

University of East London

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UEL Student Protection Plan 2020/21



**University of
East London**

Pioneering Futures Since 1898

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Section I: What is this document?

1. A Student Protection Plan is a document that outlines what the University will do if a situation arises that risks the continuation of students' studies. As the University of East London is a registered provider of higher education, we must have this document in place to explain to students how we will protect them.
2. If a situation arises which is likely to trigger the Student Protection Plan, we will:
 - be transparent about the likelihood of a trigger situation arising;
 - inform the Students' Union;
 - work with the Students' Union to consult with affected students in good time to gain a better understanding of how the proposed changes could affect them and what solutions are appropriate;
 - fully consider the impact on affected students before coming to any decision to make a significant change;
 - make every effort to ensure that students can continue their studies with us or at a suitable alternative provide;
 - provide a refund or compensation if we are unable to provide a solution that works for students (refunds of fees would be paid to the original payer, e.g. Student Finance England).

Section 2: How we mitigate against a risk

3. At UEL, we adopt a risk-based approach to managing many aspects of our business. This risk-based approach is managed via an institutional risk register overseen by the University Executive Group and the Board of Governors. Risk management is a key part of our strategic planning framework. With the arrival of our Vice-Chancellor & President in September 2018, we are implementing the strategic objectives within our Vision 2028. Each business unit produces an annual plan and is required to predict, mitigate and monitor risks associated with all aspects of delivery. Key risks identified out of this process are recorded in a top-level risk register, which is reported to our Audit & Risk Committee and our Board of Governors.
4. UEL also operates a business continuity plan, which outlines what we would do in potentially high-risk situations. In addition to our risk register and business continuity plan, UEL reports its financial performance to our regulatory body on an annual basis and have shown that we meet our regulatory requirement in this regard.
5. The strategic plans, risk register and business continuity plans are reviewed and updated on a regular basis, and issues which would adversely impact on the student experience are considered amongst these updates. This enables us to change a course of action to provide extra mitigation against specific issues where the likelihood or impact of the risk has grown.
6. Student representatives are amongst the elected members of our Board of Governors, and therefore central to our decision making, and to work on our monitoring and updating of the risk register.

What happens if the University closes or has its degree awarding powers revoked?

7. We do not foresee a situation where the University would close, particularly from an unplanned event. We similarly do not see a situation where the University would have its awarding powers revoked. We robustly manage the various risks via our planning process and risk register. We can take action to mitigate against circumstances which might cause possible issues with our sustainability and the quality of the provision we offer. We manage our financial position to ensure continued solvency and have always met legal requirements to publish annual audited financial statements.
8. In the unlikely event that the University has to close or has its degree awarding powers revoked, we will make every effort to ensure students can continue their studies at the University ('teach out'). If this is not possible, we will support students to transfer to another provider in London and we will liaise closely with such providers to help students' transition. If this cannot be achieved, we will refund students' tuition fees.

What happens if a campus is closed or relocated?

9. We currently have no plans to close any campus. If a natural disaster or a major event outside of our control occurs that results in us having to temporarily close a campus, we will make alternative arrangements to minimise disruption.
10. If there is a strategic decision to permanently change, or substantially alter, the location of delivery for a course, we will consult with students to assess the impact on them. Moving between the two Stratford sites is not regarded as a trigger event. If a move from a Stratford site to Docklands or vice versa

results in students incurring additional expenses relating to travel, accommodation or study materials, we will cover these expenses on a case-by-case basis through our refund and compensation policy.

11. In any situation resulting in a move from Stratford to Docklands or vice versa, we will conduct an equality impact assessment to ensure the needs of different groups of students are considered and that students are not directly or indirectly discriminated against.

What if a course, or a particular mode of delivery of a course, is discontinued?

