

University Centre Leeds (Luminate Education Group)
Student Protection Plan 2024-25
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Introduction

The Higher Education and Research Act 2017 requires higher education providers to maintain and publish a Student Protection Plan (SPP). This plan aims to protect students' interests in the event of material changes such as programme closures or changes. The plan sets out how University Centre Leeds (UCLeeds) will mitigate against potential risks to the quality and continuation of programmes.

UCLeeds has successfully delivered higher education programmes for over 20 years and the SPP builds on this experience and is intended to assure current and future students of the quality and continuation of their programme.

Structure of the SPP

The SPP outlines the types of risks and explains the measures in place to mitigate their impact. The plan acknowledges that there is not one single measure that will be suitable for all students and will take into account the individual needs of all students.

This plan forms an important part of your Student Contract.

[Terms and Conditions - Leeds City College](#)

Potential risks and actions to mitigate/minimise are detailed in Schedule 1.

To minimise potential risks to continuity, Luminate Education Group (LEG) operates robust Business Planning and Performance Management Processes. Together these ensure that appropriate resources (including staffing) are in place to deliver the programmes, potential risks are identified, and actions taken, to mitigate them through the risk register.

Closure of programmes

Closure of programmes are rare but in such an event, UCLeeds is committed to ensuring that all students have the opportunity to complete their studies. This is facilitated through a commitment to 'Teach Out'. Teach Out refers to the phased closure of a programme to ensure that the impact upon students is minimal and that students are able to complete their studies. There may be certain circumstances where Teach Out is not possible but this will only be in exceptional circumstances. In the event of this UCLeeds will support students by offering transfers to alternative programmes within the institution or to alternative programmes with other providers. However, this is the last resort and has not happened previously and will be avoided if at all possible.

Maintenance of the Plan

The plan will be reviewed annually to ensure its currency and appropriateness. This will involve both staff and student consultation.

Communication

The SPP will be available on the website for both current and future students. It will be drawn to the attention of future students in the offer correspondence. Any changes to the plan will be notified via the website and student VLE.

Programme handbooks will refer students to the plan. The plan will be available for staff on both the website and the staff intranet.

In the event of any of the risks identified actually happening UCLeeds will communicate with the students at the earliest opportunity. This will be via both verbal and written communication. UCLeeds will then liaise with affected student groups regarding mitigation measures. Students will be able to discuss the matter on a group and/or individual basis with a named contact. Advice and support will be available to students

Refund and Compensation Policy

UCLeeds has a Higher Education Fees, Refund and Compensation Policy which details the circumstances in which refunds and compensation will be given in the event of a programme being discontinued. Refunds and compensation are considered as a last resort and every possible action will be taken to ensure that these are not necessary.

In order to meet any financial implications of our SPP, a Student Refund and Compensation Fund will be created in the unlikely event of this plan being invoked.

This fund will be established from tuition fee income.




[HE Fees & Refund Policy 2023/24](#)

Schedule 1

Schedule 1 lists a number of risks which may affect the continuation of programmes. This list is not exhaustive but details the more probable risks and the measures taken by UCLeeds to mitigate their impact.

SCHEDULE 1

Risk Description	Probability	Impact	Gross Risk	Mitigation: Planned & in Place	Probability	Impact	Net Risk	Traffic Light
<p>Suspension/Closure of programme This is where enrolment on a programme is suspended possibly due to insufficient applications</p> <p>Where a continuing programme has reduced student numbers as a result of high attrition levels</p>	<p>2 Possible</p>	<p>3 Damaging</p>	<p>6</p>	<p>1. Business Planning 2. Performance monitoring 3. Monitoring of applications 4. Early notification to potential applicants. 5. Identification of alternative courses for applicants 6. Teach out of current students 7. communication with current students to minimise concern</p> <p>1. Previously listed measures to ensure recruitment is robust 2. 'Teach out' of current students 3. Develop plans for distance learning delivery modes</p>	<p>2 Unlikely</p>	<p>2 Minimal</p>	<p>4</p>	<p>●</p>

Major changes to Programmes	2	2	4	<ol style="list-style-type: none"> 1. Rigorous approval processes to ensure currency and robustness of programme Annual Planning to ensure quality and approval minor modifications. 2. Changes usually for future cohorts not current students. If affecting current students, will only take effect following consultation and approval by student body. <p>Consultation with students - Early communication of planned changes to both prospective and current students.</p>	1	1	1	
Loss of staff due to either illness or leaving the college	3	4	12	<ol style="list-style-type: none"> 1. Business planning process ensures sufficiency of staffing. 2. The size of the group enables suitable staff to be sourced from other areas of the institution. <p>UCLeeds will seek to fill gaps as quickly as possible where possible to have a bank of part time/flexible staff to cover.</p>	3	3	9	
Withdrawal of validation arrangements	3	3	9	<ol style="list-style-type: none"> 1. Good relationship with validating body 2. Work with validating body on exit arrangements to ensure that students are not affected and are able to complete their programme. <p>Secure Degree Awarding Powers (DAPs).</p>	1	1	1	

Campus Closure	2	2	4	<ol style="list-style-type: none"> 1. Business Continuity Plan established which outlines plans for continuity in the event of campus closure. 2. Property strategy in place to ensure that any move is well planned and students consulted. <p>Consideration of impact for the different needs, characteristics and circumstances of students.</p>	3	2	4	●
Institutional Closure	1	5	5	<ol style="list-style-type: none"> 1. Thorough risk management, Business Planning and performance reviews ensure viability of institution. 3. Liaison with other providers to secure places for students. 	1	5	5	●
IT failure The response will depend upon the nature of the problem. Planned disruptions due to upgrades/ maintenance will be	2		4	<ol style="list-style-type: none"> 1. Planned disruption due to upgrades/ maintenance will be scheduled for holiday periods to minimise disruption. 2. Minimal disruption to delivery due to alternative methods being available. 3. Disaster recovery plan in place to minimise impact 4. Duplicate systems at each campus to enable IT systems to continue to function if there is a malfunction of any kind. <p>Measures for individual students would be considered according to their needs, characteristics and circumstances.</p>	2	2	4	●

Failure to retain registration with the OfS, impacting on funding and the revocation of awarding powers	2	5	10	<ol style="list-style-type: none"> 1. Regular monitoring of key performance indicators in alignment with B3 2. Effective quality assurance mechanisms in place which have been confirmed through external quality reviews 3. Business Planning and performance review process in place 4. Work with the OfS to minimise disruption to students through 'teach out' mechanisms 5. Support students to transfer to alternative providers if necessary 	1	5	5	●
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Risk Matrix

Impact	5 - Catastrophic	Low (0)	Moderate (10)	High (15)	High (20)	High (25)
	4 - Severe	Low (4)	Moderate (8)	Moderate (12)	High (16)	High (20)
	3 - Damaging	Low (3)	Moderate (6)	Moderate (9)	Moderate (12)	High (15)
	2 - Tolerable	Low (2)	Low (4)	Moderate (6)	Moderate (8)	Moderate (10)
	1 - Unnoticeable	Low (1)	Low (2)	Low (3)	Low (4)	Low (5)
		1 - Improbable	2 - Unlikely	3 - Possible	4 - Likely	5 - Probable
		Probability				

Traffic light is based on the Net Risk score, that is:

- 1-5 (Acceptable risk)
- ▲ 6-12 (Acceptable risk, but requires close monitoring)
- 13 and above (not acceptable, as above risk appetite or where risk is unknown)