

Student Protection Plan

SUMMARY

The Student Protection Plan at OMNES Education London School is designed to safeguard students' education continuity, especially in the face of unforeseen disruptions. This comprehensive plan includes risk assessments, mitigation strategies, and detailed procedures to handle changes that may impact students' ability to continue their studies

1. INTRODUCTION

The Student Protection Plan (SPP) at OMNES Education London School (OELS) is designed to ensure that all students receive a consistent and high-quality educational experience, safeguarded against potential risks that could disrupt their studies. This plan is a proactive measure to outline clear strategies and actions OELS will undertake to protect students' educational continuity, particularly in unforeseen circumstances that might affect their ability to continue and complete their studies.

As OELS currently operates as a study abroad campus serving students from other OMNES schools based in France, Spain, Germany, Switzerland, and Monaco, our initial SPP has been designed to address the unique needs and potential risks associated with international study programmes. This includes ensuring that all study abroad students receive adequate support and contingency plans are in place to handle potential disruptions related to their international status.

Following the anticipated registration with the Office for Students (OfS), OELS plans to expand its educational offerings to include degree programmes directly awarded by OELS. This expansion introduces a second branch of students—those enrolled in OELS degrees. With this diversification, our SPP will be extended to cover not only the continuity of education for our existing study abroad students but also the full spectrum of risks associated with delivering complete degree programmes. This includes but is not limited to, academic changes, institutional reorganisation, or external pressures that could impact our ability to deliver these programmes.

In crafting this extended version of our SPP, we have benchmarked against best practices from other UK universities, ensuring our plan is comprehensive and aligns with the highest standards set within the UK higher education sector. This includes detailed risk assessments, clear mitigation strategies, and transparent communication channels with students about how their courses and completion might be affected by potential changes and what measures are in place to protect them.

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Our SPP reflects OELS’s commitment to its students' success and wellbeing, ensuring that both potential and current students have a clear understanding of the protections afforded to them during their educational journey at OELS. The plan outlines specific actions OELS will undertake to:

- Maintain the quality and continuity of education for all enrolled students.
- Provide clear alternatives and remedies in the event of significant changes.
- Ensure robust support systems are in place to assist students through transitions or disruptions.

This proactive approach not only ensures compliance with regulatory requirements but also fosters trust and confidence amongst our student community, affirming OELS’s dedication to delivering a reliable and resilient educational environment.

2. SCOPE

This plan covers all OELS students. It should be read alongside the Terms & Conditions, Refund and Compensation Policy and Tuition Fee Policy.

3. RISKS AND MITIGATIONS

As OMNES Education London School (OELS) evolves, transitioning from solely hosting study abroad students to offering its own degree programmes, the landscape of risks and the required mitigations also change. Our SPP is designed to pre-emptively identify and address these risks, ensuring that both study abroad students and degree-seeking students are protected and supported throughout their educational journey with us. By considering the unique characteristics and needs of these two distinct student populations, we tailor our strategies to ensure continuity and quality in their education.

3.1. Risks for Study Abroad Students

Study abroad students are those enrolled in other OMNES Education Group schools who attend OELS for a semester.

High Risk	
<p>Risk: Visa sponsorship Currently, OELS lacks the ability to sponsor student visas, limiting study duration and opportunities such as internships in the UK.</p>	<p>Mitigation: OELS is pursuing registration with the Office for Students (OfS) which will enable us to apply for visa sponsorship rights. This would allow students to engage in longer study periods and participate in work experiences in London, enhancing their academic and professional journey.</p>

Medium Risk	
<p>Risk: Unanticipated departure of key members of staff</p>	<p>Mitigation: OELS will expedite the recruitment process to replace key staff swiftly. As part of the</p>

	OMNES Education Group, OELS has access to a broader resource pool to support during the transition, ensuring continuity with established handbooks and procedural guidance. Additionally, OELS recruitment strategies include maintaining a pool of qualified hourly paid lecturers and faculty who can fill gaps quickly.
Risk: Inability to deliver a mode of study. Disruptions such as strikes, pandemics, or natural disasters could impede our ability to deliver face-to-face instruction	Mitigation: OELS has developed robust online and hybrid learning capabilities to ensure continuity of instruction. Supported by OMNES Education resources, the transition to fully online teaching can be achieved within 24h for short term issues and one week for longer term situations.
Risk: Cessation of a programme delivery. Programmes may cease if enrolment numbers for study abroad students are not viable (generally fewer than 10 students)	Mitigation: the students are offered a place in another programme that would still be relevant to them and provide them with necessary credits at the right level by other OMNES Education Group School. This is coordinated by the International Relations Coordinator in the Home Schools.

