

London School of Science and Technology

Student Protection Plan Policy

May 2018

Owner: CEO/Executive Committee

1.0 Aim

- 1.1 London School of Science and Technology (LSST) is a private management college of higher education and delivers diverse courses for numerous awarding bodies from three specific campuses.
- 1.2 The policy is written in line with the Office for Students (OfS) guidelines and regulations under the requirements of the Higher Education and Research Act (2017) to develop and maintain a Student Protection Plan (SPP) in order to ensure the continuity of studies of current and future students in the event of discontinuation in operations in any of the campuses, or college-wide major disruptions.
- 1.3 In the process of developing this policy, the Equality Act (2010) has also been taken into consideration and LSST unequivocally states that in the unlikely event of disruption to the continuity of student studies, all students will be dealt with honestly and fairly and that no individual student will be ignored or neglected.
- 1.4 Particular efforts (without being detrimental to others) will also be made with individual students that fall into the protected characteristics of the Equality Act (2010). For example, age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 1.5 Consequently, this policy aims at assuring current and future students of the college that LSST will take all reasonable steps to mitigate any adverse effects to protect the continuation of studies to students in the unlikely event of a failure and ensure that students are not detrimentally affected.

2.0 Introduction

- 2.1 LSST is an unequivocally student-centered learning institution and considers its student body to be the most important stakeholder group in the organisation and is committed to helping to ensure that students achieve the best academic outcome(s) in their chosen studies.

- 2.2 Nevertheless, there may be occasions that unforeseen and uncontrollable events may occasionally occur which mean that changes will have to be made to ensure the continuity of student studies, as also detailed in our terms and conditions, conditions of enrollment, conditions of offer and student handbook.
- 2.3 Such events may be triggered by situations such as (but not limited to):
 - 2.3.1 significant material changes;
 - 2.3.2 inability to operate as intended;
 - 2.3.3 loss or restriction of licenses;
 - 2.3.4 revocation of OfS registration;
 - 2.3.5 restriction or withdrawal of validating agreement(s) by awarding bodies;
 - 2.3.6 closure or relocation of one or more campuses;
 - 2.3.7 a decision not to continue running an existing course;
 - 2.3.8 major changes in the contents of a course;
 - 2.3.9 removal of necessary license(s) to run a course;
 - 2.3.10 loss of accreditation by regulator(s);
 - 2.3.11 temporary disruption(s) of any kind due to uncontrollable events;
 - 2.3.12 industrial action by college staff;
 - 2.3.13 inability to maintain specific and necessary resources to run a course;
 - 2.3.14 inability to deliver specific modes of study such as full-time, part-time and other combinations;
 - 2.3.15 inability to deliver specific timings of study such as day-time or evening;
 - 2.3.16 the unanticipated departure of key members of college staff;
 - 2.3.17 inability to recruit staff with the necessary skills to deliver a course.

3.0 Our commitment to current students, applicants and future students

- 3.1 Should any of the disruptions described in 2.3 or any other unforeseen event takes place and imposes a threat to the continuation of student studies LSST undertakes the commitment to:
 - 3.1.1 we will announce it immediately to the student union and student body via their LSST email addresses and we will post relevant comments on our website and VLE;
 - 3.1.2 we will instigate immediate student consultation and representation in relevant decision-making meetings;
 - 3.1.3 should this student protection plan be triggered, students will be contacted within two working days of the day of which the applicable change was decided, or notified to the college;
 - 3.1.4 college-instigated campus, or course changes, will not take place during the middle of the academic year but rather such changes will be implemented before the commencement of the academic year;

