

Course Teach-Out Procedure

Purpose

1. This Procedure gives effect to the Course Teach-Out Policy and outlines the conditions and processes required for the preparation and implementation of course teach-out plans.

Scope

2. This Policy applies to all Global Higher Education (GHE) higher education courses.

Definitions

3. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

Suite documents

4. This Procedure is linked to the Course Teach-Out Policy.

Procedure

Steps for discontinuation of all courses

5. A proposal for discontinuation of a course will be accompanied by a course teach-out plan which is endorsed and/or modified as the proposal is considered by successive GHE governance bodies, as outlined in the **Course Development, Approval, Amendment and Discontinuation Policy**.
6. Course teach-out plans ensure that all obligations in relation to students are articulated, including visa requirements and other obligations to international students under the ESOS Framework, are articulated. Teach-out plans will include:
 - a) a risk assessment;
 - b) an action plan to address each requirement relevant to the *Higher Education Standards Framework (Threshold Standards) 2021* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*;
 - c) a communication plan;
 - d) content of written communication to students (honouring any contractual obligations associated with the course of study, addressing student load issues involved in the teach-out and offering valid transition pathways to other courses of study).
7. When the Board of Directors gives internal approval for the discontinuation of any course, the following key steps must be taken:
 - a) a material change notification must be made to TEQSA within 14 days of the decision accompanied by the Course Teach-Out Plan;
 - b) the course must be closed to any future enrolments and withdrawn from any course information/marketing material;
 - c) following consultation and agreement with TEQSA about the process for course discontinuation as set out in the Course Teach-Out Plan, all relevant staff and governance bodies are to be advised of the decision and details of the final teach-out plan;

- d) the Academic Director will ensure that teach-out arrangements are implemented appropriately for all affected students in accordance with these Procedures.
- 8. In the event that a course is discontinued by TEQSA and approved in 'teach-out mode' the Board of Directors will approve an appropriate course of action and plan that follows the procedures for teach-out as outlined below. The maximum length of TEQSA accreditation of courses in teach-out mode is usually two years.

Implementation of course teach-out plans

Course information and marketing

- 9. Academic Board will determine the last intake date for the course to be discontinued. Following this decision, the Operations Director will ensure that:
 - a) course information is adapted and/or removed from the GHE website and any marketing materials/activities;
 - b) all educational agents are informed of the Teach-Out Plan as soon as possible to ensure that no information about the course is disseminated after the last intake date.

Determination of completion dates

- 10. The Operations Director will determine the completion dates for the current and last intake for the course in accordance with any applicable direction from TEQSA.

Preparation of detailed plans

- 11. The Academic Director, under delegation from the Chief Executive Officer and in consultation with the relevant Course Coordinator and Operations Director or delegate, is responsible for ensuring that student interests are adequately protected, and for preparing schedules and detailed teach-out plans. This will consist of the following key steps:
 - a) the review of existing student enrolments in the course and estimation of continuing student load for the teach-out period;
 - b) identification of available and appropriate alternative pathways or courses, both within GHE and with other providers as documented in the Transition Register;
 - c) the development of detailed plans and schedules. Such plans should include:
 - i. any planned accelerated study periods and unit streaming to make class sizes viable. This should be undertaken in ways that ensure the integrity of the course is not compromised and students' progress or visa conditions are not negatively impacted;
 - ii. the management of students with exceptional circumstances such as those with Leave of Absence or serious illness. Such strategies may include contingency units or alternative study modes (such as independent study).
 - d) the preparation of course progress plans to ensure that students are supported to complete the course within the planned completion date without disadvantage.

Communication with students

- 12. The Academic Director is responsible for ensuring that all affected students receive thorough communications immediately following confirmation of teach-out from TEQSA and throughout the teach-out process. This is achieved by:
 - a) advice in writing to all students impacted by the discontinuation (draft letters vetted by legal counsel) explaining the need for the decision and all details relating to completion of the course;
 - b) the establishment of a point of contact for students to discuss or clarify the discontinuation process and raise any questions or concerns;

- c) follow up meetings and consultation to address individual student concerns and queries.
13. Where relevant, international students onshore in Australia may be directed to the Tuition Protection Service (TPS) administered by the Commonwealth Government as outlined in the **Student Fees, Charges and Refunds Policy**.

Supporting individual students

14. The Academic Director is responsible for ensuring that the needs of individual students are met. This is achieved through the following steps:
- a) the review of each enrolled student's profile and the consideration of any individual needs;
 - b) the preparation of individualised course maps, including support mechanisms;
 - c) the review and monitoring of individual progress each semester to ensure completion within the course teach-out period and update of individual course plans where required.

Complaints

15. Where any student is dissatisfied with the way in which GHE implements teach-out plans for a discontinued course they may follow the process outlined in the **Student Complaints, Grievances and Appeals Policy**.

Compliance during the teach-out period

16. The Manager, Quality and Compliance is responsible for ensuring that compliance with all relevant legislation and codes, and professional accreditation standards where relevant, is maintained during the teach-out period.
17. Student enrolment in courses in teach-out will be administered under the provisions in the **Enrolment Policy**.

Roles and responsibilities

18. The Academic Director is responsible for:
- a) completion of course teach-out plans in consultation with the Course Coordinator and Operations Director or delegate (Registrar);
 - b) identification of providers of alternative courses and formalisation of reciprocal arrangements;
 - c) student notification, liaison and support, including the mapping of individual course plans;
 - d) the overall implementation of course teach-out plans;
 - e) the management of all records arising from this Policy.
19. The Operations Director or delegate is responsible for:
- a) ensuring that all course information and marketing materials for the discontinued course are withdrawn and agents are notified when a decision to discontinue a course has been made;
 - b) identification of completion dates, management of load and enrolment issues and any refunds or tuition protection arrangements associated with the discontinuation of courses.
20. The Manager, Quality and Compliance is responsible for:
- a) ensuring compliance with this Policy and related procedures;
 - b) ensuring that compliance with all relevant legislation and codes, and professional accreditation standards where relevant, is maintained during the teach-out period;
 - c) benchmarking AHE policy and standards with those adopted elsewhere in the tertiary sector;

- d) the monitoring of information available from the review of records relating to the implementation of this Procedure.

21. All staff are responsible for becoming familiar and complying with this Policy and Procedure.

Associated information

Related Internal Documents	Course Teach-Out Procedure Course Teach-Out Plan Template Transition Register Course Development, Approval, Amendment and Discontinuation Policy Enrolment Policy Student Complaints, Grievances and Appeals Policy Student Fees, Charges and Refunds Policy Glossary of Terms
Related Legislation, Standards and Codes	<i>Tertiary Education and Quality Standards Agency Act 2011</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> TEQSA Website advice (accessed 13 March 2020): Withdrawing a course/teachout <i>Education Services for Overseas Students Act 2000</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i>
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