



MORLEY COLLEGE LONDON

Higher Education Student Protection Plan

OWNER:

Chair of the HE Sub-Committee

FINAL APPROVAL BY:

Office for Students

Policy Category:

Student

Approved by Office for Students:

March 2023

Review Date by the Policy Committee:

March 2027

1. Introduction

1.1. Morley College London is registered with the Office for Students and is required to publish an approved Student Protection Plan (SPP).

1.2. The purpose of a SPP is to assure current and future students that Morley College London has appropriate arrangements in place to ensure continuation and quality of study for Higher Education (HE) programmes. It sets out how the College will react if particular events threaten the ability to deliver an academic programme. The SPP outlines the types of risks that might arise, gives examples of the sort of events that might trigger action and explains how the College would respond to minimise the impact of these events on studentsaf these Coll thadi67

10. Refunds and Compensation

10.1. The College's _____ explains the conditions under which the College will refund student fees and charges that have been paid.

10.2. In relation to HE programmes, the policy states:

- *In the event that the College fails to deliver the agreed provision, or where there is evidence that the College has not followed an Awarding Organisation's policies and procedures, including appropriate registration, any self-funded fees will be repaid and student loans will not be activated.*
- *Other compensatory remedies may be considered on a case-by-case basis such as payment of additional travel costs (for students affected by a change in location), commitments regarding bursaries, compensation for maintenance costs and lost time where continuation of study is not possible, or students must ~~transfer~~ transfer. Claims for such*

11. Communication Plan

11.1.

Annex One: Detailed Risk Assessment Schedule

The Risk Assessment Schedule categorises risk by identifying each risk, exploring the likelihood of it happening and then assessing the impact on students and the college.

The likelihood of risk is assessed on the following scale:

- Low – less than 10% probability of occurring
- Medium – greater than 10% but less than 50% of occurring
- High – greater than 51% of occurring

The impact on students is reviewed on the following basis:

- Low – resolution at programme level
- Medium – resolution at college level through HE Sub-Committee reporting to the Academic Board
- High – resolution at college level by Senior Leadership informed by specialist advice as necessary with the governing body informed, as appropriate.

Risk	Financial Instability of Morley College London
Likelihood:	Low
Impact	High
Rationale for assessment	<p>As an Institute of Adult Learning within the FE Sector in London, the College is majority-funded by the Education and Skills Funding Agency and the Greater London Authority.</p> <p>The College has robust systems and controls in place to monitor financial sustainability, such as its risk register, rigorous monthly financial monitoring, effective financial forecasting, strong financial controls, internal audit scrutiny and well-developed risk management processes.</p> <p>The College additionally monitors factors influencing finances through the following Key Performance Indicators:</p> <ul style="list-style-type: none"> - KPR01 Student Recruitment - KPR08 Contribution - KPR09 Estate Utilisation - KPR10 Staff Utilisation
Mitigation	The College's financial strategy is to ensure at least 45 cash days are maintained (equivalent to at least £2.4M) cash reserves at any one time. The College's financial

	resources are more than sufficient to refund and compensate students, even in the very unlikely scenario of the closure of Morley's portfolio of HE programmes. In addition, the College has robust insurance arrangements in place that include protection for loss of income. This is fully sufficient to provide additional compensation for students at risk of non-continuation of study due to programme suspension and closure.
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Risk	Loss or suspension of OfS registration
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	work to secure a validating relationship with a different institution.
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Risk	Loss of equipment or facilities (including Building and IT infrastructure)
Likelihood:	Medium
Impact	Medium

	because Morley has has a large cohort of sessional lecturers in each curriculum area who are able to provide cover for all our subjects. In addition, modules are designed to be taught by integrated teams of academic staff, overseen by Subject Leaders/Programme Leaders each of whom are also subject specialists. Previous changes of staff personnel have been managed successfully.
Mitigation	Our existing staff teams consist of academics, teachers and professionals whose combined expertise is sufficient to cover either the departure or absence of team members. Moreover, in the event of a particular skills gap occurring, Morley is able to either draw on staff within the wider team or recruit suitable expertise through professional networks.

Risk	Impact of Public Health Crisis
Likelihood:	Low
Impact	High
Rationale for assessment	<p>Under the Covid-19 pandemic the College was proactive in communicating with its students through email and a dedicated web page on the College's website. Programmes went online for the initial lockdown in 2020-21 and moved to a hybrid of online and in-centre learning when the restrictions were lifted. Assessments and programme delivery were adapted – fully supported by the awarding bodies – where necessary. Adaptations included: front-loading practical access at the start of the academic year in case of further lockdowns over winter; providing resources for students to continue practical work at home; recording tutorials in a 'bank' of resources; greater access to tutors via online support at the start of the pandemic to ensure students were supported; and continuing virtual support and hybrid learning for students with Covid-19 or in care roles who were unable to attend. During the Covid-19 pandemic HE student satisfaction remained above the NSS national benchmark.</p> <p>Morley College London is confident it can respond positively and with agility as necessary in the event of any future public health crisis.</p>

Mitigation	In relation to Covid-19, the College was able to put in place a series of practical arrangements to ensure continuity of study in accordance with guidelines. The College would be able to draw on this experience in the event of any future public health crisis. Moreover, the College now have considerable experience in the successful delivery of online provision of HE programmes, with the capacity to switch to online delivery if required.
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Risk	Campus Closure
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Likelihood 126.84 26g-0.002 Tc 0.002 Tw p132e16.9 (Tc 0.00703 a BDC 0 g481 0.481 ref52
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Annex Two: HE Programme Viability Group

Annex Three: Student Protection Policy Review

Version Number	Date	Revision Description	Editor	Status
1.0	March 2023	Version One	Head of Quality Enhancement (HE)	Subject to OfS review