



COURSE DISCONTINUATION POLICY AND PROCEDURE

1. Overview

Course discontinuation can occur in two ways, each requiring a different response from CIHE.

1. CIHE may *voluntarily* discontinue a course. In this case, CIHE has the choice of either teaching out the students or of transitioning them to another provider (private or public) with guaranteed credit for the part of the course they have completed.
2. CIHE may *involuntary* be unable to complete a student's course.

CIHE will address each of these in the appropriate fashion.

1. *The Higher Education Standards Framework*¹ requires that when a higher education provider discontinues a course of study, there are effective teach out or course transition plans for all students enrolled in the course of study to ensure that these students are not disadvantaged. The procedure for teach out is below at 2.1 which outlines CIHE's approach to teach out as an approach to voluntary course discontinuation. The procedure for facilitating the transition of students to another provider as an approach to voluntary course discontinuation is listed at 2.2 below.
2. a. For domestic students, CIHE will be a ASTAS cover from ACPET.²
b. For international students, arrangements will be made by the Tuition Protection Scheme (TPS)³.

¹ Higher Education Standards Framework (Threshold Standards) 2015, Department of Education and Training, 7 October 2015
<<https://www.comlaw.gov.au/Details/F2015L01639>>.

² CIHE is a member of ACEPT and the tuition protection for domestic students will become active once CIHE is a registered provider.

³ Once registered, CIHE will pay the necessary fees for each enrolled student to ensure that their tuition is protected under the TPS.



2. Procedural responses following voluntary discontinuation

2.1 Procedure – Teach out of voluntarily discontinued course

When a decision is taken to discontinue a course of study, the following procedure will be implemented to affect a teach out of the course that is to be discontinued:

- The Dean will liaise with the CEO on all issues to be taken into account in the development of a teach-out plan. The teach-out plan will include the content of written communication to students; honouring any contractual obligations associated with the course of study; and addressing student load issues involved in the teach-out strategy.
- After consulting with the CEO, the Dean will prepare a teach-out plan that addresses the needs of all cohorts of students currently undertaking the course that is to be discontinued for submission to the Academic Board for approval.
- The Dean advises the Course Coordinator and the Registrar that the course is to be discontinued and the date of final intake.
- The Dean develops a communication plan in liaison with the Course Coordinator to advise current students (or prospective students with offers for subsequent intake periods) that the course will no longer be offered, including information about alternative course options that are available. The Course Coordinator liaises with the Registrar as appropriate.
- The Course Coordinator will liaise with Library, Information Technology (IT) and Student Support staff regarding any changes to service delivery associated with the teach-out arrangements and providing specialised support services for affected students.
- The Course Coordinator will write to all affected students explaining the teach-out arrangements and detailing all available options for students, including the option to transition to another course. The Course Coordinator will hold scheduled meetings with students to explain teach-out processes and to address any concerns. A contact person will be nominated to deal with student enquiries about teach-out processes.
- The Dean is responsible for approving publication of information on CIHE's website regarding teach-out arrangements.
- The Course Coordinator is responsible for ensuring that the various cohorts of students are streamed into particular units of study, thus making class sizes as viable as possible and to minimise unit offerings. The Course Coordinator must ensure that unit offerings meet the needs of affected students.
- The Course Coordinator is responsible for preparing and supplying individual plans for all students to assist in mapping their progression to completion within the designated teach-out period.
- The Dean is responsible for providing regular reports on the teach-out strategy for the



discontinued course of study to the Academic Board.

2.2 Procedure – Facilitating transition to another provider⁴

In the event that CIHE voluntarily discontinues a course and selects to facilitate the transition of students to an accessible and similar course at another provider, the following procedure will apply.

- The Dean will liaise with the CEO on all issues to be taken into account in the development of a facilitated transition strategy which will include the content of written communication to students explaining to them the proposed process.
- After consulting with the CEO, the Dean will prepare a report that addresses the needs of all cohorts of students currently undertaking the course that is to be discontinued for submission to the Academic Board for approval. This report must include:
 - an analysis of the current standing of each student's enrolment/completion to date,
 - an identification of alternative courses offered by other providers, and,
 - analysis of potential credit arrangements that might be negotiated on behalf of each student and the estimated completion sequence and timing.
- The Dean advises the Course Coordinator and the Registrar that the course is to be discontinued and the date of final intake.
- The Dean and Registrar contact the other providers to begin negotiations for the transition of the affected students.
- The Dean develops a communication plan in liaison with the Course Coordinator to advise current students (or prospective students with offers for subsequent intake periods) that:
 - the course will no longer be offered
 - an outline of the alternative course options that are available including potential credit and estimated completion sequence and timing at the other provider/s.
- The Course Coordinator will liaise with Library, Information Technology (IT) and Student Support staff regarding any changes to service delivery and the provision of specialised support services for affected students.
- The Course Coordinator and Registrar will hold scheduled meetings with students to explain the options for completing their course with an alternative provider and to

⁴ The Letter of Agreement makes clear that CIHE's responsibility is to refund any un-used fees to students; CIHE will not be obligated to meet any additional costs associated with a student's facilitated transfer to another provider should CIHE voluntarily discontinue a course. See page 5 of the International Students Letter of Offer and Agreement on 'CIHE Default'.



address any concerns. A specific liaison officer will be allocated to each individual students. This liaison officer will work with the student and the potential new provider to facilitate their transition, providing both academic and administrative support. The liaison officer is responsible for preparing and supplying individual plans for all students to assist in mapping their progression to completion within through the alternative provider's course.

- The Dean is responsible for approving all such arrangements.
- The Dean is responsible for providing regular reports on the facilitated transition strategy to the Academic Board.

4. Version History

Version	Approved by	Approval Date	Details
1.0	Academic Board	27.1.2017	Document creation
1.1	Academic Board	21.4.2017	Document enhancement – the procedures have been developed in response to Board of Directors' concern for clarity around the protection of students (January 27 th , 2017) and the need to provide details of 1. Insurances/protection schemes and 2. separate procedures for teach-out and facilitated transition to another provider.

Document owner: Dean