

Student Protection Plan 2023-24

Provider's Name	Northeastern University - London
Provider's UKPRN	10048199

Introduction

1. Northeastern University London (the University) is committed to ensuring that registered students can complete their studies to the best of their abilities by having robust resource planning and management procedures. Where changes are required to the resourcing of programmes or courses, the student experience and expectations are a priority during the modification procedures.
2. Risks that students will not be able to complete their chosen programme of study, due to programme or course closure, is considered very low risk by the University. Due to the nature of the programmes delivered at the University, its size and the pedagogical approach that is central to the founding values of the University, closure of programmes/courses due to small numbers is very low.
3. This Plan has been put in place by the University to set out risks, as assessed by the University, to its registered students and the overall risk to continuation of study. It also includes the mitigation measures put in place and/or planned by the University to minimise or manage these risks.
4. The measures set out in this Plan are in addition to students' statutory rights, which are unaffected by this Plan.

Communication and Consultation

5. This Plan is published in the Academic Handbook, which is available on the University's website. It can be found [here](#).
6. The University's website is the key on-line resource about the University for prospective students. All prospective students are directed to this site where this plan is included in the Policies and Procedures page, General section, Student Welfare.

7. This Plan is reviewed by Northeastern London Board (Board of Governors) annually, and any changes that the University has made, how that has affected the risks associated with non-continuation, and how that would need to be reflected in an updated Student Protection Plan are included.
8. These changes, if any, will be reviewed with the wider community, the University will engage with the Student Union to understand the view from the student body. For wider consultation, the Plan would be tabled at the Teaching, Learning and Enhancement Committee where student representatives would be included in the discussions.
9. The University will notify the affected students individually of any changes that may impact their studies in a timely manner with as much notice as possible.
10. Advice and support will be offered by Student Support and Development as well as by the relevant members of faculty.

Risk Assessment

Risk That the University Is Unable to Operate

11. The risk that the University is unable to operate is **low**.
12. Northeastern London Board also does not consider this likely to crystallise. This assessment of risks and their mitigation is part of the University's Risk Management Strategy, which is operationalised in a Risk Register and is reviewed and updated by the Northeastern London Board annually.
13. The University has a robust financial planning process that allows for sensible forecasting of projected student numbers and the resource implications are reviewed through staff consultation. Additionally, Northeastern University (NU) has provided a financial undertaking to Northeastern London Board to ensure that the University has sufficient financial and other resources available to it, to comply with all its regulatory requirements and obligations.
14. Financial risk is managed through the [Risk Management Strategy](#), and more specifically the [Financial Management Strategy](#), which provides the University with a robust and, where practicable, transparent framework for financial decision-making. This also enables the University to identify potential risks, to the University and the sector, and mitigate appropriately providing further assurance of the University's long-term sustainability.

Risk That the University Is Unable to Deliver Programmes or Courses Due to Closure of Buildings

15. The risk that students are unable to complete their programme or course due to closure of individual sites is **low**.
16. The University currently delivers its programmes at Devon House, St Katherine Docks, London, which is leased from St Katherine Docks.
17. If, when this lease is up for renewal, the landlord decides that it does not wish to renew the lease, the University would need to secure new premises locally. However, this is considered a low risk because the University has been a good tenant. If the lease is not renewed, the University will seek to find suitable alternative accommodation in Central London. This is again considered a low risk as there is a deep and active rental market in this area and the University has good relations with local property agents.
18. The University considers that there is no immediate risk that the main campus would close. As a single campus institution, there is no risk of programmes being moved to an alternative campus, unlike institutions with multiple locations.
19. The [Facilities Strategy](#) provides a framework to prepare contingency plans surrounding building issues. Roles and responsibilities are clearly defined within the Facilities Strategy.

Risk That the University Is Unable to Deliver Programmes or Courses Due to Its Infrastructure

20. The risk that registered students are unable to complete their programme or course due to infrastructure failure is **low**.
21. The University uses a third-party contractor to provide support and maintenance for the University servers and IT equipment. In addition, there is an on-site IT team to provide support to students and staff for the delivery and operations of the programmes.
22. The University's communications infrastructure has Google technology and resources underpinning them and provide the University with industry leading capabilities as well as high security management.
23. The key on-line teaching resource used is Canvas and the University therefore has their industry leading capabilities, such as server maintenance and security management.
24. The resourcing of the IT facilities is managed through the [Financial Management Strategy](#) and [Facilities Strategy](#), which includes generating

contingency planning. On-going investment in infrastructure is maintained to ensure continuity and quality of service.

Risk That the University Is Unable to Deliver Programmes or Courses Due to Organisational Restructuring

25. The risk that registered students are unable to complete their programme or course due to organisational restructuring is **low**.
26. The University has robust planning and management strategies. There might be a requirement to review activities, which leads to a restructuring of the organisation. The University will ensure as little disruption as possible to students during the transition period and the reorganisation will be monitored throughout the process.

