



Higher Education Services Changes Policy

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Higher Education Services Changes Policy

1.0 Purpose

1.1 The purpose of this Changes Policy (the “**Policy**”) is to set out the circumstances in which FutureLearn Limited (“**FutureLearn**”) may make changes to its programmes, qualifications to be awarded, modes of study, and teaching location and facilities (a “**Change**” and “**Changes**” shall be construed accordingly) and how FutureLearn would manage each situation fairly to students.

1.2 This Policy should be read in conjunction with (i) the Terms and Conditions which sets out what constitutes your Contract with FutureLearn and (ii) FutureLearn’s Compensation and Refund Policy which sets out the circumstances in which you may be entitled to refund and/or compensation for a Change set out in this Policy – both of which can be found here:

- [Student Terms and Conditions](#)
- [Refund and Compensation Policy](#)

1.3 This Policy has the goal to treat students as equal contractual partners, be clear, unambiguous, and respect the balance between each other’s rights and obligations. It is an expression of FutureLearn’s good faith and fairness.

2.0 Scope and Application

2.1 This Policy applies to all students enrolled with FutureLearn, or who have accepted an offer from FutureLearn, in each case for master’s degree Programmes validated by the Awarding Body (“**Programme**” and “**Programmes**” shall be construed accordingly). FutureLearn is responsible for the design, delivery, and day-to-day management of your Programme. The Awarding Body is strictly responsible for the academic quality assurance of your Programme and for awarding your final qualification. Your Contract is and will always be with FutureLearn and FutureLearn is responsible for the delivery of your Programme.

2.2 This Policy does not apply to students who are enrolled for:

- 2.2.1** an online degree with one of our OPM Partners – those students are subject to the terms and conditions of the relevant OPM Partner;
- 2.2.2** a short course (without an accreditation) or ExpertTracks;
- 2.2.3** microcredentials (without university credits).

3.0 Definitions

3.1 In this Policy, the following words shall have the following meanings:

- 3.1.1** “**Awarding Body**” means the partner institution identified in your Offer which operates as an awarding body, that is responsible for providing the final academic award to you and

ensuring that the Programme, designed and delivered by FutureLearn, meets certain academic standards;

3.1.2 “Minor Change(s)” means any minor Change to your Programme as against the commitments made in your Offer and/or Programme Information and as reasonably determined by us. For example, changes to our optional modules, changes to module titles or minor variations to module content;

3.1.3 “OPM Partners” means Brunel University of London and the University of Roehampton;

3.1.4 “Substantial Change(s)” means any substantial Change to your Programme as against the commitments made in your Offer and/or Programme Information and as reasonably determined by us. For example, a fundamental change to core modules, a fundamental change to core module content, a change to the qualification awarded or a change to the VLE which has a material impact on our educational services; and

3.1.5 “VLE” means the online or virtual learning environment through which you study a Programme.

3.2 Capitalised terms used in this Policy shall have the meaning given to them in the Terms and Conditions unless the context otherwise requires.

4.0 Types of Changes and Why Changes Might be Required

4.1 Once you have accepted your Offer with FutureLearn, we will use all reasonable efforts to deliver your Programme as set out in our Contract with you. However, circumstances may arise where we are required to make changes to your Programme, the qualification awarded, the mode of study or teaching location/facilities. Examples of these “Changes” include (but are not limited to):

4.1.1 Programme – we may make changes to the content, structure, or assessment of a Programme such as:

- (a) Changes to Programme and module content and names, for example renaming of Programmes to fit with current market trends
- (b) Changes to module option choices
- (c) Closure of a Programme

4.1.2 Qualification Awarded – we may make changes to the type of award or awarding body/accrediting body of your Programme such as:

- (a) Repositioning the type of qualification, for example from an MSc to an MBA
- (b) Change to the Awarding Body or Professional, Statutory and Regulatory Body

4.1.3 Mode of Study – we may make changes to the schedule and structure of the Programmes which would affect your student status such as:

- (a) Moving students from a full time to a part time Programme
- (b) Moving students from a part time to a full time Programme
- (c) Changes to the length of a Programme

4.1.4 Teaching Location and/or Facilities – we may make changes to our online distance learning environment or delivery mode such as:

- (a) Opening a study centre or other teaching locations
- (b) Changes to the provider of our VLE
- (c) Changes to support platforms by using a different provider e.g. for employability services.

