
UNIVERSITY OF KENT
PART OF THE LONDON AND SOUTH EAST UNIVERSITY
GROUP (LASE)
CHANGES POLICY

1. PURPOSE

- 1.1 The purpose of this Changes Policy (the “**Policy**”) is to set out the circumstances in which London and South East University Group (“**LASE**”) may make changes to the Course, qualifications to be awarded, modes of study, teaching location and facilities, Course fees (and other charges) and types of students recruited or taught (each a “**Change**”, and “**Changes**” shall be construed accordingly), and how LASE will manage each situation fairly for students.
- 1.2 This Policy should be read in conjunction with: (i) the [Terms and Conditions](#), which set out what constitutes your contract with LASE; and (ii) our [policies](#), which set out the circumstances in which you may be entitled to a refund and/or compensation for a Change set out in this Policy.
- 1.3 This Policy aims to treat students as equal contractual partners and to be clear, unambiguous and respectful of the balance between each party's rights and obligations. It is an expression of LASE's commitment to good faith and fairness.

2. SCOPE AND APPLICATION

- 2.1 This Policy applies to Enrolled Students and Offer Holders. This Policy also applies to former students of LASE who retain a current relationship with LASE based on their previous study (for example, where a former student has an ongoing complaint against LASE in relation to issues that occurred while they were a student).
- 2.2 LASE has two separate academic divisions, under the names of the University of Greenwich and the University of Kent. You will be a student of the University of Kent academic division, and your degree will be awarded in the name of the University of Kent (with an indication it is part of LASE). However, your contract will be with LASE. LASE is responsible for all aspects of your Course, including the design, delivery and day-to-day management of your Course and for awarding your final qualification.
- 2.3 Please note that this Policy applies to LASE undergraduate programmes and postgraduate taught programmes, apprenticeships, postgraduate research programmes, and blended programmes except students who are studying with Kent and Medway Medical School, Beaconhouse International College or Kent International College where separate terms and conditions apply.

3. DEFINITIONS

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

3.1.1 “**Course**” means the course of study described in your Offer;

- 3.1.2 “**Course Information**” means the description of the Course set out on our website, in the prospectus or other documents issued by LASE to you as at the date you accept your Offer;
- 3.1.3 “**Enrolled Students**” means all students enrolled with LASE on a Course;
- 3.1.4 “**Force Majeure Event**” means events outside our reasonable control which may include industrial action which it is not within the capacity of LASE to resolve, severe weather, fire, civil commotion, riot, cyber-attack, default by third party suppliers or subcontractors, invasion, terrorist attack or threat of terrorist attack, war (whether declared or not), natural disaster, restrictions imposed by government or public authorities, epidemic or pandemic disease or failure of public utilities or transport systems/networks;
- 3.1.5 “**Major Change(s)**” means any substantial Change to your Course as against the commitments made in your Offer and/or Course Information and as reasonably determined by LASE. For example, additions and/or withdrawals of certain core/compulsory modules on your Course, significant Changes to the availability, timing, nature, scope and/or delivery of academic and/or pastoral support services, including moving delivery to wholly online or to a different campus, significant Changes to its academic regulations, or a Change to the qualification awarded;
- 3.1.6 “**Minor Change(s)**” means any minor Change to your Course as against the commitments made in your Offer and/or Course Information and as reasonably determined by LASE. For example, Changes to optional modules, Changes to module titles, minor variations to module content, Changes to the timetable for delivery of your Course that are necessary to reflect staffing or room availability, Changes to reading lists to ensure the Course remains as up-to-date as possible and Changes to the location of your Course teaching facilities, provided these are within the same campus and/or provided they are of equivalent quality as those advertised;
- 3.1.7 “**Offer**” means our written offer to you of a place on the Course, sent to you either directly by LASE or via UCAS; and
- 3.1.8 “**Offer Holders**” means any person who has accepted an Offer but has not yet enrolled with LASE.

4. TYPES OF CHANGES

- 4.1 Once you have accepted your Offer with LASE, we will deliver your Course as set out in our contract with you. However, circumstances may arise where we are required to make Changes to your Course, the qualification awarded, the mode of study, teaching location and facilities, Course fees and other related fees or charges, or the types of student to be recruited or taught.

