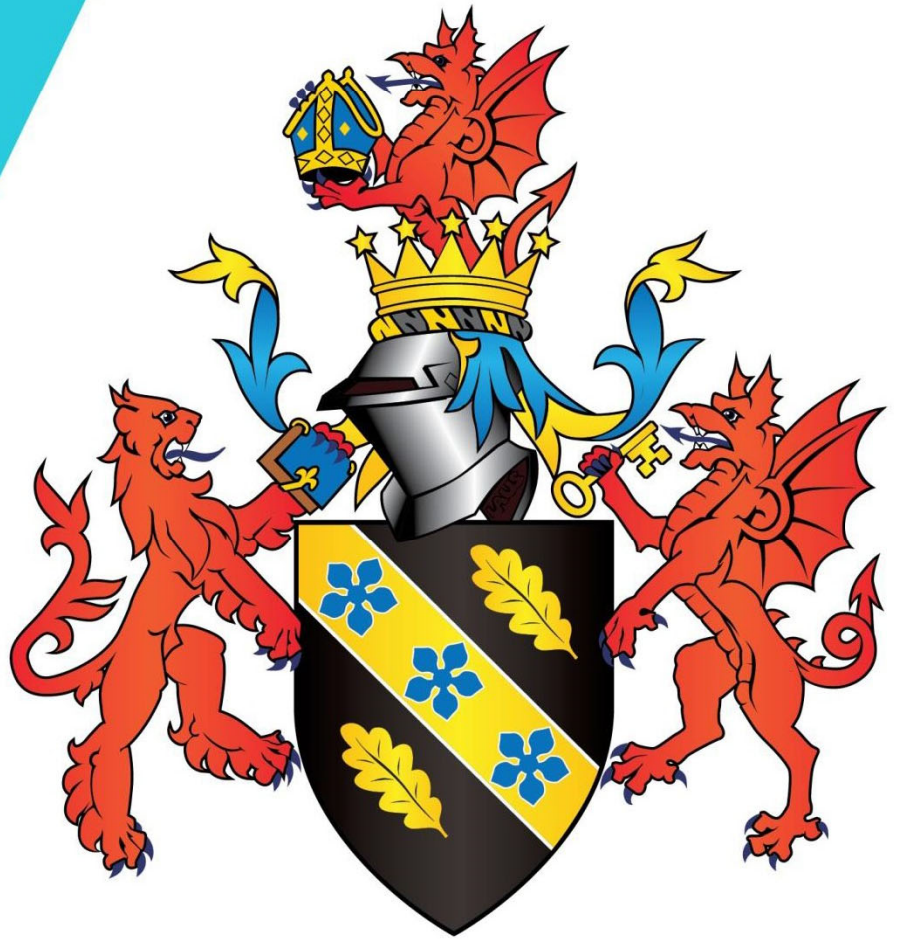




Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David



Cancelled,
postponed and
rescheduled class
policy

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1. Introduction

- 1.1 This policy covers the University's procedures in relation to cancelled, postponed, and rescheduled classes.
- 1.2 The University is committed to provide an excellent learning and teaching experience for all its students. As part of this commitment, it aims to ensure that all its courses are well organised and running smoothly and that any changes in the course or teaching are communicated effectively.
- 1.3 The University recognises that for a variety of reasons beyond the its control (e.g. sudden staff illness, adverse weather conditions, pandemics, strikes) it may, on occasion, be necessary to make changes to the published timetable. The University recognises the disruption that changes to the timetable cause and the importance of a stable timetable. It is therefore committed to keep such changes to a minimum.

2. Purpose

- 2.1 The purpose of this policy is to ensure that there are clear and transparent procedures in place in relation to all cancelled, postponed and rescheduled classes so that there is parity for all students.

3. Scope

- 3.1 This policy applies to all students directly registered at the University of Wales Trinity Saint David.
- 3.2 For students registered at collaborative partnership institutions or at structural partners of the University, procedures from that institution are followed in the first instance.

4. Procedures

- 4.1 The University values teaching contact time and will always endeavour to ensure cover for the class at the allocated timeslot or, where this is not possible, to move the class online, postpone the class and reschedule it for another time. The University aims to avoid cancelling any classes outright.
- 4.2 Where cover is arranged, classes may need to be amalgamated and / or the teaching may take a different format (e.g. online) from the published schedule. Students should be informed of the new arrangements as soon as reasonably possible.
- 4.3 Where there is no other option than to cancel a class on the actual day of teaching, students will be informed of the change through email and the appropriate VLE (e.g. Moodle or Teams) and will receive an SMS message using the Moodle platform to inform them of this change as soon as possible. It is expected that in such cases, in addition, a note is displayed on the door of the classroom (where appropriate).
- 4.4 In the event of a cancellation, classes are normally rescheduled. Details in relation to the rescheduling of the class will be communicated to the students through email and the VLE.



