

Student Protection Plan

This document is 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.

iQualify UK's (IQUK) Student Protection Plan sets out the measures that the institution has in place to protect you, our students, should a risk to the continuation of studies arise, and the action IQUK will take to protect your interests and assure continuity of study in the event of a programme closure, or if IQUK is no longer able to operate.

IQUK is committed to protecting the interests of all our students, in all circumstances. If a material change occurs IQUK will consult with students at the earliest opportunity, and put measures in place to preserve continuation of study.

The Student Protection Plan assesses the level of risk in relation to continuity of study, the measures that IQUK will put in place to mitigate any risks, and how the institution will communicate any information relating to the Student Protection Plan with you.

The measures contained in this plan supplement the protection you have under consumer protection law and do not impinge on your consumer rights. This document should also be read in conjunction with IQUK's Terms and Conditions of Contract, which details what your rights are when you enter into a contract with IQUK.

IQUK Terms and Conditions are published on the website at <http://www.iqualifyuk.com/terms-and-conditions/>.

For the purposes of this plan 'a student' is defined as someone who has registered to study with IQUK on the programmes run by the IQUK, and who, as part of registration, has accepted the Terms and Conditions of Contract. 'The Institution' refers to IQUK.

Significant Material Changes

The following section provides an assessment of specific risks, and the likelihood that these risks will occur.

1. Licenses

a. ABE, LRN, CMI withdrawal from Awarding Organisation

The risk that we are no longer able to deliver programmes from the Awarding Organisations during the next three years is low. This also applies to the different articulation agreements that IQUK has with different universities.

b. Lease

The College has a long lease. There is minimal risk of being removed from the current property as the lease is renewable.

2. Financials

a. Low income due to less expected enrolments

The major part of College's expense is on academic teaching staff. All the teaching staff at the College are on part time contracts which are renewed on termly basis. In case of low cohort of students, number of teaching hours are reduced and therefore expenses are also reduced accordingly. This balances out the expenditure against income.

b. Refunds and Compensation

The College has provisions to refund student fees if student qualifies as per our refund and compensation policy. The risk of refund to student is low as the College receives their fees in instalments. The College will develop a system of keeping monies from the tuition fees of 100% paying students in the reserve account. The College will release money to current account on a termly basis which keeps their money safe and is available in case we need to refund. The College also has overdraft facility.

3. Academics

a. Change of course, amendment, suspension or updates

This is a low risk area for the College as we offer very small number of programmes.

b. Closure of an individual course

The risk of closure of any individual programme affecting students is very low as before taking any such decision, College will make sure that taught out provision for enrolled students are in place.

c. Loss of key staff in teaching

The risk of the College not being able to deliver programmes due to loss of key staff is very low as the availability of local academic/teaching staff in London in various fields is high.

d. Disruption in teaching facilities or site closure

This is low risk area for the College as the College has a long-term lease and primarily operates online. Alternative facilities can be rented if required.

4. Reputational Risk

a. Public domain/Media

The College understands the sensitivity of negative publicity and has a PR consultant, business development and marketing team, version controls on documents and all materials for publications have to be signed off by the Senior Management Team.

b. Incident at the College

c. Accusation on Staff member

5. Closure of Business – Market Exit

This is of low risk as the College has been running since 2015 and has a good reputation due to its long existence in the sector. The management of the College is committed and enthusiastic for its continuous development with very realistic business and strategic plans.

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

Measures put in place by IQUK to mitigate risk and to preserve continuation of study for students

IQUK is committed to ensuring the continuation of study for students in the event of a material change, and the institution will be transparent in the information where changes have occurred, or are going to occur, and will fully support students through any changes.

You can find detailed information regarding the processes that are in place to mitigate risk in the event of programme closure or programme change in the following documents:

- Terms and Conditions of Contract
- IQUK Academic and General Regulations for Students

- IQUK Refund and Compensation Policy. All documents are published on the IQUK website. You are advised to read the relevant section of these documents alongside the Student Protection Plan. These are available at the following link: <http://www.iqualifyuk.com/our-policies/>. You are advised to read the relevant policies along with the Student Protection Plan.

1. Licences

a. ABE, LRN, CMI withdrawal from Awarding Organisation

If any unusual circumstances appear where an Awarding Organisation withdraws its programme from us, we will refund the fees and help students to transfer to another provider.

b. Lease

In such unusual circumstances the College will find other appropriate premises for the delivery of programmes.

