

# OXFORD INTERNATIONAL EDUCATION GROUP

## Student Protection Plan for 2019-20

### BACKGROUND

1. Oxford International Education Group provides pathways to higher education through a range of **international integrated undergraduate and postgraduate degree programmes** for students from all over the world.
2. Through our transformational educational experiences, our students thrive and are able to continue their journey to achieve their full academic potential, eventually moving on to develop a rewarding career in today's global economy and society.
3. In collaboration with our university partners, we establish on-campus Embedded Colleges, where students study the first stage of an Integrated Bachelors degree over three or four years.
4. At postgraduate level, we offer Integrated Masters programmes that combine specialist learning with additional English language and academic support.
5. Since launching our first college in 2014, we have established a total of four Embedded Colleges in partnership with distinctive British universities across the UK. Our partners offer a rich, sought-after higher education experience with internationally recognised qualifications.

### DE MONTFORT UNIVERSITY INTERNATIONAL COLLEGE (DMUIC) STUDENT PROTECTION PLAN

6. This plan is intended to reassure you, whether you are a current or future student at DMUIC, that we have processes and procedures in place to protect continuation of study, in the rare circumstances that we are unable to continue to support your academic journey.
7. When you accept an offer and register at DMUIC, you are also enrolled at De Montfort University.
8. You should also refer therefore to the DMU Student Protection Plan under which you would also be covered <https://www.dmu.ac.uk/documents/study-documents/student-protection-plan.pdf>

## RISK ASSESSMENT

9. The risk of closure of DMUIC through termination of Collaboration Agreement with DMU is **very low**.
- a) Expressed within the Collaboration Agreement are a number of KPIs against which the performance of DMUIC and the university are measured.
  - b) Within the Collaboration Agreement, there are clauses built in to address any shortfalls in KPIs. Such shortfalls can be deemed to be a material breach, giving each party the right to terminate. However, for the major “shortfalls”, this is measured over a three-year period. Notwithstanding the above, both parties have obligations to rectify any shortfalls in the first instant (the “cure period”) during which time such KPIs can be revised or removed.
  - c) DMUIC and the university have met all their KPIs since the college was established.
  - d) There is a strong governance structure in place and regular reviews to ensure any decisions around the renewal of agreements are made well in advance and clauses to protect the continued study of students without disruption.
  - e) If there is termination of the Collaboration Agreement, we would work with DMU to ensure you will complete your studies at DMU. In the unlikely event the above is not possible, we will support you to transfer to another OIEG college or another Higher Educational Institute.
10. The risk that the DMUIC would be unable to operate due to problems with current premises is **very low**.
- a) The college’s continue operation in adverse circumstances is planned for with the university (Faculty of Arts, Design and Humanities) Business Continuity Plan (BCP). The BCP ensures continued;
    - Provision of general and specialist academic delivery including classes, workshops and tutorials and assessments.
    - Storage of student data, both electric and hard versions
    - Provision and maintenance of consumables, equipment and workshops in order to support students and staff
    - Ability to communicate effectively with stakeholders and clients
11. The risk of DMU’s Tier 4 Sponsor Licence is suspended or revoked is **low**.
- a) DMU and DMUIC work closely to ensure all DMU obligations as a Tier 4 Sponsor Licence holder are met.

- b) Together, we have a strong track record with regards to Tier 4, and the high levels of compliance are monitored by our Partnership Monitoring Group and Joint Compliance meetings.
- c) Should DMU's Tier 4 Sponsor licence be suspended or revoked
- d) We (DMUIC and DMU) would work with the UKVI to ensure confirmation that you are able to complete your programme.
- e) Facilitate your enrolment if you are already in receipt of an allocated CAS.
- f) Offer you an alternative study plan (at another embedded college) should you request this (and you are eligible).
- g) If there is no appropriate study option to offer you, there is a student refund and compensation policy to which you will be able to refer.

12. The risk Suspension or cancellation of programmes is **low**.

- a) The University may sometimes decide for a variety of reasons to suspend or cancel a published degree programme. If this affects your future programme of study:
- b) DMU is committed to provide an "early warning" to the College of any changes:
  - a. If you are affected, you will be offered a place on a programme as close in content and outcome to the programme suspended or cancelled
  - b. Should you be unhappy with the choice offered the College will explore the possibility of your being able to transfer to another embedded college/partner university where a programme closer to your original choice is being offered
  - c. Should no suitable choice be available you will have recourse to the Refund and Compensation Policy of OIEG as outlined below.

13. All the provisions we make to refund students and grant compensation are set out in our terms and conditions which are made widely available to students at the application stage and via <https://www.dmu.ac.uk/DOCUMENTS/DLIPC/201810A-DMUIC-TERMS-AND-CONDITIONS.PDF>

## **Publication and Review of the DMUIC Student Protection Plan**

14. We will communicate the provisions of our Student Protection Plan to relevant stakeholders in the following ways:

- a) New Students: Publication on the DMUIC website.
  - b) It will be available to all current students and staff via the Virtual Learning Environment (VLE), and Student Handbook.
  - c) The plan will be reviewed by Senior OIEG Management Team on an annual basis. The review will include consultations with College teams and through feedback received from staff and students as well as being referenced in staff/student forums.
  - d) Comments and will be considered by the Senior Management Team when finalising the annual review.
  - e) Any updated version of the Student Protection Plan will be made available to current students via the virtual learning environment and to prospective students on our website.
  - f) 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 affected students.
15. The nature of the advice or guidance that is provided will vary according to the nature and severity of the risk that has arisen
16. Each student will be allocated a designated named contact who will be their main point of contact throughout the implementation process, and we will involve affected students as much as is reasonably practicable in the implementation of the Student Protection Plan.
17. Our Charging and Refund policy via: <http://www.oxfordinternational.com/wp-content/uploads/2019/02/Refund-Policy-OIEG-2019.pdf>
18. If you have any question, please consult the DMUIC college director in the first instance.
19. This Student Protection Plan was last reviewed in October 2019 and is subject to an annual review by the DMUIC senior management team.