

Change in Circumstances Policy and Procedure

Version V3.6

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1. Purpose

The purpose of this policy is to ensure that UKCBC's provides clear guidance on procedures and activities that supports circumstances where changes in circumstances occur for both the organization and the students.

2. Definitions

Abbreviations and Acronyms

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| UKCBC | UK College of Business and Computing |
| KHDA | Knowledge and Human Development Authority |
| CEO | Chief Executive Officer |

Terms

Change of qualification title

The term refers to an event where a qualification title has been modified by the awarding body as a result of upgrading and or updating

Change in circumstance

The term refers to a modification, usually essential, unanticipated and involuntary in the emotional, financial or physical condition of students and modification essential and unanticipated on the side of UKCBC.

3. Scope

This policy applies to:

- All prospective students
- UKCBC Management
- UKCBC Admissions
- UKCBC Student Services
- UKCBC Finance
- Department Programme Leaders

The following are affected by this policy:

- All potential students
- UKCBC Management
- UKCBC Admissions
- UKCBC Student Services
- UKCBC Finance

The following must understand this policy:

- All prospective students
- UKCBC Admissions
- UKCBC Student Services
- UKCBC Finance
- Department Programme Leaders

The CEO has the ultimate executive responsibility for the effective development and implementation of the Policy.

4. Policy Statement

UKCBC is committed to assist students and complies with regulatory and statutory requirements for any changes in circumstances of the organization affecting its learners. It is also committed to support students and facilitate a smooth facilitation in cases where students would also have change of circumstances:

Where changes occur during the course of study on the side of UKCBC due to the following:

1. Closure or Suspension of any approved qualification
2. Major changes to the qualification content, delivery mode or regulatory policies
3. Loss of approval by the awarding body
4. Institutional closure
5. Failure to meet target number of recruited students
6. Ineligibility to deliver programs in highly specialized areas due to changes in regulatory requirements
7. Qualification's inconsistency to the scope of registration
8. Change in qualification title
9. Change in registered assessors and Internal verifiers
10. Compliance issues

UKCBC will make sure that:

1. KHDA will be informed formally in writing
2. Facilitate the transfer of the students who are affected by the change in circumstance
3. Inform the students and their parents about the change in circumstance and if consistent to other internal policies, refund the amount the students have initially paid
4. Comply and provide important documents to mediate the change of circumstance and /or resolve it speedily in cases on change in qualification title, change in registered assessors and internal verifiers, compliance issues and qualification inconsistency with registration.

Where changes occur during the course on the side of the students for the following reasons:

1. Transferring programs within UKCBC
 - a. The student is expected to meet with the program leader of the current program s/he is enrolled to discuss the proposed change and upon approval of the transfer
 - b. The program leader will connect the student with the admission team to facilitate the transfer
 - c. The admission officer will then inform the student services for the successful changes including data entry in the IT systems of UKCBC
 - d. This transfers however are decided on a case-to-case basis
2. Break in Studies
 - a. The student should send an email to student services to formalize his/ her request to defer from his studies for a particular academic year
 - b. The student services then should inform the finance officer of the intention of the student to defer
 - c. The student services will inform the student through email that his request to defer has been approved
 - d. The break in studies should only be allowed for 1 year where when the student will come back within one year, the student will still pay the same amount of tuition s/he has originally signed up for
3. Withdrawal of enrolment
When a student decides to withdraw due to change of circumstance the withdrawal procedures will apply

5. References

| Title | Link |
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6. History of Versions

| Version Number | Date | Link | Author | Comment or Reason for Modification |
|----------------|----------|------|--------|------------------------------------|
| V1 | Aug 2022 | | AE | New Policy |
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