

STUDENT PROTECTION PLAN for 2022-23

Oxford International Education and Travel Ltd trading as Oxford International Education Group (OIEG) is committed to ensuring that you are able to complete your programme and benefit fully from all the hard work and dedication that you put into your studies. The following Student Protection Plan indicates a number of risks which might threaten successful completion of your studies, gives an idea of how likely these risks are to occur and details the steps OIEG would take in such circumstances to protect your interests as students.

The Student Protection Plan covers you if you are studying in

De Montfort University International College (DMUIC) on the home campus of De Montfort University, Leicester (Embedded College)

University of Greenwich International College (UGIC) on the Maritime campus of University of Greenwich (Embedded College)

University of Bradford International College (UBIC) on the City Centre campus of the University of Bradford (Embedded College)

Bangor University International College (BUIC) on the home campus of Bangor University (Embedded College)

International College, Dundee (ICD) on the main campus of the University of Dundee (Embedded College)

The Oxford International Pathway Colleges in London and Oxford (International Pathway College- stand alone)

With the exception of the various International Pathway Colleges (stand alone) , the above are all embedded colleges situated on the campuses of UK Universities and covered by agreements between OIEG and the host universities. If you are studying at an embedded college then you are a fully enrolled member of the host university and the host university's Student Protection Plan also applies to you and may be read in conjunction with this document.

If you are studying at an embedded college you are sponsored by the host university and are studying on a visa granted with their support. If you are studying at an International Pathway College, OIEG is the sponsor of your student visa.

The Student Protection Plan is reviewed each year by the Board of Governors of OIEG's Pathways and Higher Education Division and adjusted if necessary. As part of this review the various host universities are contacted to see whether any changes have been made to their Student Protection Plans and these changes are taken into account.

An assessment of a range of risks which might occur and affect your ability to continue with and complete your studies. The table indicates how likely the stated risk is to occur and explains the rating given each risk

Description of risk	Rating of risk (Likelihood to occur)	Explanation of rating	Actions to be taken in mitigation
<p>Market Exit – meaning that OIEG would cease trading as a company</p>	<p>Very low risk</p>	<p>OIEG has been trading as a company for over 30 years and has a secure financial position which makes this risk very unlikely to occur</p>	<p>In the unlikely event of OIEG withdrawing from the market or closing its division offering higher education, every effort would be made to ensure that if you had already enrolled on an OIEG programme or been made an unconditional offer to study in an embedded or pathway college you would be supported in your efforts to pursue your studies appropriately elsewhere. In the case of the embedded colleges this would be made relatively straightforward by the provision of the Collaboration Agreement that the host universities would 'teach out' the college students so that your studies were not compromised.</p> <p>If you were studying at one of the Pathway Colleges every effort would be made by OIEG to find you a comparable place to continue your studies. If you were unable or unwilling to take up this alternative place, you would be eligible for a refund of fees or compensation in line with the terms of OIEG's Refund and Compensation Policy. If you are enrolled at the Oxford International Pathways College London, the University of Greenwich will also assist you with completing your programme as part of the validation agreement OIEG have with them.</p>

<p>Closure of host university or loss of its degree awarding powers</p>	<p>Very low risk</p>	<p>The host Universities are large, established, high performing and financially stable HE providers. They have achieved positive outcomes in their recent QAA Higher Education Reviews (HER). DMU, the University of Dundee and Bangor University also hold Gold Awards and the University of Greenwich and University of Bradford Silver Awards in the Teaching Excellence and Student Outcomes Framework (TEF). They recruit strongly in terms of domestic and international students and risk of closure or loss of degree awarding powers are very unlikely to occur.</p>	<p>In the unlikely case of a closure of a host university, OIEG would find you a comparable institution in which to continue your studies. If you were unable or unwilling to take any alternative place you were offered, you would be eligible for a refund of fees or compensation in line with the terms of OIEG's Refund and Compensation Policy.</p>
<p>The loss of a host university's licence to sponsor international students</p>	<p>Low risk</p>	<p>The host universities take their compliance with UKVI requirements extremely seriously and have specialised departments under a Director of Compliance or Compliance Officer/Manager to monitor very closely the measures by which UKVI judges the Universities' compliance with the terms of their licence, for example, visa refusal and non-completion rates. The Universities review risks on a granular basis, utilising a country by country approach and where risks are perceived, implementation of measures to mitigate these are introduced promptly to ensure that data remains well within the parameters laid down by UKVI.</p>	<p>In the unlikely case of a host university losing its sponsor licence, OIEG would make every effort to find you a comparable institution in which to continue your studies. If you were unable or unwilling to take any alternative place you were offered, you would be eligible for a refund of fees or compensation in line with OIEG's Refund and Compensation Policy.</p>

