

## Bellerbys Educational Services Limited (trading as Study Group) – Student Protection Policy

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|   | Prepared by: Gordon Bull  |
| Bellerbys Educational Services Limited (trading as Study Group) | Reviewed by: Mark Cunnington, Matthew Hill, Toni Betts, Nick Hudson |
| 2018/19 Academic Year   | Date: 14 Sep 2018 (Revised)   |
|   | Approved at Bellerbys Educational Services Ltd board:               |

This is the Study Group Student Protection Policy, prepared as part of its application for registration with the Office for Students. This policy applies to all students studying at an ISC within the UK.

This policy is reviewed annually by Study Group staff in consultation with students through the network wide Student Council, as well as being referenced within individual Staff/Student liaison group meetings within each ISC. A copy of this policy is made available to all future students at the time of application stage and may be accessed via a link in the student terms and conditions found on each ISC website. It is also made available to all ISC staff on the corporate website.

Should the policy require implementation owing to any of the risks identified in it, this will be communicated immediately to all ISC students affected by email and to relevant centre staff by the appropriate Head of Centre, upon the notification from the BESL board.

Should you have any questions in relation to this policy, please refer to [UKEUISCQUERIES@studygroup.com](mailto:UKEUISCQUERIES@studygroup.com)

| Type of Risk          | Specific Risk  | Mitigation  |
|-----------------------|--|---|
| ISC Permanent Closure | Full closure of ISC due to contractual dispute, site availability or other event | <p>Where possible any ISC closure will be managed in such a way as to ensure that students can complete their studies. Contracts with university partners all contain provisions to enable a facilitation of student teach-out wherever possible.</p> <p>Where Study Group has no option, other than to close an ISC before students have completed their studies, it will seek to support students transferring to appropriate programmes at other ISCs, where possible, or at a host university or at other educational institutions operated by Study Group or with other providers.</p> |

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|---------------------|--|---|
| ISC Partial Closure | Where part of the ISC is rendered unusable for activities involving students (due to restrictions on use of premises, staff shortages etc) | <p>Where part of the ISC is rendered unusable for activities involving students, Study Group will typically consider remedies such as:</p> <ul style="list-style-type: none"> <li>relocating provision to an alternative location, this may include hiring spaces for programme delivery (where possible on host university campus or nearby) and/or installing temporary buildings (where available);</li> <li>revising timetabling to allow all of the scheduled teaching to take part in the available facilities. This may include student contact sessions being held outside of normal office hours. Where such an approach is taken, appropriate consultation will normally be conducted with stakeholders who may be affected; appropriate impact assessments will also be undertaken;</li> <li>delivering programmes via alternative means, such as Distance Learning. Where such an approach is taken, Study Group will consider whether this it is appropriate for enrolled students who would be affected.</li> </ul>   |
| Licence to Operate  | Restrictions on or loss of Tier 4 Sponsor Licence (including loss of educational oversight by Office for Students)                         | <p>In the event of restrictions being placed on, or a loss of, Study Group's Tier 4 Sponsor status at an ISC, Study Group will take all reasonable steps to minimise the resultant disruption to those services and to affected students by, for example;</p> <ul style="list-style-type: none"> <li>working with UKVI/OfS to allow enrolled students to complete their study/programme (noting that students will only need to complete the remainder of the year of study to complete their studies);</li> <li>allow students already in receipt of a VISA based upon an allocated CAS from Study Group to enrol and commence their studies;</li> <li>utilize any other ability to continue to teach affected students through Study Group's broader network</li> <li>offer students who have not commenced their travel to the ISC, the opportunity to postpone their application pending the resolution of the suspension</li> <li>arranging for the host university to issue a CAS (where appropriate)</li> <li>providing assistance to affected students to switch to an alternative sponsor</li> </ul> |

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| Type of Risk              | Specific Risk                                      | Mitigation  |
|---------------------------|--|---|
| Accreditation             | Loss of course accreditation from accrediting body | <p>In the event of a programme losing any required accreditation, Study Group will consider measures to protect student experience, such as those listed below:</p> <ul style="list-style-type: none"> <li>• seeking an agreement with the accrediting body to complete their study/programme (noting that students will only need to complete the remainder of the year of study to complete their studies)</li> <li>• offering affected students the chance to move to another course;</li> <li>• delivering a modified version of the same course;</li> <li>• providing assistance to affected students to switch to a different provider who holds the relevant accreditation.</li> </ul>   |
| Disruption (e.g. weather) | Disruption to operation of the ISC                 | <p>Where events result in term-time programme disruption, the University will normally consider whether it is practicable to make changes to programme delivery, rather than closing or suspending an affected programme.</p> <p>Actions to minimise disruption may include:</p> <ul style="list-style-type: none"> <li>• 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 impact on students);</li> <li>• changes to the programme delivery location or method, which may include distance learning;</li> <li>• changes to the staffing of a programme, for instance through a review of internal staff resources, including recruitment of area specialists, where appropriate;</li> <li>• offering students the opportunity to transfer to an alternative programme;</li> <li>• provision of reasonable support to students for accessing a programme run by another provider, including making arrangements for the transfer of credits and information about academic progress.</li> </ul> |

## **Bellerbys Educational Services Limited (trading as Study Group) – Student Protection Policy**

### **General Provisions**

- (1) ISCs shall refer to their own Business Continuity Plan in implementing any mitigation strategy, as required.**
- (2) In the event Study Group is unable to complete the teaching of a paid for programme of study, Study Group will offer financial recompense to the student in accordance with Study Group's refund and compensation policy that can be viewed by clicking [here](#).**