

## Student Protection Plan

Provider's name: ARU London

Provider's legal address: 19 Charterhouse Street, London EC1N 6RA

Contact point for enquiries about this student protection plan: David Sexton, Principal

Date of approval of plan: 10/1/2023

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

Based on our current situation, the range of risks relating to continuation of study for our students which could occur are detailed below, as listed in order of likelihood and severity. In all the scenarios detailed below, we will ensure the construction of exit strategies for each and every course in terms of numbers of students; modular implications and the fulfilling of re-assessment obligations in line with our regulatory framework. Consultation with the affected students underpins all related activity and we would consider the particular needs of different types of student.

#### **Course closure**

We may decide to withdraw or suspend a programme. For example, we may make a strategic decision to close the programme for academic reasons, in response to student feedback and or because the programme is not financially viable because of low student numbers. In these cases, ARU London commits itself to teach out the appropriate curriculum to all students registered for the course who wish to complete it.

#### **Partnership closure**

From time to time, collaborative arrangements come to end either through mutual agreement due to the institution achieving its own awarding powers or transferring to an alternative awarding body or the financial stability means that the collaboration must cease. In the very unlikely event where our awarding body withdraw approval, we are (as above) committed to teach out any courses as opposed to course closure.

We consider this a low risk as we have been validated by ARU to run suites of undergraduate and postgraduate courses for more than a decade; and both ARU and ARU London have a close working relationship, with ARU London as one of the Faculties of ARU.

#### **Subject area/discipline closure**

This is likely to be a long-term strategic decision and is therefore likely to occur less frequently but would always follow the principle of 'teach-out'.

### **Campus closure (and transfer of courses to other campus, if relevant)**

Given our current financial viability, the unplanned, required or forced closure of a campus is unlikely. Campus closure is more likely as part of strategic considerations in which case the process would be carefully planned. We would pursue a 'teach-out' strategy wherever possible and transfer provision to other existing campus(es) or, depending on the geographical context, other alternative locations.

### **Campus closure (and closure of associated courses)**

As above but is likely to also include consideration under other sub-headings above which would occur concurrently. We would pursue a strategy of teach-out but may also consider alternative locations/providers/awarding bodies if this is deemed to be in the best interest of the students' following discussions with the affected student body.

### **Institutional closure**

Given our current financial viability this is unlikely to crystallise. As such an eventuality is likely to be due to unforeseen circumstances, appropriate consideration would be given to all options following the principle of the best interests of the students (also see below – Major disruption).

## **a) The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise**

**Major disruption** – This includes, but not limited to the following examples, such as institution closure, course closure or suspension of a course.

If the institution finds itself in a position where it has no option other than to close, we will, where possible, close in a phased manner, over a period of time that would allow current enrolled students to complete their studies at ARU London, acknowledging the importance of protecting the student learning experience and interests. Where the latter is not possible, we will support our students to transfer to ARU and providing students with transcripts of study that include credit details. We will also support prospective students to secure a place with our awarding body.

Any decisions to close a course or courses is part of the institutional strategic decision-making process, and if this occurs, a teach out plan will be implemented, which will ensure ongoing adherence to high quality academic standards and student experience. In the very unlikely event that we decide not to teach out the withdrawn course, we will support and offer a transfer to another course, or to transfer to ARU or other HE providers.

**Temporary Disruption** – This includes, but not limited to the following examples, such as lockdown measures, industrial action, staff illness, fire/flood.

Where a situation that causes temporary disruption occurs, we always attempt to maintain a service including the teaching of courses to all students. We have sufficient experienced academic staff to be able to provide temporary cover. In the unlikely event that any classes have to be cancelled, they will be rescheduled in order to ensure that current students are not disadvantaged; although the likelihood of this is slim, given that we operated over lockdown without cancelling any classes.

In the event that the University is unable to deliver face to face teaching, where possible we are fully equipped to deliver scheduled classes online through our Virtual Learning Environment (VLE) and zoom, with equivalent learning opportunities. This would apply only where the University is unable to deliver face to face teaching as a result of government requirements or other unforeseen circumstances.

Where disruption caused is prolonged and would cause significant disadvantage to students, we would consider the use of appropriate refunds and/or compensation. Subject to any Professional, Statutory and Regulatory Body (PSRB) requirements, we also consider appropriate amendments to the assessment process to take any disruption into account so as not to disadvantage students whilst still maintaining the academic integrity of the process.

**b) Any contingency arrangements with other academic partners that might be discussed with ARU in the event that a course closed**

In the event where a course is closed, we will implement a teach out policy (as above) to ensure our students are not placed in a disadvantaged position. We may utilise options including transferring our students to another course, another campus, or potentially another awarding body. Any arrangements made in this unlikely circumstance would only be after discussion and agreement with ARU and the student body representatives. The principle of ensuring the quality of the student learning experience and education will be paramount in any options developed.

**c) Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event you are no longer able to preserve continuity of study**

Our Rules, Regulations & Procedures for Students, to which students agree at the annual (re)registration point, details the situations in which a tuition fee refund is available (eg: the time limit by which a student has to have withdrawn from a course for a refund on tuition fees to be liable). A copy can be found [here](#).

We have a University Student Refunds and Compensation policy which runs separately to our Tuition Fee policy. This applies to other relevant costs and miscellaneous payments where the University is no longer able to preserve continuation of study for students on either

a permanent or temporary basis. The policy is available here: [Refund and Compensation Policy](#)

If all of our plans to mitigate and manage any of the risks identified above proved to be insufficient, as a last resort, we would call on contingency and other funds to address the situation. As a part of our financial strategy, we retain cash balances that would be more than sufficient to deal with any of the scenarios above to refund tuition fees and provide compensation where necessary where it proves impossible to preserve continuation of study.

**d) Information about how you will communicate with students about your student protection plan**

We will publicise our Student Protection Plan (SPP) to current and future students by including it on our website which is readily accessible from the study section of our VLE.

We will advertise the SPP to academic and professional staff in several ways. It will be made available to current staff on Academic Staff Resources on the VLE. We will also ensure that our staff are aware of the implications of our SPP when they propose course changes through the appropriate quality assurance processes (Course (Re) Approval, Curriculum Revisions and Periodic Review).

We will review our student protection plan through our Senior Management Team and our regular liaison meetings with ARU Corporate Management Team and Students' Union executive officers on an annual basis. Our students will be involved in our review via our Students' Union and the course representative system in line with our Principles of Partnership agreement that we have with our Students' Union.

If this protection plan needs to be engaged in any way, we would aim to provide all students with a minimum 6 months' notice of closures/withdrawal although excepting that in emergency situations or events beyond our control, this may not be possible. Further, Academic Directors, Personal Development Tutors and professional staff will provide support and advice for affected students both individually and collectively and we will ensure that the Students' Union has appropriate resources to provide external independent advice.