



TRIZ University

Student Protection Plan

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1. Introduction

- 1.1. This policy sets out the TRIZ University procedures for closing, suspending or changing any programme of study. It is designed to reflect the Statement of Good Practice adopted by HEFCE, UUK, Guild HE and NUS in October 2015.

2. Risk Assessment

- 2.1. TRIZ University is committed to undertaking ongoing assessment to the range of risks to the continuation of study for our students, how those risks differ based on our students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise.
- 2.2. TRIZ University has a sustainable plan to exist long into the future. The risk that the TRIZ University as a whole is unable to operate is mitigated by our policy of building up reserves and having a competent management team.
- 2.3. The risk that TRIZ University is no longer able to deliver material components of our courses is low because we design our modules to be taught via distance learning platforms with extensive study guides, which means that contact hours, whether tutorials or classroom discussion, can be facilitated by range of appropriately qualified academic staff without compromising the basis of equivalency of the student experience. In the event of the closure of one of the Learning Platforms, students will be offered the opportunity to complete their studies via one of the other TRIZ University platforms.

3. Risk Mitigation

- 3.1. TRIZ University is committed to identifying and putting in place measures to mitigate those risks that we consider to be reasonably likely to crystallise.
- 3.2. TRIZ University has a risk register detailing internal and external risks, there is a traffic light system (low risk, medium risk, high risk) used to regularly monitor these risks. This is the principal responsibility of the TRIZ University Executive Team, for day-to-day operational purposes, reporting to the TRIZ University at their monthly meetings. Actions and procedures to mitigate risk are embedded in everyday working practices and business planning processes. Any matters of concern are brought to the attention of the Board with recommended actions being addressed by the TRIZ University Executive Team in a timely fashion. Further details are given below.

4. Closure and Suspension

- 4.1. TRIZ University may wish to close and remove a programme of study a Learning Platform from its portfolio. Closure of a programme, whether at undergraduate or postgraduate level, means that TRIZ University will cease to recognise the programme as one for which a student may be registered. Closure of a Learning Platform means that TRIZ University will cease to deliver the taught element of a programme of study through a specific medium.

- 4.2. Suspension of a programme of study or suspension of teaching at a Learning Platform is defined by a fixed timeframe in which the programme will not be delivered, i.e. if a programme is suspended (for example for a single academic year), this timeframe will be specified at the point of suspension.
- 4.3. TRIZ University recognises that the closure or suspension of a programme or of a Learning Platform has implications for the contractual relationship between current and prospective students and TRIZ University.
- 4.4. A request to close or suspend a programme or Learning Platform must be made by the Principal or Academic Dean. She/he will submit a proposal and business case to the Board of Directors who will make the final decision.
- 4.5. A request to suspend or remove a programme or Learning Platform shall be accompanied by the following information:
 - Market rationale;
 - Strategic and financial implications;
 - Consultation with the TRIZ University validating institution;
 - Impact, if any, on arrangements with the TRIZ University validating institution;
 - Impact on current and prospective students and sponsored students;
 - Impact on existing or proposed programmes;
 - Impact on relationships with sponsors and employers; and
 - The expected impact on staff and resources.
- 4.6. The request shall also confirm that consultation will take place with academic staff affected by the request.
- 4.7. Where there are any expected changes to staff/staffing structure the necessary HR advice must be sought.
- 4.8. On receipt of a request to close or suspend a programme or Learning Platform, the Board of Directors may agree one of the following:
 - Decline the request;
 - Approve the request without condition(s); or
 - Approve the request with condition(s).

5. Programme Changes Prior to Registration

- 5.1. TRIZ University may be required to make changes to programmes or delivery locations at the following times:
 - between publication of the prospectus and registration
 - after registration
- 5.2. Where material changes (such as a number of significant changes to the structure of the programme; the removal or addition of a number of modules; or changes to the programme specialisms being offered at a Learning Platform) are made between the publication of the prospectus and TRIZ University registration, TRIZ University will draw these changes to the attention of applicants as soon as possible and advise them of their right to seek entry to another TRIZ University programme for which they may be qualified or to withdraw their application and seek entry to another institution.
- 5.3. Where the applicant has already accepted an offer, they shall be provided with all necessary information, advice and guidance by TRIZ University to help them make an informed decision on their future course of action.
- 5.4. In normal circumstances, material changes to programmes or campuses should not be made after registration, but where this is unavoidable, affected students and student representatives shall be consulted at the earliest opportunity on the changes and their views shall be taken into account.
- 5.5. If a student reasonably believes that a material change adversely affects them, they may cancel their acceptance of the offer of a place at TRIZ University. In such circumstances TRIZ University will offer appropriate information, advice and guidance to the student and, where possible, facilitate their transfer to another institution which offers a suitable programme.
- 5.6. Further to commencement of the programme and during the course of a student's studies, TRIZ University may make minor amendments to programmes or may make arrangements for some modules to be taught in a residential intensive mode or via recorded video, live streaming of teaching or online tutorials, in order to improve the quality; to meet the requirements of a validating institution or accrediting body; to ensure the achievement of minimum teaching cohort sizes; or in response to student feedback. Where such minor amendments to the delivery of a programme are necessary, TRIZ University will consult with or inform students and student representatives of these changes, as appropriate, and in line with the TRIZ University quality assurance handbook

6. Student Protection – Current Students

- 6.1. Current students should normally be allowed to complete the programme of study for which they are registered unless each gives their explicit written consent to allow TRIZ University to modify or change aspects of the programme of study on which they are enrolled. Such consent must not be sought until a closure or suspension recommendation has been agreed.

