A temporary, expedited process was introduced last year for approving changes to courses or programmes related to Responsive Blended Learning and for approving changes being introduced temporarily due to the impact of COVID-19. This expedited process remains in place for 2021/22 RBL changes and other COVID modifications.

This guide (Guide No1) provides information for Schools and Schools PAMS Contacts on making changes to programme and course structures:

1) COVID-19 changes: Responsive Blended Learning; programme/course structures;
2) Accessing reports on programme/course structures;
3) Deadline dates;
4) Changing programmes/course structures on PAMS/Banner;
5) Other (non-COVID) changes to programmes and courses;
6) Next stages and critical processes.

 Deadline for completion of all COVID19-related and all structure-related changes on PAMS: Friday 30 April 2021.

Please see the summary diagram in Appendix 1.

All information on the Approvals process can be accessed via SharePoint here.

1. COVID-19 Changes: Responsive Blended Learning; Programme/Course Structures

As part of the University’s continuing response to COVID-19, temporary arrangements have been retained for expediting the approval of two categories of changes to programmes and courses, as summarised in the related approvals process (Guide No.2):

- 1) Changes to programme and course structures due to COVID-19
- 2) Changes to course delivery and assessment through Responsive Blended Learning

See diagram in Appendix 1 for a summary of the process.

Key Information:
This guidance is provided to help Schools and Schools PAMS Contacts (see final page for contacts) in making changes on PAMS to programme and course structures for academic year 2021/22 due to COVID-19. All PAMS changes should be made by 30 April 2021.

Changes to course delivery and assessment through Responsive Blended Learning are supported through the Learning and Teaching Academy’s guidance. Such changes, although significant, do not require University approval; instead a one-page summary from each School is due to be submitted to K.Wallace@hw.ac.uk by 30 July 2021 (see Appendix 2).

Both processes are outlined in detail below.
Changes to Programme and Course Structures

The following are typical of the programme and course structural changes which Schools might be making temporarily in response to COVID-19:

- a change to the semester in which a course is being offered;
- withdrawal of a course;
- introduction of a replacement course;
- amalgamation of courses;
- a change to the start/re-start date of a programme;

It is recognised that Schools might also be using the opportunity to make permanent changes related to portfolio review (e.g., withdrawing programmes/courses) or to how RBL was delivered in 2020/21 (e.g., one or more of the categories listed above).

All such changes should be finalised on PAMS by Schools and Schools PAMS Contacts by 30 April 2021. This timeframe enables those changes which require institutional approval to meet the published dates of the University Studies Committee, which are, in turn, aligned with the teaching timetable production and replacement of PAMS by the Global Curriculum Management (GCM).

It is recognised that the timeframes are tight, and so a fast-track approval remains in place for those changes which require approval by the University Studies Committee (see section six below) no later than 17 May 2021 (due to timetabling and PAMS-GCM).

Changes to Course Delivery and Assessment due to Responsive Blended Learning 2.0

Changes to course delivery and assessment through Responsive Blended Learning (hereafter referred to as RBL2.0 for AY 2021/22 to differentiate it from RBL in 2020/21) are supported through the Learning and Teaching Academy’s guidance. Such changes, although significant given that they affect whole programmes, do not require approval by the University Studies Committee.

They do, however, need to be summarised by Schools and communicated to Academic Quality as part of the University’s quality processes in relation to COVID-19, including communication to KHDA, MQA and QAA Scotland.

A one-page proforma has been created will again be used to help Schools summarise RBL2.0-related changes (see Appendix 2). Each School should use the proforma to provide a short narrative (1-page max) of its School-specific approaches to Responsive Blended Learning 2.0, i.e., where delivery approaches and assessment methods have been changed. The narrative should include any accreditation-specific requirements (the MQA and KHDA must be notified of all such modifications). The RBL summaries will again be appended to the University’s annual quality report to the Scottish Funding Council and to QAA Scotland.

There is no requirement for changes to delivery and assessment for 2021/22 to be made on PAMS, unless a School wishes to do so before PAMS is locked for changes and moves to read only in mid-June. Thereafter, any such changes will be made on GCM.

School summaries of RBL and accreditation requirements should be returned to Katrina Wallace (K.Wallace@hw.ac.uk), Clerk of the University Studies Committee, by 30 July 2021 (see section six below).

2. Accessing Reports on Programme/Course Structures

Programme and course structure reports will be distributed to Schools via the MS Teams site Programme and Course Structures 2021/22. The following individuals have been added to the Teams site so that they can access their School-specific reports: Director of Learning and Teaching; Director of Academic Quality; School PAMS Contact; RAS Liaison Officer. The site is publicly accessible so that anyone can be added, as Schools or Academic Operations (within RAS) may wish a larger group of individuals to have access to the reports.

