



Does this policy apply to you?	
Undergraduate students (<i>Commencing pre September 2019</i>)	Yes
Undergraduate students (<i>Commencing post September 2019</i>)	Yes
Post Graduate Students	Yes

Student Protection Plan 2019 – 2020

Navitas University Partnership Europe

Background and Introduction

Navitas UPE is a specialist provider of University Pathways education. We have a global reputation for transforming students’ lives by providing access to higher education to students from all backgrounds and from across the globe. Our pedagogic approach offers small classes, a high number of contact hours a dedicated and proactive support infrastructure and robust attendance monitoring to ensure that you are supported throughout your pathway programme of study.

Our Programmes of Study fall into three broad areas:

A Level 3 Foundation programme for students who have marginally missed their university entry qualifications or whose English language skills fall slightly below the standard entry requirement.

A Level 4 First Year for students who would like additional academic support to succeed in their studies.

A Level 6 Pre-Master’s programme for students who are changing discipline or would like additional preparation for the rigours of postgraduate study.

University Partnerships

Navitas UPE currently operates in partnership with the following English Universities:

University	Navitas UPE College
Anglia Ruskin University www.anglia.ac.uk	Cambridge Ruskin International College (CRIC) www.cric.navitas.com
Brunel University London www.brunel.ac.uk	London Brunel International College (LBIC) www.lbic.navitas.com
Birmingham City University www.bcu.ac.uk	Birmingham City University International College (BCUIC) www.bcuic.navitas.com
The University of Hertfordshire: www.herts.ac.uk	Hertfordshire International College (HIC) www.hic.navitas.com
The University of Northampton: www.northampton.ac.uk	University of Northampton International College (UNIC) www.unic.navitas.com
The University of Plymouth: www.plymouth.ac.uk	University of Plymouth International College (UPIC) www.upic.navitas.com

The University of Portsmouth: www.port.ac.uk	International College Portsmouth (ICP) www.icp.navitas.com
The University of Leicester: www.le.ac.uk	University of Leicester Global Study Centre www.leicestergsc.com

All of the Navitas UPE Partner Universities listed above are registered with the Office for Students (OfS) and have produced a Student Protection Plan as a condition of Registration. The Student Protection Plan will be made available to all University and Partner College students and prospective students via the University and Partner College websites. These can be viewed at the following:

University	Student Protection Plan
Anglia Ruskin University	https://web.anglia.ac.uk/anet/staff/sec_clerk/Student%20Protection%20Plan%20Template_180618.docx
Brunel University London	https://www.brunel.ac.uk/about/documents/pdf/Student-Protection-Plan-18-19-external-002.pdf
Birmingham City University	https://www.bcu.ac.uk/Download/Asset/bd0b1905-d194-e811-80d2-0050568319fd
The University of Hertfordshire	https://www.herts.ac.uk/_data/assets/word_doc/0012/231042/Student-Protection-Plan.docx
The University of Northampton	http://www.northampton.ac.uk/wp-content/uploads/2018/05/Student-Protection-Plan-for-the-University-of-Northampton-Condition-C3.docx
The University of Plymouth	https://www.plymouth.ac.uk/uploads/production/document/path/12/12252/Condition_C_-_Student_Protection_Plan_Revised_Final_Version_29-06-2018.pdf
The University of Portsmouth	http://policies.docstore.port.ac.uk/policy-221.pdf
The University of Leicester	https://le.ac.uk/study/how-to-apply/student-protection-plan

This Student Protection Plan sets out the measures that Navitas UPE have in place to protect you the student in the event that a risk to the continuation of your studies at one the eight Navitas UPE Colleges listed on page 1 should arise. **This Plan covers your period of study with the College.** The level of study you will be undertaking might be pre-sessional English, Foundation, First year or Pre-Masters. **Once you have completed the level(s) of study with the College and have progressed to the Partner University to complete your programme, you will come under the Student Protection Plan of the Partner University,** links to which are provided in the table above.

Navitas UPE is committed to ensuring that it maintains a strong financial base and the infrastructure and staffing required to enable students enrolled in its Colleges to complete their studies. Where changes to resourcing or programmes on offer are

planned, the priority will be to protect students' interests and ensure that any changes are introduced in such a way as to enable students to complete their programmes in a way which meets their expectations. Risks that students may be prevented from completing their programmes for reasons of programme closure or the College's inability to deliver the programme are considered to be **very low**. Our commitments to you, description of the issues, risk assessment and mitigating measures are set out below.

Our commitments to you

We commit to:

- 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;
- Taking reasonable steps to protect your studies should your programme be discontinued;
- Consult with you and take into account your views in a timely manner before deciding to implement any substantial changes to your programme, discontinuing it, or closing a Navitas UPE College;
- Taking into consideration the needs of all our students and the impact on your fellow students of any proposed changes and protective measures;
- Informing the OfS of any changes that may necessitate a review of this Student Protection Plan or any measures contained within it;

What type of issues are covered by the Student Protection Plan?