Examples of **such Changes** include (but are not limited to):

- 4.1.1 **Course** – we may:
- (a) Change material components or contents of a Course;
 - (b) Change one or more subject areas or modules offered; or
 - (c) close a Course;
- 4.1.2 **Qualifications to be awarded** – we may make Changes to the type of award or accrediting body of your Course where the Office for Students has varied or revoked LASE's degree awarding powers (DAPs);
- 4.1.3 **Mode of study** – we may make Changes to the schedule and structure of the Course, including full-time, part-time, online and hybrid provision, and make Changes to address the needs of specific student groups, including accessibility needs;

- 4.1.4 **Teaching location and facilities** – closure of a campus, building or other facilities and make Changes to address the needs of specific student groups, including accessibility needs;
- 4.1.5 **Course fees and other related fees or charges** – Changes to Course fees, which may include Changes to charging additional fees to resit examinations; and
- 4.1.6 **Types of student to be recruited or taught** – where we lose a relevant licence, which means we are unable to recruit or honour commitments to international students.

5. WHY CHANGES MAY BE REQUIRED

5.1 Examples of why Changes may be made or required include (but are not limited to):

5.1.1 Course

- (a) to reflect changes in the law and/or by a professional, regulatory and/or statutory body;
- (b) as required by government policy, regulatory and/or governmental requirements and/or guidance and/or direction and/or a decision of a competent court or similar body (for example, changes to immigration rules);
- (c) to comply with any requirement set by the Office for Students and/or any other regulatory body;
- (d) to comply with accrediting body and/or professional, statutory or regulatory body requirements;
- (e) to address and/or to take steps in response to a security threat;
- (f) as a result of a Force Majeure Event which necessitates changes to Course content, modules or services (for example, damage to buildings or equipment, or campus redevelopment or restructuring of LASE resulting in teaching locations changing to a different site);
- (g) to incorporate sector good practice and/or guidance, to reflect developments in teaching practice, technology or new assessment methods, and/or to improve the quality of a Course and/or to make sure the curriculum is current and relevant to learning outcomes or standards;
- (h) in light of student feedback and/or external examiners' feedback;
- (i) to reflect material developments in academic teaching, research and/or professional standards and/or requirements;
- (j) where there is an insufficient number of students enrolled on the Course meaning the continued running of the Course is financially unviable and/or would lead to an unacceptable student experience;
- (k) due to withdrawal of any relevant accreditation, provided we have notified you in advance as soon as reasonably practicable and have set out the implications, including whether an alternative qualification may be offered and the options available to you (including the option to transfer to a suitable alternative course or to withdraw from the Course without financial penalty);
- (l) to reflect changes made by a placement provider and/or withdrawal of a placement by a placement provider;

- (m) where a key member of staff becomes unavailable (for example, through illness or resignation) and suitable alternative arrangements are required to ensure the continued delivery of the Course;
- (n) where LASE decides for academic or operational reasons to revise the compulsory or optional modules available on your Course (for example, due to limited availability of specialist facilities, equipment or academics delivering research-led teaching, or where there is insufficient take-up of the module by students). The number of students that LASE considers too low may vary depending on the Course; generally, a module is unlikely to run where doing so would negatively affect the quality of education.

5.1.2 **Qualifications to be awarded**

- (a) if LASE is no longer permitted to provide the Course to you for whatever reason;
- (b) as required by government policy, regulatory and/or governmental requirements and/or guidance and/or direction and/or a decision of a competent court or similar body;
- (c) to comply with any requirement set by the Office for Students and/or any other regulatory body;
- (d) to comply with accrediting body and/or professional, statutory or regulatory body requirements; and/or
- (e) due to withdrawal of any relevant accreditation, provided we have notified you in advance as soon as reasonably practicable and have set out the implications, including whether an alternative qualification may be offered and the options available to you (including the option to transfer to a suitable alternative course or to withdraw from the Course without financial penalty);
- (f) where, following a robust process compliant with the requirements of the Office for Students and/or any other regulatory body, we find that it is necessary to amend the degree algorithm to confirm that the awards we make accurately reflect students' knowledge and skills.

5.1.3 **Mode of study**

- (a) to address and/or to take steps in response to a security threat or a Force Majeure Event;
- (b) due to a campus redevelopment or restructuring of LASE;
- (c) where there is an insufficient number of students enrolled on the Course for a particular mode (meaning the continued running of the Course is financially unviable and/or would lead to an unacceptable student experience) but there are sufficient numbers for another mode of study;
- (d) as required by government policy, regulatory and/or governmental requirements and/or guidance and/or direction and/or a decision of a competent court or similar body;
- (e) to comply with accrediting body and/or professional, statutory or regulatory body requirements;
- (f) where a Change is reasonably necessary to address the needs of specific student groups, including accessibility or wellbeing needs, or in response to student feedback; and/or

- (g) where a key member of staff is no longer available and suitable alternative arrangements cannot be provided for a particular mode of delivery, but can be provided for another;