Programme and course structures reports have been saved as School-specific spreadsheets and are posted on the Teams site here.
Information contained in Programme and Course Structure Spreadsheets

Programme Structure reports have been saved into a School-specific spreadsheet for ease of reference. The data shown relates to 2021/22 year, for all programmes which are open to admission and/or enrolment in Banner. Each stage of a programme is shown, listing the mandatory and optional courses, semesters and the campus(es) where the courses are available.

Making Use of Programme and Course Structure Spreadsheets

Each School-specific spreadsheet features columns to enable Schools/Schools PAMS Contacts to record when each programme has been reviewed.
The spreadsheet is designed to enable Schools, Schools PAMS Contacts and the PAMS Team to track progress. If any School does not seem to be making sufficient progress, Katrina will make contact to enquire if assistance is needed; likewise, any School can contact Katrina for assistance. See Section 6 below on the need to ensure without exception that the deadline of 30 April 2021 is met.

Master versions should remain on the Programme and Course Structures 2021/22 Teams site to enable the PAMS Team to review progress and to identify if a School might need assistance.

3. Deadline Dates

The typical changes which Schools are likely to be continuing to make due to COVID-19 are:

- a change to the semester in which a course is being offered;
- withdrawal of a course;
- introduction of a replacement course;
- amalgamation of courses;
- a change to the start/re-start date of a programme;

In addition, Schools might use the opportunity to progress some of their planned portfolio review activity to make changes for 2021/22:

- withdrawal of a course due to portfolio review;
- withdrawal of programme due to portfolio review.

Schools may wish to set their own internal deadlines for completing the review and revision of programme structures, ensuring that consultation has taken place, where relevant, with other Schools. with the overall aim of ensuring that all modifications are on PAMS by 30 April 2021 (see next section on PAMS).

Any course changes which impact on other Schools must be discussed and agreed between Directors of Learning and Teaching to ensure that all relevant Schools can factor these changes into their own planning for 2021/22.

Any other modifications, eg introducing a new programme or a new mode of study into an existing programme, should be progressed through the University’s standard approval process in accordance with published timeframes (see Summary Diagram in Appendix 1).
The deadline date of 30 April 2021 is both final and critical. Programme and course structural modifications must be completed in PAMS to enable the following processes to commence: transfer of programme and course information to GCM; PAMS as read-only; timetabling (physical and virtual); online programme enrolment; course registration; registration on Canvas courses (including Canvas-based induction courses for new and returning students).

Schools PAMS Contacts should contact Katrina Wallace (k.wallace@hw.ac.uk) immediately to request assistance if they believe that they will not make the above deadline. Katrina will contact Schools PAMS Contacts regularly during April to discuss progress.

4. Changing Programme/Course Structures on PAMS/Banner

Schools PAMS Contacts should undertake COVID-19 modifications and portfolio review withdrawals on PAMS, as per standard processes and guidance on making changes in PAMS by 30 April 2021.

It is essential that changes are made directly on PAMS as this ensures that both Schools and students (new and continuing) have the most up-to-date and accurate information to hand during online enrolment and course registration.

While withdrawals of programmes and courses due to portfolio review are permanent changes and there might be some RBL2.0 changes which Schools have decided to make permanent, it is recognised that COVID-19 modifications are likely to continue to be temporary for AY 2021/22 until a more stable situation returns. PAMS provides functionality to revert to pre-COVID structures for 2021/22.

Appendix 3 provides detailed guidance on making temporary changes in PAMS.

In the case of temporary changes for AY 2021/22, once the relevant modifications have been made in PAMS, Schools should undertake modifications at the same time for 2022/23 to enable the programme/course to revert to pre-COVID approved details.

Schools may wish to consider concentrating on the population and approval of information in PAMS first to assist them in making the deadline of 30 April 2021. The updating of Banner can be done after the 30 April deadline but must be done by 17 May 2021 to enable Banner records to be correct for timetabling.

Changes required for Banner for temporary course semester changes
As PAMS does not inactivate crns in Banner when a semester change takes place, Schools PAMS Contacts must remember to inactivate the old crns for AY 2021/22. Once the crn rollover has taken place in Banner (usually mid/end October) then Schools will be required to close the crns created for COVID-19. Schools will then need to create crns for 2022/23 for the original semester. See Appendix 3 for further details.

