



**Provider Name: London Bridge Business Academy**

**Provider UKPRN: Number 10013109**

**Plan : January 2018 (Reviewed annually)**

Introduction: What is the Student Protection Plan for :

The Student Protection Plan sets out the measures we have in place to protect you as our student in the event that any risk to the continuation of your studies should arise. The type of events or changes, which might cause such risks are detailed below.

This plan will be submitted to our regulator, the Office for Students, for approval in August 2018 and after approval will be made available to all current and potential students.

The measures contained in this plan apply to all students studying for a qualification through our awarding bodies BTEC (Pearsons).

They are in addition to the protections you have under consumer protection law, and do not impinge on your consumer rights.

#### **Our commitments to you**

We commit to:

1. Being open and transparent with you should any risk to the continuity of your programme of studies arise, and inform you in a timely manner
2. Taking reasonable steps to protect your studies should we discontinue a programme, or end the relationship with the examining body,
3. Consulting with students and considering students' views in a timely manner before deciding to implement any substantial changes to their programme or discontinuing it, or closing the location
4. Taking into consideration the needs of all our students and the impact on them of any proposed changes and protective measures
5. Informing the OfS of any changes that may necessitate a review of this Student Protection Plan or any of the measures contained within it.

If you have any immediate views, concerns or feedback in relation to the plan, please contact the Director of Studies [info@lbbaglobal.com](mailto:info@lbbaglobal.com)



### **How will we communicate the student plan with you:**

We would communicate the student protection plan on our website, so it is easily accessible for all prospective students and current students.

During the interview stage and induction stage we will check with students if they are aware of the student protection plan and allow for questions.

### **Notification , advice and support**

Should the student protection plan need to be triggered you will be notified by the Director of Studies.

The Director of Studies in the first instance followed by the Committee, Student representatives, will offer advice and support .

To ensure we can advice and support you and should we ever need to implement any of the provisions under this policy we have adequate reserves set aside.

### **What can I do if I have a complaint?**

If your complaint is about your course, you should follow the normal guidance through London Bridge Business Academy use the complaint policy found on the website, If your complaint relates to this Student Protection Plan then please contact the Director of Studies using the complaint policy but specifically stating Student Protection Plan.

### **1. Premises and location – Low Risk ( This risk has reduced from medium to low risk)**

Should the college ever need to move to another premises or location, the college will ensure that students are not disadvantaged. Due to recent governance decision making and planning this risk is low risk.

**Change in location** – In the unlikely event that we need to change the location of your programme we will take all reasonable steps to maintain our delivery within London if this is not possible, provide another suitable location.

### **Measures in place In the unlikely event this needs to happen**

Prospective students who are in the process of enrolling and may be affected will be informed of the planned move, asked to decide if they would still want to further their application with us.



Students enrolled at LBBA will be informed in a timely matter and be asked to make a choice either to transfer to another college or continue to study with LBBA but from another location.

Compensation would be considered for any students who may be affected due to additional transportation costs ,according to the duration of the course left and what the percent increase in travel fee the move may bring .

Note : The impact of such circumstances will be considered on an individual basis.

### **Compensation**

When we consider if it is appropriate to compensate you for losses you have incurred if we are no longer able to preserve your continuation of study at the Farringdon campus, we will consider, on a **case-by-case basis** of the impact , when were you informed of the change and if were you allowed enough time to decide upon your options such as transfer to another provider or to stay and continue,

For the compensation amount we would consider the nature and reasonableness of the loss which you have incurred (for example : additional costs such as reasonable travel costs)

You will be required to submit written evidence in support of a request for financial redress.

This should be submitted to us with as much evidence and information  
To allow us to compensate you with the right amount of costs,  
Provide details on :

How and when did the college inform you of the change in location  
Did you have enough time within which to decide and plan ahead,  
Did you raise your concerns to the college of any additional costs,  
Did you decide to continue your studies with LBBA or request a transfer as you were not happy with the location change?  
What compensation are you asking for and how much?  
E.g What is the difference in the transport costs you were paying and what you may end of paying as result of the move.

## **2. Provider Closure – low risk**

Given the resources needed for the course, our experience and beliefs it is highly unlikely that the college would close and that too without sufficient notice being given to allow registered students to complete their course with us.

The college has a closure plan in the event of this unlikely event happening,

The first option would be to follow the closure plan (Information for this is found below point 3) and to teach out all students.

The college will be in communication with the awarding body to help support students with their results and progression to date, we will ask to be allowed for a closure plan and a teach out of all students enrolled and not enroll any prospective students.



Measures in place In the unlikely event that teach out cannot happen

Should the awarding body not agree we would help students find an alternative provider, and help with transfer and support.

The second option

Reimbursement of tuition fees will be made to Student Loan Company (for the few students who may have been paid )

Inform Student Loan Company and sort payments paid or owed with them, so that students who have not started can transfer with change of circumstance, students who have started we can ask that going forth future payments are stopped,

Refund full fee of fee paying students who have applied but may not have started

**3. Programme Closure/ Successful delivery of the courses – Low risk**

Reasons that may affect the closure of the course have been carefully considered and are considered to be low risks

Reasons such as :

- a) Current or future market demand , which affects interested and suitable applicants
- b) Lack of appropriate staff to teach on the programme,
- c) Changes in the syllabus
- d) No longer financially viable due to costs
- e) Brexit
- f) Covid -19

The course on offer is reviewed regularly to ensure we stay up to date with the needs of industry and in demand, there is a strong demand for the courses.

