



Contingency plan for changes or closures in HE Provision 2019-2020
Approved by: Executive
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Contingency plan for changes or closures in HE Provision 2019 – 2020

1. Introduction

1.1 University Croydon Centre (UCC) recognises that HE students invest significant time and money in their higher education, and therefore are entitled to be confident that UCC will treat them fairly, deliver their HE course and have adequate contingency arrangements in place if for any reason that stops to be the case.

1.2 The Higher Education and Research Act 2017 requires all Higher Education Institutions to maintain a Student Protection Plan that protects students' interests in the case of events that may cause significant changes to their HE programmes of study. These events may be triggered by situations such as (but not limited to):

- Loss of Office for Students (OfS) registration
- University Croydon Centre (UCC) closure
- Course / Programme closure
- Course in-year variations

1.3 The purpose of this plan is to make current students and prospective students aware of the range of potential risks to the continuation of their study. It also outlines what measures the UCC has taken to mitigate risks and what it would do to support students to continue with their studies.

2. Measures to Inform and Protect Students

2.1 The UCC is committed to communicating any material changes in circumstances to students as early as practicable, with clear information and alternatives.

2.2 Based on its assessment of potential risks, the UCC will take all reasonable steps to minimise any resulting disruption to services and to students affected by changes in-year. UCC will endeavour to ensure all changes are implemented for new cohort of students and not for existing students. In the exceptional circumstances where the UCC is not able to do so, the UCC will consider the following:

- delivering a modified version of the same course;
- delivering the same course in a different location or in a different way
- providing assistance to affected students to switch to a different provider

2.3 The UCC is committed to supporting students to make informed decisions about what their best options are in the event of material changes to their academic situation. It will use all resources available to it to ensure students have all necessary information to evaluate any changes in a timely manner and enable them to access independent advice, for them to make the most informed decisions possible.

3. Significant Material Change

Loss of OfS Registration

3.1 UCC will work with the Office for Student (OfS) conditions for registration to minimise the possibility of losing its registration. In the unlikely event of the UCC losing its registration with the OfS, the UCC would take reasonable steps to minimise the resulting disruption to students by, for example:

- working with relevant funding bodies and the OfS to allow enrolled students to complete their programme;
- where the above is not possible, supporting students to transfer to appropriate programmes at other providers
- support students by providing any evidence required to facilitate the continuation of their studies with another provider;

In the event that some students may not be able to move their studies to an alternative provider, or suffered demonstrable, financial loss from doing so for credible reasons, the UCC would consider, where appropriate possible refunds to students had to change providers or compensating students if, because of disruption to their studies, they suffer demonstrable, financial loss.

University Corydon Centre (UCC) closure

3.2 The possibility of institutional failure of UCC on business grounds will be monitored through a risk management process in accordance with the regulations of the Office for Students (OfS) and any instance of this will be managed in accordance with Croydon College policies and procedures. The risk that the UCC as a whole is unable to operate is assessed as very low because Croydon College has sufficient financial reserves and it has business continuity plans in place to deal with any potential financial issues. This ensures that, in the unlikely event of any decision being taken to close the UCC, it would be in a phased manner so it would be able to teach out all existing Higher Education courses.

3.3 If the College finds itself in a position where it has no option, other than to close, it would consider measures such as those below to protect student experience:

- where possible, the primary objective would be closing in a phased manner, over a period of time that would allow current enrolled HE students to complete their studies at the UCC;
- in a situation where this is not possible, the college would support students to transfer to appropriate/equivalent programmes provided by other providers and (where appropriate financially) would look to compensating students if, because of the change of location of their studies, they suffer demonstrable, material financial loss;

Course / Programme Closure

3.4 The UCC procedure for closing courses due to financial reasons, withdrawal of awarding body or any other reasons are such that a course will be closed over a phased period of time to enable students to be taught out. The UCC will also ensure there are

- timely communication with all current students to provide assurance that they will not be adversely affected by this decision, and provide assurance that they will be able to complete their studies at the UCC;
- possible future applicants will be notified, allowing time for them to successfully apply for an alternative programme of study
- in the event of individual students not wanting to complete their programme of study at UCC during any teach out period, or the UCC having to close the programme before teach out was complete, it would employ measures to facilitate student transfer to other providers to complete their studies.

Course in-year variation

3.5 The UCC consistently aims to deliver programmes in accordance with the descriptions in its published prospectus. The most likely reason for the UCC having to make changes to courses 'in-year' would be the unexpected loss of a number of staff. The risk of the UCC having to make changes to a student's programme of study because it is no longer able to deliver material components is low. This is because all modules are taught by integrated teams of academic staff and the UCC is not reliant on single highly specialist members of staff to deliver any one part of the programmes. The UCC mitigate the risk of having to make changes to student programmes due to the loss of key staff and minimise disruption by:

- filling any gaps in staffing as quickly as possible;
- deploying other current members of staff with appropriate skills and experience into any vacant post(s)
- or recruiting externally as quickly as possible.

N.B. Please read this in conjunction with Student Protection Plan