



Course Discontinuation and Teach Out Policy

Governing Council Approved Document

Table of Contents

| | |
|---|----|
| 1. Preamble | 3 |
| 2. Scope | 3 |
| 3. Procedure..... | 3 |
| 4. Teach-Out Plan | 4 |
| 5. Student Tuition Refund Policy | 4 |
| 6. Other Issues..... | 5 |
| Appendix 1: Course/Unit Discontinuation Proposal..... | 6 |
| Appendix 2: Teach-Out Plan..... | 11 |
| Appendix 3: Individual Student Course Map..... | 15 |
| Appendix 4: CIHE Tuition Protection Service Activation Document | |

Version Control

| | |
|--|--|
| Version | v1.1 |
| Date effective | 30 September 2020 |
| Review | The Governing Council will review this Policy annually in accordance with the Institute's <i>Policy Review Schedule</i> . |
| Approving body | Governing Council |
| Approval date | 30 September 2020 |
| Approval meeting | Governing Council meeting held on 30 September 2020 |
| Policy owner | Dean |
| Policy contact | Dean |
| Related Documents | Course Development and Review Policy Dictionary of Terms Refund Policy |
| Related Forms | Course/Unit Discontinuation Proposal Teach-Out Plan Individual Student Course Map |
| Related Legislation | Australian Qualifications Framework (AQF) Higher Education Standards Framework (Threshold Standards) 2015 (Cth) Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act) |
| Higher Education Standards Framework (Threshold Standards) 2015 (Cth) | BI.1 "Higher Education Provider" Category Standard 6.2 |
| Benchmarking Institutes | Australian Institute of Higher Education Macquarie University Southern Cross University The University of Newcastle Western Sydney University |

1. Preamble

1.1 Purpose

The Churchill Institute of Higher Education (the Institute) is committed to ensuring that no student is disadvantaged when one of the Institute's courses is discontinued. The Institute has developed this Policy to lay out clear guidelines in this regard.

TEQSA's Threshold Standards 2015 requires that when a higher education provider discontinues a course/unit of study, there should be effective teach-out or relevant plans for all students enrolled in the course/unit of study to ensure that these students are not disadvantaged.

1.2 Definitions

For definitions, refer to the *Dictionary of Terms*.

2. Scope

This Policy applies to all courses and units offered at the Institute.

3. Procedure

When a decision is taken to discontinue a course/unit of study in accordance with the provisions of the Institute's *Course Development and Review Policy*, the following procedures will be implemented:

3.1 The Dean will be responsible for a course/unit considered for discontinuation; shall involve the relevant academic and professional staff (and if required, the student representative) at the early stages of consideration.

3.2 The Dean will complete the '*Course/Unit Discontinuation Proposal*' form (*Appendix 1*) to start the course/unit discontinuation process. The Dean will forward that course/unit discontinuation proposal to the Chair of the Academic Board, who may refer the proposal to the Chair of the Course and Industry Advisory Committee for advice.

The *Course/Unit Discontinuation Proposal* will outline the following:

- i. reason(s) (academic, strategic and financial) for the discontinuation;
- ii. whether there is a replacement course/unit proposed;
- iii. the number of students currently enrolled and their level of progression in the degree;
- iv. an explanation of how students enrolled in the course will be helped to either complete the course/unit or transition to another course/unit of study;
- v. any other impact for the Institute; and
- vi. whether all stakeholders of the course/unit proposed to be discontinued have been or will be consulted about the discontinuation.

3.3 The Chair of the Academic Board will have the proposal considered by the Academic Board. If the Board supports the *Course/Unit Discontinuation Proposal*, it will be passed on to the Chair of the Governing Council for consideration. If the Chair of the Governing Council approves the Proposal, the Dean will develop a *Teach-Out Plan* and *Individual Student Course Map* (the Dean will liaise with the Chairs of the Academic Board and Governing Council on all issues to be considered in the development of a *Teach-Out Plan*, refer to *Appendix 2*).

3.4 The *Teach-Out Plan* will include written communication to students which includes the following:

- i. honours any contractual obligations associated with the Course/Unit of study;
- ii. addresses students' study load issues involved in the teach-out strategy; and
- iii. offers valid transition pathways to other Course(s)/Units of study.

