



Student Protection Plan Academic Year 2018- 2019

The College is committed to supporting and ensuring students achieve the best possible academic experience and achieve their qualification. The college will make every effort to protect the student's interest and assure continuity of study for current and future students.

The student protection plan aims to protect students from the types of risks that would affect the continuation of studies and explains the measure the college has in place and what steps the college will take if these risks were likely to crystallise. The majority of risks are set as low but in consultation with students it was agreed to add mitigation steps within the plan.

This plan has been put together taking into account student's point of view, student's needs, characteristics and circumstances. Current students have been part of the consultation processes undertaken in the development of this plan.

The plan is for current and future students subject to approval by the Office for students.

Our commitment:

- To be open and transparent with students regarding the student protection plan
- To take student views and allow students to be part of the review of the plan
- To take into account students needs and characteristics
- To Inform external bodies of any changes regarding the plan

Risk	Severity	Rationale for Likelihood category	Mitigation if risk was to crystallise
Financial Sustainability	High	<p>Low - Track record of financial performance and management has been strong for several years.</p> <p>This is closely monitored internally and by external auditors</p>	<p>The college will continue to maintain financial reserves and a strong credit rating.</p> <p>This will allow any refund, compensation or additional purchasing and support costs that may need to be made.</p> <p>Insurance measures will be in place.</p>
Building Infrastructure	High	<p>Low - The college has plans in place to deal with unexpected circumstances.</p>	<p>Relocation to alternative venues for teaching nearby to existing premises.</p> <p>All support services for all students will be relocated for example disability support.</p> <p>Financial support will be provided to students for additional costs for example travel costs.</p>
Loss of awarding body approval	High	<p>Low- The college has been approved by existing bodies for several years and has continued to meet the standards set. Positive outcomes of reviews have continued for a number of years.</p> <p>The college has a robust academic quality assurance framework which is reviewed and evaluated throughout the academic</p>	<p>In the unlikely event that the college would lose its awarding body approval the college will:</p> <p>Appeal the decision with the awarding body.</p> <p>Agree with the awarding body for teach out of existing students.</p>

		<p>year allowing assurance of meeting awarding body requirements.</p>	<p>Provide students with opportunities to transfer to a local provider if the college is unable to “teach out” existing students.</p> <p>Provide students with unit awards to use during transfer.</p> <p>Provide support to those students affected during the process taking into account the needs of students.</p> <p>Provide options for students to receive tuition fee refund/compensation.</p>
Loss/damage to IT infrastructure	High	<p>Low/Moderate –Onsite IT support is available. Maintenance of IT equipment is regular. IT systems are backed up regularly onsite and online. The college has multiple servers’ onsite.</p>	<p>In the unlikely event that the college would lose its IT infrastructure the steps the college will take will depend on the nature of the problem.</p> <p>An assessment of the problem would be taken and an appropriate action plan devised. Data will be retrieved via online storage.</p>
Programme closure	High	<p>Low – No plans for course closure or modes of study to existing provision.</p>	<p>In the unlikely event that the college would close a programme the college will:</p> <p>“Teach out” existing students.</p> <p>Provide options for students to receive tuition fee refund/compensation.</p> <p>Provide support to those students affected during the process taking into account the needs of students.</p>

Loss of regulatory licenses	High	Low – The college has robust systems in place to monitor and review ongoing compliance. The college has continued to comply and meet the conditions set by regulatory bodies. (QAA,ISI and OfS/DFE)	<p>In the unlikely event that the college loses its regulatory licenses the college will:</p> <p>Appeal the decision and seek re-accreditation.</p> <p>Agree a plan with regulatory body for teach out/support for existing students to allow the completion of studies.</p> <p>Provide support to those students affected during the process taking into account the needs of students.</p> <p>Provide options for students to receive tuition fee refund/compensation.</p>
Permanent loss of Key staff	Medium	Low – Due to the stability and experience of key staff operating as a small team there is a considerable amount of shared experience amongst the team in order to maintain the college function.	<p>In the unlikely event that there is a permanent loss of key staff the college will:</p> <p>Seek temporary or permanent replacements internally or externally.</p> <p>Provide cover from existing staff</p> <p>Engage in a succession planning strategy to help ensure that any loss of key staff is mitigated by having trained and knowledgeable successors in place.</p>

Revocation of Tier 4 license	Low	Low – The college has had its Tier 4 license since the start of PBS. Recent review outcomes confirm the college is compliant with UKVI. The college currently has no Tier 4 students.	<p>In the unlikely event that the college loses its Tier 4 sponsor licence the college will:</p> <p>Appeal against the decision of the UKVI</p> <p>Provide students with opportunities to transfer to a local provider with a Tier 4 license if the college is unable to “teach out” existing students.</p> <p>Provide support to those students affected during the process taking into account the needs of students.</p> <p>Provide options for students to receive tuition fee refund/compensation.</p> <p>Refund of full tuition fees to those students who have paid in advance and are yet to start their studies.</p>
Learning resources	Low	Low – Current resources are more than adequate for the college needs and there are alternative suppliers of educational resources. Resources are reviewed during semester planning to allow early detection of any changes that may need to be made.	<p>In the unlikely event that the learning resources would be unavailable the college will ensure that teaching & learning is continued by:</p> <p>Purchasing of alternative or additional learning resources to meet student and course needs.</p>
Student recruitment	Medium	Low – over the past several years realistic recruitment targets have been consistently met and the college may continue to expand with modest growth.	<p>In the unlikely event that the college cannot meet its student recruitment targets therefore needs to cancel the course the college will:</p>

			<p>Refund of full tuition fees to those students who have paid in advance and are yet to start their studies.</p> <p>Provide students with opportunities to enrol at a local provider.</p> <p>Existing cohorts will continue on the course.</p>
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This plan is in addition to the protections students have under consumer protection law, and does not impinge on the student's consumer rights.

Students can also find further information in the refund and compensation policy which covers the event if the College is unable to preserve the continuation of study.

Communication with students

The college will publicise its student protection plan to current and future students by ensuring it is publicly available on the website, VLE and communicated during the admissions and induction processes.

The college will ensure that staff is made aware of the student protection plan and its implications via the college VLE and induction process.

The college will review its student protection plan annually and engage students and teaching staff to further develop the plan. Reviews will take place via management meetings.

If the student protection plan is triggered students will be informed by email and via student representatives. The college will ensure appropriate provision for students with disabilities is in place.

We will give students adequate notice if we need to make significant material changes to courses. Depending on the nature of the change we will do this well in advance of the change to allow minimum disruption to students and their course of study. Students will be provided with information on the reasons for the change and what we will do to support them.

The management team and teaching staff will continue to provide support on academic and pastoral aspects throughout any transitional period.

The college will put in arrangements to ensure that our students have access to independent advice if we needed to implement the student protection plan. These may include careers advice centres, OIA and immigration services.

The college will incorporate provisions within its annual budget for the potential payment of tuition fee and other refunds and compensation payments to students. A combination of cash reserves and (where appropriate) insurance policies will be designated for those students where an increased risk of non continuation of study has been identified

Complaints Procedure

Students, who consider this plan has not been correctly applied, may bring a complaint under the College Complaints Procedures.

Further information is available on our website: <https://web.empirecollege.london/policies/>

Students who have difficulty understanding this plan should contact the college.