



## Student Protection Plan

Provider's UKPRN: 10030049

### Student protection plan for the period 2018-19

- 1. An assessment of the range of risks to the continuation of study for our students and how those risks may differ.**

The risk that Anglo Skills College would be unable to provide its courses is slight. We are a small college with a dedicated pool of staff and we have a proven track record of successful course delivery over the last five years.

We have identified the following risks and how we would manage them below:

#### **1) Temporary or permanent loss of staff.**

Likelihood: Low

Impact on students: Low

#### **2) Course suspension / closure**

Likelihood: Low

Impact on students: Medium

#### **3) Closure of the Building**

Likelihood: Very unlikely

#### **4) Financial Failure**

Likelihood: Very unlikely

#### **5) Changes in students' needs**

Likelihood: Likely

#### **6) Loss of UKVI Tier 4 licence**

Likelihood: Low

Impact on students: Low



## **2. The measures that we have put in place to mitigate those risks that you consider to be reasonably likely to crystallise**

### **Measures to be taken.**

#### **1. Temporary or permanent loss of Staff**

#### **2. Course suspension / closure**

ASC staff are required to provide 4 weeks' notice if they wish to terminate their contract in the event of an unexpected resignation.

The risk that we are no longer able to deliver material components of our courses is low because our modules can be taught within the teams of academic staff, with a breadth of knowledge. We tend to have a crossover of skills within teams however in some cases certain expertise is needed for specific Modules and this can be a challenge to secure. The college has three types of tutor employment; permanent staff, sessional and cover staff. In the event of loss of key staff, the college will hire suitable staff through agencies to cover the periods of absence and emergency cover, or share expertise with other institutes, whilst continuing to recruit suitable staff in a timely manner. If this did not resolve the matter, ASC would then:

- Initially hold a course team meeting with the students and staff to ascertain if the course is being changed, suspended or closed as a result.
- Consult with the students for possible changes to the Modules which would allow for current staff expertise
- Consider other members of staff who might have expertise in other specialism which students would prefer, in order to make changes to the course structure
- Provide training for existing staff to allow for delivery of specialist modules
- Offer students an alternative course with the college.
- ASC will offer the student an option to complete the course via a distance learning plan.
- Consider, with the student cohort, the possibility of transfer to other institutions for continuation of studies

ASC recognises that for part-time students who are present in the College for a short time each week, it is vital that ASC communicates any changes to staffing or resulting timetable changes, swiftly and effectively. Students sponsored by employers will be provided with information to disseminate potential changes to their employers in good time.

- In the event of closure, existing students will be taught out where they are able to complete their studies within the agreed timeframe.
- The college commits to assisting and supporting affected students and applicants to find an alternative provider or institutions with a similar course to ensure students are able to continue their studies without interruption.



- Prospective students will be contacted by staff and the college will support the student in liaising with UCAS where applicable.

### **Refund and compensation in the event of the Student Protection Plan being triggered**

In the event that the college is unable to ensure a satisfactory outcome for students by the measures described above, the college will consider refunding all or part of the students tuition fees as per the Fees Payments and Refunds Policy.

The College has a fees policy which refers to procedures to ensure that refunds and/or compensation can be paid out to eligible students in the event of a programme being closed, or all or part of a programme becoming unavailable.

The Policy makes provision for:

- Refunds for students in receipt of tuitions fee loan from the Student Loans Company.
- Refunds for students who pay their own tuition fees.
- Refunds for students whose tuition fees are paid by sponsors.
- The payment of additional travel costs for students affected by a change in the location of their course.
- Commitments to honour student bursaries (where these are paid by the College)
- Refunds for tuition where students have been transferred to another course or provider.

In such an event, the College has cash reserves sufficient to provide refunds for those groups affected.

ASC also have sufficient insurance arrangements in place to provide refunds for any of our students for whom we have identified an increased risk of non-continuation of study.

### **Student Complaints**

Any student not content with the ASC proposed outcomes of our Student Protection Plan can raise a complaint with ASC college. Should the student remain satisfied with the colleges complaint response, ASC will assist the student to contact the Office of Independent Adjudicators (OIA) with regards to their complaint.

### **Communicating and Implementing Student Protection Plan in Action.**

If the Student Protection Plan needs to be triggered, the college will notify students of any changes which may affect their studies as early as possible, with clear communication, information and options. Should the Student Protection Plan need to be triggered, all affected students will be notified via letter, email and telephone from the College to explain the changes and options available and no later than 14 days before the change to their programme comes into effect.



