

# Student Protection Plan

## Contents

1. *The Purpose*
2. *Our Aim*
3. *Continuity of Study*
4. *Student Study Risk Scenario*
5. *LPCMC Students Studying With Our Accredited Study Centres*
6. *Student Risk assessment*
7. *Student Study Risks to Continuity of Study*
8. *If for Any Reason LPCMC Ceases to Operate*
9. *Withdrawal of Programmes or Modules*
10. *Unable to Recruit or Retain Suitably Qualified Academic Staff or Key Programme Support Staff*
11. *IT Infrastructure Unavailable*
12. *Failure to Recruit Sufficient Student Numbers*
13. *Refund and Compensation*
14. *Communication*

## The Purpose

LPCMC runs a very strong commitment to Student Protection Plan, and is developed in partnership with student representatives designed to provide assurance that our institution has considered a wide range of risks that could impact students' ability to successfully complete their studies, and that we have plans in place to eliminate, mitigate or manage these risks.

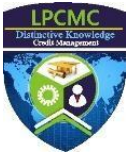
## Our Aim

LPCMC's all-embracing aim is that students are admitted to our programmes in the overall expectation of completing their studies successfully and earn their qualifications.

## Continuity of Study

In the event that some critical circumstance has occurred and the plan needs to be implemented, LPCMC will endeavor to take all reasonable steps to minimize disruptions to students' studies by:

- Offering the affected student the chance to re-schedule affected components of study



- delivering a modified version of the same course or access to the same course via a different mode of study (e.g. distance learning)
- providing assistance to affected students to move to a new provider who is or may be offering similar qualifications
- providing a refund and/or compensation for any undelivered services or material loss via the Refund and Compensation policy

## **Student Study Risk Scenario**

LPCMC Board of Directors recognize the fact that individual students will be affected in different ways if any of the risks detailed in this Plan materialize. In that case, the executive management committee of our institution will communicate directly with students where additional support, advice or guidance is required and will work with any students who have approved reasonable adjustments or identified additional needs to ensure actions and options meet their individual requirements. Where risks are likely to affect a specific sub-group of students, this has been detailed as part of the risk assessment.

## **LPCMC Students Studying With Our Accredited Study Centres**

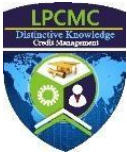
Our centres accreditation arrangement is unique with specific roles and responsibilities defined within the formal collaborative agreement, ensuring that LPCMC students studying with accredited centre organisations have their continuity of study protected and that these plans fit with the specific arrangements of each agreement.

The rights of LPCMC students studying with our accredited study centre organizations via our agreements remains the same as those of students studying directly with LPCMC.

## **Student Risk assessment**

LPCMC has in place a student study risk assessment and management system. The key features of the Risk Management system are:

- Our Board of Directors is ultimately responsible for the systems of student study risk assessment management and control.
- We have an Audit Committee that maintains a Strategic Risk Register and reviews how effectively our processes of internal financial control and reporting are being implemented.
- Our Executive Management Committee maintains an Operational Risk Register that is reviewed and updated quarterly.



- Our assessment of risk and our analysis of how best to manage each risk is an ongoing process undertaken throughout each year and the review of our Student Protection Plan will be updated to reflect any changing in risks that are identified.
- A wide range of risks is regularly analysed, monitored and managed through our risk registers.
- Our student study risk management processes are periodically audited by external audit specialists.

## **Student Study Risks to Continuity of Study**

The following key risks to students' continuity of study are identified:

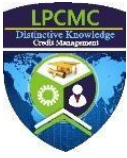
1. If for any reason LPCMC ceases to operate.
2. Withdrawal of programmes or modules.
3. Unable to recruit or retain suitably qualified academic staff or key programme support staff.
4. IT infrastructure unavailable.
5. Failure to recruit sufficient student numbers.

## **If for Any Reason LPCMC Ceases to Operate**

LPCMC is strongly committed to implementing contingency plans which would include allowing existing students to continue to complete their current programmes of study. The measures LPCMC will put in place to manage this risk means the likelihood of an imminent closure of LPCMC is highly insignificant. We will manage this risk by having in place:

- reasonable financial reserves that would allow us to continue to operate for at least the next three years
- a robust business plans that are reviewed (inter alia) by our Board of Directors/ Executive Directors/Finance Director, Chief Operating Officer and Business Heads Group
- annual external auditing of finances that provides independent assurance of our business's performance and forecasts
- engagement of legal and financial advisors
- a comprehensive Business Continuity plan

Where necessary, LPCMC would maintain key academic and administrative staff to allow current students to complete their current programmes of study via the enrolled mode and timeframe (teach-out). Following consultation with students, students may be transferred to an LPCMC-run distance learning mode of study for the same



programme, with LPCMC drawing on its existing experience and expertise in delivering our programmes via a distance learning mode of study.

If LPCMC was unable to continue to teach-out students directly, students would be assisted by LPCMC to transfer to an equivalent programme of study at a different institution within a given proximity. LPCMC would work directly with those institutions to facilitate the transfer of credit for completed modules of study with LPCMC.