5. Other (non-COVID) Changes to Programmes and Courses

All other programme and course modifications, eg introducing a new programme or a new mode of study into an existing programme or permanent January starts, are required to go through the University’s standard approval process in accordance with published timeframes and will be considered at a scheduled meeting of the University Studies Committee, or, if required, at an additional meeting of USC or by correspondence. Additional meetings of USC or consideration by correspondence might be required in the case of new/modified programmes being introduced as a result of the portfolio modernisation activity (see Summary Diagram in Appendix 1).

6. Next Stages and Critical Processes

There are key processes which are critically dependent on finalisation of programme and course structures, and for AY 2021/22, these processes are all the more fundamental, given how much they underpin a successful start for new and continuing students.
Review and Approval of Changes

All programme and course changes should be finalised on PAMS by 30 April 2021. By the same date, all Directors of Learning and Teaching should have agreed to course changes which impact on other Schools.

Katrina Wallace (K.Wallace@hw.ac.uk), Clerk of the University Studies Committee, will review the changes on PAMS through the standard notification process and will liaise with Schools PAMS Contacts if required. This review will be undertaken as and when changes are processed on PAMS, and will not be held over until after 30 April 2021.

The timeframe is designed to enable changes which require University approval, ie withdrawal of a programme or change of programme start-date, to be considered at a scheduled meeting of the University Studies Committee. If, due to exceptional circumstances, School is unable to make the 30 April deadline and so misses the scheduled University Studies Committee meeting, a fast-track approval will follow. The Chair of the University Committee for Quality and Standards and the Chair of the University Studies Committee will take collective Chairs’ action in approving the structural changes by 17 May 2021. No structural changes can be accepted after that date.

Critical Processes: Timetabling, Online Enrolment, Vision Registration

The deadline date of 30 April 2021 is both final and critical (see note in Section 4 about updating Banner after this date if Schools are pushed for time). Programme and course structural modifications must be completed in PAMS to enable timetabling to commence (all the more challenging for AY 2021/22 due to social distancing measures and the need to timetable both in-person and online classes across all 5 campuses and all modes of study). At the first stages, timetablers need to know what courses are being offered, and then what types of learning events (physical and virtual) need to be timetabled within each course.

Spring/early summer 2021 will be the critical period when PAMS is replaced by GCM. PAMS will become read-only from mid-June, after which point all changes, structural and otherwise, will have to be made on GCM. Therefore, it is essential that all structural modifications at least are made before the transfer of data over from PAMS to GCM.

Completed structural information is also essential for online enrolment (programmes), which commences mid-July in Dubai, and for course registration. It is not clear at this stage how many students will be able to attend classes in person while any enrolment errors, such as missing courses or course changes, are sorted out (as often happens). Therefore, the premise is that course registration must be complete and accurate before teaching starts. Structural information must, therefore, be completed and verified before enrolment commences.

In addition, since planning has to proceed on the basis that some aspects of learning, teaching and assessment will be delivered via Canvas through RBL2.0, it is essential that students are enrolled on the correct courses (in Banner and in Canvas) prior to the start of August, particularly since there will be academic induction courses (based on Canvas) for both new and continuing students.

Finally, prompt completion of structures will ensure that, as the University moves to a new VLE platform, Schools will be able to target effort/workload on Canvas having removed all courses not being delivered next academic year and having confirmed their 2021/22 provision at a sufficiently early stage.

Requesting Assistance

If any School/School PAMS Contact reaches a point during April 2021 when it seems unlikely that all changes will be processed via PAMS by 30 April, Katrina Wallace, Clerk to USC, should be contacted immediately (k.wallace@hw.ac.uk). Assistance will be provided by drawing in other trained PAMS users to help meet the deadline, given its criticality for other processes (PAMS-GCM replacement, timetabling, programme enrolment, course registration, Canvas access). Please do not delay in requesting assistance.

School Summaries of RBL Changes and Accreditation Requirements

School summaries of RBL and accreditation requirements should be returned to Katrina Wallace (K.Wallace@hw.ac.uk), Clerk of the University Studies Committee, by 30 July 2021.

A one-page proforma has been provided for Schools to summarise RBL-related changes (Appendix 2).
The Chair of the University Committee for Quality and Standards and the Chair of the University Studies Committee will take collective Chair’s action in approving each School’s approach by 6 August 2021.

Notification of the approval of both Chairs and the collated School summaries will be circulated to UCQS and USC for information and also to Academic Quality. Schools will be notified of any comments. School summaries will be appended to the University’s Quality Report submitted to the Scottish Funding Council and to QAA Scotland.