The syllabus has been updated recently and we have a good team of lecturers who are qualified and supportive . We have been successfully running this course and have gained experience over the years therefore the risks are low,

**Measures in place**

**In the unlikely event this needs to happen it would not be overnight and we would use the closure plan to teach out current student as per original expected end dates thus ensuring the course can be completed by all students currently enrolled,**

The college will be in communication with the awarding body to help support students with their results and progression to date, students will be informed of the closure plan and a teach out of all students enrolled and we would not to enrol any prospective students,

**Closure plan- (teach out) responsibility lies with the Director of studies,**



**Prior to a formal decision there will be discussions with the Committee and management, student representatives, students and jointly we would develop a closure strategy,**

### **Stage 1**

Proposal for a closure plan will be discussed with the Committee and assessment board to ascertain a indicative timeline, summary of implications and a deadline discussed for the closure,

Student numbers on the course, how many in the process of completing, progression would be key factors considered to help with the teach out and to minimise disruption to the students. With this information help support them as best as we can during the teach out

We will plan the 'teach out' all current students expected to complete based on original expected end date thus ensuring the course can be completed by all students that are currently enrolled

### **Stage 2**

Inform Student Loan Company and sort payments paid with them, so that students can be paid upto their completion date with us and no more payments for that course,

Inform and involve students of the plan , their progression and support for them to complete

### **Stage 3**

**Management to implement the plan and ensure** No more new enrolments to be accepted / website adapted with changes and all agents etc to be informed

Formal notification to the awarding bodies and communication with them to help support the plan

Implement -Plan for phasing out students on course – increasing re submission dates, (check on deferred and referred assessments)

How best to communicate and to ensure maximum involvement from staff , students, partners

Ensure students have support and practice an open door policy to keep them informed

### **4. Courses not having enough enrolments prior to start date- Medium Risk**

Considering our recruitment patterns we usually know well in advance should any of the courses not have enough students to be able to inform all overseas students in a timely way.

International students to be informed at least four weeks in advance of the start date of the term and provided with a choice to either to transfer to the next intake or find an alternative college.

The time to be allowed is important as they are overseas and allows them time to find another provider, Full fees would be refunded if paid as soon as possible,



Students applying for a fee loan would be informed as soon as possible and would be able to transfer to another provider as no fee is paid as students have not started there would be no refund made to SLC

#### **5. Tier 4 Sponsorship – Low Risk**

The college is very mindful of its Tier 4 sponsorships and we have processes in place to support students applying for a visa, monitoring and satisfying Tier 4 conditions once students are enrolled

Loss of Tier 4 Sponsorship is unlikely but not impossible however to date we have not ever had any issues with our Licence.

#### **Measures in place In the unlikely event this happens**

Notify tier 4 students and potential Tier 4 students holding an offer of the loss of Tier 4

Help students find an alternative provider and with transfer and support,

Reimbursement of tuition fees for enrolled students for the current period of study not completed, arrange for transfer of credits with awarding body.

Refund full fee of students who have applied but not got a student visa.

#### **Making refunds**

Note : In the event of a refund the money is returned to the account from which it was paid.

#### **Refunds if you pay your own tuition fees**

Refunds will be made to you, where you have received funding from a family or other source we are only responsible for refunding and/or compensating you.

#### **6. Loss of validation – Low Risk**

The college is very mindful of the requirements and quality expected by the awarding bodies, we have a long standing relationship and the chances are therefore low

#### **Measures in place In the unlikely event this needs to happen**

The college will be in communication with the awarding body to help support students with their results and progression to date, we would ask to use the closure plan and plan a teach out of all students enrolled and going forth not enrol any prospective students,

Should the awarding body not agree to the teach out and that would be only in the extreme conditions we would help students find an alternative provider, help with transfer and support, Reimbursement of tuition fees will be made to Student Loan Company for the **current period of study not completed** as per payments received from Student loan Company or from fee paying students

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Inform Student Loan Company and sort payments with them ensure any prospective students who have not started can transfer with change of circumstance, students who have started the course we can ask that future payments are stopped.

Refund of full fee of fee paying students who may have applied but may not have started.

### **7. Loss of accreditation from regulatory bodies and loss of eligibility as a registered provider of Higher Education -/ *Loss of eligibility as a registered provider of Higher Education - Low risk***

The college is experienced in their quality measures and requirements expected from the regulatory bodies such as QAA, ISI over the years we have to date not lost accreditation or ever had to have a review repeated.

#### Measures in place In the unlikely event this needs to happen

**In the unlikely event this needs to happen we would** ensure all reasonable steps are taken to minimize the resultant disruption to affected students

Continue teaching current students as per original expected end dates thus ensuring the course can be completed by all students currently enrolled

Work with the regulatory bodies and ensure we satisfy their requirements,

Work with the Office Of Students and ensure we satisfy their requirements,

In the extreme if we are not allowed to continue then we would support students and help them transfer to another college.