

Annex D: Template for a student protection plan

Provider's name: London School of Commerce & IT

Provider's UKPRN: 10023434

Legal address: 59-66 Greenfield Road, London E1 1EJ

Contact point for enquiries about this student protection plan: Hasina Haque

Student protection plan for the period [2018-19]

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

- LSCI is committed to helping students achieve the best academic experience during their studentship at the college. In spite of this commitment and best efforts, due to change of circumstances beyond its control, unwanted event may occur which may necessitate stopping or changing modules or programmes (provision for such events is detailed within LSCI Admission Policy).

The Higher Education and Research Act 2017 requires HEIs to maintain a Student Protection Plan to protect students' interests in the case of material change, e.g. programme or institutional changes, suspensions, or closures.

- These events may be triggered by situations such as (but not limited to):
 1. a decision to close the college has been taken;
 2. withdrawal of designation for student support purposes;
 3. suspension of the course
 4. major changes in course content;
 5. loss of accreditation from regulatory bodies, e.g. QAA , awarding body etc;
 6. Disruption to College activity
 7. Loss of key Staff

The risk that LSCI as a whole is unable to operate is very low because of its excellent financial performance evident in the financial tables submitted to OFS with this plan. The current sound financial condition will enable LSCI to finance any emergency measures to protect students' academic interests and compensate them financially, if necessary.

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

Please provide an evidenced statement of the measures you have put in place to preserve continuation of study for your students in those areas where you consider the risk to be increased.

In case any or some of the risks, mentioned previously, crystallise, we would take the following measures to inform and protect our current students.

Measures to Inform and Protect Students

LSCI will communicate about the changes to students as early as possible, with clear information and available options. LSCI will also refund and compensate the students affected by any or some of the situations mentioned above. LSCI's refund and compensation policy may be viewed at its website: <http://www.lsci.org.uk>

All reasonable steps will be taken to minimise the resultant disruption to services and students by providing appropriate support to students in moving to a different provider.

In case of moving to another institution, there are likely to be implications for students' finance arrangements. In such situation, LSCI's student welfare officer will contact affected students and provide detailed information, advice and guidance as required by their individual circumstances.

LSCI staff will be informed about the protection plan by directing them to the LSCI website. The protection plan will also be discussed at various committees and communicated to other staff using internal communication arrangements such as emails.

1. Institutional Closure

Institutional failure will be monitored through risk management in accordance HE regulatory bodies and any instance of this will be managed in accordance with LSCI's policies.

Where LSCI has no option, other than to close, it will take measures such as those below to protect student interest:

- where possible, closing in a gradual way, over a period that would allow current enrolled students to complete their studies at the college;
- where the above is not possible, in supporting students to transfer to appropriate programmes at other providers and compensating for the disruption to their studies and material loss;
- merging with another institution to maintain all or part of the current provision.

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2. Withdrawal of Designation

In the event of de-designation of its courses for 'Student Support' purposes (resulting in the withdrawal of statutory student finance for its courses) the college, will take all reasonable steps to minimise the resulting disruption to students by, for example:

- working with relevant funding bodies to allow enrolled students to complete their year of study/programme;
- where the above is not possible, in supporting students to transfer to appropriate programmes at other providers and compensating for the disruption to their studies and material loss;
- merging with another institution to maintain all or part of the current provision.

3. Suspension of Course

In case, LSCI decides to suspend a course, it will take following actions to mitigate the adverse consequences on the students:

- suspend recruitment of new learners to the course from the subsequent academic year
- ensure good communication with current 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 college;
- provision will be made to allow for the completion of studies where 'mitigated circumstances' have been presented;
- consultation with stakeholders to ensure appropriate steps are taken;

4. Major changes in course content

LSCI will use all reasonable endeavours to deliver the programme in accordance with the description given in the course specification and course handbook for the academic year in which a student began their programme. However, in the event of major in-year changes to course content LSCI will ensure that:

- changes are restricted to the minimum necessary to achieve the required quality of experience, and affected students are notified and consulted with as appropriate;
- it works with students to ensure the offer is still acceptable;
- where necessary it allows students the opportunity to withdraw from the programme;
- where required students will be offered reasonable support to transfer to another provider.

5. Changes to regulatory framework affecting specific course:

In the event of LSCI losing QAA or awarding body accreditation, the College will consider measures to protect students' interest, by providing assistance to affected students to switch to a different provider who holds the relevant accreditation as mentioned under- the Withdrawal of Designation section above.

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6. Disruption to college activity

Where events result in term-time programme disruption, the college will normally seek to make changes to programme delivery, rather than closing or suspending an affected programme.

Actions to minimise disruption and maintain the continuity of students' studies may include:

- temporary short-term suspension of programme delivery (e.g. where there is a change in staffing, taking appropriate actions to mitigate the impact on students);
- changes to the programme delivery location or method, which may include distance learning;
- changes to the staffing of a programme, for instance through a review of internal staff resources, including recruitment of area specialists, where appropriate;
- provision of reasonable support to students for accessing a programme run by another provider, including making arrangements for the transfer of credits and information about academic progress.

7. Loss of Key Staff

The college will:

- seek to fill gaps as quickly as possible, by moving other current members of staff with appropriate skills and experience, into the vacant post(s) or recruiting externally, to avoid disruption to students' studies;

Review of the Protection Plan

- The plan will be reviewed and updated annually by taking student feedback via AQEC

3. 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 that you are no longer able to preserve continuation of study

The Refund and Compensation Policy is available in the Policies and Procedures section of the college website <http://www.lsci.org.uk>.

4. Information about how you will communicate with students about your student protection plan

The College will ensure that its learners and staff are aware of the Student Protection Plan through induction, committees' meetings and also through the Virtual Learning Environment (VLE) and college website

Student Protection Plan will be considered and approved by AQEC (as the overarching academic authority in the college) and thereafter will be annually reviewed by the Dean. Student involvement will be through AQEC meetings.

Where the College needs to implement its student protection plan, students will be informed by College's VLE, formal letter and/or 'one to one' meetings. This is to assist affected students to make them understand the nature of the problem, the possible implications and our response to it. We will ensure that affected students are either signposted to, or provided with, independent advice as appropriate.

Any material changes in the course will be in consultation with the students and unanimously agreed upon.