- 4.5 Where, in exceptional circumstances, it is not possible to reschedule a cancelled class, the students will be provided with learning materials to ensure that they are not disadvantaged.
- 4.6 If any changes need to be made to the timetable **more than one day** in advance of the class, students will be informed of the change through email and the VLE. This includes not only rescheduled classes, but also where changes are made to the timetable because of a change of the location or mode of delivery of the class.
- 4.7 In cases where all classes in particular location (e.g. campus or building) need to be cancelled as a result of a wider emergency, emergency communication procedures will be used by the University as outlined in the Student Communication Policy. The Hwb will communicate further information.
- 4.8 Where significant changes need to be made to the scheduled timetable (e.g. as a result of long-term sickness) students will receive written notification from the relevant Programme Manager, Academic Director or Dean of Institute (or nominee) of the new arrangements for their module.

5. Responsibilities

- 5.1 Staff are responsible for informing their line manager and the designated contact within the Institute about any absence at work that means that they cannot take a class at the scheduled time. Similarly, in the case of other circumstances beyond their control (e.g. bereavement) that mean that they cannot take a class at the scheduled time, they are required to inform their line manager and designated contact within the Institute as soon as possible so that an appropriate solution can be found.
- 5.2 Institutes and lecturing staff are required to keep changes to the timetable to a minimum. It is expected that Institutes have a system in place to implement the procedures outlined in this policy so as to ensure that any changes are communicated to students transparently and consistently.
- 5.3 Students are required to check their emails and the VLE regularly, and are recommended to have their University email accounts synched with their mobile phones so that they will receive all information about any changes to their classes. It is their responsibility to check for changes to their timetables and to keep their contact details up-to-date.

6. Good practice

- 6.1 The procedures outlined above in section 4 outline the minimum required from all Institutes in relation to changes made to the published timetable.
- 6.2 In addition, Institutes or the Hwb may post messages about cancelled, rescheduled or postponed classes on social media, such as Twitter and Facebook, or put a notice on an (electronic) noticeboard.
- 6.3 They may also alert student representatives to the changes made. This can, however, only be a measure taken **in addition** to the procedures outlined in section 4.



- 6.4 Very occasionally, in relation to specific cohorts, it may be appropriate to phone students, but this is not a standard measure.
- 6.5 Where classes have had to be cancelled at very short notice, staff from the Institute may meet the class to inform the students and explain the reason for the late notification.

7. Monitoring

Institutes are responsible for implementing and monitoring adherence to the policy.

8. Links to other policies / procedures

This policy is linked to the Student Communication Policy and the Sickness Absence Management Policy.

9. Resource Implications

Implication	Detail
Finance	No
Staff	No
Assets	No
Partners	N/A
Timescales	<i>This policy will be implemented from the start of the second semester of the 2017/18 academic year. Adherence to the policy will be monitored annually and the policy will be reviewed annually at the final meeting of APC each year so that a reviewed policy is in place for the start of a new academic year.</i>
Leadership	APVC (Academic Experience)

10. Impact Assessment

Implication	Impact Considered (Yes/No)	Impact Identified
Legal		-
Contribution to the Strategic Plan		<i>This policy will contribute to the strategic plan through its contribution to the NSS and</i>



		<i>specifically organisation and management related questions.</i>
Risk Analysis		<i>Issues with organisation and management at course level and a negative impact on the student learning experience.</i> <i>Without this policy there is a risk of ad-hoc arrangements and a lack of parity and clear communication in relation to cancelled, postponed and rescheduled classes.</i>
Equality		<i>The policy will have a positive impact on students with a number of protected characteristics under the Equality Act, specifically those students with a disability.</i>
Welsh Language		<i>Student communications will be in line with the University's Welsh Language Scheme</i>
Environmental and Sustainability		-
Communication/ Media / Marketing		<i>The ADQs, Director of Academic Experience and APVC (AE) will meet to discuss implementation of the policy within the Institutes.</i> <i>The policy will be available on Hwb for both staff and students.</i> <i>The Hwb will lead on a student communications re this policy.</i>

Policy author(s):

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11. Document version control

Version No:	Reason for change:	Author:	Date of change:
1	Feedback from APC	MP	6 November 2017
2	Updating of Policy	KE	13 January 2022

(this should include the journey of the policy through the Committee structure).

Current status of Policy: Approved

Is the Policy applicable to: HE

Date ratified: day / month / year**

Date effective from: 01.01.18

Policy review date: 01.09.25

For publication: on UWTSD website & Hwb

*Delete as appropriate

