

Introduction

The Elizabeth school of London (ESL) academic committee normally carry out regular risk assessment on each and every area of our Academic operations and to deliver better services for our students to complete their intended HND programme without any interruptions. As per to our analysis the following possible risks could be formulated during the delivery of the course designation. We will explain how we could mitigate all these risks in future when we start the course designation on the next section.

Assessment of Possible Risks

The Elizabeth school of London (ESL) academic committee normally carry out regular risk assessment on each and every area of our Academic operations and to deliver better services for our students to complete their intended HND programme without any interruptions. As per to our analysis the following possible risks could be formulated during the delivery of the course designation. We will explain how we could mitigate all these risks in future when we start the course designation on the next section.

Risk regarding ESL as a whole is no longer able to operate, or has decided to cease operating might occur due to **termination of lease**. The lease problem could be formulated due to the change in government policies in long term for instance the government policy to convert our current site into accommodation.

There may a possibility of **closure of additional ESL sites** due to lack of students for a particular cohort or discipline as its not cost effective to meet he expenses.

ESL Business losses could happen due to the suspension or revocation of course designation by OfS or UKVI in relation to overseas students' recruitment and this may lead to the close of our business.

Awarding Organisation's decision of withdrawal ESL's validation might occur when we have adverse outcomes from the Standard Verification (SV) visit by AO, Concern Visits by Quality Assurance Agency (QAA).

ESL Decision to **closure of a particular mode of study / a particular discipline** may occur due to lack of students and if ELS decides that its not cost effective to run because of high expenses or could not afford to run that particular cohort.

ESL decision not to run **overseas students' cohort** due to restriction on visa issues by the overseas' British High Commissions / ports.

ESL not able to teach some optional units in future due to **lack of teaching staff** in those particular units and difficulties in finding new teachers for these units due to current teachers' resignation (change of their place of living), medical condition or retirement

Measures to Mitigate the Risks

The ESL academic committee will put the following procedures in place to mitigate those possible risks mentioned above in question 1.

Termination of Lease - This normally occurs when we close or terminate the lease agreement with the landlord on our main delivery location. As per to the financial table forecast, we recruit very low numbers i.e 100 per year to deliver and complete with limited resources and our current site lease has sufficient period to meet the cohorts starts up to 2022. If government decision to convert the premises for a different purpose, we will have sufficient financial recourses to find alternative building as we keep high financial recourses by reducing the director's dividends and more cash in hand in the balance sheet. This will ensure the continuation of study for our students without any disturbances.

Closure of additional sites- ESL doesn't have any intention to have new additional sites until we formulate a proper academic structure on our intended higher education platform in the main campus for next three Academic years. We will only do once we complete feasibility analysis on additional business locations and confirm the minimum number of students to start the cohort. This will ensure that we will be able to run that particular cohort without any obstacle until their completion. This will ensure the continuation of study for our students without any disturbances.

Business losses - ESL has additional business portfolios to generate money to maintain and complete this intended HND programme even if any delays in SLC payment or any issues with the UKVI license. We will develop our current short courses business portfolios, HEI recruitment and in addition we are applying for the ESFA Register of Apprenticeship Training Providers (RoATP) to deliver apprenticeship standards and Frameworks for apprentices with our employers. These additional portfolios will make the cashflow steady even if any shortcomings on OfS course designation or UKVI license. So, we will have sufficient resources to complete the cohort without disturbances.

Withdrawal of Awarding Organisation (AO) validation- The home and EU students teaching and learning will continue up to the end of the particular semester and we call the Awarding Organisation (Pearson) for the standard verification visit and provide fall back certificates i.e unit certificate in case of any AO validation withdrawal to our Home and EU students and make arrangements for them to continue their studies with the Local Further Education College (FEC) or the next Alternative Providers with credit transfer as we will have only very less numbers to do this. This will provide full opportunity for them to continue their studies without interruption. SLC will pay us each semester and we will make every effort to complete their studies up to the end of the particular semester for the payment we received even if any AO withdrawals and provide unit qualifications for the money received.

Overseas students' cohort - As far as the Overseas students are concerned, we will provide another Ofqual approved Awarding Organisation with the same discipline with same RQF level until they complete their programme. Therefore, the risk is very low in these

circumstances. This will provide full opportunity for them to continue their studies without interruption.

Lack of teaching staff – ESL will have substitute teachers for core and optional units of Pearson, to overcome the issues regarding teacher's resignation due to their decision to change the living address, retirement or any other medical reasons. We will interview more than one teacher and keep their CVs with the other teacher's consent to call them any time, is there any obstacles in delivering the course with the current teacher.

Closure of a particular mode of study / a particular discipline - ESL will only start the new cohorts after the completion of our feasibility analysis by our academic committee for other mode of study or new discipline. This will ensure that ESL will run any mode of study / disciplines until the completion without any hinderance.

Refunds and Compensation

Overseas students may appeal for refund policy if unusual circumstances exist. Refunds will only be made due to the following circumstances.

1. Refusal of UK Entry Clearance
2. Withdrawal from course due to revocation of UKVI tier 4 License for ESL
3. Student decided to withdraw from the course before leaving their destination of home country.
4. ESL decide to cease the business for unavoidable circumstances.
5. Any medical conditions that prevent the student to pursue the course

The student must complete a course withdrawal and Tuition Refund Appeals form if there are extenuating circumstances (medical issues) that have prevented the student from dropping his or her semester course work and warrant exception to the refund procedure. All tuition refund requests, written and signed by the student, and accompanied by the following supporting, official third-party documentation, are to be submitted to the ESL admissions Officer.