		With this attention to detail and prompt response the loss of the University's licence is unlikely to occur.	
The loss of OIEG's licence to sponsor international students wishing to attend the Pathway Colleges	Low risk	OIEG takes a similarly serious approach to safeguarding its licence to sponsor international students. We have a strong commitment to maintaining high levels of compliance with the requirements of UKVI. These are monitored by our Group Compliance Director and reported regularly to the Pathways and HE Division's Board of Governors. With this detailed scrutiny and prompt responsiveness to any issues which might arise, the loss of the OIEG licence is unlikely to occur.	In the unlikely event of OIEG's losing its licence to sponsor international students in our pathway colleges, strenuous efforts would be made to enable you to continue your studies either, in the case of the Pathway College in London, at the embedded college on the campus of University of Greenwich, or in the case of the Pathway College in Oxford at one of the OIEG-managed embedded colleges. If you were following the admissions process and held a conditional offer, OIEG would try to find you a place at an institution offering a comparable programme. Should you not be able or willing to take up the alternative place found for you (or if no such place could be found) you would be eligible for a refund of any fees paid or compensation in line with OIEG's Refund and Compensation Policy.
Closure of an Embedded College due to the termination of the Collaborative Agreement	Very low risk	The strategic importance of the embedded college to both partners and the good to high levels of success in terms of recruitment, success and progression of students, adherence to university quality measures and high levels of student	If you were still following the application process and were holding a conditional or unconditional offer, the host university would accept you (should you meet any outstanding conditions of entry and obtain a Student Visa) and allow you to commence and complete your studies with

		satisfaction have led rather to extension of the partnerships, in the case of the longer-established arrangements. In this context closure of an embedded college due to termination of the collaborative agreement is very unlikely to occur.	them. If you have already commenced your studies OIEG's agreement with the university stipulates that you will be permitted to complete your course with as little disruption to your studies as possible.
Closure or modification of a programme of study	Moderate to low risk	A host University might decide to withdraw a programme due to internal review of provision or staff changes. It is also possible that OIEG might advertise a programme but have a disappointing take-up and decide for reasons of both poor student experience and commercial considerations to defer offering the programme to a later date to allow increased activity in the market. Mechanisms exist in the processes between the embedded colleges and host Universities to ensure that information about the closure of programmes is notified in good time for you to be counselled about alternative programmes or be found a suitable programme elsewhere either within or beyond the OIEG network. Similar early notification would take place in the case of a significant modification of a programme which meant substantial changes from the published details. If you were applying for the programme you would be informed of the changes and advised about	Where an advertised programme is closed (by OIEG or the host university) or substantial modifications are made to an advertised programme, early and prompt notification is conveyed to you. If you are a student of an embedded college who loses the opportunity to move onto your chosen degree programme, you would be counselled as to alternative programmes that are available to you either at the host university or elsewhere in the OIEG network. If it proves impossible to find an alternative programme that meets your requirements at the host university or a programme elsewhere identical or very close to the closed programme, you will be able to revert to the OIEG Refund and Compensation policy.