4.2 Examples of where Changes may be made or required are (but are not limited to):

4.2.1 Programme

- (a) where regulatory or government requirements mean that changes must be made to ensure compliance. Examples include changes to how FutureLearn is required to operate because of changes to a professional body's requirements, or changes to other laws/regulations;
- (b) where a key member of staff is no longer available (e.g. through illness or resignation) but suitable alternative teaching or supervision arrangements are provided. FutureLearn is committed to providing appropriately qualified staff to teach its Programmes, but it does not commit to ensuring that any individual will teach on any given Programme. Where these members of staff leave FutureLearn, take leave or otherwise become unavailable to teach then they will be replaced by either existing or new staff appointed by FutureLearn;
- (c) where a key member of staff is no longer available (e.g. through illness or resignation) and suitable alternative teaching or supervision arrangements cannot be provided. This might be where the member of staff concerned has a particular specialism which cannot be adequately covered by other members of FutureLearn staff, or by other resources (e.g. temporary staff) that

FutureLearn would normally engage in such circumstances;

- (d) where the Programme is withdrawn by the Awarding Body and a suitable alternative requires a Change to the Programme or no suitable alternative can be found;
- (e) where FutureLearn decides for academic or reasons which are in students' overall interests (e.g. for experience or graduate outcomes) to revise or replace Programmes, compulsory or optional modules due to low academic attainment, evolution of a subject matter, developments in teaching practice or technology or new assessment methods; or
- (f) where there are an insufficient number of students enrolled on the Programme or certain modules or other operational reasons meaning the continued running of the Programme or modules is financially unviable and/or would lead to an unsatisfactory student experience;

4.2.2 Qualification Awarded

- (a) where FutureLearn decides for academic or reasons which are in students' overall interests to change the qualification awarded (e.g. to ensure graduate outcomes in response to demand or a change in employment markets); or
- (b) to reflect changes to the Programme content (in accordance with paragraph 4.2.1 above) meaning the Programme is no longer suitable for the current award. For example, an update to content may trigger more specialised content leading to the award of an MSc rather than general MBA;

4.2.3 Mode of Study

- (a) where there are an insufficient number of students enrolled on the Programme for that mode of study, but a sufficient number of students enrolled on the Programme for another mode of study so for academic and operational reasons (e.g. staff availability) the underrecruited mode of study is withdrawn; or
- (b) where there are an insufficient number of students enrolled on the Programme for a mode of study meaning the continued running of the Programme or modules for that mode of study is

financially unviable and/or would lead to an unsatisfactory student experience;

4.2.4 Teaching Location and Facilities

- (a) where changes are in students' overall interests for example there is an alternative VLE offering a better standard of student experience;
- (b) where FutureLearn decides to make a Change for operational reasons, such as an alternative VLE which has a better commercial offering compared to the existing provider; or
- (c) to expand FutureLearn's offerings by campus development or restructuring of FutureLearn meaning that teaching locations are opened or other partnerships are entered into which predicate a Change to how we deliver.

5.0 Process for Making Changes

Approach to Making a Change

5.1 If we have to Change your Programme, we will use reasonable efforts to ensure that Changes are kept to a minimum.

5.2 When deciding whether to make a Change and the nature of and implementation of any Change, FutureLearn will carry out appropriate due diligence and due process – which shall include ensuring that such Change is fair to students. The extent of such considerations will depend on whether the Change is a Minor Change or a Substantial Change.

5.3 FutureLearn shall go through the following process (as appropriate) before implementing a Change:

5.3.1 Gather and analyse any relevant data (for example admissions/enrolment data, student satisfaction data and student outcomes data);

5.3.2 Carry out an impact analysis and consider any steps to minimise the impact on students (for example how a Change to the mode of study from a part time to a full time Programme would impact students with caring responsibilities and what alternative provision and support is available for such students);

5.3.3 Consult with relevant stakeholders to seek their views on the changes/proposals, this may include academic staff, student representatives, Professional, Statutory and Regulatory Bodies, industry advisors and/or professional advisors;

5.3.4 Seek approval from the appropriate academic governance committees and/or bodies including the Senior Leadership Team. For example, any proposal to change or close a Programme/module is submitted to the Student Engagement, Quality and Programme Committee (with the relevant data in accordance with 5.3.1, to consider alternative programmes and the time plan for 'teach out' of existing students) and any proposal for a

change to facilities is submitted to the Learning, Teaching and Assessment Committee (with the relevant data in accordance with 5.3.1); and

5.3.5 Follow due legal, regulatory, contractual and procurement processes. For example, any key contracts such as procurement of a replacement VLE are likely to go through a tendering process and any change to the Awarding Body would require revalidation of the Programme.

Communication of a Change

5.4 In the case of Minor Changes, we will keep you informed appropriately, for example by email or via notifications on the VLE.