Low Risk	
Risk: Interruption due to policy changes in home country. Changes in educational or foreign policy in the home country of study abroad students could disrupt their ability to complete their semester abroad.	Mitigation: Regular communication with partner institutions in the OMNES Education Group will ensure that swift, coordinated actions are taken to support affected students, minimizing any disruption to their academic progress.
Risk: Reduction in student numbers. A significant decline in student enrolment at Home Schools could impact the financial viability of specific courses or programmes.	Mitigation: OELS is developing collaborations with institutions outside of OMNES Group to offer students study abroad programmes as a three-parties' agreements (OMNES Education school programme, OELS location and third party students).
Risk: Loss of facilities The loss of a campus site due to lease issues or other location-related problems could severely affect programme delivery.	Mitigation: OELS's current lease extends until September 2028, mitigating immediate risk. Contingency plans include relocating programmes to alternate locations within the OMNES network if necessary. For shorter programmes (less than 4 weeks), refunds will be processed

3.2. Risks for Degree Students



Degree students will be those directly enrolled in OELS's new degree programmes once accreditation allows. All degree students will be residents in the UK.

High Risk	
<p>Risk: Insolvency or similar financial events. The initiation of degree programmes involves significant investment and operational costs, financial instability could jeopardize these programmes.</p>	<p>Mitigation: OELS will maintain rigorous financial oversight and monthly reviews to promptly address any issues.</p> <p>In the event of financial difficulties, OELS could access emergency funds or secure loans from OMNES Education Group to manage cash flow issues and ensure continuity of operations. OELS parent company will provide sufficient group support to enable the company to continue to trade satisfactorily for at least the 12 months following sign off of the financial statements. This support would be structured to provide immediate relief while long-term solutions are developed.</p>
<p>Risk: Major change to programme content.</p> <p>Significant changes to programme content could occur due to regulatory updates or shifts in industry requirements.</p>	<p>Mitigation: OELS will guarantee that any modifications are promptly and clearly communicated to the affected students within a five-day period following the decision. Adjustments to programmes will incorporate contributions from industry experts and academic staff to uphold both relevance and quality. Additionally, consultations with students will take place before any final decisions are communicated</p> <p>Where necessary, OELS will offer suitable alternative programmes at no additional cost, ensuring students can continue their education with minimal disruption.</p>

Medium Risk	
<p>Risk: Unanticipated departure of key members of staff</p>	<p>Mitigation: OELS will expedite the recruitment process to replace key staff swiftly. As part of the OMNES Education Group, OELS has access to a broader resource pool to support during the transition, ensuring continuity with established handbooks and procedural guidance. Additionally, OELS recruitment strategies include maintaining a pool of qualified hourly paid lecturers and adjunct faculty who can fill gaps quickly.</p>
<p>Risk: Inability to deliver a mode of study</p> <p>Disruptions such as strikes, pandemics, or natural disasters could</p>	<p>Mitigation: OELS has a robust online and hybrid learning capabilities to ensure continuity of instruction supported by OMNES Education resources. The transition period to a fully online</p>

impede our ability to deliver face-to-face instruction	teaching can be achieved within 24h for short term issues and one week for longer term situations.
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Low Risk	
<p>Risk: Inability to recruit or teach a specific type of student</p>	<p>Mitigation: Designing programmes that appeal to a broad student base to mitigate the impact of reduced demand from specific student groups. Continuous monitoring of market trends and regulatory environments to adapt recruitment strategies and curricular offerings. OELS can utilize the extensive network and marketing channels of the OMNES Education Group to broaden recruitment efforts across multiple regions and demographics.</p>
<p>Risk: Loss of facilities The loss of a campus site due to lease issues or other location-related problems could severely affect programme delivery.</p>	<p>Mitigation: As OELS current lease is until September 2028, this is currently identified as a low risk that will be reassessed in 2027.</p>
<p>Risk: Closure of Programmes In rare cases, it may be necessary to close a programme. This could happen if key staff are no longer available, if a teaching location becomes unavailable, or if there is insufficient student enrolment making the programme financially unviable.</p>	<p>Mitigation: OELS will notify students as soon as reasonably practicable about any programme closure. Efforts will be made to transfer students to a suitable alternative programme at OELS or another higher education provider, including opportunities within OMNES Education Group and OMNES Education Group partners in UK. Students will be entitled to refunds and potential compensation as per the Refund and Compensation Policy and Terms & Conditions signed upon the registration for the programme, depending on the circumstances of the closure.</p>
<p>Risk: Events Outside OELS' Control OELS is not responsible for any failure to perform or delay in performing its obligations due to events beyond its reasonable control. These events might include industrial action, civil commotion, terrorist attacks, natural disasters, pandemics, and government decisions impacting programme delivery.</p>	<p>Mitigation: OELS will contact students as soon as reasonably possible to notify them of any such events. Efforts will be made to mitigate the impact and resume programme delivery as soon as possible, including offering online classes where feasible. If the event results in the inability to deliver the programme for a period of four weeks or more, students will have the option to terminate the</p>