		programmes elsewhere if you were in agreement.	
Temporary closure of teaching premises in event of an emergency	Moderate to low risk	<p>It is the nature of an emergency to be an unusual and exceptional event. We know from the public health emergency associated with Covid-19 that such an event can happen with potentially seriously disruptive consequences. The actual closure of teaching space during the 2020 lockdown combatting Covid-19 demonstrated how rapidly and successfully studies could be moved on-line during the period of emergency. Realising what can be achieved through a creative and flexible approach has led to our adjusting the status of this risk from 'medium' to 'medium to low'.</p>	<p>In the event of an emergency occurring, there would be a business continuity plan in place which would be activated, involving among other measures, arrangements for you and your fellow students to move to alternative teaching spaces where possible on or our near the embedded or pathway college.</p> <p>Our arrangements for emergencies were thoroughly tested During the Covid-19 pandemic when OIEG was able to move its teaching online very swiftly and adapt our academic offering to the changing government guidelines. The experience of the pandemic has demonstrated that it would be possible in the event of a further emergency of any kind to move relatively smoothly to on-line teaching should there be a lack of suitable teaching premises. In similar vein, it became clear that an emergency situation such as that caused by Covid-19 had the potential of raising significant mental health and well-being issues and the colleges responded by increasing opportunities for you to engage with student services staff to discuss problems and making available information sessions on current guidance and coping strategies.</p>

General Information about the Implementation of Measures taken in Mitigation

If any of the risks that we have identified within the plan do arise we will endeavour to act quickly and provide as much notice as is practicably possible to you and other affected students. As part of that response we will provide you with advice and guidance through our College Services and/or Admissions teams in the first instance. The nature of the advice and guidance that is provided will vary according to the nature and severity of the risk that has arisen.

You and all other affected students will be allocated a designated named contact who will be your main point of contact throughout the implementation process, and we will involve you and other affected students as much as is reasonably practicable in the implementation of the Student Protection Plan.

If you are dissatisfied with the way that we are implementing our plans you can submit a complaint using our formal complaints process which is detailed in our Complaints Policy. The Complaints Policy is available on our website and on our virtual learning environment.

If any event arose within our control where we could no longer deliver a programme, we would provide you and any other affected students with a notice period. This notice period would be dependent on the specific circumstances of the programme closure, but we would endeavour to manage any programme closure in a timely manner. Oxford International Education Group would take reasonable steps to provide a notice period that enables you to complete your studies or transfer to a suitable alternative programme.

In these circumstances we would also:

- Create a plan to work with and support you and other students affected, including through communications.
- Meet with you and other affected students individually and collectively at the earliest opportunity to share reasons for the situation. Collective meetings would be held. You as an individual student would also be entitled to have representation and support at individual meetings.
- Set out the actions OIEG would take to identify alternative provision.
- Provide you and other affected students with support from our College Services or Admissions teams, including tailored support depending on your specific needs.
- Signpost you to the availability of independent advice from UKCISA
- Provide you with written information to confirm the position.
- Make provision for further face-to-face meetings.



- Provide you with timescales if you wish to submit formal responses that were dependent on the specific circumstances and designed to be in your interests.
- Confirm the process for any formal complaints you may wish to make about the implementation of the Student Protection Plan.
- Make provision for any financial compensation that is relevant to any significant impact arising from transfer of programme or provider or other relevant costs.

Information about the policy to refund tuition fees and other relevant costs and to provide compensation where necessary in the event that OIEG is no longer able to preserve continuation of study

OIEG's Refund and Compensation Policy is available at [OIEG-Refund-Policy.pdf](#) ([oxfordinternational.com](#))

As indicated earlier in the Plan, OIEG has substantial reserves which would be sufficient to provide refunds and compensation if and as needed.

Information about how OIEG will communicate with you and other students about this Student Protection Plan

You and other students will be informed about the OIEG Student Protection Plan through the OIEG website and its inclusion in student handbooks for the embedded colleges and the Oxford International Pathway Colleges in Bangor, Dundee, London and Oxford. Where there are embedded colleges, the host universities have communicated their Student Protection Plans via their websites.

All staff at both the embedded colleges and the Oxford International Pathway Colleges are made aware of the Student Protection Plan at staff induction and through staff/college handbooks

If you have any queries about this Student Protection Plan please send them to pathways@oxfordinternational.com.