Key Contacts for Programme/Course Changes, Approvals and PAMS

| University Studies Committee | Katrina Wallace |
| Management of Schools        | Phil Watson     |
| PAMS Contacts                | Amanda Lyness  |
| EPS                          | Jull Gunn       |
| MACS                         | Jill Gunn       |
| EGIS                         | Phil Watson     |
| SoSS                         | Jillian Elliot  |
| TEX                          | Gayle Poddubecki|

Phil Watson, Katrina Wallace, Maggie King
Academic Quality, Academic Operations
11 March 2021
COVID-19 Approvals Process: 2021/22 Programme and Course Modifications

**2021/22 Course delivery/assessment changes due to Responsive Blended Learning**

- School to send summary to K. Wallace, Clerk to USC, by 30 July 2021
- School (+ university) summaries approved by Chairs of USC + PVCSS
- School (+ university) summaries sent to USC, UCAS, UCIT and AQG for information
- University summary appended to internal report
- School notified of any comments
- Summaries appended to SFC Quality Report

**Other COVID-19 Changes to Courses + Programme Structures for 2021/22**

- Change of semester for courses
- Withdrawal of a course
- Introduction of replacement course
- Amalgamation of courses
- A change to the start/re-start date of a programme

**Programme/Course Withdrawal from 2021/22 due to Portfolio Review**

- Permanent programme or course withdrawals from 2021/22 due to portfolio review
- School to make changes on PAMS/Banner and consult with other schools by 30 April 2021
- Changes reviewed by K. Wallace, Clerk to USC
- Changes made live on Banner by 17 May

**All other changes to programmes and courses for 2021/22 and beyond**

- New programmes, new modes of study, programmes with January start date as permanent change, and all other changes
- School to make modifications on PAMS/Banner as per standard approval process and by 30 April 2021
- Changes reviewed by K. Wallace, Clerk to USC
- Programme proposals to be considered by NNB and USC at scheduled meetings or additional meeting by correspondence
- Schools notified of approval or requests for re-submission
- Changes made live on Banner by 17 MAY

Full details are provided in Summary of 2021/22 Approvals Process and Guide to Making Course Changes 2021/22
### School Summary of Responsive Blended Learning Changes

Please use this proforma to summarise changes to delivery and assessment made as part of Responsive Blended Learning 2.0. There is no need to detail these changes course by course or programme by programme, rather a narrative should be provided of the types of modifications made to delivery and assessment.

Please ensure that you take account of MOA and KHDA requirements, as both organisations need to be informed of changes to delivery and assessment.

<table>
<thead>
<tr>
<th>School Contact Details for RBL Summary</th>
</tr>
</thead>
</table>

School summaries of RBL and accreditation requirements should be returned to Katrina Wallace (K.Wallace@hw.ac.uk), Clerk of the University Studies Committee, by 30 July 2021. These will be reviewed by the Chairs of UCQS and USC, and then appended to the University’s annual quality report to the Scottish Funding Council and QAA Scotland.
Making Modifications on PAMS and Banner for Temporary 2021/22 Changes

The following guide provides information on how to make temporary changes in PAMS and Banner for AY 2021/22.

PAMS: 30 April 2021; Banner: 17 May 2020.

COVID-19 Programme + Course Changes –
Guidelines for PAMS and Banner changes

*IMPORTANT*
- PAMS changes must be completed by Schools by 30 April 2021
- Banner Changes – these can be done after 30 April 2021, but must be done before 17 May 2021 for timetabling to commence

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COVID-19 Programme + Course Changes – Guidelines for PAMS and Banner changes

*IMPORTANT*

PAMS changes must be completed by Schools by **30 April 2021**

Banner Changes – these can be done after 30 April 2021, but must be done by **17 May 2021** for timetabling

SECTION 1

PAMS

changes must be completed by Schools by **30 April 2021**.

PART A Change of Semester for Courses for COVID 19, AY 2021/22 only

**Course:**
Create a course modification for 202122 and do these 5 actions:
- Course coding page - update to include new semester
  - Note: There is no need to remove the existing approved semester location ticks
- Assessment page - use ‘Update’ to change the assessment to the new semester
  - There is no need to change the reassessment entry
- Modification details page
  - Details of Modification: detail everything that is being modified
  - Reason for Modification: state clearly that this change is for COVID 19, AY 2021/22 only
- Approve
- Note which programmes will be affected by these changes (use Programmes Using Course page)

**Programme:**
For EACH affected programme create a programme modification for 202122 and do these 3 actions
- Modification page
  - Tick Category and change being made
  - Rationale for Modifications: state clearly that this change is for COVID 19, AY 2021/22 only
  - Details of Modification: detail everything that is being modified
- Update the programme structure page
- Update the composition and stage notes if required