2. Financials

a. Low income due to less expected enrolments

The shareholders are committed to raise funds in case of any such financial crises. The College also keeps sufficient amount in reserve and has sufficient bank overdraft facilities to protect such financial crises.

b. Refunds and Compensations

The College has a system of transferring monies paid into the current account from international privately fees to the reserve account. Each term the budgeted fees is transferred to the current account. The purpose is to keep their money safe and available in case of refund. The College also has overdraft facility for an emergency which is about 5% of student fees collection in one year.

3. Academics

a. Change of course, amendment, suspension or updates

- An ongoing commitment to quality assurance and enhancement at IQUK and its validating partner means that, from time to time, programme content, regulations and policies will be updated.
- Where updates to content are made, for example substitution of modules, changes to module content or assessment activities, these will be proposed via the Academic department, where students are represented, before approval by the validating partner. IQUK undertakes not to make any changes to programme content within 3 months of the start of the first academic year affected.
- Changes to regulations and policies may be prompted by the validating partner and will be considered at the Senior Management Team, where students are represented. Revised regulations shall only apply to students first enrolling after College approval of those revisions, unless changes are not deemed significant, thus different regulations may apply to different cohorts on a programme and will be documented in the Programme Handbook for that cohort. New or revised policies shall apply to all students from the start of the academic term following approval by the College's Senior Management Team, with a proviso that for the remainder of the then current academic year, no student may be treated disadvantageously in comparison with the previous policy.

b. Closure of an individual course

The College may make a strategic decision to close a programme because insufficient enrolments render it non-viable from an academic, student experience or resourcing perspective; or because it has been superseded in the College portfolio; or no longer aligns with the College's mission. In such cases and where possible, the College will offer existing students a choice of two options, noting that the College undertakes not to close a programme within three calendar months of the start of an academic year:

- To continue as planned to be "taught out" on the original programme, where the College considers this to be a viable option on academic and student experience grounds, noting that this may itself be subject to the number of students so electing.

Throughout this document, an on-course student means one who is actively enrolled, pursuing their course and attending classes at the relevant point.

ii. To transfer to a similar or replacement programme at another provider, where available.

c. Loss of key staff in teaching

The College will seek to fill gaps as quickly as possible, by moving other current members of staff with appropriate skills and experience, into the vacant post(s) or recruiting externally, to avoid disruption.

d. Disruption in teaching facilities or site closure

On resource, academic, student experience or health and safety grounds it may be necessary to close a site or campus and/or move programmes between sites. Unless taken on the grounds of emergency relocation due to unanticipated events, or on the grounds of a material improvement of facilities, the College undertakes not to close a site or relocate a programme while teaching is underway for the academic year, nor within a month of the start of an academic year.

Where a site is closed or programme relocated, programmes and services affected will be delivered instead at appropriate alternate premises which will be hired with in the vicinity of the College in London. In such circumstances, students will not be routinely offered other options.

At present all IQUK students are taught online and so the issue is not relevant.

4. Reputational Risk

a. Public Domain/Media

The College understands the sensitivity of negative publicity and has appointed a PR consultant, business development and marketing committee, version controls on documents and all materials for publications have to be signed off by the Senior Management Team.

b. Incident at College/Accusation on staff member

In the event of any incident at the College, IQUK has extensive health and safety policy in place. The college has a complaint policy and appeals process to cater for such incidents. In case of some adverse circumstances, IQUK is covered by a comprehensive insurance policy covering the subject incidents.

5. Closure of business - market exit

As with all providers, an extreme set of events may lead to the closure of the College. This may be triggered, for example, by the College becoming insolvent or through falling student demand, withdrawal of validation or regulatory matters, or a major event rendering the College's mission or the business becoming non-viable. In such cases, if a decision to close is taken, the College will immediately enter a "continuity period" allowing all existing on-course students to continue with their current programme at IQUK until they are taught out.

Where necessary, College reserves or shareholders will directly fund the College so that it may continue to operate normally for this continuity period. During the continuity period, where relevant to the circumstances and in consultation with the validating body, Shareholders may seek a buyer for the College. If this is not appropriate, and in any case should a sale not be agreed two months before the end of the continuity period, then staff from IQUK will work with the validating body to place students with the approved alternate providers, effective from the start of the alternate provider's academic term following the end of the continuity period.