Below are some examples of the types of event which could cause the Plan to be triggered, and some examples of events that would not.

Covered (Material Changes) <i>If the College:</i>	Not covered <i>If the College:</i>
<ul style="list-style-type: none"> ✓ Discontinues your specific programme 	
<ul style="list-style-type: none"> ✓ Closes the location (Navitas UPE College) on which the programme is taught 	
<ul style="list-style-type: none"> ✓ Can no longer provide the programme to you for any other reason, for example: <ul style="list-style-type: none"> ➤ We (the College) cease operating through no choice of our own; ➤ We (the College) lose the right to provide the programme or qualification (external accreditation); ➤ The Partner University loses its Tier 4 sponsor licence which allows both the College and University 	<ul style="list-style-type: none"> X Minor adjustments and improvements to a programme. (This could include no longer accepting new students on a particular version of the programme). X Minor adjustment to module content.

<p>to recruit and register international students;</p> <ul style="list-style-type: none"> ➤ You face short term disruption to your programme through staff illness; industrial action; or, minor structural damage rendering teaching facilities temporarily unavailable ➤ You face long term disruption to your programme that continuously and materially affects your programme teaching over many months (e.g. fire in a key building leaving it unstable); ➤ We (the College) work with a partner to deliver your programme and they are unable to continue, or decide to stop, delivering that programme ➤ The Partner University close or reorganise the School or Department to which your programme belongs and there is not, therefore, the required subject knowledge to continue teaching your programme. 	<p>X Changes to your timetable, including rooms, buildings or on-campus location.</p>
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Assessment of the overall risk

It is important to note that whilst Navitas UPE and each College will plan for a wide range of scenarios, many of these are very unlikely to happen. Navitas UPE is an established global education provider with a proven record of providing good academic outcomes for our students. We operate under a well-constituted governance structure with a strong financial base. The Navitas UPE Board of Directors under an independent Chair oversees all activities and actions relating to the Office for Students, including this Student Protection Plan. As such, we are able to support and fund the proposals in this plan should the need occur. We maintain a Risk Register which records and reviews the potential events which could trigger this Plan. Should the likelihood of one of these trigger points increase, there are lines of communication and processes to escalate risks through the Joint Strategic Partnership Management structures with our Partner Universities to ensure that

interventions to mitigate them takes place. Navitas UPE and our Partner Universities assess that the risk of the occurrence of the material changes listed above to be low because of a mix of financial stability and robust business planning.

Action in the event of a Material Change which triggers the Student Protection Plan

1. If we cease delivering a programme:

Navitas UPE Colleges offer pathways into under graduate and post graduate programmes awarded by our Partner Universities. From time to time, our Partner Universities will review the portfolio of programmes that they offer and may temporarily suspend or permanently withdraw a programme. When considering whether or not to suspend or permanently withdraw a programme, the Partner University will consider what impact the decision will have on students already on the programme, and those who have made an application to study on the programme but have yet to enrol. For those students already enrolled on the programme and studying with the College, wherever possible, we will enable you complete your studies (what we refer to as 'teaching out'). In doing this we will carefully manage our approach to staffing and other resources to ensure your studies are affected as little as possible. Where it is not possible to teach out then we will consider whether there are options for you to change programmes at the College, or to transfer to another Navitas College and University Partner which offers the same or a very similar programme, to enable you to complete your studies in your chosen degree. Where appropriate, we will consider financially compensating you where you suffer demonstrable, material financial loss because of the suspension or permanent withdrawal of your programme of studies under our Compensation and Refund Policy.

2. If the programme you are enrolled on loses its accreditation:

If your programme loses its accreditation from a professional, statutory or regulatory body, we will consider measures to protect your student experience, such as:

- Offering you the chance to move to another programme;
- Delivering a modified version of the same programme;
- Providing assistance for you to switch to another Navitas College whose Partner University has the relevant accreditation;
- Where the above is not possible, we would support you to transfer to an appropriate programme (possibly at another provider) and, where appropriate, financially compensate you where you suffer demonstrable, material financial loss because of disruption to your studies, under our Compensation and Refund Policy.

