

## **Student protection plan**

Provider's name: Brunel University London

Provider's UKPRN: 10000961

However, if a course is viewed as non-viable then the measures listed below will be implemented.

- **The University stops teaching a specific subject area:** the residual risk and likelihood is very low and as above, will only be enacted if the numbers recruited to a whole subject area are very low, and forecasted to remain low for the foreseeable future, thus indicating a diminishing demand. Alternatively, in the event of a re-focusing of the institutional disciplinary breadth or a change to the income and cost structure of a subject area, the University may determine to stop teaching a subject area. The risk measures in place to ensure this is monitored and mitigated against are primarily: trend analysis, demand for qualifications by both students and employers, technological advancements which determines that a particular field or area of expertise is changing, and the use of a financial resourcing model to ensure viability at a College level. This allows the College to make decisions of cross subsidy or support and ensures autonomy in supporting high cost areas. In addition, many of our subjects have a strong

and services on campus to improve and enhance the student experience. In addition, the University monitors the suitability of space as one of the University KPI's.

- **Short term impacts on the University Estate:** incidents such as



Financial Policy sections 5 and 6 ([Student Financial Policy 2019/0](#)), and in particular where any student has a disability, or requires additional assistance and support.

- In the event of a University Support Service or activity be significantly temporarily disrupted or displaced; in the main, alternative facilities, services and staff (for example agency staff) would be provided. In particular where any student has a disability, or requires additional assistance and support, an agreed adjusted measures and support package would be put in place.
- We will consider with the students any personal impact that they consider the event has had on them; this will be done via the University Programme Suspension and Withdrawal Policy which sets out the steps that will be followed in the event that a programme is to be suspended or withdrawn, and includes the formation of a Continuity Group to oversee the arrangements.

<http://www.brunel.ac.uk/about/quality-assurance/documents/pdf/Programme-Suspension-and-Withdrawal-Policy.pdf>

### **3. Information about refund and compensation policy of tuition fees and other relevant costs where necessary in the event that we are no longer able to preserve continuation of study:**

The University has a detailed Student Financial Policy (see [Student Financial Policy 2019/0](#)). Sections 5 and 6 of the Student Financial Policy deal with the issues of refunds and compensation, in particular:

- Refunds for students in receipt of tuitions fee loan from the Student Loans Company.
- Refunds for students who pay their own tuition fees.
- Refunds for students whose tuition fees are paid by a sponsor.
- The payment of additional travel costs for students affected by a change in the location of their course.
- Commitments to honour student bursaries.
- Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study.
- Compensation for tuition and maintenance costs where students have to transfer courses or provider.

### **4. Information about how we will communicate with students about our Student Protection Plan:**

We will publicise our Student Protection Plan to prospective and current students through:

- the University web pages
- including the plan in student offer letters
- student induction information
- student handbooks
- student newsletters
- via the Student Support website: <http://www.brunel.ac.uk/life/supporting-you>
- any associated academic institutions and partners will also publish the relevant Student Protection Plan and associated policies such as refunds and compensation.

The University as part of the Student Charter makes the following commitments to students:



The measures contained in this plan are in addition to the protection students have under consumer protection law, and do not impinge on their consumer rights.

**How we will review our plan:**