



# London Metropolitan College

**LONDON METROPOLITAN COLLEGE: UKPRN: 10064332**

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# Student Protection Plan 2018/19.

## Introduction

London Metropolitan College (LMC) UKPRN 10064332 is a small provider mainly for non HEFCE Further Education but projecting a small proportion of Higher Education activity. LMC is a provider of services primarily in Project Management & Project Controls, Leadership and Management; Administration, and some Nursing, Health and Social Care sectors offering apprenticeships to levy employers under the EFSA funding rules, and as a subcontractor to prime providers for SME (Non-levy) employers. This position is expected to continue until April 2020 when Apprenticeship delivery to SMEs is anticipated to move to the Digital Apprenticeship Service (DAS).

LMC offers a broad range of Management, Project Management, Administration and social care qualifications, ESOL programmes and functional skills maths and English to employed and unemployed both nationally and across people across London on full cost recovery, co-funded and funded learning programmes. HE is delivered at:

London Metropolitan College  
Regus Business Centre  
Hillswood Business Park,  
3000 Hillswood Drive,  
Chertsey  
KT16 0RS

## The ESFA financial Health Assessment Toolkit

The total turnover for LMC in 2016-17 from our published accounts was £115,192 the total assets are £23,883. With these figures in mind, the organisation believes that the risks of institutional financial failure are very low and the Education and Skills Funding Agency (ESFA) has rated our financial position as 'Good'. LMC has the financial resilience to be able to continue to offer courses to students.

## Risk Assessment

Although London Metropolitan College (LMC) is in a reasonable financial position, no business exists without risks and the key risks are usually financial, operational, reputational and circumstantial/environmental risks. Risks are evaluated for materiality and probability and assigned an owner whose responsibility it is to ensure that the agreed mitigation is put in place. LMC maintains a Risk Register, reviewing the potential major factors that could affect organisations operation. This is reviewed by the Senior Management Team on a bi-monthly basis. These feed into Risk Register that is reviewed by the Managing Director. This is a RAG rated document



and is able to provide a framework about how the organisation will test, review, adjust and update performance and risks.

The organisation has a business continuity plans in place which details the business of the organisation, identifying the assets (including people) and processes that are critical to delivering our business. Detailed responses include the initial response to an incident and the longer-term implementation of measures for a return to business as usual. It also considers continuity preparations and how to make the organisation more resilient to risk.

The management of circumstantial or environmental risks such as disease, fire, floods and or Force Majeure are the same as for any FE college or Training Provider. The Disaster Recovery Plan ensures ongoing risk assessments, regular safety inspections and the maintenance of appropriate insurance and cash reserves to support business continuity in the event of such unforeseen circumstances.

The organisation does not have any plans to change or relocate any of its sites. If any changes were to be made to close any site or to re-locate the delivery of any course to a different site, the impact on students would be minimal as all centres are located close to well-connected transport routes in London. We will decant in emergency situations to pre-selected local serviced accommodations, minimising disruption to learners. No particular groups of students would be more affected by any changes; each site offers a full range of support for all students.

The risk of not being able to deliver whole courses or programmes due to staffing or resource issues is low. Each curriculum area has staff with a range of skills, experience and expertise that ensures students receive a positive experience. Each curriculum area has contingency plans in place to mitigate the impact of any loss of specific skill sets that are dependent on only one member of staff. Each area is also well resourced with specialist equipment and investment in these areas is on-going, with opportunities to upgrade these available each year through the budget planning process.

The risk of a course or programme cancellation is moderate. This may occur if the minimum number of students to enhance the student experience are not recruited or in situations where a strategic decision is made to discontinue a course or programme. In the event of insufficient student recruitment of viable student numbers, the students will be kept informed of the situation and LMC will ensure that there is a minimal impact on students. In situations where a decision is made to discontinue a course or programme, the organisation is committed to teaching out those courses or programmes and offers to new entrants will cease to be made.