3. Disruption to College activity:

There are a number of events which could cause disruption to the day-to-day functioning of the College, for example, loss of key teaching staff, industrial action, staff illness, fire/flood etc. Where there is disruption to programme delivery, we will normally consider whether it is practicable to make changes to delivery, rather than closing or suspending the affected programme. For students studying on a Tier 4 visa, we will take into account the adverse effect that any disruption to teaching might have in enabling you to complete your programme within the timeframe stipulated by the UKVI. The actions we will take to minimise disruption may include:

- Temporary short-term suspension of programme delivery (e.g. where there is a change in the programme delivery location or staffing, with appropriate actions to mitigate the impact on you);
- Making alternative timetabled arrangements to replace any scheduled teaching that is missed;
- Changes to the delivery location or method, which may include distance learning;
- Changes to the staffing of a programme, including the recruitment of alternative staff, where appropriate;
- Considering amendments to the assessment process to take any disruption into account so as not to disadvantage students but still maintaining academic integrity in the process;
- Offering you the opportunity to transfer to an alternative programme;
- Providing reasonable support to you to access a programme run by another Navitas College, or another provider, including making arrangements for the transfer of your credits and information about your academic progress.

In any of the above scenarios, where appropriate, we will consider financially compensating you where you suffer demonstrable, material financial loss because of disruption to your studies under our Compensation and Refund Policy.

4. If the University's Tier 4 Sponsor Licence is suspended or revoked

The risk that the College will no longer be able to recruit and teach overseas students due to the loss or suspension of the Partner University's Tier 4 sponsor licence is deemed to be **highly unlikely**. Navitas UPE Colleges and their Partner Universities have robust procedures in place to ensure compliance with immigration legislation, covering admissions and procedures for current students. If the Partner University Tier 4 Sponsor status is suspended, the College will take all reasonable steps to minimise disruption to you by, for example:

- Working with UKVI to allow you to complete your year of study or programme;
- Allowing you to enrol and commence your studies, if you are already in receipt of a visa based upon an allocated CAS from the University;
- Offering you the opportunity to postpone your application pending the resolution of the suspension (if you have not already commenced your travel to the College/University);

- Where the above is not possible, we would support you to transfer to an appropriate programme at another Navitas UPE College, or, another provider and, where appropriate, financially compensate you where you suffer demonstrable, material financial loss because of disruption to your studies, under our Compensation and Refund Policy.

If the University Tier 4 Sponsor Status is revoked, we will take all reasonable steps to minimise disruption to you by, for example, assisting you switch to an alternative sponsor.

5. If part or all of the College teaching space (or other study location) closes:

The risk that students will be unable to complete their programme due to closure of individual buildings is **highly unlikely**. Where we have to close part or all of the allocated teaching space, or if it becomes unusable for student activity, we will typically consider remedies such as:

- Relocating provision to an alternative suitable location. This may include hiring spaces for programme delivery (where possible).
- Revising the timetable to allow all of the schedules of teaching to take place in the available facilities. This may involve student contact sessions delivered outside of normal office hours. Where we take this approach, we will consult with you and undertake equality impact statements to assess the effect on students with different needs, characteristics and circumstances;
- Where the above is not possible, we would support you to transfer to an appropriate programme at another Navitas College/University, or another provider.

In any of the above scenarios, where appropriate, we will consider financially compensating you where you suffer demonstrable, material financial loss because of disruption to your studies under our Compensation and Refund Policy.

6. If the College ceases operating (institutional failure):

There are a number of possible scenarios which could result in a Navitas UPE College ceasing operations, for example, failure to comply with contractual obligations with the Partner University, failure to meet regulatory obligations, etc. Any likelihood of this occurring is identified and carefully managed through Navitas UPE risk management procedures. Where we have no option other than to cease operating, we would consider measures to protect your student experience, such as those below:

- Where possible, closing in a gradual way, over a period that would allow you to complete your studies at the College/University;
- Where the above is not possible, in supporting you to transfer to an appropriate programme at another Navitas College/Partner University or, another provider.

In each of the events described above, the College/Partner University will endeavour to apply appropriate mitigation to enable you to continue your studies. In the unlikely event that under any of the above scenarios, or for any other reason caused by our omission or fault you are unable reasonably to continue your studies then our Compensation and Refund Policy will apply.

The likelihood of any of these events happening is constantly monitored by Navitas UPE as part of the approach to risk management.

Advice and Guidance

We will publicise our Student Protection plan to current and future students by making the plan available on our websites and referencing it appropriately in our communications with students during the recruitment and admissions process.

We will review the Plan annually and will regularly seek views on this Plan from the student body as part of our student engagement processes. Any immediate views, concerns or feedback in relation to this Plan, should be referred to the Director of Learning, Teaching and Quality Navitas UPE (Edward.Bressan@Navitas.Com).

We will inform students of any material changes which may affect their studies in a timely manner. Should the Student Protection Plan need to be triggered, you will be notified by the College Director of Academic and Student Services (or delegate) via email. We commit to giving you the maximum amount of notice of any changes.

We appreciate that the information in the Student Protection Plan is quite complex and detailed. If you have any questions about this plan and how it may affect you please contact Edward Bressan – Director of Learning, Teaching and Academic Quality, Navitas UPE

This Student Protection Plan was last reviewed in May 2019 and is subject to annual review by the Navitas UPE Board of Directors.