5.1.4 **Teaching location and facilities**

- (a) to address and/or to take steps in response to a security threat or a Force Majeure Event;
- (b) due to a campus redevelopment or restructuring of LASE;
- (c) where a building or facility is found to be unsafe or non-compliant with health and safety legislation or regulations (e.g. fire safety deficiencies, structural concerns, or hazardous materials), requiring relocation of teaching activities;
- (d) where a lease expires, is terminated, or is not renewed by the landlord, or where the terms of a lease or licence to occupy Change, meaning the premises are no longer available or suitable for teaching;
- (e) where an alternative facility offers a materially better standard of learning environment, equipment, or resources, and the Change is in students' overall interests; and/or
- (f) where there are an insufficient number of students at a particular campus or teaching location, meaning continued operation at that location is financially unviable and/or would lead to an unacceptable student experience;

5.1.5 **Changes to the types of student to be recruited or taught**

- (a) to comply with any requirement set by the Office for Students and/or any other regulatory body;
- (b) where Changes to government policy or funding arrangements (e.g. Changes to student loan eligibility criteria, or the introduction of student number controls) affect the types of student who can be recruited or funded for a particular Course;
- (c) where an accrediting or professional body imposes requirements on the types of student who may be admitted to a Course (e.g. requiring specific prior qualifications, professional experience, or fitness-to-practise standards); and/or
- (d) where there are an insufficient number of students from a particular cohort (e.g. part-time mature learners or international students), meaning the continued recruitment of that cohort is financially unviable and/or would lead to an unacceptable student experience.

5.2 If LASE sponsors you under a student visa, Course changes may affect your sponsorship. LASE will provide you with further information in such circumstances, including details of the support available to you and the options open to you. You should speak to us before taking any action to change your Course.

5.3 LASE does not guarantee that any particular individual will teach on any Course. Where staff members leave, take leave or otherwise become unavailable, they will be replaced by suitably qualified existing or new staff.

6. **COURSE FEES**

6.1 For details of Changes to your Course fees, please see clause 7 of the Terms and Conditions.

7. **HOW WE WILL TELL YOU ABOUT CHANGES**

Offer Holders

- 7.1 If we have to change your Course prior to it starting, we will use reasonable efforts to ensure that such changes are Minor Changes and are kept to a minimum, but if we need to make any Major Changes to your Course before you enrol at LASE we shall bring the Changes to your attention as soon as possible.

Enrolled Students

- 7.2 For Minor Changes after enrolment, we will use reasonable efforts to keep such changes to a minimum and to keep you informed appropriately and in a timely manner, for example by email or via notifications on the intranet. For example, where optional modules become unavailable after you have selected them during module registration, LASE will use reasonable efforts to reallocate you onto a suitable alternative module and will notify you accordingly.
- 7.3 For Major Changes after enrolment, we will consult with affected students before making the Change, to seek views on the proposed changes and any potential steps to minimise the impact on students, unless the Change is required urgently and consultation is not reasonably practicable in the circumstances (in which case we will inform you as soon as reasonably possible and explain why prior consultation was not undertaken). We will tell you about any Major Changes as soon as reasonably possible by email. In some instances, we may also inform you formally in writing by letter.
- 7.4 If we invoke our right to make Major Changes in accordance with the above, we will take all reasonable steps to minimise any disruption to your studies.

8. WHAT TO DO IF YOU ARE UNHAPPY WITH A CHANGE

Offer Holders

- 8.1 If you are an Offer Holder and are dissatisfied with any Change made to your Course pursuant to this Policy, please contact the Admissions Office who can discuss this with you (including your withdrawal rights). You may also make a complaint in accordance with clause 11.
- 8.2 If you are an Offer Holder and as a result of a Major Change made under this Policy, you want to withdraw your application:
- 8.2.1 you must tell us in writing, by emailing Admissions Office at study@kent.ac.uk within the timescale that we give you when we tell you about the changes; and
- 8.2.2 when we receive your notice, we will try to provide a suitable alternative course within LASE (which you must pay tuition fees for, and subject to you meeting entry requirements and conditions, and to place availability) or suggest a suitable alternative course with another provider (but we cannot guarantee that you will be accepted onto any such replacement course).

Enrolled Students

- 8.3 If you are an Enrolled Student and you are dissatisfied with any Change made to your Course pursuant to this Policy, please contact the [Engagement Support team](#) who can discuss these with you (including your withdrawal rights). You may also make a complaint in accordance with clause 11 **Error! Reference source not found.**
- 8.4 If you are an Enrolled Student and, as a result of a Major Change made under this Policy, you want to withdraw from your Course, you must tell us in writing as soon as possible by contacting your personal tutor or student adviser.