The risk that we are no longer able to deliver components of courses is moderate. A small number of courses have units or modules that rely on the specific skill set of one member of staff. The curriculum team have relationships with local employers who are willing to deliver specific aspects of a unit where the high-level skills are covered by one specialist teacher; and other members of staff are able to support



delivery by industry contacts. The organisations appraisal process is used to ensure existing staff members are accessing courses and events that minimise the impact to students in any changes in staffing. Budgets for staff development have been maintained during recent reductions in funding so that staff have up-to-date and wide-ranging technical and vocationally relevant skills. Existing staff work alongside these specialists so that they are familiar with the module descriptors and course content. Recruitment of new staff is focused on hiring people who have a wide range of relevant skills. There is no significant impact on students if a change of teacher is required.

There is a risk that some learners on courses with internal progression routes may choose not to continue to study at LMC. This could result in very few learners remaining on the course, leading to a different experience for the students. In these circumstances, each course would be looked at to see if there were opportunities to bring, for example, Apprenticeship, HNC, HND & Degree student's together, covering topics or units where the content can reasonably be linked across teaching years.

The risk of our partner Higher Education Institutions (HEIs) losing their Degree Awarding Powers (DAPs) is low. The Office for Students (OfS) regulatory framework ensures that all HEIs are relentlessly monitored. LMC shall also continue to undertake thorough due diligence checks prior to going into a collaborative partnership; the outcomes of the initial due diligence are also monitored annually to assess further risks associated with education delivery.

## Mitigation Measures

Prior to registration by the Office for Students (OfS) which is anticipated in September 2018, LMC has put measures in place to ensure that the existing students are not adversely affected by a decision not to include LMC on the register of HE Providers.

Proposals for a programme or course to be discontinued (either for strategic or operational reasons) are approved in accordance with the Course Closure procedure. Curriculum managers submit a request outlining the rationale for the closure and arrangements for 'teaching out' or transfer of affected students or applicants. LMC committee ensures that the students are consulted, and their interests are protected.

LMC ensures that there is a contingency plan for each collaborative partner which considers how best to allow students to continue their studies in the event of the collapse of a collaboration agreement. A 'teaching-out' arrangement is the preferred option as it is the one that has the best interest of the students. Transfers and in the worst-case scenario (sudden closure) may also be considered.



## Refund and Compensation Arrangements

London Metropolitan College Limited (LMC) operates a formal Refund Policy, a copy of which is included at Appendix 1. However, compensation arrangements are not currently formalised. In exceptional circumstances, requests for refunds that fall outside the refund policy criteria are considered by the LMC Managing Director on a case-by-case basis in response to the circumstances presented. In the same vein, compensation will be considered on a case-by-case basis and awarded, without prejudice, in accordance with the Office of Independent Adjudicator's Remedies and Redress Leaflet (April 2018). LMC's refund policy is reviewed annually and will be updated to reflect the exceptional arrangements described above.

## Communicating with Students

London Metropolitan College will publish the Student Protection Plan on our website as follows:

[www.Londonmetropolitan.college](http://www.Londonmetropolitan.college)  
[www.projectcontrolsinstitute.com](http://www.projectcontrolsinstitute.com)

A summary of the Student Protection Plan and a link to the document will be included in all Course Handbooks, which are updated each year and provided to students for each year of their course.

LMC will continue to ensure that all academic and support staff involved in HE provision are aware of the implications of the consumer protection compliance in general and also the Student Protection Plan (SPP) in particular through its committees (Board of Directors, the Organisations HE Strategy Board, the HE Group and the curriculum team) and through the curriculum planning, course modification and closure of programmes and courses processes.

LMC's Student Protection Plan (SPP) will be reviewed on an annual basis in consultation with relevant student representative meeting for their formal comments and approval. This will be approved by the Group's Board of Directors which has student representatives as members.

LMC will inform every registered student of any editorial, minor or major changes or variations no later than six weeks of the term preceding the term in which the change or variation shall take place. In the case of changes due to circumstances beyond LMC's control (e.g. illness, sudden departure or death of a key staff), registered students will be informed as soon as practically possible.

LMC will keep students informed through: digital channels, by formal letters and where possible, through face-to-face meetings designed to assist affected students with understanding the nature and implications of such events and LMCs response



to it/them. LMC will ensure that affected students are either provided with, or signposted to, independent advice as appropriate to the given situation.