- 6.2. Where a programme is being closed to new first year entrants only, the TRIZ University proposed arrangements for students currently registered on the programme (including those whose registration is suspended but have not yet completed the programme) must comply with the following:
- 6.3. Current students should be informed of their options, including: To complete their programme of study; to transfer to another programme within TRIZ University; or to transfer to the validating University or to another institution. TRIZ University will provide all necessary information, advice, guidance and support to facilitate students in deciding which option to choose.
- 6.4. TRIZ University will make every effort to ensure that the standard of academic provision and the student experience is maintained throughout the period of a student's registration. In particular, the conditions must be maintained to enable the stated learning outcomes in the relevant Programme Specification to be achievable by students in a programme that is being 'taught out'.
- 6.5. To ensure the student experience and to support the students, the validating university's designated Academic Link Tutor, together with their Collaborative Provision Unit will monitor their experience.
- 6.6. In the event that TRIZ University, through staff changes/resources, is no longer able to deliver the programme on any of its learning platforms, at least one full academic year's notice will be provided and the validating institution is expected to bear any expenses related to supporting the students in completing their studies.
- 6.7. The validating institution will provide all necessary information, advice, guidance and support to facilitate students in completing their studies.

7. Student Protection – Applicants

- 7.1. In the event of a programme or Learning Platform closure, suspension or material changes, all communications with applicants must be undertaken through the TRIZ University Admissions Team.
- 7.2. Applicants who have accepted offers should not be contacted until the closure or suspension process has been agreed.
- 7.3. Applicants thus affected should then be informed of their options to transfer their applications to another programme or TRIZ University Learning Platform or to another institution.
- 7.4. Applicants who have been made offers, but have not yet accepted them, may however be advised that a closure or suspension request has been made. Such applicants should be advised that the offer of a place is suspended until a final decision has been made and will be withdrawn if the request is accepted. They should also be advised that they may choose another programme or institution.

8. Timing

- 8.1. Wherever possible, requests to delete, suspend or make material changes to the content of programmes or in relation to a Learning Platform should be made in a timely manner.
- 8.2. Since preparation for the production of the printed prospectus takes place sometime ahead of publication, the process of strategic planning by the TRIZ University Executive Team should identify those programmes which are likely to be closed prior to the commencement of the prospectus production process.
- 8.3. As a result of unforeseen and unforeseeable circumstances (e.g. loss of specialist staff) it may be necessary to close or suspend a programme or Learning Platform within a foreshortened timescale. In such circumstances, the student interest is paramount and full consultation should be undertaken with all affected students and their nominated representatives.
- 8.4. In order to ensure full compliance with the Consumer Rights Act 2015 and related regulations, students should be given the fullest information, advice and guidance to enable them to make well-informed decisions in the event of programme closure or suspension.

9. Refunds and Payment of Additional Costs

- 9.1. TRIZ University will refund tuition fees and other relevant costs to our students and to provide compensation where necessary in the event that we are no longer able to preserve continuation of study, as set out below:
- 9.2. The TRIZ University policy is to ensure that in the circumstances of a programme closure, all current students would be taught out with full support provided to students to complete their studies and monitoring undertaken to assure their continued student experience.
- 9.3. In the highly exceptional circumstance where this would not be possible the following refund and compensation policy would apply:
- 9.4. TRIZ University would expect to teach out courses or facilitate transfer to another institution. If in the view of TRIZ University this cannot be achieved, or if other circumstances exist where a refund is appropriate, a refund would then be made for the element of the Programme that had not been provided but had been paid for.
- 9.5. TRIZ University will also repay legitimate expenses incurred by students.

10. Communicating our Student Protection Plan

- 10.1. We will publicise our student protection plan to current and future students by providing it on the TRIZ University website and VLE. We make reference to the Student Protection Plan in the Terms and Conditions issued to all applicants made offers and all students on an annual basis.
- 10.2. We will ensure that staff are aware of the implications of our student protection plan when they propose course changes by including the information and guidance both for minor changes for

validation and review and revalidation documentation, and that student representatives are also referred to this information when asked to provide feedback on proposed course changes.

- 10.3. We will review our student protection plan annually by facilitating a group comprising members of the senior management team of TRIZ University. Any proposed material changes to the plan will be discussed at a Board of Studies meeting so that student representatives can provide feedback in advance of the revised student protection plan being agreed by the TRIZ University Executive Team.
- 10.4. Prior to a review of the Student Protection Plan, the views of students, making use of the Student Representation System and the Board of Studies will be consulted to gain their feedback on the plan and any proposed changes.
- 10.5. We will inform our students if there are to be material changes to their course as soon as possible and no later than the 30 April prior to the new academic year when the changes are planned for implementation.
- 10.6. If we need to implement the measures in our student protection plan we will undertake all the actions detailed in our student protection plan to support students collectively and individually.
- 10.7. Should the Plan need to be implemented we will organise a meeting to discuss this directly with students and provide a permanent notice by email. This will be followed by a series of open meetings with students and senior staff of TRIZ University. In addition, in certain circumstances we may elect to provide individual support to students, as appropriate.
- 10.8. Students will have the right to complain about the manner in which the Plan is implemented through the TRIZ University formal Complaints Policy.
- 10.9. TRIZ University will endeavour, where possible to ensure that all current students are enabled to complete a programme to be closed (teaching out). If it is not possible for a programme to be taught out, TRIZ University will:
 - confirm when and how alternative courses will be offered;
 - assist the students to transfer to other providers where appropriate, including transfer of credit and academic progress.