previous Policy No:	MP0700	Review Date: As required
Contact Authority:	Director: Quality	Status: current

Purpose To ensure a timely and orderly process for cancellation of programmes, courses/papers and occurrences or cessation of a programme so that students, prospective students, internal departments and other stakeholders receive appropriate notification and that Otago Polytechnic is not in breach of contract of enrolment.

Definitions

Cancellation: Decision not to offer a specific instance of a programme, course or course occurrence, in any year or part year.

Cessation: Decision to cease offering a programme or course.

Compliance Fair Trading Act 1986
Funding Information (includes enrolment rules) <http://www.tec.govt.nz/>

Policy

1. Cancellation of Programme

1.1 A programme will be cancelled at the earliest opportunity prior to commencement when

- there are insufficient enrolments according to Otago Polytechnic benchmarks/guidelines
- it is no longer considered necessary or does not fit with Otago Polytechnic's investment plan and/or strategic direction.

1.2 Any decision to cancel a programme should be made at the earliest opportunity.

1.3 Where prospective student numbers appear to be low, every attempt should be made to inform students as early as possible that there is a risk of cancellation for the programme. Special consideration for completion must be given to international students and students who have relocated for the purpose of enrolling in the programme.

Students affected must be provided with alternative options. Where possible, an alternative programme of study shall be suggested and if accepted, the standard enrolment process shall continue.

1.4 The Head of School, or equivalent, with authorisation from the Chief Executive or Chief Operating Officer is responsible for cancelling a programme and ensuring approved procedures are followed.

1.5 To meet the requirements of the Fair Trading Act 1986, all application and enrolment forms must contain the following statement "enrolment in this programme/course/course occurrence is conditional upon and subject to sufficient numbers of students enrolling in this programme/course/course occurrence."



- 1.6 All Otago Polytechnic advertising, including the Prospectuses, must clearly state that each programme will be provided subject to enrolment of sufficient numbers of students.
- 1.7 When a programme is cancelled prior to commencement by Otago Polytechnic, all enrolled students will receive a full refund of any fees paid. No administration fee will be charged.

2. Cancellation of Course or course occurrence (a component of a programme or a stand alone entity)

- 2.1 A course or course occurrence will be cancelled where there are insufficient enrolments according to Otago Polytechnic benchmarks/guidelines.
- 2.2 A course or course occurrence cannot be cancelled once it has started.
- 2.3 Any decision to cancel a course or course occurrence should be made at the earliest opportunity. As a guide, the following is best practice:
 - course in a programme - at least one week's notice
 - short course - at least 24 hour's notice
- 2.4 Where prospective student numbers appear to be low, every attempt should be made to inform students as early as possible that there is a risk of cancellation for the course. Special consideration for completion must be given to international and students who have relocated.

Students affected must be provided with alternative options. Where possible, an alternative programme of study shall be suggested and if accepted, the standard enrolment process shall continue.
- 2.5 Course or course occurrence cancellation is the Head of School's, or equivalent's, responsibility and must be notified to all parties by using Appendix A.
- 2.6 To meet the requirements of the Fair Trading Act 1986, all application and enrolment forms must contain the following statement "enrolment in this programme/course/course occurrence is conditional upon and subject to sufficient numbers of students enrolling in this programme/course/course occurrence."
- 2.7 All Otago Polytechnic advertising, including the Prospectuses must clearly state that each course will be provided subject to enrolment of sufficient numbers of students.
- 2.8 When a short course/standalone course is cancelled by Otago Polytechnic prior to commencement, all enrolled students will receive a full refund of any fees paid. No administration fee will be charged.