*IMPORTANT* Schools must now create a modification for 202223 for both the course and any programmes these courses are on to revert all the information back to the pre-COVID-19 state
- When approving the course for 202223– use APPROVE NO PUSH

PART B Temporary Withdrawal of Course for COVID 19, AY 2021/22 only (i.e. a suspension of offering)

For each programme affected by a temporary course withdrawal (reference Programmes Using Course)
- Create a programme modification for 202122
- Modification page
  - Tick Category and change being made
  - Rationale for Modifications: state clearly that this change is for COVID 19, AY 2021/22 only
  - Details of Modification: detail everything that is being modified
- Update the programme structure page
- Update the composition and stage notes if required

*IMPORTANT* Schools must now create a programme modification for 202223 for any programmes these courses are on to revert all the information back to the pre-COVID-19 state.

PART C Introduction of replacement course for COVID 19, AY 2021/22 only

For each programme affected by a replacement course (reference Programmes Using Course for the course being replaced)
• Create a programme modification for 2021/22
• Modification page
  o Tick Category and change being made
  o Rationale for Modifications: state clearly that this change is for COVID 19, AY 2021/22 only
  o Details of Modification: detail everything that is being modified
• Update the programme structure page
• Update the composition and stage notes if required

*IMPORTANT* Schools must now create a programme modification for 2022/23 for any programmes these courses are on to revert all the information back to the pre-COVID-19 state

PART D Amalgamation of courses for COVID 19, AY 2021/22 only

Course:
• A new course will need to be created for 2021/22 (follow current process)

Programme:
• Create a programme modification for 2021/22
• Modification page
  o Tick Category and change being made
  o Rationale for Modifications: state clearly that this change is for COVID 19, AY 2021/22 only
  o Details of Modification: detail everything that is being modified
• Update the programme structure page
• Update the composition and stage notes if required

*IMPORTANT* Schools must now:
• Following current process to withdraw the course for 2022/23 as this was only created for COVID 19, AY 2021/22
• create a programme modification for 2022/23 for any programmes these courses are on to revert all the information back to the pre-COVID-19 state

PART E Change to the start/re-start date of a programme for COVID 19, AY 2021/22 only

• Create a programme modification for 2021/22
• Modification page
  o Tick Category and change being made
  o Rationale for Modifications: state clearly that this change is for COVID 19, AY 2021/22 only
  o Details of Modification: detail everything that is being modified
• UPDATE THE PROGRAMME STRUCTURE PAGE
• Attach a paper stating reason for change to start date and detail clearly the programme structure and timeline for exams etc.
• Composition and Stage Notes – schools may wish to add in additional information here for the non-September intake

SECTION 2

Banner

Changes can be done after 30 April, but must be done by 17 May for timetabling to take place.

PART A Change of Semester for Courses for COVID 19, AY 2021/22 only

• If the course is not offered at multiple levels then the new crn will be created automatically in Banner when the course is approved and pushed
• If offered at multiple levels then new crn will need to be created in Banner manually by Schools
• Schools need to inactivate any crns not required for 2021/22 in Banner (do not close – use ‘I’ not ‘X’), this will ensure that they are not available for enrolment for 2021/22

After the crn rollover in October, which creates the 202223 crns
• Schools will need to reinstate the original inactivated crns for 2022/23 (change ‘I’ to ‘A’) and close the 202223 crns created for 2021/22 COVID 19 (change A to X)

PART B Withdrawal of Course for COVID 19, AY 2021/22 only (suspension of offering)
- Schools need to inactivate any crns not required for 2021/22 in Banner (do not close – use ‘I’ not ‘X’), this will ensure that they are not available for enrolment for 2021/22.

**After the crn rollover in October, which creates the 202223 crns**
- Schools will need to reinstate the original inactivated crns for 202223 (change ‘I’ to ‘A’)

**PART C Introduction of replacement course for COVID 19, AY 2021/22 only**
Banner changes will have been picked up under the other sections

**PART D Amalgamation of courses for COVID 19, AY 2021/22 only (new course will be created)**
- If the course is not offered at multiple levels then the new crn will be created automatically in Banner when the course is approved and pushed
- If offered at multiple levels then new crns will need to be created in Banner manually by Schools

**After the crn rollover in October, which creates the 202223 crns**
- Schools will need to close the 202223 crn created for 2021/22 COVID 19 (change A to X)

**PART E Change to the start/re-start date of a programme for COVID 19, AY 2021/22 only**
No Banner changes required