- 3.1.5 should for any campus outside London relocation is necessary, or intended, we undertake to keep this within the same approximate geographical area so that students are not significantly impacted by additional travel;
- 3.1.6 should the London campus need to be relocated, we undertake to keep this within the Greater London area;
- 3.1.7 should any campus, or programme of studies, or mode of study, deemed necessary to close we undertake to phase out courses in a timely fashion so that the college ‘teaches out’ students to the originally stated time scale(s) before the campus, or programme of studies or mode of study closure and thus not disrupt the continuity of student studies;
- 3.1.8 in the event of imposed college closure due to LSST’s accreditation being revoked by its regulator(s), or a partner awarding body withdraws validation agreement(s), we undertake to agree with these institutions an orderly and gradual closure in order to minimise such disruption to student studies;
- 3.1.9 LSST’s partner Universities also have contingency plan(s) in place and in the regrettable event of such a closure they will directly look after registered students to the completion of their studies;
- 3.1.10 LSST also undertakes the commitment to work with individual students and assist them to secure another provider, should they wish to do so;
- 3.1.11 LSST will return to the funding organisation (refund), or directly to the student if self-payer, or to the student sponsor, the proportional relevant student fees (if any) so that students do not suffer any financial losses;
- 3.1.12 LSST undertakes the commitment to provide reasonable maintenance costs including lost time (if relevant) and travelling expenses for the remainder of the academic year from the date that LSST cannot continue teaching affected students in the event that they will need to travel to the location of the new provider if that location is not within the same city as LSST’s affected campus (e.g. Birmingham or Luton).

4.0 Measures to be taken in specific situations

- 4.1 In this section numerous disruptive scenarios are identified and discussed in more detail along with mitigating measures to protect the continuity of student studies.
- 4.2 LSST undertakes the commitment to take all reasonable steps to minimise the resultant disruption to those services and to affected students.
- 4.3 If LSST as a whole is no longer able to operate, or has decided to cease operating:**
 - 4.3.1 We will announce this immediately to the student union and student body via their LSST email addresses and we will post relevant comments on our website and VLE (3.1.1);
 - 4.3.2 we will instigate immediate student consultation and representation in relevant decision-making meetings (3.1.2);

- 4.3.3 students will be contacted within two working days of the day of which the applicable change was notified or decided (3.1.3);
 - 4.3.4 meetings with awarding bodies and partner Universities will be organised immediately with the aim of either finding another provider for the students to continue their studies with, or the partner University look after directly the students that are registered in that University (3.1.9.and 3.1.10);
 - 4.3.5 LSST also undertakes the commitment to work with individual students and assist them to secure another provider, should they wish to do so (3.1.10);
 - 4.3.6 LSST will return to the funding organisation (refund), or directly to the student if self-payer, or to the student sponsor, the proportional relevant student fees (if any) so that students do not suffer any financial losses (3.1.11);
 - 4.3.7 LSST undertakes the commitment to provide reasonable maintenance costs including lost time (if relevant) and travelling expenses for the remainder of the academic year from the date of the change so that students do not incur additional costs if it is necessary to travel to the location of the new provider if that location is not in the same approximate geographical area of LSST's campuses (3.1.12).
- 4.4 The risk associated with this scenario (on a scale of low, medium, high) is low. LSST's financial performance year-on-year is stable and is also supported by a clearly defined and realistic business continuity plan. In addition, as illustrated in section 8.0, LSST also has a student refund and compensation fund in place as a further contingency plan should any of these events are triggered.
- 4.5 If LSST has lost validation(s) for one or more of its courses that are being delivered:**
- 4.5.1 we will announce it to the student union without any delay and directly inform the affected students via their LSST email addresses and we will post relevant comments on our website and VLE (3.1.1);
 - 4.5.2 we will instigate immediate student consultation and representation in relevant decision-making meetings (3.1.2);
 - 4.5.3 students will be contacted within two working days of the day of which the applicable change was notified or decided (3.1.3);
 - 4.5.4 we undertake to discuss and agree with the institution that has revoked the particular validation a time scale so that the college 'teaches out' students to the originally stated time scale(s) before the course closes in LSST (3.1.7);
 - 4.5.5 continuing with 4.4.4 we also undertake to agree with the institution that has revoked the particular validation an orderly and gradual closure in order to minimise such disruption to student studies (3.1.8);
 - 4.5.6 meetings with the institution that has revoked the particular validation will be organised immediately with the aim of either finding another provider for the students to continue their studies with, or the awarding body or partner University look after directly the students that are affected (3.1.9);

