

Student Protection Plan 2018-2019

Provider's Name:

Acculearn Training Limited T/A Cranbrook College

Provider's UKPRN: 10042483

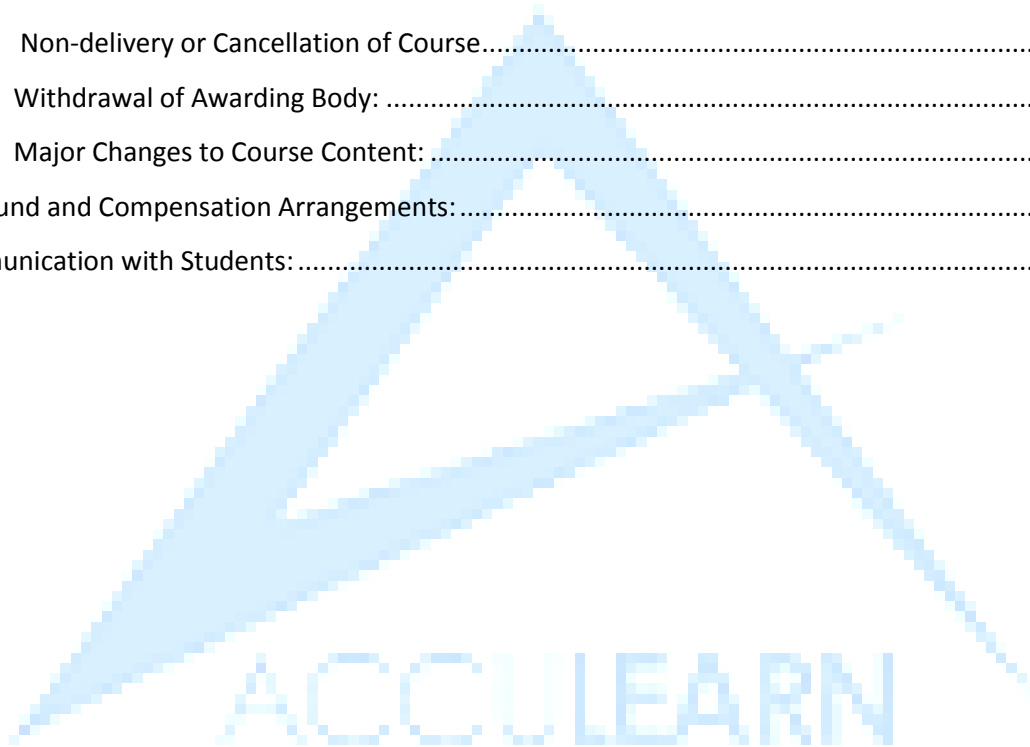


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1. Introduction:

The Student Protection Plan sets out what students can expect to happen should a course, campus, or institution close. The purpose of the plan is to ensure that students can continue and complete their studies or can be compensated if this is not possible.

Acculearn Training Limited T/A Cranbrook College is committed to ensuring that students achieve uninterrupted and best possible academic outcomes from their studies. Thus, the College will make its all effort to protect the students' interest and ensure the continuity in the event of the College closure or discontinuity of a course or a programme.

2. Risk Assessment and Its Mitigations:

The College has considered a range of the risks that could potentially affect the quality or continuation of study for the current and future students of the College. The plan will also assess the severity or the level of the risk and how the will mitigate those risks.

2.1 Closure of Premises

The College has been operating for the last 10 years and has successfully been delivering courses and does not have any plans to close the College. However, due to any un-foreseen reasons the College has its Business Continuity Plan. The Business Continuity Plan is continually revised, at least on annual basis, keeping in view the changing situations.

The College is financially sound and the Education and Skills Funding Agency (ESFA) rating for the College is outstanding. The management has ambitious plans for the continuity of the College. Thus, risk is minimised, and we assess it as very low.

In case of any natural calamities which are beyond the control of the management the college will hire premises at the nearest possible location and the learning activities will be restored as soon as possible. The College will advise students on affected programmes with a minimum of seven days' notice period where the closure or relocation is planned. The notification made to the students will be published on the website, on the portal or other intranet communication channels of the College. It will be ensured that all the students are updated on a regular basis. It will be ensured that the new premises are also compliant with all the requirements of Health and Safety measures and other relevant rules and regulations.

2.2 Non-delivery or Cancellation of Course

The risk of not being able to deliver or continue a course or a programme due to lack of staffing or non-availability of other resources is very low. Each course /programme area has staff with a range of skills, experience and expertise to ensure that the students receive a

sense of security about delivery of the courses/programmes. For each course, we have teaching staff members as a backup and train a teaching assistant who continuously is updated about the class course delivery progress. The backup teachers are ready to continue the class in case of the non-availability of the teachers. All the course teachers are in close coordination with each other and keep each other updated about the progress of the course study in the class. The assessment work is also shared so that there is close coordination and uniformity in the study of the course.

