

Student Protection Plan

Responsibility for Policy:	Registrar and Chief Operating Officer
Relevant to:	All LJMU Staff, Students and Academic Partnerships
Approved by:	Strategic Management Team - May 2018
Responsibility for Document Review:	Academic Registrar and Head of Registry Services
Date introduced:	May 2018
Date(s) modified:	September 2019
Next Review Date:	August 2020

RELEVANT DOCUMENTS

- Student Compensation Policy
- Student Complaints Policy
- Financial Regulations
- Academic Regulations

RELATED POLICIES & DOCUMENTS

- Student Handbook
- Office for Students – Regulatory Advice
- Student Support Regulations
- Competition & Markets Authority – Guidance March 2015

Academic Registry

Student Protection Plan

1. Assessment of risks

This Student Protection Plan sets out what measures we (Liverpool John Moores University) have in place to protect you as our students in the event that a risk to the continuation of your studies should arise. The type of event or changes, which might cause such a risk, are detailed below.

This plan has been approved by our regulator, the Office for Students (OfS), and is available to all current and potential students. The measures contained in this plan are in addition to the protections you have under consumer protection law, and do not impinge on your consumer rights. We retain the right to make minor adjustments and improvements to course, programme and module content year on year, and these in themselves do not warrant the triggering of student protection measures. However, if you feel the course as delivered varies significantly, from what you expected, you can raise this through the University's complaints procedures, including taking your case to the Office of the Independent Adjudicator (OIA) for Higher Education.

In designing and seeking approval for this plan, we have worked with our regulator, the OfS, to ensure it addresses our specific circumstances – for example, the diverse nature of the University's provision, collaborative arrangements with a number of partners, programmes with professional accreditation, and programmes in specialised areas where there are not many other providers in the UK.

This plan will be triggered if:

- we decide to discontinue your specific course
- we stop teaching this discipline
- we decide to close the location (building or campus) in which the course is taught and cannot find suitable premises at a nearby location
- we decide to cease operating altogether
- we can no longer provide the course to you for any other reason, for example:
 - we cease operating through no choice of our own
 - we lose the right to provide the course or qualification
 - we lose our UKVI Tier 4 licence which permits us to recruit and enrol international students

The risk that the University as a provider as a whole is unable to operate is very low.

The University was Registered with the Office for Students in September 2018 and is subject to the ongoing Conditions of Registration.

The Institution achieved Teaching Excellence Framework, Silver Award (June 2017).

The Panel considered the University submission in relation to the TEF criteria and its judgement reflects in particular, evidence of:

- *the highly effective institutional strategic drive to improve satisfaction with assessment and feedback that have impacted positively on NSS measures*

- *a strong and highly valued community of practice for supporting and recognising teaching excellence*
- *a consistent commitment to student engagement, including the involvement of students in research and curriculum design through Curriculum Enhancement Internship projects*
- *a highly valued Certified World of Work programme that connects students with employers, enjoying high levels of student participation and supported by funded graduate internships*
- *highly valued personalised learning for strategically improving levels of academic attainment for students with widening participation backgrounds, including the implementation of Directed Study Weeks, and biannual personal development planning reviews. (HEFCE 2017)¹*

The University's Business Continuity Management Group that has developed a range of business continuity plans, which include any Institutional risks (for example buildings, IT Systems) that could affect your continuation of study.

The risk that the University will cease to deliver in complete subject areas is very low.

The University undertakes a comprehensive review of its subject and programme portfolio on an annual basis, examining management data to consider the sustainability of subject and programme areas. There is no planned significant change for 2019/20.

The University will no longer deliver courses at our I M Marsh Campus from the 2020/2021 academic year.

The University's strategic and business plans are to consolidate the estate within a connected city campus. The University has a detailed strategy for the relocation of subject areas, students and staff. This relocation will enhance the student experience at the University, delivering subjects in first class accommodation.

The risk that the University will no longer be able to deliver programmes to students at partners is low.

The University enters into partnerships following extensive due diligence, and with binding agreements on the governance and operation of the partnerships. These agreements include provision for teach-out and student protection (see section 2 below).

