

London School of Academics Student Protection Plan

(2021)

London School of Academics are committed to ensuring the continuation of study therefore we set out in this plan our current risk assessment and measures to indicate our actions to mitigate any risk likely to crystallise. From our current risk assessment, we are low risk therefore, future mitigating measures have been stated in this plan to make you aware of the type of measures we would implement in the likelihood of risk crystallising.

This Student Protection Plan is a requirement of our provider from the Higher Education and Research Act 2017¹ therefore it has been drafted in line with the guidance provided by the Office for Students². This plan sets out our approach of protecting students' interests transparently and clearly.

Risk assessment of the continuation of study for students and plan (measures addressing COVID 19 lockdown is stated at the end):

Risk: Non-continuation of study for students in the event:	Likelihood of risk to crystallise in consideration of students' needs, characteristics, and circumstances	Measures to mitigate risks considered reasonably likely to crystallise
No longer able to operate, or a decision made to cease operating	Unlikely as the institution's financial performance is sustainable. Business continuity plans are in place.	Not applicable
<u>Measures that would be in place if in the event this is reasonably likely:</u> -Closure over an appropriate period of time to enable students to complete their studies with us. -Providing students support in transferring to another provider that delivers courses students are enrolled on. Support includes informing students of alternative providers via the awarding body website and providing information in relation to credit/academic achievement.		
Risk: Non-continuation of study for students in the event:	Likelihood of risk to crystallise in consideration of students' needs, characteristics, and circumstances	Measures to mitigate risks considered reasonably likely to crystallise
Loss of accreditation for courses run	Unlikely as our recent Centre Activity Report by City and Guilds who are our awarding body for all our courses set out good practice and no action to be taken.	Not applicable
<u>Measures that would be in place if in the event this is reasonably likely:</u> -Work with the awarding body to gain back accreditation -Work with the awarding body to minimise disruption to those completing their course		

¹ <http://www.legislation.gov.uk/ukpga/2017/29/contents/enacted>

² Regulator Advice 2: Registration of current providers for 2019-20-Guidance for providers about the application process

<p>-Support students who want to transfer to another provider. Support includes informing students of alternative providers via the awarding body website and providing information in relation to credit/academic achievement.</p>		
<p>Risk: Non-continuation of study for students in the event:</p>	<p>Likelihood of risk to crystallise in consideration of students` needs, characteristics, and circumstances</p>	<p>Measures to mitigate risks considered reasonably likely to crystallise</p>
<p>Location not available</p>	<p>Unlikely as we have signed a contract which is due for renewal on the 01/05/2022</p>	<p>Not applicable</p>
<p>Significant change to location</p>	<p>Unlikely as we have no plans to change location</p>	<p>Not applicable</p>
<p><u>Measures that would be in place if in the event this is reasonably likely:</u> - Student communication and consultation at the earliest - Action taken only in relation to what is necessary -Arrangements for temporary premises near pervious location to minimise disruption and enable students enrolled to complete their studies -To move over a planned period of time to minimise disruption and provide notice -Details of changes to location or new location published at the earliest opportunity -Providing students support in transferring to another provider that delivers courses students are enrolled on. Support includes informing students of alternative providers via the awarding body website and providing information in relation to credit/academic achievement.</p>		
<p>Risk: Non-continuation of study for students in the event:</p>	<p>Likelihood of risk to crystallise in consideration of students` needs, characteristics, and circumstances</p>	<p>Measures to mitigate risks considered reasonably likely to crystallise</p>
<p>No longer able to deliver courses to students in one or more subject areas</p>	<p>Unlikely as we have the academic staff in place to deliver and with all courses, we have direct claim status meaning that none are at risk</p>	<p>Not applicable</p>
<p><u>Measures that would be in place if in the event this is reasonably likely:</u> -As we do not run courses over one year, we would ensure that we complete the delivery of a course and not advertise courses we are no longer able to run. -We would support students through referring them to alternative providers (through the awarding body website) in the event that they have registered an interest in a course we are no longer able to deliver.</p>		
<p>Risk: Non-continuation of study for students in the event:</p>	<p>Likelihood of risk to crystallise in consideration of students` needs, characteristics, and circumstances</p>	<p>Measures to mitigate risks considered reasonably likely to crystallise</p>
<p>No longer able to deliver one or more courses to students due to consideration of course closure in the next three years</p>	<p>Unlikely as we do not plan on closing courses</p>	<p>Not applicable</p>

