

Provider's name: ALRA

Provider's UKPRN:10000248

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Contact point for enquiries about this student protection plan: admissions@alra.co.uk

Student protection plan

1. ALRA is committed to ensuring that students achieve the best possible outcome. Events may occur which result in unforeseen changes to modules or programmes.

These events may be triggered by situations such as (but not limited to):

- a decision to close ALRA has been taken;
- a strategic decision to close a course or campus;
- withdrawal of designation for student support purposes;
- a decision has taken not to run a course for the subsequent year;
- major changes in year to course content;
- removal of the Student Sponsor Licence
- changes to regulatory framework affecting a specific course;
- loss of accreditation from regulatory bodies, e.g. Ofsted, TRINITY, CDMT, etc;
- disruption of activity (e.g. temporary disruption within term-time not covered by any of the above);
- the unanticipated departure of key members of ALRA staff.

The risk that we are unable to operate due to a material change is very low because:

There are medium to long term leases and building plans in place including disaster recovery insurance.

Financial stability is achieved by obtaining best value for money and through exceptionally high demand for places (currently approx. 15:1 applications to places) which ensures a drop in recruitment is highly unlikely.

The risk that we are unable to deliver any of our programmes in the next 3 to 5 years is therefore correspondingly low.

The courses are planned in such a way that delivery can be undertaken by either permanent full-time staff or freelance/peripatetic tutors.

The risk of loss of accreditation is very low as we have consistently achieved higher than the required standard across all regulatory governance reviews including where those reviews have been newly required. Our Governance and management structure has adapted and changed to meet the changing requirements of the sector.

There is a very low risk associated with closure of a course or campus due to the high demand (see above) and the availability of alternative spaces in the event of temporary disruption of business due to circumstances beyond our control in respect of physical resources.

The risk of a course closure due to curriculum review is a low risk but, as our courses are reflective of industry, the risk of major curriculum changes is a medium risk – ALRA deliberately and proactively ensures that the course content is as up to date as it can be meaning that minor modifications are common and major changes to the content are required to ensure the currency of the programme on a 5-year basis. The major changes are not likely to impact students or require evoking this student protection plan.

2. To mitigate those risks

All reasonable steps will be taken to minimise the resultant disruption to those services and to affected students by, for example:

'Teaching out'

In the event of a decision to close a course, a campus or ALRA entirely, we would teach out all remaining students.

Offering affected students the chance to move to another course:

In the event of a course/campus closure students who may not wish to be 'taught out' can also be offered the opportunity to move to another course (providing they meet the entry requirements).

Delivering a modified version of the same course;

Changes to the regulatory framework may impact the running of a specific course, if the framework requires it, ALRA would deliver a modified version of the course in order to comply.

If, through disruption of activity, departure of key staff or loss of accreditation, there may be a requirement to deliver a modified version of the course. ALRA would deliberately seek to reaccredit any course that may lose accreditation and run the modified course through its extensive network of freelance staff.

Providing assistance to affected students to switch to a different provider

In the event of a course/campus closure students who may not wish to be 'taught out' can also be offered the opportunity to move to different provider, we would provide assistance to help these affected students switch to a different provider.

If ALRA were to lose its Student Sponsor License, affected students would be unable to continue their studies at ALRA. As such, we would provide assistance to help these affected students switch to a different provider.

Where a student is required to transfer course or move to another institution there are likely to be implications for student finance arrangements. ALRA's Academic Services will be notified of students affected in the event of any the above steps being taken. Academic Services team will contact affected students and provide detailed information, advice and guidance based on their individual circumstances.

If the location of an ALRA course were to permanently or temporarily change, ALRA would provide financial assistance to any students affected by the change of location (which would include covering additional costs of travel they may incur as part of the studies). This would be drawn down from the reserve fund in the first instance and then under budgetary planning for subsequent years to cover necessary roll out of affected students. This would be managed by the Principal and overseen by the board's Finance sub-committee.

In the event that we are unable to preserve continuation of study and a student does not wish to or was not able to complete any of the mitigations listed above, ALRA would offer the student to leave with an interim award reflective of credits fairly obtained and provide refunds where appropriate.

3. Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that you are no longer able to preserve continuation of study

ALRA's Policy for Fees & Funding can be found in its entirety at www.alra.co.uk/policies however, the principles are outlined below:

Tuition fees paid via the Student Loans Company, Self-funded or Sponsored payments will be refunded in the following instances:

- **Student withdrawal from the course** (either by the student or initiated by ALRA).
- **Leave of absence**, except in cases where your period of leave of absence ends in the same academic year.

Tuition fees will not be refunded in the following instances:

- **The withdrawal of a unit or module does by ALRA not of itself constitute grounds for a refund.** Tuition fees typically cover the annual provision of teaching, academic support and other services in respect of 120 credits for undergraduate students (total number of credits taken by undergraduate students each academic year) and 180 credits for postgraduate taught students (total number of credits taken by postgraduate taught students each academic session). Whilst there may be occasions when students may not be able to access some modules, the total number of credits will remain unaffected and therefore no refund will apply.
- **Leave of absence** - where your period of leave of absence ends in the same academic year

Existing cash reserves in conjunction with existing insurance arrangements would provide sufficient cover for continuity, refunds and compensation.

ALRA does not currently provide any student bursaries and, as such, requires no commitment to honouring them.

4. Information about how you will communicate with students about your student protection plan

ALRA communicates with the student body through a variety of mechanisms. In the first instance the Protection plan will be disseminated by direct emails, posting on the VLE and through Rep meetings immediately on approval of the plan via OfS. Thereafter should further information be required we will hold open door clinics for the student body. The Plan will be publicised through the weekly briefings held each week on Monday and at which there is full student body attendance.

Staff will be informed through the existing meeting structure of staff meetings and annual training. Course changes are proposed through the Teaching & Learning Committee which shares constituent members with the briefing staff thereby ensuring full disclosure. Any course changes proposed will be required to consider any impact of the student protection in its current form before they are allowed to progress.

Students are embedded at all meeting levels and will therefore have direct input to any changes or amendments to the plan. We will review the plan on a 2 year basis, the review will be led by our Student Council (with appropriate staff support as Council sees fit) and have final approval by the Board of Trustees.

Material changes to courses are already discussed and consulted on through student rep meetings and by student attendance at meetings as described above and this process will be implemented should the plan need to be implemented. We will inform students to any material changes to the course before the start of the academic year, or in instances where material changes are required within year we will give them 14 days-notice.

Any measures implemented through the plan would be supported by Academic Services team. This would include input from well-being & counselling workers. Students will have access to further impartial advice and support from St Mary's University Twickenham, London or Arts University Bournemouth as our validating Institution.