- 3.5 The Dean will advise the Course Coordinator and Academic Manager that the course/unit is to be discontinued and the date of final intake.
- 3.6 The Dean will develop a Communication Plan in liaison with the Course Coordinator and the Academic Manager to advise current students (or prospective students with offers for subsequent intake periods) that the course/unit will no longer be offered, including information about alternative course/unit options that are available. The Course Coordinator will liaise with the Academic Manager as appropriate.
- 3.7 The Course Coordinator and the Academic Manager will liaise with the Library/Learning Support Manager regarding any changes to service delivery associated with the teach-out arrangements and providing specialised support services for affected students.
- 3.8 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/unit. The Course Coordinator will hold scheduled meetings with students to explain teach-out processes and to address any concerns.
- 3.9 The Course Coordinator is responsible for approving publication of information on the Institute's website regarding teach-out arrangements.
- 3.10 The Course Coordinator is responsible for ensuring that the various cohorts of students are enrolled into a unit of study, thus making class sizes as viable as possible and minimising unit offerings. The Course Coordinator must ensure that unit offerings meet the needs of affected students.
- 3.11 The Course Coordinator is responsible for preparing 'Individual Student Course Map' for all students to assist in mapping their progression to completion within the designated teach-out period and for ensuring students receive their individual plans.
- 3.12 The Dean is responsible for providing regular reports on the teach-out strategy for the discontinued course/unit of study to the Academic Board.

4. Teach-Out Plan

Teach-Out Plan should facilitate and provide evidence of the following:

- 4.1 That students will have a reasonable opportunity to complete the discontinued course/unit within a certain time.
- 4.2 The timeline of activities, including the effective date of the termination of the course/unit.
- 4.3 A Communication Plan that includes the proposed timeline and methods for notifying students of the Teach-Out Plan, including any students who may be on leave of absence, as well as academic and administration staff and other stakeholders.
- 4.4 A list of students affected and anticipated decisions regarding teach-out (graduation dates, transfer, remain at institution, participate in teach-out and at what institution, etc.).
- 4.5 The Institute has a *Teach Out Agreement* with Canterbury Institute of Management (CIM) to ensure that students will not be disadvantaged by any discontinuation of course delivery and will provide an efficient transfer process in order to meet regulatory requirements. The Institute will continue to seek other quality Higher Education providers to arrange formal teach out agreements.
- 4.6 In addition to this, CIHE has Tuition Protection Service Guarantee – please refer to Appendix IV.

5. Student Tuition Refund Policy

In the unlikely event where the Institute is unable to deliver a course or unit, all students enrolled in the affected course or unit(s) will be offered tuition fee refunds in accordance with the Institute's Refund Policy.

6. Other Issues

6.1 Mentoring and support for students during teach-out mode

- 6.1.1 During teach-out process, students will be provided with academic support and mentoring to enable them to successfully complete the course. This will be achieved by providing all students in the discontinued course with a reasonable timeframe to complete the course. This will be the full-time duration plus one further year or part-time equivalent.
- 6.1.2 For a period not extending beyond full-time duration plus two years or part time equivalent, students who have not completed the course within the period of the teach-out plan will be assisted to transition into an alternative course, to complete their course by taking outstanding units at another institution or another mode of learning, or to complete their course through a special course of study.
- 6.1.3 Advice and individual course mapping for each student will be documented (See the *Appendix 3 'Individual Course Map'* for a proforma document).
- 6.1.4 Course maps will need to be reviewed every semester to ensure that timely progression is maintained, and any progression issues resolved. This will also assist in ensuring that class sizes are maximised. This is the responsibility for the Dean and Academic Manager in consultation with each student.

6.2 Alternative units and cross-institutional enrolment

- 6.2.1 A contingency for unit options for any student who does not complete their course by the end of the transition and teach-out period due to exceptional circumstances may need to be implemented for some students. This will be determined by the Dean.
- 6.2.2 These arrangements may also need to be applied to any student requesting an intermission late in the transition and teach-out period or seeking an extension to an intermission. Students should be advised that such requests are unlikely to be approved unless there are exceptional and extenuating circumstances. Students making these requests need to be advised of the consequences for their progression and the limited range of options that may be available. This will be determined by the Dean.

6.3 Student Communication

- 6.3.1 All students impacted by the decision to discontinue a course/unit must be advised. The correspondence should include the reasons for the decision and details concerning the various options that are available. A nominated contact person should be included to assist students with their individual enquiries.
- 6.3.2 Depending on the circumstances, a follow-up meeting with students could be considered to answer any student questions and provide further reassurance about progression.
- 6.3.3 A communication plan also needs to be developed for any current applicants for the course/unit advising of alternative course options.
- 6.3.4 Students need to be advised that no deferral of commencement is possible. Marketing material for the final intake must clearly state that deferral cannot be approved.

6.4 Course Advertising

The Institute's marketing team will be advised to remove the discontinued course/unit from all websites and publications both local and international.

