

University of
HUDDERSFIELD
Inspiring global professionals



STUDENT PROTECTION PLAN 2023/24



This Student Protection Plan sets out what you can expect to happen if your course is cancelled, if the campus at which you're studying is closed down permanently, or if the University itself ceases to operate. The plan explains how we seek to ensure that students can continue and complete their studies. It also includes details of arrangements for refunds and compensation.

Risk Assessment

The institutional risk register is monitored and kept under review by Audit Committee throughout the year. The areas of the register include: Financial, Learning & Teaching, International, Staffing, Innovative Research & Enterprise and University systems. The register is presented to University Council for approval annually and was last approved in Spring 2023.

The University has a long-standing, excellent financial performance. This is evidenced in the submission of financial statements made to the Office for Students in 2022/23. It also has a strong track record as a provider of high-quality education, suggesting that it is unlikely to be responsible for serious breaches of standards that might lead to the withdrawal of degree awarding powers. It has had successful institutional audits and it was given a Gold rating under the Teaching Excellence Framework in 2017. The University was also the winner of the first Higher Education Academy Global Teaching Excellence Award in 2017. Levels of complaints are low (15 in 2021/22) and no serious concerns have been expressed by the Office of the Independent Adjudicator. The University is located on one campus, with no foreseeable reasons for campus closure. The University operates a limited number of collaborative partnerships within the UK and internationally, which are managed within long-established quality assurance and enhancement and contracting frameworks. These control risk for you in what would otherwise be a more challenging environment, and mitigation is explained further below. Systematic and well-established planning systems make it highly unlikely that whole Schools will be closed, as processes of horizon scanning and portfolio development planning ensure that the University continues to recruit well.

The University has insurance in place to protect you in the case of catastrophic external events which impact on its ability to continue its business, as well as a regularly reviewed business continuity management policy.



Mitigation Measures

Business Continuity Management

The University operates a comprehensive hazard and threat matrix under the Business Continuity policy, which allows for it to manage risk and ensure continuity across potential events including health incidents, weather-related incidents, IT failures, off-site incidents such as those impacting the town-centre, industrial action, and campus incidents such as fires, bomb-threats, and utilities issues.

Course Closure

The University has a clear policy for the management of course closure which requires an exit strategy to be in place before a course can be closed. The University's exit strategy guidance document can be downloaded [here](#).

Where significant changes are made to courses for professional, pedagogical or market reasons, this is done in line with consumer protection law requirements. The University issues guidance to all staff on implementing these requirements.

It is recognised that the University's responsibilities for and commitments to students on courses only conclude on completion of the final module by the final student. If a School course team proposes the closure of a course that you are studying on they must complete the exit strategy for approval by the School's Senior Leadership Team setting out how those who remain on the course will be facilitated to achieve course outcomes. The approved exit strategy will be monitored by the School's Teaching and Learning Committee. This is applicable whether you are taught at the University or through one of our collaborative partnerships. The University has occasionally had to follow an exit strategy to ensure all students successfully completed their studies.

In the unlikely event that an applicant has accepted an offer from the University at the point of a course closure notice being approved, the University's admissions team will notify the applicant and ensure any financial payments made by the applicant are refunded.

The University honours student bursaries if you have to transfer courses as a result of programme closure or significant amendment.

The University has a number of Apprenticeship courses and is committed to supporting apprentices find alternative employment should the need arise.

More information about course changes, closures and consumer protection law can be found [here](#)

Collaborative Partnerships

The University has robust due diligence processes for the approval of new partnerships with additional layers of scrutiny for overseas partnerships. Guidance on these processes can be found in the Handbook for Collaborative Provision at: <https://www.hud.ac.uk/registry/collaborativeprovision/> and in the Quality Assurance procedures at: <https://www.hud.ac.uk/policies/registry/qa-procedures/section-i/>

It is reasonable that CP programmes may close from time to time as a result of one party's wish to change partners, award their own qualifications or as a result of market changes. The University's Standing Committee for Collaborative Provision (SCCP) approves and monitors exit strategies for collaborative partners on behalf of the University Teaching and Learning Committee. Teaching and support will not cease until the last student has completed.

The University has substantial cash reserves which would be sufficient to provide refunds and compensation should a risk of non-continuation to study arise. If you are unhappy with the closure of a course and wish to transfer to another institution the Dean of School and Director of Finance will agree on a financial package with you to ensure you are not disadvantaged academically or financially. We will take into consideration your individual circumstances and any protected characteristics you may have.