## **Withdrawal of Programmes or Modules**

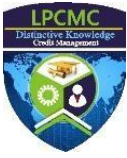
LPCMC might make a strategic decision to withdraw a programme or module of study if it has been superseded by a new programme or module, if it cannot be resourced, the content is no longer fit for purpose or current, or if insufficient student numbers can be achieved. The ongoing viability of programmes is monitored via the annual monitoring and quality assurance processes of LPCMC. We will manage risk by having in place:

- a Withdrawal of Programme and Module policy where every effort must be made to ensure that students are consulted, not disadvantaged in any way, have every opportunity to complete any programmes or modules they have been registered for or that suitable arrangements are made where the withdrawal of a programme or module is required;
- a process of consultation with students and with faculty on the potential impact of withdrawal of programmes and modules;

The withdrawal of programmes or modules will be managed via LPCMC's Withdrawal of Programme and Module policy that ensures that the impact of any proposal is assessed and managed and that students are consulted as a core part of the process.

Consultation with students and faculty and an assessment of the impact of the programme's withdrawal on students will be undertaken prior to a proposal being presented to the Academic Board for approval. Where viable, a teach-out process would be proposed where current students would be given the opportunity to complete their current programme of study. The timing of the implementation of any proposed withdrawal would also consider prospective students and where in the recruitment cycle they were.

All proposals would be considered by LPCMC's Academic Board and could not be implemented without Academic Board oversight and approval of the teach-out and impact management proposal.



## Unable to Recruit or Retain Suitably Qualified Academic Staff or Key Programme Support Staff

Turnover of key staff at LPCMC is in line with other higher education (HE) organisations. The impact of this risk is **LOW** given our programme specialties are not niche and that LPCMC has both an employed faculty and network of adjunct subject matter experts to draw on for temporary cover while permanent replacement staff are secured.

LPCMC manages this risk by having in place:

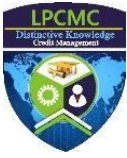
- a Talent Management Strategy and Succession planning;
- a Remuneration and Nominations Committee who regularly reviews pay and benefit packages to ensure that LPCMC is positioned well to recruit and retain suitably skilled staff;
- regular systems of appraisal and career development opportunities;
- a strategic focus on raising and maintaining the profile of LPCMC including as a workplace of choice;
- access to a network of subject matter experts from the HE sector, industry practitioners and faculty from our corporate professional programmes and global partnership with credit and financial management institutes.

LPCMC would seek to fill gaps in staffing as quickly as possible by initially drawing on suitably skilled and experienced faculty to temporarily cover vacancies. Where necessary, LPCMC would draw on the network of adjunct specialists who have worked for LPCMC in recent years to undertake contract roles until permanent members of staff can be recruited.

## IT Infrastructure Unavailable

LPCMC maintains its IT infrastructure and has in place processes and protocols for the ongoing monitoring and management of risks to our systems such as malicious attacks or hacking but remains as vulnerable to these and new threats as other organisations. The risk is considered **MODERATE**. LPCMC manages this risk by having in place:

- full database and system replication student virtual learning environments (VLE);
- firewall protection and a skilled and up-to-date team of IT specialists who monitor system risks and maintenance;
- regular Business Continuity testing to ensure business systems can be supported from one or other site;
- out-of-hours protocols that have been tested and found to be resilient.



LPCMC would implement its business continuity plans to reinstate IT services as soon as possible. Remote classes or workshops that were scheduled during a system outage would be re-scheduled and recordings and/or additional support material provided for students who were unable to attend sessions due to an LPCMC IT system issue.

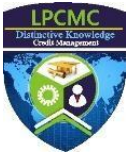
## **Failure to Recruit Sufficient Student Numbers**

The risk of LPCMC being unable to recruit sufficient student numbers is **LOW** with our recruitment trend over the last two years seeing increasing numbers year-on-year. Our ability to recruit students is affected by internal and external factors, for example, if LPCMC was to fail to keep pace with changing student requirements or by external changes to the credit and finance sectors or the higher education sector, or changes in legislation and regulation. LPCMC manages this risk by:

- undertaking annual monitoring and review of our current programmes to ensure they meet sector needs and are value for money, relevant, current and of interest to potential students;
- undertaking market research, engagement with corporate relationships, competitor tracking, student/faculty feedback and pilot activities;
- continually monitoring legislative and regulatory change and the potential and actual impact of these changes on LPCMC and the credit and finance sector;
- being involved in sector consultation and ongoing engagement with changes in the HE sector to identify development opportunities;
- engaging with professional bodies to secure endorsement and exemptions for specialist qualifications;
- working to continually develop better ways to service students and meet their learning needs including via digital means;
- working to widen participation and provide access opportunities and progression pathways for students into LPCMC's professional certification programmes.

LPCMC would teach-out any students currently on the affected programme(s) of study. Where numbers were reduced to such a point that some option modules could no longer be offered, following consultation with students, a programme of study would be agreed that would allow students to complete the registered programme or to transfer internally, to an alternate LPCMC programme.

If student numbers reduced to a point where face-to-face classes could no longer be offered, the remaining modules for the teach-out of a programme may be transferred to a distance learning mode of study based on LPCMC's successful previous distance learning delivery model. If the students were significantly disadvantaged or were likely



to have a poor learning experience because of a very small class size, following consultation with affected students, students would be assisted by LPCMC to transfer to an equivalent programme of study at a different institution within a reasonable proximity. LPCMC would work directly with those institutions to facilitate the transfer of credit for completed modules of study with LPCMC.

### **Refund and Compensation**

Where students have been materially disadvantaged by the implementation of the plan and LPCMC has not been able to provide continuity of study, we will offer a refund and/or compensation.

### **Communication**

If we have to implement the Plan, where possible, we will let affected students know within five working days of circumstances being identified and confirmed and then keep affected students informed of further developments. Our Programme Managers will make contact with affected students and provide detailed information, advice and guidance based on individual students' circumstances.

The measures contained in this Student Protection Plan are in addition to students' statutory rights, which remain unaffected.