



LONDON PROFESSIONAL ACADEMY (LPA)

STUDENT PROTECTION PLAN (HE)

Title: STUDENT PROTECTION PLAN (HE) (LPA)

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Approved by: London Professional Academy

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Student Protection Plan (HE)

Provider's name: London Professional Academy (LPA)

Legal address: Roycraft House

15 Linton Road

Barking

IG11 8HE

Contact point: Principal @londonpro.org.uk

STUDENT PROTECTION PLAN 23/24

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

The following risks have been identified:

Risk 1 – The London Professional Academy (LPA) is in financial difficulty – LOW RISK

The risk that LPA as a whole will be unable to operate due to financial instability is low. The academy has a reasonable expectation that it has adequate resources to continue in operational existence for the foreseeable future.

Risk 2 – LPA is unable to deliver Higher Education Courses – LOW RISK

The risk that we will no longer deliver Higher Education (HE) courses at the academy in the coming years is low. LPA has long standing success in delivering qualifications and continues to review and develop to meet the needs of the local community and the economy.

Risk 3 – LPA will close a campus – LOW RISK

The risk that the academy will close its campus in the foreseeable future is highly unlikely. We are currently reviewing the facilities at our campus to make sure that we continue to provide a high-quality student experience that is fit for future skills developments.

We are committed to retaining a strong presence in Barking and our plans are focused around the redevelopment of high-quality campus facilities at our current location.

Risk 4 – LPA will suspend or close a programme – MODERATE RISK

The risk that we may suspend or close a programme from our portfolio is moderate as recruitment patterns on individual programmes are variable each year and consideration has to be given to financial viability.

Risk 5 -LPA will not be able to deliver specific requirements of programmes - LOW RISK

The risk that we will not be able to deliver specific requirements of our programmes is low because our programmes are designed to be delivered collaboratively by teams of staff with

relevant qualification, skills and expertise and do not rely on individual members of staff to facilitate. There is also flexibility in the selection of units for programme design to meet the changing demands of students and industry.

Risk 6 - LPA will suspend or close programmes with franchised and validated provision with partner universities – MODERATE RISK

The risk that we will not be able to deliver specific requirements of our franchised and validated provision with partner universities is moderate because we are dependent on a relatively small number of staff who are familiar with the specifics of the programme specification, quality assurance processes and university regulations.

Risk 7 – Termination of contract from Partner Universities – LOW RISK

We value our long-standing relationships with universities, however we recognise that there is always a risk of termination of contract by mutual agreement or for reasons that are beyond our control.

Due to contractual agreements and due diligence this risk is low.

Risk 8 – Campus Closure due to Matters beyond our control (Force Majeure)– LOW RISK

LPA remain alert to events that are beyond the Institution's reasonable control ('Force Majeure Events') that may result in the closure of our campus. Events include but are not limited to:

- Acts of God, flood, earthquake, windstorm, or other natural disaster
- Epidemics, pandemics, quarantine, widespread illness and mandatory responses to Governmental advice (whether affecting our staff and/or students or otherwise)
- National emergencies, common commotion war, act of terrorism (including actual, suspected or threatened act of terrorism), explosion, protests, riots
- Fire, explosion or accidental damage
- Collapse of building structures, failure of machinery, computers or vehicles
- Labour disputes, including strikes and industrial and other action
- Interruption or failure of utility service, including but not limited to electric power, gas or water
- The acts, decrees, legislation, or restriction of any government

Should a force majeure event result in any reduction or suspension of on campus face to face delivery, the academy will take all reasonable steps to protect the continuation of teaching, learning and assessment for all HE students.

The measures that are put in place to mitigate those risks that are considered to be reasonably likely to crystallise

Appropriate mitigations for the higher level risks are as listed below:

Risk 4 - If for reasons of low recruitment, LPA plans to suspend or close a programme from the portfolio of qualifications, this decision would be made through curriculum planning process, with the overall consent of the Principal. In normal circumstances this decision will be made ahead of applications and the programme will be withdrawn from the website and publications.

Where this is unavoidable, for example where the projected applications do not convert to enrolments, students and their representatives shall be consulted at the earliest opportunity on the changes and they shall be furnished with all necessary information, advice and guidance by the academy to help them make an informed decision on their future course of action.

LPA would also engage with any other external stakeholders who may be impacted by the closure e.g. employer partners.

LPA will endeavour to deliver programmes in accordance with the course description on our website and in our prospectus however in the event of unavoidable changes to the course content in-year, the academy will ensure that changes are implemented through consultation with students and that changes are restricted to the minimum to maintain quality of delivery and experience.

In the unlikely event that LPA makes a strategic decision to close a programme on which students are already enrolled the academy would wherever possible 'teach out' allowing affected students to complete their studies before the closure occurs.

Where the circumstances are exceptional and 'teach out' is not possible the academy will seek to support students in transferring to a similar programme and / or provide information support and guidance to transfer to an alternative provider. This will include providing interim certification of achievement.