Risk That the Students Will Be Unable to Complete Their Programmes or Courses Due to Concerns Regarding Academic Quality and Standards

27. The risk that registered students are unable to complete their programme or course due to concerns regarding academic quality and standards, which may lead to sanctions by the Office for Students, is **low**.
28. The University was granted time-limited Degree Awarding Powers in February 2020, which was then reviewed and unlimited Degree Awarding Powers was granted in August 2020. The University has robust internal regulations and procedures in place for oversight of design, approval, monitoring and review of its programmes and courses. The regulations and procedures follow the UK Quality Code themes and the Regulatory Framework for Higher Education.

Risk That Programmes and Courses Will Be Closed Due to Curriculum Review

29. The risk that registered students are unable to complete their programme or course due to curriculum review is **low**.
30. The faculty regularly review the curricula to ensure that the research informing the programmes and courses is up-to-date and relevant for the subject. The method of delivery and assessment are also under regular review to ensure that they are fit for purpose, i.e., appropriate to enable the registered student to achieve the learning outcomes.
31. The procedure for modifying programmes or courses is clearly defined in the University's [Academic Quality Framework Chapter 4: Programme and Course Approval and Modification](#).

32. The University has a [Temporary Suspension of Programme Policy](#), which outlines the procedure should the University be in a position to suspend the delivery of a programme. It includes how the University communicates and supports prospective and registered students during the procedure.

Risk That the University Is No Longer Able to Deliver Material Components of Programmes

33. The risk that the University is no longer able to deliver material components of the programmes is **low**.
34. The University has robust planning and resource allocation policies in place to ensure that programmes can be delivered to the highest of standards. All academic planning and resource allocation decision making reflects the programme delivery.

Risk That the University Is No Longer Able to Recruit or Teach International Students

35. The risk that the University is unable to recruit or teach international students is **low**.
36. The University has clear and robust procedures for the recruitment and admissions of international students. This policy is supported by a dedicated team and there is a page on the University's website to support international students with their applications.
37. The University has a good compliance history and has a low visa refusal rate.
38. The attendance monitoring and support for international students continues throughout their studies.

Risk of Loss of Office for Students Registration

39. The risk that registered students are unable to complete their programme due to the loss of registration with the Office for Students is **low**.
40. The University has robust strategies, policies and procedures to be compliant with the Office for Students' requirements, but in the event of the University's registration being suspended or withdrawn and depending on the circumstances, the University will appeal the decision and/or make a new application for registration. The University would also work with the OfS to ensure that current students were able to continue their studies.

Risk Due to Loss of Key Staff

41. The risk that registered students are unable to complete their course or programme due to the loss of key staff is **low**.

42. The University has been able to retain faculty successfully and turnover is therefore at a level that does not impact the student experience but rather ensures that new ideas and experiences are added to the academic body.
43. Where key faculty are lost, the University will seek to ensure that the student experience is not disrupted by looking to fill gaps in the immediate term from existing resources and in the longer-term reassigning or recruiting new faculty.
44. Both these approaches ensure that faculty with the right skills and expertise are in place. The location of the University means that there is a deep and liquid market for both permanent and fixed-term members of faculty and professional staff.

Risk Due to Other Catastrophic Issues

45. The risk that registered students are unable to complete their programme due to other catastrophic issues is **low**.
46. The University has a Disaster Recovery Plan in case of issues affecting the University's ongoing operation, such as accessing the building or other issues that could impact the student experience.

Refunds and Compensations

47. In the event that the University was unable to preserve continuation of study for students, it would seek to provide appropriate compensation to students.
48. The University has a [Cancellation, Withdrawal, Refund and Compensation Policy](#) which is published on the University's website. The [Terms and Conditions](#) are also on the University's website. These two documents cover the University's liability.

Feedback

49. If you wish to provide feedback on this Plan, please contact the University's [Registry](#), or if you do not feel that this has been properly dealt with, you should refer to the [Complaints Procedure for Students](#).

Version History

Title: Student Protection Plan				
Approved by: Northeastern London Board of Governors				
Approved by: Office for Students				
Location: Academic Handbook/ Policies and Procedures/ General				
Version number	Date approved	Date published	Owner	Proposed next review date
23.6.0	July 2023	July 2023	CEO	June 2024
<i>Version numbering system revised March 2023</i>				
5.0	October 2022	February 2023	CEO	June 2023
4.0	October 2021	October 2021	CEO	June 2022
3.0	June 2020	June 2020	CEO	June 2021
2.0	March 2020	March 2020	CEO	February 2020
1.0	February 2019	Not published	COO	February 2020
Referenced documents	Risk Management Strategy; Risk Register; Financial Management Strategy; Academic Quality Framework Chapter 4: Programme and Course Approval and Modification; Temporary Suspension of Programme Policy; Disaster Recovery Plan; Cancellation, Withdrawal, Refund and Compensation Policy; Terms and Conditions; Complaints Procedure for Students			
External Reference Point(s)	UK Quality Code Theme: Admissions, Recruitment and Widening Access; Regulatory Framework for Higher Education			