In case the College does not get the desired number of students for a certain course there could be a risk that the College decides not to run the Course or programme. We assess this risk of a course or programme cancellation due to non-availability of the required number of students as very low. The College has the policy that even if the desired or expected number of students is not recruited, the College continues with the delivery of the course with whatever number is available. This is in line with our commitment to delivery of the course for which students are at no fault. However, in case very low number of students recruited they are informed well in time, in case such a strategic decision is made to discontinue the course. Such situations have never arisen where the College had to cancel any course programme due to non-recruitment of desired students. Thus, we assess this risk as very low.

2.3 Withdrawal of Awarding Body:

The risk that our awarding body may withdraw from our contracts is very low as performance of the College is monitored on regular basis. The fool proof systems are in place in accordance with the requirements of the awarding bodies. It is ensured that the College complies with all the requirements of the awarding bodies at the highest possible quality level. The level of reputation of the College with its awarding bodies can be judged from the fact that the College enjoys direct claim status with the awarding bodies for different courses or programmes. However, in case of any awarding body cancels the course, the College has the reputation and capacity to approach other awarding bodies. Thus, we consider this risk is also as very low.

2.4 Major Changes to Course Content:

The College considers the risk that a course content is changed during the course duration as non-existent as awarding bodies inform well in advance if any material changes are to take place for a course content. If such changes take place, the awarding bodies always allow the current students to continue with the already informed content of the course and the methodology for delivery and assessment of the courses. However, in case any policy changes, the current and potential students will be informed well in time and due

adjustments will be made. It will be ensured by the College that the current and potential students are helped and supported to be able to handle and cope with such changes.

3. Refund and Compensation Arrangements:

The College has its own formal 'no refund' policy, however, refunds may be considered if any of the following circumstance:

- i. The College terminates a course, which has already started
- ii. The College is not able to provide an advertised course
- iii. The College changes the times or location of a course from the advertised premises.
- iv. The college cancels any examination
- v. The College recommends a student transfers to a course with a lower fee
- vi. The College has overcharged a student or assessed their fees incorrectly
- vii. The College has overcharged a student or assessed their fees incorrectly
- viii. The College has not been able to organise suitable childcare for the duration of the course
- ix. Medical conditions certified by appropriate medical professionals, resulting in the students having to leave the College immediately
- x. The student notifies the College, in writing, that s/he is withdrawing at least 7 days before the course starts
- xi. The College will refund to the students for any reason for which the student is not at fault

The detailed policy is published and is available on the following website:

<http://www.cranbrookcollege.com/our-policies/>

4. Communication with Students:

The Student Protection Plan (SPP) will be reviewed and updated at least annually to incorporate any changes in accordance with requirements of different relevant authorities and the College's internal policies. The feedback of students is sought to incorporate the concerns of students to serve their interest in a better manner.

The Student Protection Plan (SPP) is published on the website of the College for the existing and future students and is available on the following website:

<http://www.cranbrookcollege.com/our-policies/>

The College also uses different communication means with its students. It is ensured that the plan is also available on the College portal and its website. The Student Protection Plan can

be accessed on the following by using the user ID and Password allotted to all the students at the time of enrolment: <http://www.cranbrookcollege.com/our-policies/>

It will be ensured that the Student Protection Plan summary is also available in the Student Handout booklet given to all the students at the time of the admission and induction of students.

Every effort is made that the staff is aware of the current policies and procedures of the College. Special effort is made to create awareness amongst the staff members about the Student Protection Plan. The Staff is trained through internal training sessions and regular staff meetings. They are also updated of the Student Protection Plan through internal staff communication tools like emails.

To communicate effectively with the students should the Student Protection Plan be implemented the following actions will be taken:

-The College will undertake formal consultation with the students through tutorial sessions to support students collectively and individually.

-If the College needs to suspend recruitment of students or close a programme, applicants will be given a reasonable notice and it will be ensured that the notice as longer as possible.

Programme teams will provide as much information and guidance as possible on how the students will be able to complete the course and how they will be supported in this regard. The College will have contingency plans should students need to take reassessments or take units or modules.

Contact Point for Enquiries about Student Protection Plan:

The enquires about the Student Protection Plan can be made with Zaigham Manan, The Centre Manager. he could be accessed through email or you can visit him in person. The contact details are as below:

Email Address: zac@acculearn.co.uk

Office Address: Cranbrook College ,180C, Cranbrook Road, Ilford IG1 4LX

Telephone: 0044 20 3371 1123

Our Compliments, Comments and Complaints Policy can be found on our website should you wish to submit a comment or complaint on the way which you have been affected under this plan or any specific decision made. The link is given as below:

<http://www.cranbrookcollege.com/our-policies/>