



## Student Protection Plan

Provider's name: Anglo Skills College

Provider's UKPRN: 100300497

Legal address: The Hub, 40 Friar Lane, Nottingham NG1 6DQ

Contact point for enquiries about this student protection plan: 07753102166

### Student protection plan for the period 2018-19

#### **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 risks that Anglo Skills College will be unable to provide its courses is slight. We are a small college with a dedicated pool of staff and we have a proven track record of successful course delivery over the last five years.

We have identified the following risks and how we would manage them below:

1) Temporary or permanent loss of staff.

Likelihood: likely.

Impact on students: Slight.

Mitigating actions: Staff are required to provide 4 weeks' notice if they wish to terminate their contract. In the event of any member of staff unexpectedly resigning, ASC will endeavour to engage new staff immediately. We do have a waiting list of potential teachers who have expressed an interest in working with us. We are continuously recruiting and have substitute teachers on call in case of sickness.

2) Closure of the Building

Likelihood: Very unlikely.

We are currently leasing accommodation in a secure building in the centre of Nottingham. We hold a five-year lease.

Mitigating actions: In the case where The Hub became unavailable to us we would seek alternative accommodation, there is scope to relocate to alternative space within the current building.

3) Financial Failure

Likelihood: Very unlikely.

We are a small, successful college with 8 years' experience in delivering educational courses. We have clear financial records and have demonstrated liquidity since our establishment. Our accounts are audited independently every year.

4) Changes in students' needs.

Likelihood: Likely

We continually review the needs of our students and endeavour to make changes to their courses when we perceive this to be necessary.



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

Anglo Skills College monitor's the attendance and progress of our students closely and adheres to internal measures which support students to successfully complete their course(s).

In the event that a student is absent for 1 day, the colleges' absence procedure as detailed in our Student Absence Policy, is to contact the individual to ascertain the reason. If the student raises a concern about their course, we will discuss the challenges, concerns or queries and endeavour to bring about a positive solution for the student.

If the student is absent due to sickness, we will liaise with the tutor to ensure that copies of missed classes are provided to the student to complete as self-study and via Moodle.

Student progress is monitored informally by the teacher throughout the course and formally by monthly assessments. In the event that students are found to be falling behind in their studies, we arrange for a 1-2-1 with the student and our Welfare Officer to discuss if they are experiencing personal or other challenges that we can support them with. We will also demonstrate our pastoral care where needed, by directing to them to a reputable organisation that may be able to help further. Intervention Plan's are agreed with students to support and enable them to be successfully reintegrated onto the course.



### **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.**

#### **Fees Payments and Refunds Policy**

##### **1. Policy Statement**

1.1 Fees are set to ensure that when public funding is taken, the College is able to cover the full costs of each programme of study.

##### **2. Reasons for the Policy**

2.1 To ensure that fees are set consistently, fairly and with transparency across the College.

##### **3. Policy Objectives**

3.1 Applicants of the learning programmes at the College and College staff involved in the learner admissions process will understand:

- The different elements which constitute College fees.
- When and how College fees are payable.
- The regulations, imposed either by external bodies or by the College itself, with regard to concessionary fees.
- The College's refund policy.
- The appropriate channel through which matters of financial hardship may be raised.

##### **4. Fees**

4.1 College fees are made up of several elements: tuition fees, awarding body registration fees, College administration fees, examination or certification fees and other course related costs.

4.2 In addition, certain courses require learners to purchase special equipment/materials, pay for educational trips, or residential elements of their course. This equipment/material bought by the students become their property at the end of the course.

4.3 A student shall be liable to pay in full, either before or at enrolment any fees due to the College Tuition fees are payable for each academic session.

4.4 The process of enrolment will not be complete until all tuition fees are paid in full or an approved payment plan/payment by a sponsor is agreed with the college. Any part of the tuition fee payable by a sponsor should be paid within 30 days of the invoice.

4.5 College fees are payable in advance for programmes which last more than one year, they are payable separately for each year of study for home students but to be paid in full for international students (If a CAS has been issued for a visa to study which is over a duration of 12 months).



