



Student Protection Policy

Effective from September 2018 to present

Student Regulations and Policies

uclan.ac.uk/studentcontract

Student Protection Plan

The full version of the Student Protection Plan submitted to the Office for Students by the University of Central Lancashire is available on the university's website and can be viewed here: https://www.uclan.ac.uk/study_here/student-contract.php

1. Introduction

UCLan will take all reasonable measures to protect the interests of its students and prospective students and to ensure that its students are fully supported to enable them to continue and complete their studies to the best of their ability. Sometimes exceptional circumstances outside of the University's control may arise that mean changes have to be made to courses or modules. This plan sets out the measures that the University has in place to protect the quality and continuation of study, in the unlikely event that such circumstances (as listed below) should arise.

Potential risks to continuation of study:

- strategic decision to close a University Campus
- decision to terminate an agreement with a Partner Institution
- closure, suspension or withdrawal of a course (eg: due to low student numbers)
- material changes to courses or modules (including changes to content, syllabus, location and mode of delivery)
- loss of UKVI Tier 4 Sponsor licence for international students
- industrial action
- unanticipated departure of key members of academic staff
- power failure/damage to buildings or equipment

2. Measures in place to protect the quality and Continuation of study.

.1 Closure of UK or Overseas University Campuses:

In the event that UCLan closes any of its UK campuses (Burnley or Westlakes) or its overseas campus (Cyprus), existing students studying at those campuses will be given the opportunity to complete the full duration of their course in order to have an opportunity to receive their award. This may involve the University making alternative accommodation available and making alternative arrangements for the delivery of similar academic courses and awards, possibly with an alternative institution or on the main campus in Preston.

.2 Termination of an agreement with a Partner Institution

Upon early termination of an agreement with a Partner Institution or termination of a course delivered by a Partner Institution, the University and Partner shall take reasonable steps to ensure each existing student has the opportunity to complete the course on which they are enrolled. Where this is not possible, the University will put in place arrangements to transfer existing students onto an alternative course provided by either the University or another Institution, or where possible, the Partner Institution.

.3 Course Closure, Cancellation, Suspension or Withdrawal

Sometimes, circumstances beyond the control of the University may mean that it has to close a course. In these circumstances, the University will take all reasonable steps to minimise any resultant disruption to affected students, by, for example, offering them the chance to move to another course or institution, or by delivering a modified version of the same course. The University will ensure that adequate standards are maintained for any students remaining on the course.

In the rare event of a decision to suspend recruitment to a course or cancel a course within 6 months prior to students enrolling and or after their enrolment, the University fully recognises and accepts its responsibilities towards any applicants who have been made offers for admission to the course and will provide those applicants with reasonable support to transfer to another course either at UCLan or at another institution. In these circumstances, the University will contact applicants to agree appropriate transfer arrangements paying particular attention to the applicant's needs. If applicants with offers do not wish to transfer to another UCLan course or a course delivered by another institution, then UCLan will continue to run the course unless cancellation is necessary as a result of a loss of accreditation by an associated Professional Statutory or Regulatory Body. Where applicants withdraw from the course without any other study, they will receive a refund of any Tuition Fees paid.

In the event of a decision to withdraw a course, the University fully recognises and accepts its responsibilities towards any remaining ongoing students and it is expected that where courses are proposed to be withdrawn, existing students will be able to continue on the course on which they have enrolled until the completion of their studies. Exceptionally changes may be required to ensure the smooth closure of a course which must not compromise the student experience and to this end will involve consultation with students.

.4 Material changes to courses or modules

The University continually strives to ensure its courses provide students with a high quality educational experience that is up to date and serves

the best interests of students. In order to do this, changes may be made to courses taking into account feedback from previous or existing students; changes to theory and recent research; the most recent regulatory, professional standards and requirements of professional bodies or due to circumstances outside the reasonable control of the University. The University will notify affected students and applicants in advance of the changes being implemented.

The University will do all that it reasonably can to deliver programmes in accordance with the terms of the offers made to applicants. It will only make changes to courses within 6 months prior to enrolment and/or after enrolment, if it considers the change to be fair or unavoidable. Where applicants are dissatisfied with the changes, they will be advised of similar alternative courses or modules delivered by the University. If no alternative is suitable, they will be entitled to withdraw from the course and any Tuition Fees and deposits already paid to the University will be refunded. The University will also offer reasonable support to the applicant to transfer to another institution.

Where a material change is made to a course that affects existing students, consultation will take place with those students clearly explaining the changes and the rationale for them and requesting their consent. Normally 80% of the students affected, should consent to the change in order for that change to be implemented unless the change will be beneficial to all student or is due to unavoidable circumstances beyond the control of the University. If any student is dissatisfied with the change, they will be offered the opportunity to withdraw from the course and, if required, reasonable support to transfer to another provider.

.5 Loss of UKVI Tier 4 Sponsor Licence.

In the unlikely event that the University loses its UKVI Sponsor Licences, the University will contact existing international students and take all reasonable steps, working with relevant external bodies, to enable them to complete their year of study, or where this is not possible, to support them in transferring to an appropriate course at an alternative provider.

.6 Industrial action/ unanticipated departure of key members of academic staff/damage to buildings or equipment/power Failure

The University will make reasonable efforts to minimise disruption to educational services caused by any circumstances beyond its control. The University will also, where appropriate, implement Section K of the Academic Regulation pertaining to extraordinary circumstances governing the assessment process which contains provision for the approval of special arrangements for conducting assessment and the determination of awards and progression.