- Affected students will be offered individualised support from staff, their tutors and also pastoral care from the college welfare officer for additional support.
- A course meeting or wider consultation with students will also be offered to help students take an informed decision on their course of action.

### **Attendance**

Anglo Skills College monitor's the attendance and progress of our students closely and adherer's to internal measures which support students to successfully complete their course(s).

In the event that a student is absent for 1 day, the colleges' absence procedure as detailed in our Student Absence Policy, is to contact the student to ascertain the reason. If the student raises a concern about their course, we will discuss the challenges, concerns or queries and endeavour to bring about a positive solution for the student.

If the student is absent due to sickness, we will liaise with the tutor to ensure that copies of missed classes are provided to the student to complete as self-study and via Moodle.

Student progress is monitored informally by the teacher throughout the course and formally by monthly assessments. In the event that students are found to be falling behind in their studies. ASC will arrange for a 1-2-1 with the student and our Welfare Officer to discuss if there are experiencing personal or other challenges that ASC can support them with. ASC will also demonstrate our pastoral care where needed, by directing to the student to a reputable organisation that may be able to help further.

Intervention Plan's are agreed with students to support and enable them to be successfully reintegrated onto the course.

### **3) Closure of the Building**

Likelihood: Very unlikely.

We are currently leasing accommodation in a secure building in the centre of Nottingham. We hold a five-year lease.

### **Mitigating actions:**

In the case where the colleges leased premises became unavailable, the college would seek alternative accommodation. There is scope to relocate to an alternative space within the current building or vacate to an alternative building.

### **4) Financial Failure**

Likelihood: Very unlikely.

ASC is a small, successful college with 8 years' experience in delivering educational courses. The college has clear financial records and has demonstrated liquidity since it's establishment. ASC accounts are audited independently every year.



### **5) Changes in students' needs.**

Likelihood: Likely

We continually review the needs of our students and endeavour to make changes to their courses when we perceive this to be necessary.

### **6) Loss of UKVI Tier 4 licence**

Likelihood: Low

Impact on students: Low

In the unlikely event that the College's Tier4 sponsorship is withdrawn, the college will;

- Inform prospective international students and to support them in securing a place with an alternative institution by letter, email and other social media methods as soon as possible
- Contact all current international students to advise whether they are able to remain at the college and continue until the expiry date of their CAS.
- Support current students in securing a place at an alternative institution with a Tier 4 license and liaise with UCAS

### **3. Information about the policy we have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that we are no longer able to preserve continuation of study.**

#### **Fees Payments and Refunds Policy**

##### **1. Policy Statement**

1.1 Fees are set to ensure that when public funding is taken, the College is able to cover the full costs of each programme of study.

##### **2. Reasons for the Policy**

2.1 To ensure that fees are set consistently, fairly and with transparency across the College.



### 3. Policy Objectives

3.1 Applicants of the learning programmes at the College and College staff involved in the learner admissions process will understand:

- The different elements which constitute College fees.
- When and how College fees are payable.
- The regulations imposed either by external bodies or by the College itself, with regard to concessionary fees.
- The College's refund policy.
- The appropriate channel through which matters of financial hardship may be raised.

### 4. Fees

4.1 College fees are made up of several elements: tuition fees, awarding body registration fees, College administration fees, examination or certification fees and other course related costs.

4.2 In addition, certain courses require learners to purchase special equipment/materials, pay for educational trips or residential elements of their course. This equipment/material bought by the students becomes their property at the end of the course.

4.3 A student shall be liable to pay in full, either before or at enrolment any fees due to the College Tuition fees are payable for each academic session.

4.4 The process of enrolment will not be complete until all tuition fees are paid in full or an approved payment plan/payment by a sponsor is agreed with the college. Any part of the tuition fee payable by a sponsor should be paid within 30 days of the invoice.

4.5 College fees are payable in advance for programmes which last more than one year, they are payable separately for each year of study for home students but to be paid in full for international students (If a CAS has been issued for a visa to study which is over a duration of 12 months).

College fees and examination fees are normally collected upon enrolment, except where a learner is being sponsored (then an invoice is sent to the sponsor on enrolment) and for certain examination fees for courses, where the decision on which examination is to be sat is taken after some weeks of tuition (e.g. some Language courses).

4.6 All fees due must be paid before the learner can be entered for any examination or awarded any qualification.

### 5. International Students (Non Funded students)

5.1 For overseas students submitting a successful application, an Offer Letter (along with the college Terms and Conditions) is issued detailing a minimum deposit of 50% of the full tuition fee required before the College will issue a CAS letter for visa purposes.



