



UPICA Student Protection Plan 2023-26

Introduction

UPICA is committed to providing a high quality learning experience for students and enabling them to complete their studies to the best of their abilities and potentially above their expectations.

UPICA recognises that there may be times when there may be changes to courses or delivery. During these deliberations and planning activities, the students and their learning opportunities will be central to the planning decisions.

This Plan demonstrates UPICA's responsibilities to prospective students and enrolled students.

Continuity of study

If we are unable to deliver courses at the UPICA campus in the next three years students will be supported in transferring their studies to another higher education provider. Staff at UPICA will work with the awarding body to relocate student's studies to the awarding body or alternative provider. More specifically, in case of cessation of the programmes, UPICA's contingency plan will include:

1. **Notification and communication:** UPICA will have a plan in place to promptly notify students in the event that it stops offering its services and programme delivery. This notification will include clear information on the reasons for the cessation, as well as the timeline for the discontinuation of classes and the return of tuition and fees.
2. **Transfer of credits:** Once all licences and agreements are in place, UPICA aims to work with other institutions to ensure that students are able to transfer their credits to another institution, particularly in one of the local institutions. For example, in Turkmenistan, we plan to build such partnerships with the International University of Humanities and Development (IUHD), pending the agreements from the Ministry of Education. As the University of London degree is widely recognized across the globe, including in Turkmenistan, building such credit transfer programs in place as part of our contingency plan will not pose huge challenges for us. This process will be clearly communicated to students and the UPICA will provide assistance in the transfer process.
3. **Refunds and financial compensation:** UPICA will have a plan in place to provide refunds for tuition and fees, as well as any other financial compensation that may be due to students. This plan will be clearly communicated to students and the UPICA

will have a process in place for students to submit claims for refunds and compensation. We aim to have a financial reserve dedicated for this purpose only.

4. **Continuation of education:** UPICA will actively seek out alternative institutions or programs for students to continue their education and provide assistance in the application process. If no such alternatives are available in the country or internationally, we aim to provide students with enough resources to be able to continue their education on their own.

It's essential to have a well-communicated plan, so students are aware of the steps that the UPICA is taking to support them during this transition.

Cancellation, Refunds, and Compensation

Cancelling acceptance

Students have the opportunity to cancel their acceptance of a place to study at UPICA. If the cancellation is submitted within two weeks of acceptance, there will be no financial penalty.

UPICA acknowledges that students can experience unforeseeable circumstances that require them to cancel the acceptance of their place. Students should contact UPICA at their earliest opportunity to initiate procedures. If a student cancels their place more than one month prior to the commencement of their studies, a full refund will be provided. Within one month of the commencement of study, a full refund of any deposit or fees paid will be returned less an administration fee.

Withdrawal

UPICA recognises that once a student has started their studies, external circumstances can require them to withdraw from their studies. If a student does experience this, they are advised to contact the UPICA Support Team to make sure they have the relevant support.

If a student does withdraw from their studies during the first month of their studies, students will be required to pay the fees for the first semester. If a student withdraws after this period, they are required to pay the full fees for the academic year.

Break in studies

If a student experiences a situation where a break in studies is necessary, students must ensure that their fees, up to that semester, are paid in full. On their return to study, they will continue to pay their fees. If the student withdraws from their studies during their break in studies, the withdrawal timeline as listed above will be used to calculate any outstanding fees.

Compensation

Where UPICA is unable to provide continuity in studies or students have to transfer courses or Provider as a result of this, UPICA will pay compensation.

Refunds

Students will receive refunds should the student have paid more than required on their withdrawal from UPICA.

Bursaries and scholarships

If the student is in receipt of bursaries or scholarships, and withdraws from UPICA, they are not required to repay the bursary or scholarship.

Financial contingency for refund and compensation

UPICA has a contingency fund for the payment of refunds of compensation.

Publication student protection plan

UPICA will publish this Student Protection Plan on its website for prospective and current students to have access.

This Student Protection Plan will also be included in all staff inductions and training sessions to ensure that it is implemented effectively and efficiently.

The Student Protection Plan will be reviewed on a three yearly basis unless there are significant changes to the delivery of course by UPICA. Students will be included in the review and development of subsequent Student Protection Plans.

Version Control

Title: Student Protection Plan					
Approved by: Executive Team					
Version number	Date approved	Date published	Owner	Location	Proposed next review date
1.1	1/20/2023	1/27/2023	Chief Academic Officer	London, UK	3/31/2023
Referenced documents					
External Reference Point(s)					