2. Measures put in place to mitigate risks

In the event that the risk materialises, we will take one or more of the following measures to protect your continuity of study.

- If a course can no longer be offered, the default position is to make sure that 'teach out' arrangements are in place for those students already enrolled on the course, ensuring that you are able to continue on your programme of study.
- 'Teach out' means that the course is still taught to completion for all students who are currently enrolled.

- Students will no longer be recruited to the course, and the course will close once the final students has completed.
- 'Teach out' arrangements will be clearly communicated to students. The student experience will be at the heart of any such arrangement and will enable students to achieve the required learning outcomes of the course.
- The arrangements will detail what will happen to students who need to redeem failure during the teach out period, or who are not able to complete assessments at the time set due to illness.
- The University's Collaborative Provision Agreements state that in the event of termination of Agreement between the University and a Partner, the parties would ensure that students already enrolled on the course would be given the opportunity to complete it within the expected timeframe. The University and the Partner will work together to ensure that any such students are able to complete the course.
- If teach out is not possible, the University will offer suitable alternative courses, and will facilitate transfer to other providers, including advice, and transfer of credit. The University may offer alternative locations of study, even if that means securing alternative premises, or alternative modes of study, to allow students affected to complete studies.

All these measures are tested through consideration of how the processes would work, or from experience of operating 'teach out'. These measures are reflected in the Business Continuity Plans and the University Framework for Quality and Standards. We will take into account the needs, characteristics and circumstances of all our students

3. Information about refunds and compensation

The University's Tuition Fee Policy and Student Compensation Policy can be found on the University website.

The Tuition Fee Policy outlines the refund arrangements for tuition fees paid by students or by a sponsor (for example the Student Loan Company) on behalf of a student.

The Student Compensation Policy outlines the circumstances in which it is not possible for the University to preserve continuation of study and where compensation may be applicable for student fees and or other relevant costs.

As evidenced in the Financial Statements and forecasts going forward the University has significant and sufficient value in cash reserves should there be a need to compensate students whom we identify as being at an increased risk of non-continuation of study.

4. Information about communicating with students

Our Student Protection Plan is available on our website and referenced within your Terms and Conditions of Offer and Enrolment and the Student Handbook. Information will be shared with currently enrolled students via a variety of media, for example: University website, newsletter and email.

The University shares our plan with staff via a variety of media, for example: University website, policy and process documents (including course change and closure) and at regular staff training events.

The Student Protection Plan is reviewed on an annual basis in August of each year for the subsequent academic year. If the plan requires major amendments, the review is a collaborative process involving the Students' Union. Institutional oversight is maintained through the University's governance and management structures.

We will notify you of any changes that may affect your studies in a timely manner. Should the student protection plan need to be triggered, you will be notified by either the Executive Dean of your Faculty or the Academic Registrar.

In the event of a potential change to or closure of any programme the University is committed to providing you with as much notice as is possible. The minimum notice given will be 28 days prior to the intended date of change or course closure. The University will provide advice and support; this is likely to be from your programme leader in the first instance. Additional, independent, advice and support is available from the Students' Union.

If you are dissatisfied with the proposed outcomes, you can access University's Complaints Procedure and if there is no resolution, you can contact the Office of the Independent Adjudicator, at <http://www.oiahe.org.uk/>

We commit to:

- being open and transparent with students should any risk to the continuity of your studies arise, and inform you in a timely manner
- taking reasonable steps to protecting your studies should we discontinue a course or discipline, close a location (building or campus)
- considering students' views before deciding to implement any substantial changes to a course or discontinuing it, or stop teaching a discipline or closing a location
- taking into consideration the needs of all our students and the impact on them of any proposed changes and protective measures
- informing the OfS of any changes that may necessitate a review of the plan or any of the measures contained within it.
- We will regularly seek students' views on this plan as part of our student feedback processes.

If you have any immediate views, concerns or feedback in relation to this Student Protection Plan please contact the please contact the Academic Registrar at AcademicRegistryTeam@ljmu.ac.uk or at First Floor, Exchange Station, Tithebarn Street, Liverpool.