

Annex D: Template for a student protection plan

Provider's name: University of Salford

Provider's UKPRN: 10007156

Legal address: The University of Salford, The Crescent, Salford Greater Manchester M5 4WT

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Student protection plan for the period 2018/19

1. An assessment of the range of risks to the continuation of study for your students, how those risks may differ based on your students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise

Please provide an evidenced statement of your assessment of the range and level of risks to the continuation of study for your students:

The risk that the University of Salford as a whole is unable to operate is very low as the University has:

- Recorded a trading surplus [Income less expenditure but excluding actuarial gain / loss in respect of pension schemes and change in value of hedging instruments] for each successive year since financial year 2013/14.
- Generated Cash flows from Operating Activities of at least £20m since 2013/14. This level of cash flow generation is sufficient to pay existing borrowings and to continue to invest in the University estate.

The University is currently forecasting a trading surplus outturn for 2017/18 with cash flows from operating activities of over £20m. It is forecast to have healthy levels of cash and investments at 31 July 2018.

The University is continuing to budget for trading surpluses for the period 2018/19 to 2020/21 with sufficient cash flows from operating activities generated to pay debt and to continue to invest in the University estate.

The risk that we are no longer able to deliver material components of our courses is low because:

- We design our modules to be taught by integrated teams of academic staff, recognising and mitigating the higher risk in specialist areas.
- Business case approval ensures that perceived risks are identified and contingency arrangements are confirmed prior to approval of programmes and reflected in formal legal agreements with partner organisations.
- The University operates a robust Risk Management procedure, regularly reviewed by Executive and Council, the governing body, and informed by local Schools' and Services' Risk Registers. This picks up any potential risks around delivery of our portfolio and ensures that the appropriate mitigating actions are in place.
- In the event of a major disruptive incident, Schools' and Services' business continuity plans ensure there are procedures in place to ensure the sustainability of the business. This addresses potential issues that may affect a School's ability to deliver all or part of its programmes, as well as risk to life, contractual obligations, financial impact etc.
- We have a process to ensure that a teach out plan is established prior to the closure of a

programme that protects the interest of current and prospective students.

2. The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise

Please provide an evidenced statement of the measures you have put in place to preserve continuation of study for your students in those areas where you consider the risk to be increased. For example:

Our student protection plan review has not highlighted any risks that it considers reasonably likely to crystallise.

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

Our student protection plan review has not highlighted any existing courses or group of students where it is considered likely that the students will have to transfer courses or provider, as the University assesses that it has adequate financial resources to ensure the teach out of existing courses.

If this was not possible for a particular course, the University has sufficient resources to provide refunds, compensation and honouring of bursaries for any exceptional circumstances where teach out is not possible.

Our [Terms and Conditions](#) and [Tuition Fees Policy](#) clearly explain the University's procedures for making refunds, which are in line with the Money Laundering Regulations (2007). These include those students who pay their own tuition fees, those in receipt of tuition fee loans from the Student Loan Company and those whose fees are paid by a sponsor. Claims for compensation would be dealt with on an individual basis and in line with the [University's Student Complaints Procedure](#). In making decisions about complaints, the University would access the Office of the Independent Adjudicator (OIA) publication 'The OIA's Approach to Remedies and Redress'. Should the complaint not be resolved by the internal procedure, the University subscribes to the OIA and all complainants issued with a Completion of Procedures letter at the end of internal consideration would be advised of the OIA scheme.

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

Please provide a statement about how you will communicate the provisions in your student protection plan to current and future students:

- We will publicise our student protection plan to future students via the [Course Finder](#) area of the University's website and to current students via the [Student Channel](#) which also links to the [terms and conditions of registration](#) and the [student programme handbook](#).
- We will ensure that staff are aware of the implications of our student protection plan when they propose course changes by including reference to the student protection plan within the [formal approval procedures](#) for course changes and in the procedures for periodic review of courses.

Please provide a statement about how you will work with your current students in the development of your student protection plan:

- We will review our student protection plan through formal governance arrangements that will include formal consultation with the student body and involvement of student representatives at the relevant committees for approval.

Please provide a statement about the arrangements you will put in place to communicate with affected students should your student protection plan need to be implemented:

- If we need to implement the measures in our student protection plan we will undertake formal consultation and provide tutorial sessions to support students collectively and individually.
- We will consult with our students if material changes are proposed to their course through the formal [programme and module amendment process](#).
- We will give students as much notice as reasonably practicable when we need to make material changes to their course. The majority of programme amendments will become effective from the start of the next academic year but, exceptionally, in-year amendments may be made for reasons beyond the University's control. In making such amendments, programme teams will ensure that the impact upon students is mitigated wherever possible.
- We will give applicants as much notice as possible when we need to suspend recruitment or close a programme in line with our policy. As part of our procedures, programme teams must provide information and evidence as to how those students currently studying on the programme will be able to complete their chosen course and still be supported to the very end. This includes contingency plans should students need to take reassessments or retake modules.
- We will refer students to the [University of Salford Students' Union Advice Centre](#) to ensure that they have access to independent advice if we need to implement the measures in our student protection plan.