

Annex D: Template for a student protection plan

Provider's name: British Institute of Technology Ltd (trading as British Institute of Technology, England (BITE))

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Student protection plan for the period 18/19

1. An assessment of the range of risks to the continuation of study for our students, how those risks may differ based on our students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise

Introduction

As a registered provider of higher education, the British Institute of Technology, England must publish a Student Protection Plan that sets out how continuation and quality of study will be preserved for current and potential students if a risk to their continued study comes to light. Since its establishment the institute has developed a wealth of experience in preserving continuation and quality of study for affected students on those occasions when we have either ceased to offer a particular course or implemented an exit of a collaborative university partner. This plan builds on our experience and is intended to assure current and future students that we have appropriate arrangements in place to protect continuation of study. It outlines the types of risks, gives examples of events that might trigger action and explains what we might do to minimise the impact of these events if they happen. This Plan forms an important part of the Student Contract Terms and Conditions.
<http://www.bite.ac.uk/about/academic-registry/>

The risk that the provider as a whole is unable to operate is low because of the institutes financial equity, stability and performance. It has an equity value of thirty two million pounds and secure income from its business incubation centre. We have business continuity plans to deal with short fall in student numbers, changes in regulation and exit of validating university. The risk that we are no longer able to deliver programmes in highly specialised areas like fashion and textile and information technology in the next three years is low because of the institutes close working relation with industry, local communities and in promoting our Go-local campaign and save money.

The risk that we are no longer able to deliver material components of our courses is low because we design our modules to be taught by integrated teams of academic staff. For our postgraduate courses in MA Strategic Management and Leadership this risk is low because along with our full-time staff we have a pool of part-time staff who have had long time commitment with the institute.

Teach-Out

In certain circumstances as an alternative provider of higher education we are faced with validating university agreeing an exit plan to end the collaborative arrangement in such circumstances both institutions agree a teach out plan. This is to save guard students continuity and completion of course at BITE. It has also been our business and commitment to allow our students to continue their course even when the numbers were very small. Our priority would be to ensure as many of our students as possible completed their programme of study to the original timescale.

Sustainable Strategy

We have a Sustainable Strategy which can be adapted to any event. It is a management framework which is designed to respond to events where normal business processes have failed. In summary, the stages of the Sustainable Strategy procedure are invoked to stabilise the risk or problem identified.

Risk and Impact Register

The institute has been maintaining a risk and impact register associated with our alternative HE provisions. We have developed models in accordance to ISO 9001 since 1999. Risk is what might happen, Probability is the chances of it happening and Impact means the scale of the effect. We have assessed the risks to continuation of study and classified the probability of them happening using green, amber and red.

1. Green - an event may occur only in exceptional circumstances
2. Amber - an event should occur at some time
3. Red - an event will probably occur

We have also classified impact on a sliding scale.

1. Minor- resolution would require coordinated input from programme leaders and dean.
2. Moderate-resolution would require input from dean and academic registrar.
3. Major- resolution would require input from the principal and chief executive.

2. The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise

If we are unable to deliver the courses at our campus, we will agree an exit strategy with the validating university where the student may continue their courses without any changes to their completion date.

If we are unable to deliver courses in specialised programmes in the next three years we will put in place a progression route to our validating university.

The termination terms in contract will also safeguard continuing the students ability to complete their degree, and the obligations on both parties around this.

The UWL contract will also reinforce obligations on both BITE and UWL to abide by Consumer Law

If we are no longer able to deliver material components of our postgraduate courses in MA Strategic Management and Leadership we will put in place a progression plan to our validating university.

3. Information about the policy we have in place to refund tuition fees and other relevant costs to our students and to provide compensation where necessary in the event that we are no longer able to preserve continuation of study

Our tuition fee policy and the student's terms and condition clearly mention our refund and compensation policy which can be found on our website <http://www.bite.ac.uk/about/academic-registry/> . It outlines the circumstances in which we will refund tuition fees and other relevant costs to students and to provide compensation where necessary if we are no longer able to preserve continuation of study. We consider refunds and compensation to be a remedy of last resort and we are committed to doing all we can so that refunds and compensation aren't necessary. The policy may be implemented as a result of any of the risks in this plan occurring.

We have always had sufficient finance to refund/compensate students when appropriate and we factor this into our annual budgets on the basis of previous experience and approved plans. In the new higher education financial environment we are conscious that there could be an increase in such payments so we are now actively investigating whether insurance against relevant costs could be procured. If not, we will target growth in our retained earnings/cash reserves to be able to fund any estimated cost increases.

The academic registry on our website <http://www.bite.ac.uk/about/academic-registry/> provides the refund and compensation policy and ensures that it makes provision for:

- refunds for students in receipt of tuitions fee loan from the Student Loans Company.
- refunds for students who pay their own tuition fees.
- refunds for students whose tuition fees are paid by a sponsor.
- the payment of additional travel costs for students affected by a change in the location of their course.
- commitments to honour student bursaries.
- compensation for maintenance costs and lost time where it is not possible to preserve continuation of study.
- compensation for tuition and maintenance costs where students have to transfer courses or provider.

We will ensure that we can deliver the financial implications of our refund and compensation policy through the cash reserves and equity of thirty two million that the institute holds which would be sufficient to provide refunds and compensation for those students for whom we have identified an increased risk of non-continuation of study.

4. Information about how we will communicate with students about our student protection plan

We will publicise our student protection plan to current and future students by uploading this on <http://www.bite.ac.uk/about/academic-registry/> , include this in our induction programme.

We will ensure that staff are aware of the implications of our student protection plan when they propose course changes at the programme committee meeting, learning and quality committee and the academic board.

We will review our student protection plan by 31st August 2018 and inform our current students of these additional rights.

Our students will be involved in our review by 31st October 2018, this will be discussed as a agenda in the programme committee meetings.

We will inform our students if there are to be material changes to their course immediately and give students 28 days' notice when we need to make material changes to their course.

If we need to implement the measures in our student protection plan we will:

1. Inform the student immediately giving them clear guidance in how we will implement the plan
2. Council the students collectively and individually
3. Agree a progression and exit plan

We will put in place guidance and make arrangements to ensure that our students have access to independent advice if we need to implement the measures in our student protection plan.