Refunds and Compensation

Tuition Fee Refund Policy

This policy refers to students registered on full- and part-time programmes at the University including research students who decide to withdraw from the University.

If you have decided to suspend or withdraw from the University this policy provides essential information on tuition fee refunds. If you are required to pay tuition fees and withdraw or suspend from your studies during the year you will be charged a proportion of the tuition fee for your course as set out below, depending on when you withdraw or suspend.

For students leaving in:

First month – no charge

Term 1 – 25% charge*

Term 2 – 50% charge

Term 3 – 100% charge

* Overseas students should refer to the following policy: <https://www.hud.ac.uk/media/policydocuments/International-Tuition-Fee-Deposit-Policy.pdf>

Additional fee information is available at:

<https://students.hud.ac.uk/finance/>

Fees will be refunded to the payee:

- If you are in receipt of tuition fee loans from the Student Loans Company the refund will be referred back to the SLC;
- If you pay your own fees these will be refunded back to you;
- If you are sponsored your fees will be returned to the sponsor, for example your employer or embassy;
- If you are an apprentice your fees will be paid back to the ESFA.

Ancillary Charges

Where ancillary charges remain unpaid these will be treated as a debt to the University and the University reserves the right:

- i. not to invite you to the University graduation ceremonies
- ii. to refer your account to an external debt collection agency until the University agrees that the debt has been paid in full.

Tuition Fees will not be refunded if you are withdrawn by the University

For September starters (pro-rata for other start dates)

If you are withdrawn from a programme of study by the University for the following reasons tuition fees will not be refunded if you are in attendance after the 1st day of the summer term (pro-rata for other start dates):

1. If you have failed the programme of study
2. If you have been withdrawn as a cumulative outcome of academic research misconduct
3. If you have been withdrawn for purposes of being unfit to practise
4. If you have been withdrawn as part of the attendance monitoring regulation
5. If you have been withdrawn on academic grounds
6. If you have been withdrawn for a breach of the University's student disciplinary regulation.

The University will publicise the Student Protection Plan to future students on course finder. It will be made available to current students via the Student Portal, the Student Contract and the Regulations for Taught Students or the Regulations for Postgraduate Research Students.

Communication with Students

The University will ensure that staff are aware of the implications of our Student Protection Plan when they propose course changes as it will be a standing item for all School Accreditation and Validation Panel processes, and via the CMA Guidance and training.

The provisions in this Student Protection Plan have been developed via existing practice and policies at University committees with representation from the Students' Union.

If you wish to complain about measures implemented under the terms of this plan you may do so using the University's student complaints procedure and would be required to evidence your complaint. The complaint would initially be handled by the School at Stage 1, by Registry if referred to Stage 2 and by Registry and one of the Pro Vice-Chancellors if referred to Stage 3.

If the University needs to implement the measures in our Student Protection Plan, it would put in place consultation meetings with the course leader and head of department for individual courses. If this were to happen on a larger scale the Dean/Pro Vice-Chancellor would communicate with students and ensure that our students have access to independent advice through the Students' Union. In the case of collaborative provision this would also involve the partner and institutional or designated academic liaison officers.



Complaints

If you wish to make a complaint about your course you may do so using the University's student complaints procedure which is available in the Regulations for Taught Students and the Regulations for Postgraduate Research Students via: <https://www.hud.ac.uk/registry/current-students/taughtstudents/student-complaints/> and: <https://www.hud.ac.uk/policies/registry/regs-pgr/section-11/>

If a complaint is upheld the University may offer a remedy and in some circumstances compensation where you have been materially disadvantaged. Any remedy or compensation offered is in line with the OIA's Approach to Remedies and Redress available here:

<https://www.oiahe.org.uk/about-us/reviewing-complaints/what-happens-when-a-student-complains-to-us/putting-things-right/>

Additional Information

Further information on policies related to enrolment as a registered student of the University is contained within the Regulations for Taught Students and the Regulations for Postgraduate Research Students available at:

<https://www.hud.ac.uk/media/policydocuments/Key-Facts.pdf>

Note: All policies referenced in the Regulations for Taught Students and the Regulations for Research Students are reviewed annually and published on-line prior to the start of the academic year.



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