12. From time to time, we must decide if it is viable to continue to run a course, or a course in a particular mode of delivery. This could be due to low student numbers, poor outcomes or negative feedback. We continually review our portfolio of courses and the likelihood of a strategically planned course closure is high.
13. Proposed course closures would be discussed at course committees. If we decide to close a course, we will continue to run the course for the original duration plus one year. During this period, we will not accept new students on to the course. The 'teach out' process will be closely monitored to ensure any negative impact on students remaining on the course is minimised and their experience is not negatively affected.
14. If a high-quality student experience cannot be guaranteed, we will discuss with students options such as transferring to another course at the University or at an alternative provider.
15. Any decision to close a course will be made prior to the relevant UCAS deadline to accept offers in order to minimise the impact on applicants. In the

event of any offer being made prior to the decision being made to close the course, we will immediately contact applicants to explain the situation and to provide advice and guidance on alternative options.

What happens if a course changes substantially?

16. All courses are reviewed regularly so we can continuously improve them. Changes which amount to less than 25% of the course content are not required to be re-validated and are not regarded as trigger events.
17. If substantial changes are made to a course, it will be treated in the same manner as a course which is discontinued.

What happens if a course loses its professional, statutory or regulatory handbook?

18. If a course loses its professional, regulatory or statutory accreditation, we will discuss options with affected students. These options may include transferring to another course in the University or supporting students to transfer to another institution that holds the relevant accreditation.

What happens if the University loses its Tier 4 licence?

19. The University has mechanisms in place to carefully monitor activities relating to our Tier 4 licence and we are therefore able to address any potential issues before they become significant concerns. While we do not foresee a situation where we would lose our Tier 4 licence, we do recognise that there is a small possibility that this could happen.
20. If the University were to have its Tier 4 licence revoked, current students may be able to continue to study with us for 6 months or until the end of the

academic year. If students are not able to complete their course within this timeframe then we will discuss other options including transferring to a similar course at an alternative provider. If this is not possible, we will refund tuition fees and cover additional expenses on a case-by-case basis through our refund and compensation policy.

What happens if there is industrial action or staff absence?

21. If staff are unavailable due to industrial action or other reasons, we will make every effort to minimise the disruption to students and we will take reasonable steps to ensure learning opportunities are not missed. We will ensure that we provide suitable alternative learning opportunities for students to meet their course learning outcome.
22. If a member of staff were to leave the University or to take long term sick leave, we will make every effort to find suitable replacement staff to minimize the disruption to students. If this is not possible, we will discuss other options including transferring to alternative course at the University or at an alternative provider.
23. If a PhD candidate's supervisor is likely to be absent for a significant period, we will make every effort to allocate a suitable alternative supervisor. If this is not possible, we will discuss other options including supporting affected students to transfer to an alternative provider. If this happens, we will refund tuition fees and cover additional expenses on a case-by-case basis through our refund and compensation policy.

What happens if services, resources or supports essential to study are permanently or temporarily unavailable?

24. We understand that students require a wide range of resources and support in order to study. These include buildings, library and learning resources, IT services, academic services, student support and other facilities.
25. Our business continuity plan outlines what we will do if there is a risk to buildings or services. We will take all reasonable steps to ensure that students can access services at suitable nearby locations. Such location may be on the same campus, a different campus or off campus. If this results in students incurring additional expenses relating to travel, accommodation or study materials, we will cover these expenses on a case-by-case basis through our refund and compensation policy.

What about students studying at one of the University's collaborative partners?

26. The University considers students studying under collaborative arrangements at our partner institutions to be our own students. Therefore, we will make all reasonable efforts to protect these students in the same way that we would for students studying with us.

What can students do if they do not agree with the proposed solutions?

27. If you are unhappy with the solution implemented after a trigger event, you can make a complaint.
28. The Students' Union can provide independent advice on complaints.
29. More details regarding the University's students complaints procedure is accessible via the below link:

<https://www.uel.ac.uk/about/about-uel/governance/policies-regulations-corporate-documents/student-policies/student-complaint-procedure>

How will students be notified about this plan?

30. The Student Protection Plan will be highlighted to students throughout their student journey via the following means:
 - as part of the enrolment/re-enrolment process;
 - circulated annually via a student newsletter; and
 - our website and student intranet.

31. If a trigger event happens or is likely to happen, affected students will be contacted either individually or as a group, depending on the nature of the trigger event.

Section 6: Reviewing this plan

32. We will review this plan annually with the Students' Union.