

**University Campus of Football Business Limited**  
**Student Protection Plan**

Provider's name: **University Campus of Football Business Limited**

Provider's UKPRN: **10043164**

Registered address: **14th Floor 111 Piccadilly, Manchester M1 2HY**

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**1. Introduction**

The University Campus of Football Business Limited ('UCFB') delivers football and sports focused undergraduate and postgraduate degrees across a range of areas including business, media and coaching. Degrees have been delivered in collaboration with Buckinghamshire New University ('BNU') since 2011. In September 2020, UCFB entered into a new validation agreement with the University of East London ('UEL') and is considered to be a College of UEL.

Courses delivered by UCFB/GIS reflect the needs of the sports industry and provide graduates with the skills, knowledge and behaviours required to meet industry demands. The knowledge skills and behaviours are developed through a curriculum that embeds industry insight into the development, delivery, and assessment of courses.

**2. The Student Protection**

- f* The closure of UCFB as an institution
- f* Closure of a specific facility without a suitable alternative available
- f* Loss of access to critical infrastructure
- f* The loss of key members of staff
- f* UCFB's validation arrangements being terminated or not renewed
- f* Discontinuation of a course, campus of study or mode of delivery of a course
- f* Loss or suspension of OfS registration
- f* Sale of UCFB

### **3. Executing the Student Protection Plan**

Should an event occur that requires the SPP to be executed, UCFB and its Executive Leadership Team will:

- f* Be open about the event arising.
- f* Work with the Student Support team and Students' Union to consult with affected students, to gain a complete understanding of how the proposed mitigation measures could affect them and what solutions are appropriate.
- f* Fully consider the impact on affected students before deciding to make a significant change.
- f* Make every effort to ensure that students can continue their studies with UCFB/GIS (via another mode of delivery or campus) or at a suitable alternative provider.
- f* Remind students of the provisions in this SPP and their rights under consumer law.
- f* Provide a refund or compensation if we are unable to provide a solution that works for students.

### **4. Communication**

To ensure the SPP is effectively communicated to students and applicants, UCFB will publish the SPP on its website. It will be signposted to returning students as part of their re-induction and will be available through the Students' Union to enable students to access it if required.

A copy of the SPP will be made available on the UCFB staff intranet and staff and student representatives will have an opportunity to contribute to future revisions of the SPP through UCFB's academic committee structure.

### **5.5**

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revisions to this version will be carried out in consultation with students via the Education and Student Experience Committee ('ESEC') to ensure that their views, interests and needs are taken into account.

#### **8. Risk assessment and scoring**

This SPP sets out an assessment of a range of risks identified to the continuation of study for UCFB's students

The impact and likelihood that the risks will crystallise is outlined along with measures that UCFB has put in place to mitigate the risks.

We have estimated the likelihood that each risk

The Executive Leadership Team ('ELT')<sup>2</sup> regularly reviews the financial plans and refreshes expectations as a result of projections, continuous improvement and ambitions for growth.

The Academic Board oversees policies, processes, and procedures to uphold the standards of a higher education institution, ensuring the student experience and academic standards are as expected.

A Risk Management Framework enables each area of the institution to monitor its changing risk profile and act against circumstances which might cause possible issues with our sustainability and the quality of the provision we offer. Quarterly updates, led by the Executive Leadership Team provide insight into the institution's changing risk landscape.

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In the event of a prolonged or permanent loss to a facility or building, then the measures described in response to Risk 2 would also potentially be implemented.

Risk 4	Likelihood	Impact
Loss of key members of staff	Possible	Low

### Assessment

UCFB operates a flexible staffing structure for each programme, comprising of course leaders, module leaders, tutors and visiting expert lecturers, resulting in contingency of teaching capacity in the event of illness or unplanned leave.

UCFB also operates a staff planning cycle aligned to its budgets and student number forecasts. UCFB undertakes an annual planning exercise linked to student number forecasts and longer-term planning linked to module and course development.