Appendix I: Course/Unit Discontinuation Proposal

| Course/Unit Discontinuation Proposal | | | |
|--|--|---|-----------------------------|
| 1. Course Details | | | |
| Course/Unit Code | | Course/Unit Title | |
| CRICOS Code | | Coursework | |
| 2. Details of proposed Course/Unit Discontinuation | | | |
| Will course/unit be replaced? | YES <input type="checkbox"/> NO <input type="checkbox"/> | First year of delivery of replacement course/unit | |
| Proposed replacement course/unit title (if applicable) | | | |
| Has replacement course/unit been endorsed by the Academic Board? | | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| If there are no replacement course/unit what arrangements are there to enable all students to complete the course/unit in which they are enrolled? | | | |

| | |
|---|---|
| Date of final intake | There will be no new enrolment of students into this course after (Semester_____,_____) |
| Proposed completion of teach out (Recommended: standard course/unit duration & 1 year) | The final cohort of students enrolled is expected to complete their course/unit by the end of (Semester_____,_____) |

3. Reason(s) for Course/Unit Discontinuation

4. Number of Students in a Course and their level of progression

| | Total Students | Units Completed (0-4) | Units Completed (0-8) | Units Completed (0-12) | Units Completed (0-16) | Units Completed (0-20) | Units Completed (20 and above) |
|---------------|----------------|-----------------------|-----------------------|------------------------|------------------------|------------------------|--------------------------------|
| Domestic | | | | | | | |
| International | | | | | | | |
| | | | | | | | |

5. Student Transition

For students who are not likely to complete the course/unit within the period of the teach out plan, what assistance will be provided to them to transition them into an alternative course/unit, to complete their course by taking outstanding units at another institution or another mode of learning, or to complete their course/unit through a special course/unit of study?

6. Other Impact on the Institute

Describe what impact the proposed course/unit discontinuation is likely to have on other courses and units (e.g.: double majors, reduction of electives etc.)

| |
|--|
| |
|--|

7. Stakeholder Consultation

Indicate the level of consultation that has occurred with the following stakeholders.

| Stakeholder | Date consulted | Comments |
|--|----------------|----------|
| Academic Staff | | |
| Student Groups or Student Representatives | | |
| Professional Accreditation Body | | |
| Other | | |

8. Support and Approval for Course/Unit Discontinuation

Supported By:

| | | | |
|-----------------------------|-------|------------|-------|
| Dean | Name: | Signature: | Date: |
| Chair of the Academic Board | Name: | Signature: | Date: |

This Course/Unit Discontinuation Proposal is:

| | |
|-----------------------|--|
| Approved/Not Approved | |
| Comments | |

| | | | |
|------|-------|------------|-------|
| Dean | Name: | Signature: | Date: |
|------|-------|------------|-------|

Appendix 2: Teach-Out Plan

| Teach-Out Plan | | | |
|---|--|--|-----------------------------|
| I. Course Details | | | |
| Course/ Unit Code | | Course/Unit Title | |
| CRICOS Code | | Coursework | |
| 2. Details of proposed Course/Unit Discontinuation | | | |
| Will course/unit be replaced? | YES <input type="checkbox"/> NO <input type="checkbox"/> | First year of delivery of replacement course/unit | |
| Proposed replacement course/unit title (if applicable) | | | |
| Has replacement course/unit been endorsed by the Academic Board? | | YES <input type="checkbox"/> | NO <input type="checkbox"/> |
| If there are no replacement course/unit what arrangements there are to enable all students to complete the course/unit in which they are enrolled? | | | |

| | |
|---|---|
| Date of final intake | There will be no new enrolment of students into this course after (Semester _____, _____) |
| Proposed completion of teach out (Recommended: standard course/unit duration & 1 year) | The final cohort of students enrolled is expected to complete their course/unit by the end of (Semester _____, _____) |

3. Aggregate Student Cohort Transition and Teach Out Strategy

| Student Cohort | Number | Transition Strategy (e.g.: Continue enrolment in existing course, transition into an alternative course, take outstanding units at another institution or another mode of learning, or complete their course through a special course of study) |
|----------------|--------|--|
| 2020 | | |
| 2021 | | |
| 2022 | | |
| 2023 | | |
| 2024 | | |

4. Individual Student Course Mapping (Domestic and International)

Complete a table (as per below) showing for each student the units they have completed and the units that remain to complete the course.

| Student ID | Major | Core Units | | Major Units | | Electives | | | Completed/ Enrolled Units | Credit Points Achieved | Credit Points |
|----------------------|-------|------------|-----------|-------------|-----------|-----------|-----------|---------------|---------------------------|------------------------|---------------|
| | | Unit Code | Unit Code | Unit Code | Unit Code | Unit Code | Unit Code | Credit Points | | | |
| Domestic | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| International | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |
| | | | | | | | | | | | |

5. Course Delivery Mapping

Indicate the projected year and semester of all Units still to be delivered in existing course and, if applicable, the projected delivery in the replacement course.

