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Student protection plan

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

The University

With annual income of nearly £400m and net assets of over £300 million, UAL's solid financial position means that the risk of the university being unable to operate as a whole is very low. Surpluses generated over the last five years have been healthy; our current target is to make an underlying surplus of 10% of Income and our latest plans deliver this.

This strong performance has enabled UAL to build up substantial cash reserves to enable investment in facilities to meet the needs and demands of the future. It also provides significant financial strength in the short or medium term to respond to any operational risk or challenge should they crystallise.

The university has a strong track record of successfully completing substantial capital programmes. Planned future developments will be financed from a mixture of cash reserves, the sale of redundant sites and long-term loan facilities that have already been approved and put in place. Additionally, hedging mechanisms have also been set up to provide protection against any significant increases in interest rates.

College Teaching Sites

UAL comprises 6 colleges based on 14 teaching sites spread across London. UAL has Disaster Response Plans to deal with major disasters such as fire that affect any site directly and plans to address major incidents in London such as terror attack. Disaster response plans are regularly tested and the disaster recovery team are fully trained. UAL has security on all its sites with a physical presence during opening hours. We have updated counter terrorism training for key staff and police security bulletins are circulated to key staff.

The majority of UAL's 14 teaching sites are freehold owned or on long leases (9 freehold, 3 long lease and 2 on leases of 10 years plus). Having sites spread across the city means our activities are not focussed on one district and so any incident is likely to only affect a proportion of our students and we are likely to have the ability to relocate activities to an alternative site, on a temporary basis, should one site be taken out of use. The University also has insurance cover which includes business interruption.

UAL Tier 4 Licence

UAL has Highly Trusted Status from the Home Office and a Tier 4 licence to issue Certificates of Acceptance of Studies to overseas students which enables them to get a visa to study in the UK. The risk that UAL would lose this Licence either for a temporary period or permanently is low as UAL has a vast amount of experience of handling thousands of applications from overseas students and monitoring their attendance in line with Home Office requirements. Our structures, processes and auditing arrangements are regularly tested. The University commissions an annual audit of its Tier 4 compliance processes through an external audit firm. The annual audit focusses on the key compliance risks and outcomes are routinely reported to the Board of Governors and the University's external auditors. The University has a dedicated team of specialist Tier 4 administrators managed across the Colleges through the University's Academic Registry.

Subject Specific Assessment

UAL is a specialist university focussed on the disciplines of arts and design and related areas. Within that arts and design discipline category are distinct subject areas. The risk that we are no longer able to deliver courses within these subject areas is very low because as the largest specialist arts and design HE institution in the UK, UAL benefits from some unique features which safeguard our students in the event of course closure or related developments.

- UAL is collegiate and subject areas are offered in more than one of our six colleges.
- UAL is large and multi-site and has the physical and staffing resources in place to adapt to changed circumstances such that the rights of its students to finish their course can be safeguarded.

Franchise Arrangements

UAL has a partnership agreement with Hong Kong University, School of Professional and Continuing Education, under which some UAL courses are franchised for delivery by HKU (currently 3 courses). The risk for these students taught by HKU not being able to complete their studies is low and the partnership agreement between UAL and HKU details the responsibilities for teaching out where a discontinuation of the partnership occurs.

Note on Course Changes

UAL is committed to maintaining the currency and value of its degrees and to that end academic staff review content on a regular basis. Changes can be put forward to the content and curriculum of courses and to their assessment and UAL has a set of modification procedures with approval at an appropriate level for the extent of change. Changes made through the modification process are normally implemented the following year for all students. More substantial changes made through the re-approval process would normally be implemented from the next intake of students. On occasion and where the changes will be of benefit to current students the University will consider the early introduction of changes to courses made through the re-approval process. Approval in these cases is

only given once all students affected have been consulted and any concerns raised have been satisfactorily addressed.

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

There are currently no risks under which students would not be able to complete their studies that UAL considers to be likely to take place. However, the following details UAL's policy when we decide to close courses.

- UAL has a 'teach out' policy under which we commit to ensuring the course of study can be completed by all currently enrolled students, even where the course is being discontinued and we will not be taking on new student cohorts.
- Teach out arrangements aim to be in the original location and original college of UAL.
- Where the course needs to move sites, students will be transferred to another site of UAL, with as much notice as possible to allow staff and students to plan a transition.
- In extreme circumstances UAL would transfer the teaching out of a course to a different college of UAL.
- UAL is committed to making sure students on running out courses receive the same high quality of provision that all courses receive. To ensure this is the case a set of procedures governs the decision to close courses, how they are managed during closure, and the special monitoring arrangements we apply to these situations. These Course Closure Procedures can be accessed [here](#).

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

UAL has a Refund and Compensation Policy

UAL's current assessment is that there are no students for whom we have identified a risk of non-continuation of study. Nevertheless, should an instance occur that commits UAL to invoking its Refund and Compensation Policy we have sufficient cash reserves to draw on to meet conceivable demands. UAL's financial strength is outlined in section 1 in the first paragraph.

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

The University will publish this Student Protection Plan on the website for potential students. Students will be made aware of the Plan as part of the offer process with a link provided in the offer letter.

We will publicise this Student Protection Plan to current students through placement on the UAL Site, and reference in induction and other material given to students at the start of their studies.

The Student Protection Plan is approved by the University's Academic Board who delegate the ongoing monitoring and updating of the plan to the Academic Planning Sub Committee (APSC). All new course developments and course closure plans are monitored by APSC. Decisions on individual course closures or other changes that need to be reflected in the plan will be considered and approved by the Academic Planning Sub Committee and the plan reapproved on an annual basis by Academic Board. The University's Course Closure Procedures require a consultation with students and staff before a decision to close is taken and the University's Academic Quality and Standards Committee takes an overview of all courses in closure.

UAL commits to notifying students of any changes that may affect their studies in a timely manner. Should any measures in the Student Protection Plan need to be triggered, students will be notified by the Dean of School or Academic Programmes.

UAL commits to taking a decision to close undergraduate courses at least 12 months before the intake of the last cohort and 9 months for postgraduate courses.

UAL commits to consulting with students already studying on a course before taking a decision to close.

The University works closely with its Students' Union on all university business, and should this Student Protection Plan need to be invoked UAL will work with the SU to put in place ways for students to inform themselves of changes proposed or actions taken in response to events. The Students' Union will provide independent advice to individuals or groups of students so they are clear on their rights and can question and challenge the University's proposals if they consider this appropriate.

Time specific updates - 2022

London College of Fashion move to a single campus at new East Bank development on Queen Elizabeth Olympic Park in 2023

LCF will move from its existing 6 sites to a single dedicated new build campus in the Queen Elizabeth Olympic Park in East London (the site of the London Olympics in 2012). Current plans are for occupation of this new campus by September 2023. The paragraphs below give the risk assessment for students starting their studies in 2022 and 2023. This information is also being made available to existing students at LCF and will be provided to applicants for course starting in 2022 and 2023.

The risk of disruption to students commencing their studies in 2022/23 is moderate as all students on courses that last three years or longer will be taking their final years on the East Bank campus. The University has a comprehensive and extensive project covering aspects of the move which is now well under way.

[Version 2 amendments approved by Academic Standards and Quality Committee Academic Board on 24th October 2019]

Version 3 –Approved AQSC MARCH 2022