- 4.5.7 LSST also undertakes the commitment to work with individual students and assist them to secure another provider, should they wish to do so (3.1.10);
 - 4.5.8 where applicable, LSST will return to the funding organisation (refund), or directly to the student if self-payer, or to the student sponsor, the proportional relevant student fees (if any) so that students do not suffer any financial losses (3.1.11);
 - 4.5.9 LSST undertakes the commitment to provide reasonable maintenance costs including lost time (if relevant) and travelling expenses for the remainder of the academic year from the date of the change so that students do not incur additional costs if it is necessary to travel to the location of the new provider if that location is not in the same approximate geographical area of LSST's campuses (3.1.12).
- 4.6 The risk associated with this scenario (on a scale of low, medium, high) is low. LSST's awarding bodies visit and audit LSST regularly and any (if any) issues identified are addressed immediately to the satisfaction of the awarding body. In the regrettable event of a loss of validation for any of our partner University degree programmes, the partner University will directly look after the relevant students to the completion of their studies, and this is clearly stated in our contracts with all of our partner Universities. Indeed, there was an occasion where LSST lost the validation of Pearson in 2018, but in line with paragraph 4.5.4 'teach out' was agreed with the awarding body and student disruption to studies was kept to absolute minimum. Consequently, though the risk of losing a course validation for any programme can arguably be moderate, or even high, in view of our partner University agreements and 'teach out' processes makes the risk salience of this scenario low.

4.7 If LSST is, or expects to be, operating with probationary validation(s):

- 4.7.1 LSST will be working closely with the relevant awarding body, University or regulator that has stipulated the probation with the aim of fully complying with the relevant requirements and guidelines on the given time scale(s) with the aim of overcoming the stipulated probation and thus protect the continuity of student studies;
- 4.7.2 LSST will agree a detailed action plan with the relevant awarding body, University or regulator that has stipulated the probation and work towards meeting the condition(s) of the probation;
- 4.7.3 a summary report, or a link towards the report (if any), of the relevant awarding body, University or regulator that has stipulated the probation together with the action plan will be published on LSST's website and VLE;
- 4.7.4 we will announce it to the student union without any delay and directly inform the affected students via their LSST email addresses and we will post relevant comments on our website and VLE (3.1.1);
- 4.7.5 we will instigate immediate student consultation and representation in relevant decision-making meetings (3.1.2);

- 4.7.6 students will be contacted within two working days of the day of which the applicable change was notified or decided (3.1.3).
- 4.8 The risk associated with this scenario (on a scale of low, medium, high) is low. LSST's awarding bodies visit and audit LSST regularly and any (if any) issues identified are addressed immediately to the satisfaction of the awarding body. Nevertheless, it may be the case that an awarding body stipulates operating a particular course under a probationary validation or subject to stipulated conditions. LSST undertakes the commitment to work closely with this awarding body in order to meet the given conditions according to requirements and hence maintain low risk in the operation of any course(s).
- 4.9 If one or more of the locations (campuses) at which LSST delivers courses to students is no longer available, particularly if there is a consideration to close or significantly change that location (campus):**
- 4.9.1 we will announce it immediately to the student union and the student body via their LSST email addresses and we will post relevant comments on our website and VLE (3.1.1);
- 4.9.2 we will instigate immediate student consultation and representation in relevant decision-making meetings (3.1.2);
- 4.9.3 students will be contacted within two working days of the day of which the applicable change was notified or decided (3.1.3);
- 4.9.4 college-instigated campus changes will not take place during any one academic year but rather such changes will be implemented before the commencement of the academic year (3.1.4);
- 4.9.5 should for any campus outside London relocation is necessary, or intended, we undertake to keep this within the same approximate geographical area so that students are not significantly impacted by additional travel (3.1.5);
- 4.9.6 should the London campus need to be relocated, we undertake to keep this within the Greater London area (3.1.6);
- 4.9.7 should any campus, or programme of studies, or mode of study, deemed necessary to close we undertake to phase out courses in a timely fashion so that the college 'teaches out' students to the originally stated time scale(s) before the campus, or programme of studies or mode of study closure and thus not disrupt the continuity of student studies (3.1.7);
- 4.9.8 LSST undertakes the commitment to work with individual students and assist them to secure another provider, should they wish to do so (3.1.10);
- 4.9.9 LSST will return to the funding organisation (refund), or directly to the student if self-payer, or to the student sponsor, the proportional relevant student fees (if any) so that students do not suffer any financial losses (3.1.11);
- 4.9.10 LSST undertakes the commitment to provide reasonable maintenance costs including lost time (if relevant) and travelling expenses for the remainder of the academic year from the date that LSST cannot continue teaching affected students in the event that they will need to travel to the location of

the new provider if that location is not in the same approximate geographical area of LSST's affected campus (3.1.12).

