



Student protection plan for the period 2018-19

An assessment of the range of risks to the continuation of study for students, how those risks may differ based on students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise

This Student Protection Plan has been developed to protect the quality and continuation of study of the University's current and future students. The University has identified the following risks that are reasonably likely to occur in the short to medium term and are committed to explaining these utilising a plain English approach:

Institutional Closure

The risk that the University as a whole is unable to operate is very low. The University has sufficient financial resources together with continued funding. As a consequence, the University is well placed to manage its business risk successfully despite the current uncertain economic outlook. Detailed scenario planning has been undertaken with regard to possible changes in student behaviour as a result of the new fee regime and a 10 year strategic plan has been prepared. The directors are confident that the University is in a position to respond to the changes and remain a going concern. The cash generated in 2016/17 will also support the University in taking a managed and measured response to the possible changes in future funding.

The information relating to liquidity of cash holdings and investments on the University's Balance Sheet (2017) provides assurance that at least 6 months of operating costs could be covered by reserves without any income, or corresponding change to cost structure. The University's Annual Statement is published on the website and can be found [here](#).

Revocation of the University's Degree Awarding Powers

The risk that the University is no longer able to award the qualifications for which its students are registered because the Office for Students (OfS) has varied or revoked the University's degree awarding powers is low.

The Higher Education and Research Act (HERA) 2017 stipulates three conditions by which the OfS can revoke degree awarding powers. The University is confident that the quality and standards of its provision is of a high standard. The University is confident that by aligning its policies and procedures to the UK Quality Code, European Standards and Guidelines for Quality Assurance in the European Higher Education Area and the Framework for Higher Education Qualifications the quality and standards of its provision is maintained. In addition the University's Board of Governors have

oversight of quality and standards providing assurance of the University's academic governance arrangements.

HEFCE's annual assessment of the annual accountability return confirms that the University meets

an academic, student experience or resourcing perspective. The University has recorded over 30% increase in applications in the current cycle.

Single Person Dependency

The risk that the University is no longer able to deliver material components of one or more courses, particularly if there are areas of vulnerability, such as single person dependencies for teaching is low. The University has recently developed programmes in new areas, which depend on single members of staff supported by hourly paid lecturers. The risk of a key member of staff leaving or being unavailable due to sickness is low though does present a risk. Faculty's engage in future planning which incorporates business planning and staff resiliency to mitigate potential issues in this area.

Withdrawal of a Study Mode

The risk of the University being unable to deliver one or more modes of study to students, particularly if withdrawal of a mode of study is likely is low. The University currently delivers Undergraduate and Postgraduate programmes to both full time and part time students. During validation programmes are designed to ensure that both models of delivery can take place therefore the risk of either mode being either withdrawn or undeliverable is very low.

Suspension or Revocation of Tier 4 Sponsor Licence

The risk that the University is no longer able to recruit or teach a particular type of student, such as international students is moderate / low. Following a visit by UKVI on the 16th February 2018 the University's sponsor licence was renewed for four years. However status which is reviewed annually is dependent on the number of refusals. Due to the small number of International Students applying to the University the implications to the University if a student is refused

1. Where possible 'teach out' all students currently registered on a programme of study at the delivery location but close the location to any new applicants.
2. Relocate programmes to an alternative location, which may if applicable include hiring spaces for programme delivery and it2

2. Ensure current students are allowed to complete the programme of study for which they are registered unless each student provides their written consent to the contrary. Such consent must not be sought until a programme closure / suspension has been agreed by the University's Senior Management Team.
3. Where a programme is being 'taught out' communicate with current enrolled students to provide assurance that they will not be adversely affected by the decision, and provide assurance that they are able to complete their studies at the University.
4. The standard and quality of academic provision and the student experience must, as far as is reasonably practicable, be maintained throughout the student's period of registration. In particular the stated Programme Learning Outcomes and Programme Aims within the Programme Specification must be achievable to students who are being 'taught out'.
5. Where the University is unable to 'teach out' the programme students will be offered the opportunity to transfer to other similar programmes at the University or to programmes at an alternative provider.
6. Where teaching cannot be completed or where none of the proposed options are acceptable to the student the University will consider refunding all or part of the paid fees dependent on the amount of credit and academic progress achieved.

Impact on Applicants:

7. Applicants will be notified in accordance with UCAS deadlines allowing time for students to source an alternative suitable programme at the University or elsewhere. Applicants who have not accepted offers will not be contacted until the closure / suspension process has been fully completed.
8. Where applicants have already accepted an offer, they will be provided with all necessary information, advice and guidance by the University to help them make an informed decision on their future course of action.
9. All affected applicants will be informed of their option to transfer to another programme within the University or to another provider.

meetings. Evidence of student consultation will be provided to the University's Faculty Modification Forum for each modification request.

3. Changes will be restricted to the minimum necessary to achieve the required quality of student experience. Only minor changes to a programme including the nature and weighting of the assessment pattern, module learning outcomes, content, or modes of delivery will be processed.
4. As per the University's Programme and Module Modification Processes and Procedures no more than 60 credits per academic level or 80 credits per year will be processed and no more than 120 credits during the validation cycle (6 years for home provision and 5 years for collaborative provision). Any cumulative changes over this will trigger early revalidation.
5. No major changes to the programme (i.e. changes to the Programme Learning Outcomes or Programme Aims) will be considered without triggering early revalidation.
6. Should early revalidation be triggered existing enrolled students will be 'taught out' on their existing programme.

Suspension or Revocation of Tier 4 Sponsor Licence

In the event of suspension of Tier 4 status, the University will take all reasonable steps to minimise the resultant disruption to affected students by:

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Loss of Key Members of Staff

In the event of key members of staff departing the University or instances of long term sickness where possible the University will:

1. Move current members of staff with the appropriate skills, qualifications and experience, into the vacant post(s).
2. Utilise the University's pool of hourly paid lecturers and/or where this is not possible recruit externally to avoid disruption to the student experience.
3. Where the University cannot avoid closing a programme, students will be offered the choice of transferring to a suitable programme at the University or alternatively transferring to another provider.

Collaborative Partner Provision

Where the University or its partner decides to terminate an arrangement to subcontract (franchise) programme delivery the University will follow its usual policies and procedures to ensure that the interests of students registered for, or accepted for admission to, partner programmes are protected.

The University will:

1. Where applicable ensure that current enrolled students are 'taught out' at their current delivery location.
2. Where the delivery location is unavailable will endeavour to offer students the option to relocate to the University campus, relocate programmes to alternative locations (including hiring rooms for programme deliver

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partner is expected to bear any expenses related to supporting the students in completing their studies.

The University will provide all required information, advice, guidance and support to facilitate students in completing their studies.

The University will fully support students both individually and collectively using the University's established Student Support mechanisms which include Student Support, the Chaplaincy Centre, the Marjon Student Union and Personal Development Tutors. This will include dedicated sessions to explore options, email correspondence and one on one support. Where substantial change resulting in the need for students to move to an alternative provider (for example University closure) the University will arrange independent advice for all affected students.

The University has an established complaints procedure which students can follow if they are unhappy with the way in which the University implements its Student Protection Plan. The Complaints Procedure forms part of the Student Regulations Framework and is available on the University's website.