<p><u>Measures that would be in place if in the event this is reasonably likely:</u></p> <ul style="list-style-type: none"> -As we do not run courses over one year, we would ensure not to advertise or enrol students on courses we are no longer able to deliver. -We would work with our awarding body and internal quality assurance team to plan to ensure that those enrolled on a course which we are no longer able to deliver can successfully complete it, consideration would be given to situations where students may require mitigating circumstances or deferral. -In the event of deferral and the course is no longer run, we could support the student in transferring to an alternative provider. We would work with our awarding body to provide the student with options in terms of providers. We would provide students with information in relation to credit/academic achievement. 		
<p>Risk: Non-continuation of study for students in the event:</p>	<p>Likelihood of risk to crystallise in consideration of students` needs, characteristics, and circumstances</p>	<p>Measures to mitigate risks considered reasonably likely to crystallise</p>
<p>No longer able to deliver material components of one or more courses</p>	<p>Unlikely as our academic team can deliver all components of the courses we run. There is no specific area of our courses that require single person dependency for teaching.</p>	<p>Not applicable</p>
<p><u>Measures that would be in place if in the event this is reasonably likely:</u></p> <ul style="list-style-type: none"> -Student communication and consultation at the earliest opportunity. -We would hire persons able to deliver material components of a course on courses which students are enrolled to minimise disruption. -Supporting students who want to transfer to an alternative provider. Support includes informing students of alternative providers via the awarding body website and providing information in relation to credit/academic achievement. -We would ensure for the next course delivered to address issues which result in delivery risk through hiring the correct persons to deliver, and/or changing the course ensuring that we do not advertise material components which we are no longer delivering. 		
<p>Risk: Non-continuation of study for students in the event:</p>	<p>Likelihood of risk to crystallise in consideration of students` needs, characteristics, and circumstances</p>	<p>Measures to mitigate risks considered reasonably likely to crystallise</p>
<p>No longer able to deliver one or more modes of study to students</p>	<p>Unlikely as there are no planned changes to the mode of which we deliver our courses.</p>	<p>Not applicable</p>
<p><u>Measures that would be in place if in the event this is reasonably likely:</u></p> <ul style="list-style-type: none"> -Student communication and consultation at the earliest -Action taken only in relation to what is necessary -To minimise disruption, implement changes for the next course run, ensuring not to advertise modes of study we are not able to deliver -Details of changes published at the earliest opportunity 		

