

## **Student Protection Plan**

Version 200418

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Lancaster University's Student Protection Plan (SPP) is intended to provide assurance to our current and future students and to the Office for Students (OfS) (<https://www.officeforstudents.org.uk/>) that we have in place arrangements to protect the quality and continuation of study on your chosen programme of study.







| Category              | Risk   | Protection  |
|-----------------------|--|---|
| Academic              | <p>The risk that specialist equipment and materials required for teaching and learning may be unavailable for a prolonged period: <b>Very Low</b></p> <p>We employ skilled technicians who support the maintenance and use of specialist equipment and materials and there are regular equipment maintenance schedules in place. Business continuity plans are in place to address such eventualities.</p> | <p>In the extremely unlikely event that specialist equipment and materials would be unavailable for teaching for a prolonged period of time, we would ensure you could continue to study on your programme by:</p> <ul style="list-style-type: none"> <li>• Loaning relevant specialist equipment and materials as required;</li> <li>• Re-scheduling teaching to a time when the equipment is available;</li> <li>• Using alternative means to deliver the required content, provide equivalent learning experience and assess that you have met the required learning outcomes of the programme.</li> </ul> <p>Further disability needs assessments/adjustments may be undertaken to allow students to use alternative equipment or materials where necessary.</p> <p>Academic and wellbeing advice and guidance would be made available to students.</p> |
| Academic / Compliance | <p>The risk that the University would lose its existing Professional, Statutory and Regulatory Body (PSRB) accreditation such as for the medical degree or degrees in Law, Accounting and Finance and Psychology: <b>Low</b></p> <p>The University has robust systems in place to assess and monitor ongoing compliance with the various requirements of the professional bodies, as evidenced by</p>      |   |



## **Section 2**

### **Policy on Refunding of Tuition Fees and Reimbursement of Costs**

The University has a financial strategy which ensures long-term sustainability whilst supporting short-term liquidity. This means that the University will continue to seek to maintain cash balances to meet its expected obligations in the normal course of operations, including any that should arise from its Refund and Reimbursement Policy. We also have a long-term banking arrangement which allows us to access further working capital if required. This places the University in a strong financial position should the need arise to provide refunds to tuition fees and other costs.

The University has a policy on refund of tuition fees and cost reimbursements which can be accessed here:

<http://www.lancaster.ac.uk/media/lancaster-university/content-assets/documents/study/undergraduate/RefundandReimbursementPolicy.pdf>

## **Section 3**

### **How we will communicate with students on the Student Protection Plan**

We will publish our SPP to all current and prospective students once our registration with the OfS has been approved, which is likely to be in late summer 2018. The SPP will be accessible on the University's terms and conditions section of our website to which all applicants are directed on accepting a place to study at Lancaster, and to which students are directed at initial and re-registration.

All staff will be made aware of the SPP and will pay due regard to the assurances to students provided in the SPP.

The SPP will be reviewed on an annual basis and, as part of the review process, the SPP will be formally considered at the Student Engagement and Academic Representation Group, the membership of which includes the Students' Union President and Vice-President Education, who will be asked to consult with student representatives on proposed changes to the SPP.

Should we need to invoke any aspect of the SPP, working within our existing emergency and contingency frameworks, we will proceed as follows:

- i. deploy multimedia communications (individual and group, digital and/or face-to-face as appropriate) to ensure students are updated on events as they unfold and are directed to relevant support services;

- ii. work with the Students' Union to facilitate the provision of independent advice to students on their options;
- iii. provide information, advice and guidance through our existing student support services (financial, welfare and academic).

Should students be dissatisfied with the outcomes that may result in the implementation of any aspect of the SPP, they will be able to make a complaint through our [Complaints Procedure](#).

#### **Section 4**

**Our assessment of the range of risks to the continuation of study for students who study for a Lancaster award in partnership with one of the University's partners and arrangements in place to mitigate those risks and protect you so you can complete your programme of study:**

The University forms partnerships with other institutions and third party commercial partners in the UK and overseas to deliver programmes of study leading to Lancaster University awards. When forming partnerships, the University undertakes a range of rigorous and comprehensive



| Partnership   | Protection   |
|---|--|
| <p><b>College</b> and <b>Furness College</b> do not have a contractual relationship with Lancaster University, but the University is responsible for oversight of the academic quality and standards of the degrees awarded.</p> <p>The risk that teaching delivered and awards bestowed by these Colleges are of an unsatisfactory quality: <b>Very Low</b></p> <p>We have long-standing relationships with these partners and rigorous processes in place to monitor the quality and standards of teaching and assessment processes.</p> <p>Lancaster University has a campus in Ghana - <b>LU Ghana</b> – run in partnership with Transnational Academic Group (TAG) who is responsible for infrastructure provision including buildings and teaching staff.</p> <p>Lancaster University retains responsibility for assurance of academic quality and standards, using established systems and processes.</p> <p>The risk that LU Ghana is unable to operate for a sustained period due to unexpected and exceptional circumstances, or that the teaching delivered and awards bestowed are of an unsatisfactory quality: <b>Very Low</b>.</p> | <p>to ensure that academic standards are maintained in relation to teaching and assessment. This could include:</p> <ul style="list-style-type: none"> <li>• Teaching support;</li> <li>• Assessment support including running examination boards to determine final degree classification.</li> </ul> <p>Should any of our UK partners cease to operate due to financial or other reasons, we would work with that partner to offer affected students the opportunity to complete their studies at the University or an appropriate alternative institution.</p> <p>TAG has significant experience providing infrastructure support for t /4 3C11.04 -/</p> |

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**Partnership**

BJTU is responsible for infrastructure provision including teaching

**Protection**