4.10 The risk associated with this scenario (on a scale of low, medium, high) for the Luton and Birmingham campuses is low. These two campuses have recently been refurbished and were subject to a significant investment. Their lease contracts are also long term and LSST is not considering the closure of any of these campuses. The risk associated with the Alpertown/London campus, however, is a 'controlled' medium since the campus is subject to relocation in 2019 given that LSST's contract is coming to a renewal (December 2019). However, the landlord's intention is to convert the building into flats. Consequently, LSST is currently in the process of looking for an alternative location and as soon as a plausible solution is found the mitigating actions of this scenario will be triggered so that the move to the new campus is as smooth as possible with minimal disruption to students

4.11 If LSST is no longer able to deliver courses to students in one or more subject areas and/or departments:

- 4.11.1 we will announce it immediately to the student union and the student body via their LSST email addresses and we will post relevant comments on our website and VLE (3.1.1);
- 4.11.2 we will instigate immediate student consultation and representation in relevant decision-making meetings (3.1.2);
- 4.11.3 should this student protection plan be triggered, students will be contacted within two working days of the day of which the applicable change was decided or notified to the college (3.1.3);
- 4.11.4 college-instigated campus, or course changes, will not take place during any one academic year but rather such changes will be implemented before the commencement of the academic year (3.1.4);
- 4.11.5 should any campus, or programme of studies, or mode of study, deemed necessary to close we undertake to phase out courses in a timely fashion so that the college 'teaches out' students to the originally stated time scale(s) before the campus, or programme of studies or mode of study closure and thus not disrupt the continuity of student studies (3.1.7);
- 4.11.6 in the event of imposed college closure due to LSST's accreditation being revoked by its regulator(s), or a partner awarding body withdraws validation agreement(s), we undertake to agree with these institutions an orderly and gradual closure in order to minimise such disruption to student studies (3.1.8);
- 4.11.7 LSST's partner Universities also have contingency plan(s) in place and in the regrettable event of such a closure they will directly look after registered students to the completion of their studies (3.1.9);

- 4.11.8 LSST also undertakes the commitment to work with individual students and assist them to secure another provider, should they wish to do so (3.1.10);
 - 4.11.9 LSST will return to the funding organisation (refund), or directly to the student if self-payer, or to the student sponsor, the proportional relevant student fees (if any) so that students do not suffer any financial losses (3.1.11);
 - 4.11.10 LSST undertakes the commitment to provide reasonable maintenance costs including lost time (if relevant) and travelling expenses for the remainder of the academic year from the date that LSST cannot continue teaching affected students in the event that they will need to travel to the location of the new provider if that location is not in the same approximate geographical area of LSST's affected campus (3.1.12).
- 4.12 The risk associated with this scenario (on a scale of low, medium, high) is low. LSST has a rationalised and clearly defined course portfolio with all the necessary resources in place to ensure continuity and effectiveness. The same applies for faculty departments responsible for delivering these courses. Departments and courses are well resourced and there are no considerations or problems in any of these areas.
- 4.13 If LSST is no longer able to deliver one or more courses to students, particularly if there is a consideration to close courses in the next three years:**
- 4.13.1 we will announce it immediately to the student union and the student body via their LSST email addresses and we will post relevant comments on our website and VLE (3.1.1);
 - 4.13.2 we will instigate immediate student consultation and representation in relevant decision-making meetings (3.1.2);
 - 4.13.3 should this student protection plan be triggered, students will be contacted within two working days of the day of which the applicable change was decided or notified to the college (3.1.3);
 - 4.13.4 college-instigated campus, or course changes, will not take place during any one academic year but rather such changes will be implemented before the commencement of the academic year (3.1.4);
 - 4.13.5 should any campus, or programme of studies, or mode of study, deemed necessary to close we undertake to phase out courses in a timely fashion so that the college 'teaches out' students to the originally stated time scale(s) before the campus, or programme of studies or mode of study closure and thus not disrupt the continuity of student studies (3.1.7);
 - 4.13.6 in the event of imposed college closure due to LSST's accreditation being revoked by its regulator(s), or a partner awarding body withdraws validation agreement(s), we undertake to agree with