3. Cessation of Programme

- 3.1 Any decision to cease delivery of any course or programme will be made by the Chief Executive following advice from the Head of School, or equivalent, and endorsed by Leadership Team.
- 3.2 The Head of School, or equivalent, is responsible for evaluating and reporting to Leadership Team the consequences of closure of any programme. The viability of other programmes and staffing consequences within the school and/or programme area are required to



be considered. The Head of School, or equivalent, is also responsible for notifying Human Resources so that consultation obligations with staff and unions are followed

- 3.3 The authority for cessation of programmes is delegated from the Council to the Chief Executive. The Chief Executive will be satisfied that:
- There is sound substantive reason for closure
 - alternatives to closure have been carefully considered
 - Otago Polytechnic policies and contractual obligations regarding potential surplus staffing consequent on closure have been followed
 - appropriate transition and completions arrangements are in place for students

In determining whether a programme will be closed, consideration shall be given to the context of the broader Polytechnic position, strategic plan and the effect of the decision on staffing, students and other parts of the Polytechnic, as well as external stakeholders.

- 3.4 Following the Chief Executive's decision:
- Leadership Team, Academic Board and the appropriate PEAC will be advised
 - Human Resources will be advised and policy MP0443 Surplus Staff followed if necessary
 - the programme will be end dated on the Approvals Database and the Student Management System
 - all Heads of School, or equivalent, and Managers of Service Areas will be notified.

- 3.5 The Head of School, or equivalent, is responsible for ensuring transition arrangements are followed
- All current students must be notified that the programme is going to cease to be delivered
 - All students must be given the opportunity to complete the programme which may include completing the programme at Otago Polytechnic or with another provider at no additional cost to the student

- 3.6 The programme will be closed on the Tertiary Education Commission (TEC) STEO site following completion of all transition arrangements.

Procedures

1. When a programme, course or occurrence is cancelled, the Head of School, or equivalent, is responsible for notifying any students enrolled or in the process of enrolling, external stakeholders, lecturers, school administration staff, QDR team, Customer Services, SyllabusPlus, Human Resources, Finance, Communications, Contact Centre and Quality Enhancement Centre. A *Cancellation of Programme, Course or Occurrence* form must be completed **within 24 hours** of cancellation and forwarded to managers in QDR team, Customer Services, Contact Centre, Quality Enhancement Centre and SyllabusPlus (see Appendix A).
2. QDR team staff are required to amend SMS status to "cancelled" **within 12 hours** of receiving Appendix A and then notify Customer Services once this has been done.

Heads of School, or equivalent, will ensure that withdrawal forms are completed for each student enrolled and are sent to the designated Student Administrator, Customer Services staff who is required to change the status



on the student enrolment and instigate refunds to students that have paid.

Note: A student signature is not required to authorise a refund for a cancelled programme or course, or any course or programme for which delivery is ceasing.

3. The Student Administrator, Customer Services, will process refunds **within 1 working day** of being received from School.
4. Finance will process cheques **within 1 week** of refund action being processed - NOTE cheques are processed once per week.

Referral Documents AP0504 Application, Entry and Enrolment
MP0443 Surplus Staff

Approved by Chief Executive
Date: 16 June 2014



**CANCELLATION OF PROGRAMME, COURSE OR OCCURRENCE OR
CESSATION OF COURSE OR PROGRAMME**

Programme Code

Programme Title

SMS Course Code:

Course Title

Dates of Occurrence
start *finish*

Occurrence Number (e.g. 04.01)

Cancellation / Cessation (*delete one*) applies to: Programme Course Occurrence
(Please tick appropriate box)

Reasons for Cancellation / Cessation (*delete one*)

Approved
(Programmes Only) *Head of School, or equivalent* *Date*

Approved
Chief Operating Officer *Date*

- pdf copies of form to be sent by HOS to:**
- | | | |
|---|--|---|
| <input type="checkbox"/> QDR team | <input type="checkbox"/> Customer Services | <input type="checkbox"/> SyllabusPlus |
| <input type="checkbox"/> | <input type="checkbox"/> Finance | <input type="checkbox"/> Quality Enhancement Centre |
| <input type="checkbox"/> Communications | <input type="checkbox"/> Student Services | <input type="checkbox"/> |
| <input type="checkbox"/> Contact Centre | | |

- HOS - notification checklist:**
- students enrolled or in the process of enrolling
 - external stakeholders (*only for cancellation or cessation of programme*)
 - lecturers
 - school administration staff