Risk 6 - To mitigate the risk of LPA not being able to deliver specific requirements of our franchised and / or validated provision with partner universities the Principal has developed appropriate contingency and sustainability strategies which includes the widening of the range and depth of knowledge across delivery teams and the identification and development of individuals in to deputising roles.

The academy also maintains regular review and monitoring of programmes in line with the quality assurance processes to identify risks and implement specific mitigation to avoid any long-term negative impact.

In the unlikely event that LPA are not able to fulfil delivery as set out in a partnership agreement, LPA will be compliant with the partner universities plans and procedures and agree to work in cooperation with the partner institution to ensure all applicants and students are consulted on any impact on the continuation of study and the alternative options available including, where suitable, the transfer of students to the partner institution.

In the event of a termination of contract with a partner universities LPA will;

- Consult with all relevant stakeholders at the earliest opportunity
- Maintain academic standards in the 'teach out' period of enrolled students.
- Ensure all necessary amendments to marketing communications.

LPA's Risk Management Policy recognises that risk management is an essential element of any large business' corporate management and governance arrangements and sets out the following responsibilities:

- LPA has responsibility for the oversight of all activity in each organisation but has identified that its Audit Committee should have specific oversight over the risk management arrangements
- The Senior Management Team (SMT) has responsibility for ensuring that management of risk is properly addressed in all areas within their operational control
- SMT has the overall responsibility for ensuring that LPA have a robust and effective risk management framework
- For practical purposes, each identified Risk Owner shall update their portion of the relevant risk report in time for their contents to be reviewed prior to relevant Board Committee meeting.
- There will be an academy level risk report owned and reviewed by the Executive Members, a Curriculum Risk Report owned and reviewed by the Principal and his / her SMT, a Support Risk Report and a Governor risk report owned and reviewed by the Board and its Committees
- Internal audit will monitor the risk management arrangements to ensure that they are adequate and effective in practice.

Information about the policy LPA have in place to refund tuition fees and other relevant costs to the students and to provide compensation where necessary in the event that the academy is no longer able to preserve continuation of study

As per our Fee Policy, LPA sets out the following Refund and Waiver to Fee Policies:

Refund Policy - Full refunds will only be made if LPA cancels the course, it is oversubscribed or the learner withdraws within two weeks of the course starting. This enables the learner to ensure they are happy with the course and also for the academy to cancel the course if it becomes unviable.

In these circumstances LPA will make a full refund and no administration fee will be charged. After this two-week period the full fee is payable. Where learners wish to apply for a refund this will be considered in line with the Higher Education Refund and Compensation Policy.

LPA HE Refund and Compensation Policy outlines the circumstances in which the academy will refund tuition fees and provide compensation to students in the unlikely event that we are no longer able to protect continuation of study as a result of the risks outlined in this Student Protection Plan.

The policy outlines the provision for refunds and compensation for the impact that any risks detailed within this plan has on affected students' tuition fees, bursaries, travel costs, maintenance costs and loss of time.

LPA recognises the importance of reserves in the financial stability of the organisation. The academy ensures that there are adequate reserves to support LPA's core activities including sufficient reserves to provide refunds and compensation for those students who are affected as a direct result of the risks identified within this plan.

Information about how LPA will communicate with students about student protection plan

LPA will publish Student Protection Plan to current and future students on the website and will reference the plan within HE student handbooks, student induction and board of study meetings.

LPA will ensure that all staff are aware of the content and implications of the Student Protection Plan through termly meetings and through HE Staff Forums. The Plan will also be made available to all staff through LPA Documents portal.

LPA will review and republish the Student Protection Plan on an annual basis to ensure that it continues to be relevant and reflect LPA's risk register.

LPA is committed to involving students in its strategic decision making and operational management processes and firmly believes that embracing student views and offering an opportunity to have direct involvement in assessing and shaping their own learning experience will have a significant and effective impact on developing LPA's quality improvement processes and increasing student success.

The Student Involvement Policy facilitates student input not only as a customer of the academy but by ensuring students act as co-producers of their educational experiences and outcomes, both individually and collectively, via LPA's decision-making processes.

LPA's Admissions policy sets out the following framework to inform students of any material changes to their course.

- LPA endeavours to inform applicants at the earliest opportunity of any significant changes to the content or format of a course that are made between application and enrolment
- LPA aims to provide all the courses that are advertised in the prospectus, on the website. However, if it becomes necessary to withdraw a course, the academy will inform applicants to the course at the earliest opportunity and will give applicants the chance to be considered for an alternative course where possible.
- Where it is not possible to offer an alternative, or where an applicant does not wish to be considered for an alternative course at the academy, applicants are able to request a substitute choice. LPA will support the applicant in this process and provide the appropriate direction in order to achieve this.

If any of the risks identified in this plan crystallise, we will implement the plan and begin consultation with affected students at the earliest opportunity.

We will establish the appropriate advice and support through consultation with the Students Union and will provide as much information around the circumstances, and what action will be taken and when.

We will actively engage in discussion with all affected students, collectively and individually, and will provide regular updates via the most appropriate method of communication.