- these institutions an orderly and gradual closure in order to minimise such disruption to student studies (3.1.8);
- 4.13.7 LSST's partner Universities also have contingency plan(s) in place and in the regrettable event of such a closure they will directly look after registered students to the completion of their studies (3.1.9);
- 4.13.9. LSST also undertakes the commitment to work with individual students and assist them to secure another provider, should they wish to do so (3.1.10);
- 4.13.10 LSST will return to the funding organisation (refund), or directly to the student if self-payer, or to the student sponsor, the proportional relevant student fees (if any) so that students do not suffer any financial losses (3.1.11);
- 4.13.11 LSST undertakes the commitment to provide reasonable maintenance costs including lost time (if relevant) and travelling expenses for the remainder of the academic year from the date that LSST cannot continue teaching affected students in the event that they will need to travel to the location of the new provider if that location is not in the same approximate geographical area of LSST's affected campus (3.1.12).
- 4.14 The risk associated with this scenario (on a scale of low, medium, high) is low. LSST has a rationalised and clearly defined course portfolio with all the necessary resources in place to ensure continuity and effectiveness. In addition, there are no particular issues with any of the associated awarding bodies. The same applies for faculty departments responsible for delivering these courses. As always, of course, should this scenario happen the mitigating actions will be triggered accordingly.
- 4.15 If LSST is no longer able to deliver material components of one or more courses, particularly if there are areas of particular vulnerability, such as single person dependencies for teaching:**
- 4.15.1 This particular scenario is highly unlikely to take place given that LSST does not deliver any specialist courses. Courses on offer are broad in scope and only require, for example, standard resources and material components such as learning and teaching aids, Learning Resource Centre(s) and a Virtual Learning Environment. All necessary virtual and physical components including relevant systems, processes and documentation are in place and are well maintained and regularly updated. Given the volume of staffing in each course on offer it is also never the case that particular courses are dependent on a single person since there are numerous academic staff in the faculty of each campus that hold relevant qualifications to be suitable substitutes.
- 4.15.2 Nevertheless, should there is the need to address such a scenario, LSST undertakes the commitment to:

- 4.15.2.1 we will announce it immediately to the student union and inform the affected students via their LSST email addresses;
 - 4.15.2.2 we will immediately replace the relevant resource(s) in order to ensure the continuity of student studies in the affected course(s);
 - 4.15.2.3 upon replacement or substitution of any such resource(s) we will confirm this to the student union and the affected students via their LSST email addresses.
- 4.16 The risk associated with this scenario (on a scale of low, medium, high) is low. LSST is a well-established learning institution with all the relevant resources in place and with ongoing investment in resources in all campuses year-on-year. In addition, given that the courses on offer are all broad in scope there are no specific vulnerabilities involved or special resources needed, neither any of the courses are dependent on single individuals.
- 4.17 If LSST is no longer able to deliver one or more modes of study to students, particularly if there is a consideration to withdraw a mode of study:**
- 4.17.1 We will announce it immediately to the student union and the student body via their LSST email addresses and we will post relevant comments on our website and VLE (3.1.1);
 - 4.17.2 we will instigate immediate student consultation and representation in relevant decision-making meetings (3.1.2);
 - 4.17.3 should this student protection plan be triggered, students will be contacted within two working days of the day of which the applicable change was decided or notified to the college (3.1.3);
 - 4.17.4 should any campus, or programme of studies, or mode of study, deemed necessary to close we undertake to phase out courses in a timely fashion so that the college ‘teaches out’ students to the originally stated time scale(s) before the campus, or programme of studies, or mode of study closure and thus not disrupt the continuity of student studies (3.1.7);
 - 4.17.5 LSST also undertakes the commitment to work with individual students and assist them to secure another provider, should they wish to do so (3.1.10);
 - 4.17.6 LSST will return to the funding organisation (refund), or directly to the student if self-payer, or to the student sponsor, the proportional relevant student fees (if any) so that students do not suffer any financial losses (3.1.11);
 - 4.17.7 LSST undertakes the commitment to provide reasonable maintenance costs including lost time (if relevant) and travelling expenses for the remainder of the academic year from the date that LSST cannot continue teaching affected students in the event that they will need to travel to the location of the new provider if that location is not in the same approximate geographical area of LSST’s affected campus (3.1.12).