| Delivery of existing course | | | | | | | Delivery of replacement course (if applicable) | | | | | | |
|-----------------------------|--------|----|--------|----|--------|----|--|--------|----|--------|----|--------|----|
| | (Year) | | (Year) | | (Year) | | | (Year) | | (Year) | | (Year) | |
| | S1 | S2 | S1 | S2 | S1 | S2 | | S1 | S2 | S1 | S2 | S1 | S2 |
| Major | | | | | | | Major | | | | | | |
| Unit Code/ Title | | | | | | | Unit Code/ Title | | | | | | |
| | | | | | | | | | | | | | |
| Core Units | | | | | | | Core Units | | | | | | |
| Unit Code/ Title | | | | | | | Unit Code/ Title | | | | | | |
| | | | | | | | | | | | | | |
| Electives | | | | | | | Electives | | | | | | |
| Unit Code/ Title | | | | | | | Unit Code/ Title | | | | | | |

6. Student Support

| Student Planning | Yes/No | Responsibility | Comments |
|--|--------|----------------|----------|
| Does the planned sequence of units of study allow the course learning outcomes to be met? | | | |
| Have students been provided with individual course plans showing their progress in the course across the teach-out period to completion? | | | |

7. Communication Strategy

| Communication Strategy | Comments |
|--|----------|
| Students: <ul style="list-style-type: none"> Letters to enrolled students Letters to students who are in the application process Group and individual student meetings | |

| | | | |
|--|-------|------------|-------|
| Academic & Professional Staff | | | |
| Other Major Stakeholders | | | |
| Professional Accreditation Bodies | | | |
| 8. Support, Endorsement and Approval for Teach Out Plan | | | |
| Supported By: | | | |
| Dean | Name: | Signature: | Date: |
| Chair of the Academic Board | Name: | Signature: | Date: |
| | | | |
| This Course/Unit Discontinuation Proposal is: | | | |
| Approved/ Not Approved | | | |
| Comments | | | |
| Principal | Name: | Signature: | Date: |

Appendix 3: Individual Student Course Map

| 1. Student Details | | | |
|--|-----------|----------------------------------|--|
| Student Name | | | |
| Student ID | | | |
| Semester/Year of Enrolment | | | |
| 2. Institute and Course Details | | | |
| Institute | | | |
| Course/Unit Code | | Course/Unit Title | |
| CRICOS Code | | Coursework | |
| 3. Course and Unit Mapping Plan (for entire Course) | | | |
| Unit | Completed | To Be Completed at Semester/Year | Alternative Mode of Completion (Specify) |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| Date of Written Notification of Course and Unit Map: | | | |
| Date/s of student interviews: | | | |
| Anticipated Graduation Date: | | | |

Appendix 4: CIHE Tuition Protection Service Activation Document



Tuition Protection Service Guarantee

Churchill Institute of Higher Education (CIHE) international students' prepaid and unused tuition fees are protected by Tuition Protection Service under Australian Government legislation. The aim of this protection scheme is to ensure that students receive the tuition they have paid for or, as a last resort, if the provider is not able to deliver the student's enrolled course, a refund of their unused tuition fees.

The Tuition Protection legislation sets out what happens when a registered provider or an overseas student or intending overseas student defaults (that is, when a provider fails to start or finish providing a course to a student, or a student fails to start or finish a course with a provider). It establishes a universal single Tuition Protection Service (TPS) to provide a flexible and streamlined approach to student placement and refund arrangements in the event a defaulting provider does not meet its refund obligations under the ESOS Act.

CIHE is committed to ensuring that students are protected and will be eligible for a refund of the unused portion of any prepaid tuition fees (i.e. tuition for which they have paid but which has not yet been delivered) rather than a full refund, in recognition of the fact that they may obtain credit for the study already completed. Additionally, CIHE has a teach out agreement with Canterbury Institute of Management (CIM) to ensure that students will not be disadvantaged by any discontinuation of services and will provide an efficient transfer process in order to meet regulatory requirements monitored by TEQSA. CIHE will continue to seek other quality Higher Education providers to arrange formal teach out agreements.

Tuition Protection Service (TPS) Process for Students

In the unlikely event that CIHE stops providing or does not start providing students' course as agreed and does not meet its default obligations, the following process applies (also refer to Appendix I: The TPS overview):

Step 1

The TPS contacts students and creates an account for them.

Step 2

Students register with or log-on to the TPS and provide proof of identity.

Step 3

The TPS online system will assist students to find options for completing their study in Australia.

Step 4

Students accept preferred suitable offer.

Students commence study as agreed.

TPS transfers any unspent pre-paid tuition fees to students' new provider.

OR

If there are no suitable alternative courses or offers, students may apply for a refund of the amount of any unspent pre-paid tuition fees they have paid to the Institute. These are any tuition fees that students have already paid that are directly related to the course which they haven't yet received. Any remaining unspent tuition fees are refunded to students.

Note: Ceasing study may affect students' visa. Students must contact Department of Home Affairs for assistance on <https://www.homeaffairs.gov.au/>.