Following which:

- 8.4.1 we may offer you a suitable alternative course at LASE. If you agree to transfer to an alternative course as may be offered to you by LASE (and for which you have the requisite qualifications), you will only be liable to pay the lower of the total tuition fee for the original Course or the alternative course, and we will reimburse you if there is any difference in the total tuition fees – for further details please contact the [Engagement Support team](#); and
- 8.4.2 if no suitable alternative course at LASE is available or you are unhappy with the alternative Course offered by LASE, you may end your contract with immediate effect by contacting LASE via email to information@kent.ac.uk or through the applicant portal and we will suggest an alternative course with another provider.
- 8.5 The effect of terminating your contract is you will not incur fees for the next or subsequent academic terms and depending on the circumstances, you may be entitled to a full or partial refund of tuition fees you have paid and/or compensation for additional expenses incurred as a result.
- 8.6 You should consider your options carefully before terminating your contract. You may, for example, want to contact other institutions about whether you might be able to complete your Course with them. You may also want to consider other matters such as accommodation and travel costs. LASE will provide you with appropriate support to facilitate your transfer to another higher education provider.
- 9. CLOSURE OF A COURSE**
- 9.1 In the event of Course closure, LASE will always endeavour to teach students to the end of their Course, including in situations where a decision has been taken to close a Course.
- 9.2 When deciding whether to close a Course and the implementation of that closure, LASE will carry out appropriate due diligence and follow a due process, which may include any or all the following:
- 9.2.1 gathering and analysing any relevant data (for example admissions/enrolment data, student satisfaction data and student outcomes data);
- 9.2.2 carrying out an impact analysis and considering 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 Course would impact students with caring responsibilities and what alternative provision and support is available for such students);
- 9.2.3 consulting 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;
- 9.2.4 seeking approval from the appropriate academic governance committees and/or bodies including the executive team; and/or
- 9.2.5 following due legal, regulatory, contractual and procurement processes.
- 9.3 LASE will ensure that plans for closing Courses are communicated as soon as possible to students by email and appropriate advice and support is provided.
- 9.4 LASE will take all reasonable steps to minimise disruption to students. This includes seeking a suitable alternative Course at LASE or a different institution should LASE not be able to ‘teach out’ registered students on a Course which is being discontinued.
- 9.5 If you are unhappy with the alternative Course that we offer you or we are unable to offer you a suitable alternative Course, you may end your contract with immediate effect by contacting LASE via email to information@kent.ac.uk or through the applicant portal. Subject to clause 9.6 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 [policies](#).

9.6 Where LASE withdraws a Course due to a Force Majeure Event – 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 10 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 [policies](#).

9.7 Where LASE withdraws a Course before registered students of that Course have completed their studies where a suitable alternative course has been found, students may still be entitled to a refund and/or compensation depending on the circumstances. We will review any claim for refund and/or compensation in accordance with our [policies](#).

10. REFUND AND/OR COMPENSATION

10.1 We will act reasonably when determining whether a full or partial refund is due and whether compensation is payable. In determining any entitlement to a refund and/or compensation, LASE will take into account the nature and severity of the Change, the impact on you, whether the Change was within LASE's reasonable control, and any steps taken by LASE to mitigate the impact of the Change. Refunds may include a full or partial refund of tuition fees paid, and compensation may include reasonable additional costs you have incurred as a direct result of the Change (for example, additional travel or accommodation costs).

10.2 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 our [policies](#).

11. COMPLAINTS

Offer Holders

11.1 If you are an Offer Holder who is dissatisfied with the application of this Policy, you may make a complaint, which will be dealt with under the [Kent Admissions Complaints Policy and Procedures](#). That policy sets out the stages to follow to resolve concerns as promptly, fairly and amicably as possible.

Enrolled Students

11.2 If you are an Enrolled Student dissatisfied with the application of this Policy, you may make a complaint, which will be dealt with under the [Kent Student Complaints Procedure](#). That policy sets out the stages to follow to resolve concerns as promptly, fairly and amicably as possible.

11.3 If you remain dissatisfied with the outcome of a claim for a refund or compensation under this Policy, having exhausted LASE's complaints procedures set out above, you may be able to apply for a review of the claim by the Office of the Independent Adjudicator for Higher Education ("OIA"). The OIA operates an independent complaints scheme which is external to and independent of LASE.

12. ENQUIRIES

12.1 If you have any questions about this Policy, please contact us.

13. CHANGES TO THIS POLICY

13.1 This Policy was last updated on 16 June 2026.

13.2 This Policy will be reviewed and updated on an annual basis.