



Student protection plan for the academic year 2024-25

Provider's name: University of Sussex
UKPRN: 10007806

Legal address:
University of Sussex
Sussex House
Southern Ring Road
Falmer
Brighton
BN1 9RH

Contact point for Services enquiries: Denise Cooper, Deputy Director, Academic at: D.S.Cooper@sussex.ac.uk,

Introduction

- 1.1 The University of Sussex was established by Royal Charter in August 1961. The University delivers education provision in its own right and with a range of partner organisations. The University maintains overall responsibility for the integrity of its awards, irrespective of delivery organisation, location or method of delivery.
- 1.2 As a provider registered with the Office for Students (OfS), the University is required to have in place a Student Protection Plan designed to preserve the continuation and quality of study for all potential and current students if a risk to their continued study is identified and crystallises. This plan is designed to outline the University's approach to managing impacts on prospective and continued study and to provide assurance to students that we have in place appropriate measures to protect continuation of study.

Institutional Risk Management and Governance

- 2.1 The University has a number of committees, operational groups, policies and procedures responsible for the oversight and ongoing ability to deliver quality education. These include, but are not limited to:

- Senate
- University Education Committee
- Audit and Risk Assurance Committee of Council
- University Business Continuity Management Policy
- UoS Business Continuity Plan
- Emergency Management Plan
- University of Sussex Risk Management Policy
- University of Sussex Refund Policy

- 2.2 These structures and guidelines have been established to ensure the continued oversight of operation and the ongoing viability of provision. The University assures itself through these means that it has the ongoing ability to deliver quality education with a focus on the student experience and student outcomes.
- 2.3 The potential for Institutional failings across the full spectrum of our provision are monitored through risk management principles in accordance with the OfS and other HE regulatory bodies' guidance and will be delivered in accordance with prescribed institutional policies.

- the University loses professional accreditation for one or more of its courses.
- the continuity of study of students on validated courses in partner organisations is disrupted by factors beyond the University's control.
- the University is no longer able to offer or complete Apprenticeship provision.
- a partner of the University involved in student recruitment and student support is no longer able to deliver this service.

Further commentary on each of these risks, along with the mitigation measures in place is provided below.

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

4.1 The University decides for financial sustainability or strategic reasons to discontinue one or more subjects or courses of study.

4.1.1 The University has in place rigorous portfolio planning arrangements to ensure that there is a viable market for each of its courses. This mitigates the likelihood of having to close a course for reasons of financial sustainability.

4.1.2 If the University voluntarily decided to close a course, we would make arrangements to 'teach out' current students. This means that we commit to ensuring the course of study can be completed by all currently registered students, even though new students would not be admitted. In doing this we would carefully manage our approach to staffing and other resources to ensure student's studies are affected as little as possible.

4.1.3 In the event that we were not able to 'teach-out' a degree, in advance of a discontinuation we would liaise with other higher education providers to support students to transfer to another suitable provider, including through the provision of information to support curriculum mapping and transcripts of achievement to date.

4.1.4 If the University decided to close a course after making offers to applicants, who have yet to register with the University, we would:

- Offer a similar programme at the University of Sussex, refunding any deposit paid if the student chose not to take up that offer.
- If the applicant did not want to transfer to the suggested alternative, we would provide support to identify an alternative provider and release each applicant from any obligations to the University including relating to accommodation matters. For undergraduate applicants, we follow the processes set down by UCAS around a student's right to substitution.

- 4.2 The University makes material changes to courses, raising implications for the rights of students or applicants under consumer law.

4.6.2

Information about the policy we have in place to refund tuition fees and other relevant costs to our students

Including: providing compensation where necessary in the event that you we are no longer able to preserve continuation of study.

Arrangements for refunds for students are described in the University's terms and conditions¹, including the right to a refund if a course is cancelled and there are no suitable alternatives (or a student is dissatisfied with the alternatives available). If there are material changes to courses the University shall consult with students and take steps to minimise any adverse effects, including transfers to alternative courses. Students can withdraw without any further fee liability if they dissatisfied; if they are materially adversely affected, they may be entitled to a refund of course fees – this would be assessed on a case by case basis.

5.2 The [University's arrangements for Refunds](#) are publi

- providing specific advice and support for students with registered disabilities
 - engaging with the Students Union in relation to identifying sources of independent advice.
- 7.6 The University reserves the right to amend this Plan from time to time based on legal or regulatory change affecting students or the University or best practice in the higher education sector.
- 7.7 The University's Student Complaints procedure is set out on our website and sets out how registered students may complain about any aspect of their interaction with the University, including if they wish to complain about how we implement our Student Protection Plan. The University operates a separate Applicant Complaints Procedure, details of which are set out on our website.

Review/Contacts/References

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Owner: DSE – Academic Services

Lead contact: Deputy Director, Academic Services