College fees and examination fees are normally collected upon enrolment, except where a learner is being sponsored (then an invoice is sent to the sponsor on enrolment) and for certain examination fees for courses, where the decision on which examination is to be sat is taken after some weeks of tuition (e.g. some Language courses).

4.6 All fees due must be paid before the learner can be entered for any examination or awarded any qualification.

## 5. International Students

5.1 For overseas students submitting a successful application, an Offer Letter is issued with a minimum deposit of 50% of the full tuition fee required before the College will issue a CAS letter for visa purposes.

5.2 When the student requires a CAS to be issued, payment of the full tuition fee is required

5.3 With effect from the 1<sup>st</sup> November 2014, where a student is refused a visa after failing credibility assessment by the UKVI, 50% of the tuition fee (which includes a contribution to our administration costs) and £200 registration fee will not be refunded.

5.4 If the Home Office reports that;

- fraudulent documents have been used in the visa application,
- student discloses any information the college was unaware of,
- the decision was made due to unsatisfactory evidences of the student and through no fault of the College, the College reserves the right to refuse a full refund.

## 6. Late Payments or Non-Payments

6.1 Certification fees must be paid before the learner is awarded any certificate.

6.2 The college may, at its discretion, withhold transcripts, marks and certificates from any student that owes the college money in respect of tuition, resource or examinations fees.

6.3 Registration / enrolment on a course will be refused where there are fees relating to previous enrolments outstanding.

6.4 Where a sponsor's payment is outstanding for more than 30 days the student will be liable for payment of any outstanding amount.



## 7. Refunds/Transfer

7.1 Where the course is cancelled by the College, prior to the start date, a full refund will be made in the same mode as the payment in the case of credit/debit card receipts, otherwise by cheque or bank transfer as appropriate.

7.2 Fees will only be refunded in the following circumstances:

where the course is cancelled prior to commencement due to low enrolment (the college reserves the right to cancel courses where enrolment fails to meet the required level) automatic refund of all fees

- where a student attends no more than two meetings of the class – 50% refund minus £200 administration fee
- where a student is unable to continue due to health reasons – 50% refund upon application with supporting medical evidence, there may be a higher/full refund in exceptional circumstances
- Where a course is cancelled by the college after commencement – automatic refund of all fees will be refunded.

7.3 Resource and examination fees will only be refunded where no costs have been incurred by the college.

7.4 In the case of overseas students, refunds will only be made in exceptional circumstances at the discretion of the College. All requests for refunds should be submitted in writing. Exceptional circumstances would normally relate to ill health that necessitates withdrawal.

7.5 If a payment is made by credit/debit card then the refund will be made directly back to the same credit/debit card. All other refunds are payable by crossed cheque or bank transfer. Cash refunds will not be made under any circumstances.

7.6 If a student has applied for a visa under false documents and his visa has been rejected, the college will not refund the deposit made by the student



## 8. Withdrawals

8.1 A student withdrawing from a programme of study, on a temporary or permanent basis, within four weeks of the commencement of the session will be entitled to have their tuition fee refunded in full.

8.2 After four weeks following enrolment/re-enrolment, fees may in exceptional circumstances be refunded at the discretion of the College. All requests for refunds should be submitted in writing.

8.3 A student withdrawing from a programme, on a permanent or temporary basis, after eight weeks shall not be entitled to a refund and will be liable for the full course tuition fees of the duration given if their reasoning is not a prementioned exemption.

## 9. Payment Methods

9.1 Payment is required before attendance at the first session of a learning programme or entry for any examination or award of any qualification. Payment may be by bank draft, bank transfer, cash or cheque.

Anglo Skills College keeps a reserve of 25% of its total turnover to support its refund policy. This in line with OfS regulations. Our insurance arrangements similarly meet with OfS demands.

In the event that the college grows in the future in line with our ambitions we will increase our reserves to 30%.



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

Students are provided with a copy of the student protection plan upon during their induction with the Course tutor. ASC staff will indicate its key points at this time.

Each class elects a representative to review the protection plan to ensure their participation in the plan content.

Students also have the opportunity to ask questions regarding the plan during their Induction day.

Staff will also be advised of the content of the plan during the staff induction and the serious implications of any major changes to course content.