	contract and may be entitled to a full or partial refund.
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OELS, with the backing of the OMNES Education Group, is committed to managing these risks through proactive planning and strategic actions. Our SPP is designed to ensure that all students, whether they are participating in study abroad programmes or enrolled in new degree offerings, receive a reliable, high-quality educational experience. Regular updates and continuous improvements to the SPP will reflect changes in the educational environment and regulatory landscape, ensuring alignment with both student needs and institutional goals.

4. REFUNDS AND COMPENSATION

OELS has established a Refund and Compensation Policy as a fundamental component of this Student Protection Plan, ensuring financial fairness and support for students in various scenarios. This policy is designed to address financial implications for students affected by the discontinuation, suspension, or significant modification of their programmes of study. OELS acknowledges that while the probability of such disruptions is low, the institution is prepared to manage these instances with a high degree of responsibility and care.

In situations where a programme must be cancelled or significantly altered before commencement due to reasons like insufficient enrolment or unforeseen administrative complications, OELS guarantees a full refund of all tuition fees and deposits to the affected students. Additionally, if a student cannot secure a necessary visa, OELS will refund all applicable fees provided the student notifies the institution within eight working days of the visa refusal. For students withdrawing from a programme, the Terms and Conditions and Refund and Compensation Policy outline specific timelines and the associated refund eligibility, ensuring clarity and predictiveness in potentially stressful situations.

The procedure is outlined in Refund and Compensation Policy and available for students on OELS website.

5. COMMUNICATION

At OELS, we recognize the critical importance of clear, timely, and transparent communication in the successful implementation of our SPP. Our communication strategy is designed to ensure that all stakeholders, particularly our students, are fully informed and understand the SPP, its implications, and how it serves to protect their educational journey.

5.1. Key Components of Our Communication Strategy

5.1.1. Initial Orientation and Induction Sessions

At the start of their studies, all students will participate in orientation sessions where the SPP will be discussed in detail. These sessions will help new students understand the types of situations the SPP covers, how risks are mitigated, and the procedures for claims or concerns related to the SPP.

5.1.2. Regular Updates

OELS will provide regular updates regarding any changes to the SPP or related policies through multiple channels such as email, student portal (Boostcamp), and during mandatory meetings with academic staff. This ensures that students receive updates in real-time and can adjust their expectations and plans accordingly.

5.1.3. Accessible Documentation

The full SPP document will be easily accessible to all students and staff on the OELS website and via the student portal (Boostcamp). Printed copies will also be available upon request at the office.

5.1.4. Training for Staff

All academic and support staff will undergo training to ensure they understand the SPP thoroughly and are equipped to answer student queries and guide them appropriately. This training will be updated annually, or whenever significant changes to the SPP are made, to maintain a high level of awareness and preparedness among staff.

5.1.5. Feedback Mechanism

OELS will establish a robust feedback mechanism that allows students to provide feedback on the SPP and its communication. This feedback will be reviewed regularly to make improvements. A dedicated email address and an online feedback form will be made available specifically for this purpose.

5.1.6. Emergency Communications

In the event of an urgent situation affecting a significant number of students, OELS will use emergency communication tools such as SMS alerts, emergency emails, and special web portal announcements to disseminate information and instructions relevant to the SPP within 48 hours.

5.1.7. Annual Reviews and Student Consultations

The SPP will be reviewed annually in consultation with student representatives to ensure it remains relevant and effective. These reviews will be communicated to all students and will invite input from the student body to foster a collaborative approach to student protection.

Through these comprehensive communication efforts, OELS aims to ensure that every student feels informed, supported, and confident in the protections provided by the SPP. This transparency not only reinforces our commitment to student welfare but also enhances the trust and relationship between students and the institution.

If a student is not satisfied with the current SPP, a formal complaint can be raised as per as OELS Appeals and Complaints Policy. OELS will facilitate access to independent advice to ensure that all concerns are fairly addressed.

