

## Student Protection Plan: INTO University Partnerships

Provider's name: INTO UNIVERSITY PARTNERSHIPS LIMITED ("INTO")

Provider's UKPRN: 10082728

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This is INTO's Student Protection Plan. The plan applies to the following:

1. INTO Newcastle University LLP
2. INTO UEA LLP
3. INTO City LLP
4. Newcastle University INTO London LLP
5. INTO University of Exeter LLP
6. INTO Manchester Limited
7. INTO London World Education Centre Limited

collectively the "INTO Centres".

This plan should be read in conjunction with INTO's Refund and Compensation Policy. Going forward, this Student Protection Plan will be reviewed and updated as appropriate prior to the commencement of each academic year.

A copy of this plan and the Refund and Compensation Policy will be made available to all students and applicants, and is available via a link on both [INTOglobal.com](http://INTOglobal.com) and [INTOstudy.com](http://INTOstudy.com)

INTO places its students at the heart of everything it does and has agreed this plan to limit the potential for any disruption to its students.

### **Student protection plan for the period 2019-2020**

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

### **Institutional failure**

The risk that INTO will be unable to operate is very low. INTO is in a sustainable financial position, supported by strong global banking facilities. In addition, INTO Centres benefit from the financial backing of both INTO and the respective University, where applicable.

### **Withdrawal of an advertised course**

Courses are promoted and advertised with the expectation of minimum class sizes being recruited as part of ensuring a strong and relevant student experience, whilst remaining financially sustainable. Where recruitment to a particular course is so low as to be unsustainable, the course may be withdrawn either temporarily or permanently prior to the admission of a new cohort. The risk of INTO withdrawing a course once teaching has commenced is very low, due to the comprehensive programme development process that INTO agrees with each INTO Centre and its respective university partners (where applicable).

### **Course components not available, or changed**

Certain aspects of courses may be revised or updated from time to time, for example due to staffing issues. INTO, and each INTO Centre, has in place effective procedures for the recruitment, replacement, retention and development of staff to minimise the risk of disruption to course delivery. In the event of unavoidable disruption, INTO will:

- Seek to fill any staffing vacancies as quickly as possible;
- Where appropriate, use other subject expert teaching staff, including university partner staff (where applicable) to cover vacancies; and
- Use other members of staff with appropriate skills and experience.

### **Inability to progress students/Articulation**

Due to the contractual arrangements INTO has put in place with its respective University or other partners, INTO considers the risk of a student being unable to articulate to their chosen university, for reasons other than the student not achieving the successful criteria for progression, to be low.

These contractual arrangements govern the articulation of students studying at the INTO Centres and their progression to the relevant University partners, including provisions for teach out arrangements. Under the arrangements, a comprehensive teach out plan agreed between the relevant parties would be implemented to ensure that any risk to the student is low and would include arrangements to ensure the academic quality of a course is unaffected.

### **Loss of Tier 4 Sponsor licence, and ability to recruit students**

INTO complies with UKVI requirements and ensures each INTO Centre monitors the engagement of its students to ensure they continue to meet the requirements of their visa, so the risk of suspension or removal of the Tier 4 Sponsor Licence is low. Similarly, INTO works with its respective university partners where applicable, and whose Tier 4 Sponsor Licence is used to sponsor students on courses at the relevant INTO Centres, to ensure the risk of suspension or removal of the university partner's Tier 4 Sponsor Licence is also low. Both INTO and its university partners have established track records of successful compliance with UKVI guidance in relation to the retention of a Tier 4 Sponsor Licence.

In the unlikely event of suspension or withdrawal of Tier 4 Sponsor status, INTO, the respective INTO Centre and its university partner (where applicable) would work with affected students and applicants to minimise disruption. Each party would work together with UKVI to allow students enrolled at an INTO Centre to, wherever possible, complete their studies. INTO would ensure that any affected students would be contacted to:

- Advise them whether they can continue their study under existing arrangements; or
- Advise them that alternative arrangements will be required; or
- Where Tier 4 regulations permit, provide support to affected students to transfer to an appropriate course with an alternative Tier 4 Sponsor.

### **Major incidents**

INTO has a range of established business continuity plans in place, including safeguarding and disaster recovery plans, to ensure that both INTO and the INTO Centres are able to operate in the event of significant disruption to business. INTO ensures that its property portfolio, and the accommodation requirements of each INTO Centre, are reviewed regularly to mitigate this risk, and to enable an affected party to move into different or more suitable areas when required or appropriate.

If any building becomes unusable, students will be advised of the closure of the building through appropriate communication channels. In this event, INTO will seek to:

- Re-locate students within the INTO Centre by sourcing other teaching space within its or its university partners (where applicable) buildings;
- Open buildings for longer periods of time;
- Revise scheduled teaching timetable to take into consideration the available facilities; and
- Deliver programmes through alternative means such as distance or online learning.

### **Accreditation, or validation of courses with HEI partner**

INTO ensures that INTO Centres have contractual arrangements in place with validating partners that ensure minimal risk of the loss of validation during an academic year. Therefore the risk of disruption to students in this respect is low.

### **3. Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that you are no longer able to preserve continuation of study**

A copy of INTO's Refund and Compensation Policy can be found here [link]. A copy of the INTO Centre's terms and conditions can be found here [INSERT LINK]. The student terms and conditions are regularly reviewed and the Refund and Compensation Policy will be reviewed annually prior to the start of each academic year to ensure it is relevant and reflective of material considerations at the time of its review.

#### **Reserves and insurance**

In addition to INTO's sustainable financial position, INTO is supported by strong global banking facilities which could be called upon to facilitate continued operations in the event of certain business-critical circumstances crystallising as set out in this plan.

### **4. Information about how you will communicate with students about your student protection plan**

#### **Informing applicants and students of the Student Protection Plan**

This plan has been reviewed and approved by INTO. INTO undertakes to seek feedback on the plan on an ongoing basis, ensuring consultation with the student body.

A copy of this plan will be made available to all students and applicants through both INTOglobal.com and INTOStudy.com

INTO undertakes to ensure that its staff, and INTO Centre staff, are aware of both the provisions and implications of this Student Protection Plan.

#### **Implementation of the plan:**

If any part of this plan is implemented, INTO will ensure that affected students are contacted via appropriate means as soon as reasonably practicable. INTO will, together with each INTO Centre and its university partner (where applicable), work closely with affected students to minimise any disruption and impact upon their studies.

In the first instance, INTO will work towards ensuring all students currently studying at an INTO Centre are able to complete their current course of study (including re-sits), giving them the opportunity to progress to further study as originally intended.

Where it is not possible for a student to continue their course of study at their original intended INTO Centre, INTO will make reasonable efforts to enable the student to follow their intended (or equivalent) course of study at an alternative INTO Centre.

In the unlikely event that the above is not possible, INTO will consider the impact on each student's individual circumstances, and make reasonable endeavours to find a solution tailored to their individual needs.

**Guidance to staff**

Information about the provisions of the Student Protection Plan will be published on INTO's internal intranet.