<p>-Supporting students in the event that they want to transfer. Support includes informing students of alternative providers via the awarding body website and providing information in relation to credit/academic achievement.</p>		
<p>Risk: Non-continuation of study for students in the event:</p>	<p>Likelihood of risk to crystallise in consideration of students` needs, characteristics, and circumstances</p>	<p>Measures to mitigate risks considered reasonably likely to crystallise</p>
<p>No longer able to recruit or teach a particular type of student</p>	<p>Unlikely as all our students are home students, we do not recruit international students as we do not have a tier 4 licence.</p>	<p>Not applicable</p>
<p><u>Measures that would be in place if in the event this is reasonably likely:</u></p> <p>-Student communication and consultation at the earliest -Action taken only in relation to what is necessary -Work with our awarding body in the bid to ensure those enrolled can complete their studies with our institution. -Supporting students who want to transfer to an alternative provider through providing them with transfer options via the awarding body website and information in relation to credit/academic achievement. -Notification and details published on our media platforms such as website and prospectus at the earliest opportunity.</p>		
<p>Risk: Non-continuation of study for students in the event:</p>	<p>Likelihood of risk to crystallise in consideration of students` needs, characteristics, and circumstances</p>	<p>Measures to mitigate risks considered reasonably likely to crystallise</p>
<p>Government lockdowns, temporary closing of campus and no face-to-face delivery</p>	<p>Unlikely as we are equipped to move course delivery online, which we have successfully done from the start of the pandemic and lockdown.</p>	<p>See the below as these states the measures we have put in place to ensure the continuation of study during the pandemic and lockdown.</p>
<p><u>Measures that we have put in place and would put in place again in the event of another lockdown:</u></p> <p>-Student communication and consultation at the earliest. -Students have been informed before enrolling of our measures should there be another lockdown. -Implementation of our online delivery strategy, which includes a fully planned online delivery structure ensuring both standards and quality are maintained. -All members of our team have a work mobile number by which students can use in the event the team work remotely, other means of communication would be in place too such as email. -Lecturers will continue to deliver the qualification remotely without disruption as they have been provided with laptops and other materials including access to Zoom. -Key members of staff will be operating from the campus as the campus did not close during the pandemic. -Students have full access to the VLE -Student interaction will be maintained through live Zoom seminars and tutorials -Lectures have been recorded therefore students will have access to these</p>		

-We will actively engage with our awarding body to reduce the burden of remote study on students; in the past the awarding body has allowed for online observations and more.
 -Mitigating circumstances will apply.

Refunds and compensation:

In the event that we cannot preserve continuation of study students should refer to our Refund and Compensation Policy as this sets out details on the following:

- Refunds for students in receipt of a tuition fee loan from Student Loans Company
- Refund for students who pay their own tuition fees
- Refunds for students whose tuition fees are paid by a sponsor
- Payment of costs
- Bursaries
- Compensation

Student Protection Plan and student communication:

We are committed to communicating our Student Protection Plan to current students and prospective students, we achieve this through publication of it and our Refund and Compensation Policy on our website under the “Policies and Information” tab, drawing a link to it in offer letters and publishing it on the student virtual learning environment (this enables 24-hour access to it by current students). Students` attention is further drawn to it at programme meetings attended by the Student Representative Society.

Student Protection Plan and our team:

We are committed to communicating our Student Protection Plan to our team through publishing it on our internal virtual learning environment, therefore enabling 24-hour access to it. It is included in our London School of Academic Course Changes and Course Closure Policy. The Student Protection Plan is also discussed at meetings.

Review of Student Protection Plan:

This plan will be reviewed every six months as this will ensure that risk is assessed within an appropriate timeframe and that student review is practical. This plan will be reviewed through a meeting, student involvement in the review will be through them attending the meeting to directly feedback on it to the team. The review of this plan is due in January 2022, where changes need to be put in place it will be updated.

Plan implementation and communication:

Communication with students that are affected by the implementation of any of the provisions of the plan will be through the following:

	<u>Notification</u>	<u>Student involvement-communication mechanisms</u>
Planned provider closure	Immediate notification of closure will be communicated once a final decision is made.	Meetings, letters, publication on website and VLE.

Course closure	Immediate notification of closure will be communicated.	Meetings, letters, publication on website and VLE.
Campus closure	Immediate notification of closure will be communicated.	Meetings, letters, publication on website and VLE.

Students will be informed of organisations that can provide them with independent advice such as the National Union of Students.

Student complaints:

In the event that students want to make a complaint regarding the manner by which we implement our plan they should follow the procedure set out in our Complaints Policy.

Drafted: Sheila Singh (Managing Director), Soni Singh (Curriculum Manager) and (Charlotte Saunders) Student Welfare Officer
Consulted and engaged: Student Representative Society and establishment team
Approved: Board of Governance: 11th of January 2021
Reviewed and updated: August 2021