The Executive Leadership Team (ELT) is also responsible for checking resource plans to ensure physical, technological and human resources are in place to deliver all courses. Academic teaching teams co-develop and share delivery of modules where possible to share expertise and minimise single points of failure.

All staff have notice periods stipulated in their contracts of employment. In the event that a member of staff chooses to leave UCFB, the prescribed notice period enables UCFB to recruit a suitable replacement. The UCFB HR function operate UCFB's recruitment process and work closely with the relevant academic and line managers to recruit a suitable replacement.

### Impact

Whilst it is possible that UCFB will lose key members of staff as part of natural turnover, it is unlikely that that this would adversely impact students continuing and completing their studies, so the impact is considered to be low.

### Mitigation

In the event of a loss of key members of staff, UCFB would:

- f* Enact its HR policies relating to leavers - working closely with outgoing staff to establish exit timescales, any required handover work and other appropriate exit activity.
  - f* Assess the impact upon students and draw up plans to utilise contingency teaching
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Risk 5	Likelihood	Impact
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Risk 6	Likelihood	Impact
Discontinuation of a course, campus of study or mode of delivery of a course	Possible	Medium

### Assessment

From time to time, UCFB must decide if it is viable to continue to run a course, or a course in a particular mode of delivery or campus location. This could be due to low student numbers, poor outcomes or negative feedback. We continually review our portfolio of courses, and the likelihood of a strategically planned course closure is possible.

UCFB has developed a 3 - 5 year academic course development plan and undertakes regular student number forecasting exercises as part of annual planning, and monthly reviews by the institution's executive leadership team. Full recruitment strategies and plans are developed to ensure activity is taking place to meet targets outlined in financial plans.

UCFB also monitors student engagement and gathers feedback at midpoint and the end of each course module. These form an input into course performance reviews. Continuing poor performance or outcomes are escalated to the Education and Student Experience Committee ("**ESEC**")

Any decision to close or suspend recruitment of a course, mode of study or at a campus will be approved by the Programme Portfolio Committee ("**PPC**"), a sub-committee of the institution's Academic Board. The decision will be informed by the application history and market insight and will consider the financial and legal implications (for example, UCFB's requirements in relation to consumer law compliance). The PPC consists of academic and professional services staff, and student representatives

If UCFB decides to close a course, it will either continue to run the course for the original duration (teachc

- f* Cease to market the course, mode of delivery or campus of delivery
- f* Depending on the timing of the decision and if appropriate, immediately contact applicants to explain the situation and provide guidance on alternative options.
- f* Inform all affected students and communicate to them the impact and the options available - this would include details of the teach-out of the course.
- f* If a high-quality student experience cannot be guaranteed, we will work with students to explore alternative options. These might include transfer to another campus, mode of delivery, another course at UCFB or to an alternative provider.
- f* Work closely with students to ensure that their needs are carefully considered, and appropriate measures are selected for them.
- f* In the event that no other suitable options are available, would seek to offer refunds or compensation for students, in line with UCFB's Refund and Compensation Statement.

Risk 7	Likelihood	Impact
Loss or suspension of Office for Students (OfS) registration	Unlikely	

One of the key impacts to the UCFB as an institution would be that it would no longer have access to direct government and student funding.

### Mitigation

In the event of OfS registration being suspended or removed, UCFB would:

- f* Take immediate steps to seek to rectify the failures giving rise to the proposal to remove UCFB from the register of providers.
- f* In parallel with making all reasonable attempts to remain on the register of providers, would seek to secure a contractual arrangement (including indirect funding arrangements) with another registered provider, to allow students to complete their programmes and/or reach agreement with the OfS to enable UCFB to teach-out and grant awards to its existing students.
- f* Work with the OfS to safeguard the interests of all students, allowing them to complete their studies in line with existing funding arrangements and receive their award.

In the event that UCFB did enter into an arrangement with a new validating partner, then the measures described in response to Risk 5 would also potentially be implemented.

Risk 8	Likelihood	Impact
Sale of UCFB	Unlikely	Low