

Student Communication Plan

Introduction

This document outlines how the University will communicate to students and prospective students in relation to changes to the following:

- General changes to terms and conditions and general regulations/policies (i.e. affect all students)
- Programme/course changes (i.e. affect specific cohorts of students)

In making changes to general terms and conditions or programmes, the University always seeks to act in the best interests of students and ensure that students are aware of not only the changes, but also the reasons for the changes. The University proposes to adopt a 3-tiered approach to communicating with students in relation to changes:

1. Student Consent
2. Student Consultation
3. Student Informed

General Terms and Conditions (which affect all students)

Students, when they accept an offer of a place at Edge Hill and when they formally enroll as a student agree to comply with the provisions of all of our Regulations, Rules, Codes, Conditions and Policies pertaining to enrolled students. Our full list of Regulations, Rules, Codes, Conditions and Policies are available at: www.edgehill.ac.uk/guides/student-terms-and-conditions/

The University's Regulations, Rules, Codes, Conditions and Policies may on occasions be adjusted to reflect changes in legislation and external guidelines or as the result of the University's experience and views on best practice. Updates will take place on an annual basis and will be published in the September of each academic session.

In relation to general changes to terms and conditions and general regulations/policies (i.e. affect all students), **the University will consult with students via the Students' Union.**

A briefing note for all continuing students will be provided to outline any changes, via Student Handbooks and through online enrolment processes and the University's webpages <https://www.edgehill.ac.uk/guides/student-terms-and-conditions/> will always display an accurate version of all Regulations, Rules, Codes, Conditions and Policies. This will ensure that **all students are informed** about the changes made.

The student terms web pages <https://www.edgehill.ac.uk/guides/student-terms-and-conditions/>, which are accessible to both current and prospective students make clear the following via a notice:

The Regulations, Rules, Codes, Conditions and Policies published are relevant to the current Academic Year and were correct at the date of publication.

The University's Regulations, Rules, Codes, Conditions and Policies may on occasions be adjusted to reflect changes in legislation and external guidelines or as the result of the University's experience and views on best practice. Any proposed changes will be subject to consultation with the Edge Hill Students' Union in line with the University Student Communication Plan. No changes will be made to Terms and Conditions which are considered detrimental to students.

Updates will take place on an annual basis and will be published in the September of each academic session. A briefing note for students will be provided to outline any changes and this page will always display an accurate version of the Regulations, Rules, Codes, Conditions and Policies.

Programme/course closure

University policy is that any programme/course closure at the University would not affect students who are already on programme, with all students being supported to complete

their programme of study. If due to exceptional reasons that is not feasible, all students would be supported to transfer to another, suitable programme of study at the University or another site of delivery, with additional support arrangements put in place as appropriate to the individual circumstances.

On occasions, the University may take the decision, prior to the start of the academic year, not to run a programme. Any prospective students would be notified at the earliest opportunity and would be provided with support to find an alternative programme of study.

Programme/course changes (which affect specific cohorts of students)

Our programmes/courses are subject to ongoing review and development. Changing circumstances may necessitate alteration to programmes or courses.

Changes may be necessary to comply with the requirements of professional accrediting bodies, changes to national subject benchmark statements www.qaa.ac.uk/quality-code/subject-benchmark-statements or to keep courses contemporary through updating practices or areas of study or as a result of student feedback.

We reserve the right to make variations if we consider such action to be necessary or in the best interests of students.

In such circumstances we will consult with you or seek your consent in line with the following guidelines and will keep you informed of any material changes to programmes and take reasonable steps to minimise any disruption which may result from such a change. The latest information on courses and programmes can be accessed at www.edgehill.ac.uk/study or via www.edgehill.ac.uk/courses/a-z

Consent

Consent from students will be required when the University seeks to make 'major changes' to your programme/course of study. Changes of this nature would normally be the

exception. Should your Department seek to make changes of this nature (as detailed below), they will be required to **seek individual written consent from all continuing students affected**, unless those changes are as a result of Professional Body requirements:

- Changes to the Programme title or award type (e.g. BA, BSc etc.)
- Changes to your programme of study where they are proposing to re-validate the programme and transfer you to the new programme
- The University withdrawing from a specific Professional Body accreditation

In seeking consent, the Department should outline to you not only the changes they propose to make but provide a rationale/justification for the changes.

Whilst all students will be consulted in relation to the changes and asked to respond indicating whether they consent to the changes being made to the programme, should a minority of students unreasonably withhold consent, the University may still initiate the changes.

Consult

Any other changes made to programmes/courses will be subject to student consultation via Course Representatives. This will normally be via Programme Board meetings, but alternative methods can be used. These include but are not limited to the following:

- Student Focus Groups, with a cross section of enrolled students from the course affected
- VLE discussion board

In consulting with enrolled students, the Department should outline to you not only the changes they propose to make but provide a rationale/justification for the changes.

Informed

Enrolled students will be informed of all changes made to programmes of study and the rationale for those changes (even if they have also been subject to consent or consultation). This will normally be via one of the following mechanisms:

- Communication from your Course Leader to each student via their University email account
- Through the Blackboard VLE

Prospective students

In relation to prospective students, the University adopts the following approaches:

We will make clear on programme/course webpages that our programmes and courses are subject to ongoing review and development and that changing circumstances may necessitate alteration to programmes or courses.

Prospective students should check back to the website to ensure that they have the most up to date information in advance of submitting an application. The University also provides details on its website of changes made to programmes www.edgehill.ac.uk/courses/changes

In addition to the above, for Offer holders, when we make an offer to them, we will send them the material information for the programme. This will also be provided to them when they enrol on the programme. We will also identify any changes to a programme's validation status or module diet made so that students are informed of the changes.

Whilst the University actively discourages changes of this nature, if in exceptional circumstances it has been necessary to make any of the following changes, the University will write specifically to students holding offers for these awards to seek their consent to

transfer to the revised programme or provide them with support to seek an alternative programme:

- Changes to the Programme title or award type (e.g. BA, BSc etc.)
 - Changes to your programme of study where they are proposing to re-validate the programme and transfer you to the new programme
 - The University withdrawing from a specific Professional Body accreditation
-