4.18 The risk associated with this scenario (on a scale of low, medium, high) is low. LSST is a well-established learning institution and does not intend to withdraw any of its published modes of study.

4.19 If LSST is no longer able to recruit or teach a particular type of student such as international students:

4.19.1 LSST does not have Tier 4 approval by the UKVI and it thus does not recruit any international students, neither it intends to do so in the future.

4.19.2 LSST's vision and mission statement clearly state that a key drive for LSST is to widen participation and eliminate barriers to learning. LSST is also determined to make a contribution to social mobility.

4.19.3 All types of individual students that do not require Tier 4 sponsorship are welcome and LSST will do its utmost to facilitate any particular needs that they may require to enable them achieve their academic potential and succeed in their studies whilst with LSST. To that end, LSST has key departments such as Student Support Services and Academic Support Centre that aim at helping students that need further help in their studies.

4.19.4 Equally important, LSST works closely with registered disabled students to help them secure an appropriate Disability Student Allowance in order to enable them to acquire even more specialist resources and thus to assist them in their efforts to achieve their academic potential.

4.19.5 Should LSST is no longer able to recruit or teach a particular type of student:

4.19.5.1 we will announce it immediately to the student union and the affected student(s) via their LSST email addresses and we will post relevant comments on our website and VLE;

4.19.5.2 we will instigate immediate student consultation and representation in relevant decision-making meetings);

4.19.5.3 should this student protection plan be triggered, students will be contacted within two working days of the day of which the applicable change was decided or notified to the college;

4.19.5.4 upon conclusion of consultation with relevant parties and should there be a need for further action a decision will be taken on how to help individual cases and hence protect the continuity of students to affected students (if any).

4.20 The risk associated with this scenario (on a scale of low, medium, high) is low. LSST is committed as articulated in its vision and mission statement

to widen participation and eliminate barriers to learning. To that end, LSST will continue recruit all types of students that meet LSST's entry criteria and awarding bodies' entry requirements and is committed to helping these individuals achieve their academic potential. As to international students LSST does not have Tier 4 approval by the UKVI and it thus does not recruit any international students, neither it intends to do so in the future.

5.0 Student Feedback and participation

- 5.1 This student protection plan will be reviewed annually by LSST's Executive Committee and in particular every September.
- 5.2 Students wishing to provide feedback or make a complain regarding this student protection plan or the processes adopted in the unlike occurrence(s) of any event(s) identified are welcomed to do so by following LSST's standard channels.
- 5.3 Before a final approval is given on any version of this student protection plan a process of consultation will commence with the student body via the student union. Specifically, it will be communicated to the student management of the student union so that it can be communicated accordingly and discussed among the student body independently as may be required by students. The student union is then required to provide any comments, concerns and/or proposed amendments to LSST so that the student protection plan fully reflects student views.

6.0 Provision of student independent advice

- 6.1 In the unlike situation that any of the identified events in this student protection plan take place, or when the student body reviews this protection plan and students wish to receive independent advice, LSST can make such an additional facility available to students on request by the student union to the executive committee.

7.0 Information about this student protection plan to all stakeholders

- 7.1 This student protection plan is published in LSST's website for the benefit of all stakeholder groups and in particular current students, applicants and future students. It is also published in LSST's VLE for the benefit of current students and references toward this student protection plan are made in the student handbook. It is equally published in LSST's staff portal for the benefit of all staff members and it will also be part of college-wide staff briefing sessions in September and January of every year.

8.0 Student refund and compensation fund

- 8.1 LSST is an established and long-standing private management college with all the necessary resources in place that are reviewed every year and are maintained and augmented regularly. To observe this student protection plan LSST has also put in

place a student refund and compensation fund within its cash reserves that currently stands at £1M and at the end of each organisational financial year will be augmented with £250K up until the fund reaches an appropriate amount in line with student numbers.

In addition, LSST is currently exploring insurance policies as an alternative method of cover.