

Student Protection Plan

Purpose:

The Higher Education and Research Act 2017 requires the Higher Education Provider to implement a Student Protection Plan. As we are in the process of registering with the OfS, this Student Protection Plan is not yet approved by the OfS.

Our Student Protection Plan (SPP) sets out how we will ensure students will not experience any disruption of their studies should anything happen to our organisation. The main potential risks have been assessed and are listed in this SPP. They are rated from Low to High Risk. For each risk, a contingency plan is provided to ensure that students can continue and complete their studies, or can be compensated if this is not possible.

Risk Assessment to the continuation of students' studies at OMNES Education London School:

We have identified the potential risks below and have classified them in three categories; High Risk, Medium Risk and Low Risk.

○ High Risk

Visa Sponsorship: as we currently do not have the ability to sponsor student visas, this is identified as a high risk. The current way of studying is still manageable as we welcome students for less than 6 months; this allows them to study on our campus without a student visa. However, this is a short-term solution, as students cannot stay longer and cannot get an internship or a job in London.

This is why we are working towards being registered with the OfS. This would allow us to apply for visa sponsorship and be able to welcome more students and for a longer period.

Pandemic: in case of a pandemic, we will ensure the continuity of the students' studies by moving activities online. The OMNES Education London Team is trained to use our online tools and software. We have a dedicated IT Team to train and support the administrative staff and lecturers to deliver high quality online teaching. In the event that a pandemic was identified, we would immediately gather an extraordinary Academic Board to discuss implementation of a plan to move smoothly and quickly our lectures online. All lecturers already have a Microsoft Teams account that can be used. Our Student Manager can set up all classes as online classes, generating Microsoft Teams Links, available to lecturers and

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students on their table. The transition period to a fully online teaching would not take more than 1 week.

○ Medium Risk

Major change to programme content: the content of a programme may change from one year to another. All programmes are reviewed yearly to enhance quality and to take into account the student and lecturer feedback and industry needs. All programmes are validated by the Academic Board to ensure the content is relevant to the qualification and the current changes in the sector. Students are informed of the programmes content ahead of registering at OMNES Education London School.

While content may change significantly, there are particular learning outcomes which are focused on graduate skills which will be validated and provide both continuity and adaptability, as well as a curriculum which is highly relevant to employability, student learning and appropriate levels of study as set by QAA.

Unanticipated departure of key members of staff: in this situation, we would ensure a new member of staff is recruited as soon as possible and would make the transition as smooth as we can. As we are part of a larger group, OMNES Education, we have the necessary resources, and we would be supported during the transition. Furthermore, established handbooks and procedures ensure a smooth handover and continuity.

Cessation of a programme delivery: this would only happen if the number of enrolled students is not significant (generally less than 10). In that scenario, the students are offered a place in another programme that would still be relevant to them and provide them with necessary credits at the right level. This is coordinated by the International Relation Coordinator in the Home School. However, as programmes are designed depending on the demand from students, this is identified as a medium to low risk.

○ Low Risk

Decision to close the campus: in the unlikely event that the London School was forced to close, our students would go back to their Home School. For short programmes (less than 4 weeks), a refund would be processed.

Loss of facilities: as our current lease is until September 2028, this is currently identified as a low risk that will be reassessed in 2027.

Refund and Compensation:

Please refer to our Terms and Conditions available on our website.

Communication and Review:

This Student Protection Plan is reviewed at least once a year and as often as needed if a new risk was identified earlier. It is presented to all staff and students at the start of each semester.

It is also available on our website for prospective students.

In particular:

- Applicants will be made aware of this plan when an offer to study a course is made
- Current students will be updated on the SPP as part of their induction
- The SPP is published on the staff intranet, and specific staff training activities will be undertaken
- The annual review of the SPP by OMNES Education London School will take place after it has received comments from the Student Experience Committee.

In the event that our SPP needs to be implemented, we will write to affected students within 10 working days of our becoming aware of this need, providing them detailed information. The communication will come from us and the International Relation Coordinator of each School.

This communication will normally be to initiate discussion on the best possible outcome for students on an individual basis.

In the unlikely event of our being unable to preserve continuity of study for a whole cohort, the communication will set out our proposed approach for agreeing a solution, normally in conjunction with the student representatives.

In the event that we need to make material changes to an undergraduate or taught postgraduate course, we will write to students within 10 working days of the decision to make material changes.

Apart from in the most exceptional circumstances, such changes will have already been discussed through our normal mechanisms for liaison with students at course and departmental level.

Our Administrative Team, in particular, our Pre-Arrival Officer, will support the students through the process of the contingency plan if needed.

If a student is not satisfied with the current SPP, a formal complaint can be raised as per as our [Appeals and Complaints Procedure](#).