5.2 When the student requires a CAS to be issued, payment of the full tuition fee is required

5.3 With effect from the 1<sup>st</sup> November 2014, where a student is refused a visa after failing credibility assessment by the UKVI, 50% of the tuition fee (which includes a contribution to our administration costs) and £200 registration fee will not be refunded.

5.4 The College reserves the right to refuse a full refund if the Home Office reports that;

- fraudulent documents have been used in the visa application,
- the student discloses any information the college was unaware of,
- the decision was made due to unsatisfactory evidence of student admission by the student and through no fault of the College,

### **5. Late Payments or Non-Payments**

6.1 Certification fees must be paid before the learner is awarded any certificate.

6.2 The option of a payment plan is offered to students at the start of their course to support their financial budgeting. Cases of late payment or non payment from students, will affect the timely release of their results or certifications. The college will inform the student in a timely manner to avoid such delays.

6.3 Registration / enrolment on a course will be refused where there are fees relating to previous enrolments outstanding.

6.4 Where a sponsor's payment is outstanding for more than 30 days the student will be liable for payment of any outstanding amount.

### **7. Refunds/Transfer for non funded students**

7.1 Where the course is cancelled by the College, prior to the start date, a full refund will be made in the same mode as the payment in the case of credit/debit card receipts, otherwise by cheque or bank transfer as appropriate.

7.2 Fees will only be refunded in the following circumstances:

- Where the course is cancelled prior to commencement due to low enrolment (the college reserves the right to cancel courses where enrolment fails to meet the required level) automatic refund of all fees
- Where a student is successfully enrolled and started their course in the first term and attends more than 2 sessions of the class – fees refund will be reviewed on a case by case basis.
- Where a student is unable to continue due to health reasons – 50% refund upon application with supporting medical evidence, there may be a higher/full refund in exceptional circumstances



- Where a course is cancelled by the college after commencement – automatic refund of all fees will be refunded.

7.3 Resource and examination fees will only be refunded where no costs have been incurred by the college.

7.4 In the case of overseas students, refunds will only be made in exceptional circumstances at the discretion of the College. All requests for refunds should be submitted in writing. Exceptional circumstances would normally relate to ill health that necessitates withdrawal.

7.5 If a payment is made by credit/debit card then the refund will be made directly back to the same credit/debit card. All other refunds are payable by crossed cheque or bank transfer. Cash refunds will not be made under any circumstances.

7.6 If a student has applied for a visa under false documents and their visa has been rejected, the college will not refund the deposit made by the student

## **8. Withdrawals**

8.1 All funded students withdrawing from a programme of study, on a temporary or permanent basis, within four weeks of the commencement of the session will be entitled to have their tuition fee refunded in full.

8.2 After four weeks following enrolment/re-enrolment, fees may in exceptional circumstances be refunded at the discretion of the College. All requests for refunds should be submitted in writing and will be reviewed by the Senior Management Team on a case to case basis.

8.3A student withdrawing from a programme, on a permanent or temporary basis, more than four after the course has started, will be reviewed on a case to case basis. If their reasoning is not a prementioned exemption, they shall not be entitled to a refund and will be liable for the full course tuition fees of the course duration.

## **9. Payment Methods**

9.1 Payment is required before attendance at the first session of a learning programme or entry for any examination or award of any qualification. Payment may be by bank draft, bank transfer, cash or cheque.

Anglo Skills College keeps a reserve of 25% of its total turnover to support its refund policy. This in line with OfS regulations. The colleges' insurance arrangements similarly meet with OfS requirements.

In the event that the college grows in the future in line with our expansion plans, the college will increase its reserves to 30%.





#### **4. Information about how we will communicate with students about their Student Protection Plan**

Students are provided with a copy of the Student Protection Plan during their induction with the Course tutor. ASC staff will indicate its key points at this time.

Students have the opportunity to ask questions regarding the Student Protection Plan during their Induction day and during their course study.

Staff are referred to the content of the Student Protection Plan during the staff induction and the serious implications of any major changes to course content.

ASC publicises the Student Protection Plan for prospective and current students on the ASC website in the policy section. A link to the Student Protection Plan is also provided in the Student Handbook and HE Guidelines provided during Induction.

ASC conducts an annual review of the Student Protection Plan. Feedback collated from both students and staff is considered during the review and where appropriate feeds into any adjustments. Students and staff are informed of any amendments made to the Student Protection Plan.