5.5 If we need to make any Substantial Changes to your Programme, we shall bring the Substantial Changes to your attention as soon as possible by email and notifications on the VLE.

6.0 Impact, Mitigations and Remedies

Changes to Programmes

6.1 If you have any queries regarding any Minor Changes and/or Substantial Changes to your Programme, please contact Student Support who can discuss these with you.

Substantial Changes to Programmes Before Enrolment

6.2 If there has been a Substantial Change to your Programme before you enrol at FutureLearn and you no longer wish to continue on the amended Programme, you may either:-

6.2.1 terminate your Contract and/or withdraw your application for the Programme without any liability to us for tuition fees and with FutureLearn issuing you with a full refund of any and all tuition fees you have paid; or

6.2.2 transfer to another Programme (if any) as may be offered by us for which you are qualified – please see our [Transfer Policy](#).

Substantial Changes to Programmes Post Enrolment

6.3 If we make Substantial Changes to your Programme after you have enrolled and you are unhappy with the changes such that you no longer wish to continue to study on your Programme, you must notify us of this in writing, following which we may offer you a suitable alternative Programme for which you are qualified (at no additional cost to you). If you are unhappy with the alternative Programme we offer you or we are unable to offer you a suitable alternative Programme, you may end your Contract with immediate effect by giving Student Support notice by email here (studentservices@futurelearn.com) or in writing. The effect of terminating your Contract is that you will not incur fees for the next or subsequent academic terms and you may be entitled to a full or partial refund of tuition fees you have paid depending on the circumstances and we will act reasonably in making a determination as to whether a full or partial refund is due.

6.4 You should consider your options carefully before terminating your Contract in such circumstances. You may for example want to contact other institutions about whether you might be able to complete your Programme with them. You may also want to consider other matters such as accommodation and travel costs. Where you terminate your Contract, you may be entitled to compensation pursuant to our Refund and Compensation Policy.

Closure of Programmes

6.5 FutureLearn will always endeavour to teach students to the end of their Programme, including in situations where a decision has been taken to close a Programme. When deciding whether to close a Programme and the implementation of that closure, FutureLearn will carry out appropriate due diligence and follow a due process including the relevant matters in clause 5.3.

6.6 FutureLearn will ensure that plans for closing Programmes are communicated as soon as possible to students by email and notifications on the VLE and appropriate advice and support is provided.

6.7 FutureLearn will take all reasonable steps to minimise disruption to students. This includes seeking a suitable alternative Programme at FutureLearn or a different institution should FutureLearn not be able to 'teach out' registered students on a Programme which is being discontinued.

6.8 If you are unhappy with the alternative Programme that we offer you or we are unable to offer you a suitable alternative Programme, you may end your Contract with immediate effect by giving Student Support notice by email here (studentservices@futurelearn.com) or in writing. Subject to clause 5.15 below, the effect of terminating your Contract is that you will not incur fees for the next or subsequent academic terms and will be entitled to a full refund of tuition fees you have paid, and you may be entitled to compensation in accordance with our Refund and Compensation Policy.

6.9 Where FutureLearn withdraws a Programme due to an event outside of its control (referred to as a Force Majeure Event) as defined in the Terms and Conditions – you may be entitled to a refund and/or compensation depending on the circumstances. For more details about what a Force Majeure Event is and how we will respond, please see clause 21 in the Terms and Conditions. We will act reasonably in making a determination as to whether a refund and/or compensation is due in accordance with our Refund and Compensation Policy.

6.10 Where FutureLearn withdraws a Programme before registered students of that Programme have completed their studies and where a suitable alternative programme has been found, students may still be entitled a refund and/or compensation depending on the circumstances. We will review any claim for refund and/or compensation in accordance with our Refund and Compensation Policy.

7.0 Refund and/or Compensation

7.1 Further details of when you may be entitled to apply for a refund and/or compensation and how to submit a claim are set out in the [Refund and Compensation Policy](#).

8.0 Complaints

8.1 If you are dissatisfied with the application of this Policy, you may make a complaint and the complaint will be dealt with under FutureLearn's [Student Complaints Policy](#) which sets out the stages to follow to resolve concerns as promptly, fairly, and amicably as possible.

8.2 If a student remains dissatisfied with the outcome of a claim for a refund or compensation under this Policy having exhausted FutureLearn's Student Complaints Policy, they may be able to apply for a review of the claim by the Office of the Independent Adjudicator for Higher Education. This is an independent review scheme external to, and independent of, FutureLearn's Student Complaints Policy.

9.0 Changes to this Policy

9.1 This Policy was last updated on 14th August 2025.

9.2 This Policy will be reviewed and updated on an annual basis by FutureLearn.