1. Copy of Passport
2. Copy of the refusal letter issued by the relevant British High Commission
3. Copy of the refusal stamp page on student's passport
4. Original / Copy of the unconditional acceptance
5. Student's Bank Account details.
6. Medical report from a government hospital (for non-continuation of courses)
7. Any of our campus closures

In order for a request to be considered, the student must prove extenuating circumstances were the sole cause of withdrawal from the ESL unconditional offer of acceptance or due to a visa refusal or any medical condition that prevent the student from their intended or ongoing study. The responsibility to supply adequate supporting documentation lies with the student. If the student is requested to provide additional documentation in order for ESL to make a final decision, the student will have 30 days to submit the additional documentation or the consideration of student's application will be denied. The ESL admissions office will typically only consider refund requests written and submitted by the student; refund requests submitted by someone other than the student (e.g., parent, guardian, sibling, etc.) will typically not be considered. Requests must fully explain the circumstances and include supporting documentation. The submission of the request does not guarantee approval.

The Admissions Officer decides routine requests that meet established criteria. Requests that fall outside existing criteria are referred to the Academic Committee for review. The Academic committee comprised of representatives from the Admissions Office, Student Affairs, and Registry. The committee is chaired by the Director of Studies. Students will receive written or email confirmation that his/her appeal form has been received.

ESL may contact third-party documentation providers to verify information provided by the student. The Academic Committee may also contact the student's instructor(s), Student Agent, local British High Commission and local and overseas Banks as they relate to the refund request. Materials are confidential and shared only with members of the Committee who review the request. Once the Committee has reached a determination, the student will receive a letter or e-mail within seven working days indicating the Committee's disposition of the request.

The Admissions Office will **NOT typically** consider appeals based on the following reasons:

1. Registering for the wrong course. It is the student's responsibility to verify accuracy of course prerequisites or required courses, course schedules, required texts or other supplies, course content and appropriateness of course level, catalogue requirements, and registration.
2. Any case that involves a protested check or any account that has been turned over to a collection agency.
3. Misinterpretation, lack of knowledge, understanding, or failure to follow applicable ESL policies and procedures as published in the ESL website.
4. Non- submission of required documents.
5. Inadequate investigation of course requirements prior to registration and attendance.
6. Non-qualification, late application, or loss of eligibility for financial aid or scholarships.
7. Changes of, or personal conflicts with, the instructor of record.
8. Student errors resulting in the delay of administrative processes relative to consider the refund request.
9. Submission of fraudulent documents for admissions
10. Failure to submit the refund request within the timeframe from the date of refusal.

If a student has documentation that substantiates an extraordinary event and the request for tuition and fee refund is approved, the student must understand that the ESL is only able to approve a refund appeal once during the entire academic year at ESL. In particular, if the event is related to a medical condition, it is the student's responsibility to make an informed decision (which may require a consultation with a healthcare provider) prior to enrolling in future coursework since an appeal is granted on a onetime basis for a given medical condition. While a student may not be granted a second tuition and fee refund the student may have the opportunity to withdraw from coursework with a grade of W in future semesters due to medical conditions, assuming the student meets all appropriate deadlines and regulations related to withdrawal.

DEADLINE: Student request must be received no later than 28 days from the last day of the refusal for which the student is submitting the appeal because that is the last day for request. Accounting practices and compliance with regulations restrict our ability to process tuition refund appeals beyond the end of the fiscal year.

Home and EU students will have an opportunity to pursue their course with the new provider as we will help them to complete the semester and provide unit certification to transfer their credits. Rest of the SLC fee will be paid to the new provider during that academic year. We

will provide leaner support for students in case of change of premises in terms of additional travelling and other related costs.

All students are advised to contact Office of the Independent Adjudicator (OIA) if they are not satisfied with our services for refund.

ESL will consider for refunds for home, EU and overseas students in case of relocation of premises, We will support with additional travel cost and any other costs involved due to the relocation of our premises.

ESL will provide sufficient time to students to apply for refund in case of any campus closures.

Communication

Elizabeth School of London SPP will be published as per to our Academic committee's Public Information Policy (PIP) and procedures. This information will be checked and approved by the Director of Studies and publish to current and prospective students. Our PIP works in accordance with the UK Quality Code part C and Ofsted Standards for FE students.

Our academic committee will make sure all our information to current and prospective students are current, accurate and correct.

Our admissions Office will encourage the prospective students to read our refund policy prior to make their application.

The policy will be reviewed by the academic committee and updated annually as per to the changes in the Professional Statutory and Regulatory Bodies (PSRB's) changes This ESL annual review involves the academic committee members and the lead student representative (for the first part of the meeting) to get students voice in the review process. The lead student representative will be in the academic committee to provide student's suggestions and opinions in terms of ESL refund and compensation policy. The lead student representative will represent whole student community and ESL will ensure that student voice has been heard in the SPP review process.

This refund policy will be published on our official website to make it publicly available for all prospective students and also in the Student handbook for current students. Furthermore, this will policy will be available on students our ESL - Moodle VLE (Visual Learning Environment) for our current students to view any time when they access for their study materials.

The ESL academic committee will make appropriate measures to communicate the decisions on SPP and new plans through internal circulars and in some cases by e-mails for all staff.

ESL student refund policy will provide adequate time to apply for our students for refund in case of any campus or course closures.