



T H E
ISLAMIC COLLEGE

Students Protection Plan



NOVEMBER 25, 2019

THE ISLAMIC COLLEGE

133, High Road, Willesden, London, NW|10 2SW

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Intention	To protect the interests of students and enable them to complete their programmes in the event of a material change in circumstances (e.g. a major incident, course/College closure)
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Enquiries	Enquiries about this document should be directed to the College Director, Dr Dan Strange: he may be contacted at daniels@oakhill.ac.uk or on 020 8449 0467 ext. 202 (Executive PA)

Introduction

Islamic College ('the College') is a Religious Studies institution, which trains men and women for work at Mosques and other spheres of Islamic service and activities. Its validated programmes have been developed and are delivered and assessed by the College; they are awarded and quality assured by Middlesex University ('the University'). Irshad Trust ('the Trust') is the registered charity that owns Islamic College and which has contributed spiritually, financially and practically to the College's development. The Trust has delegated responsibility for the operation of the College to the Principal (Link Trustee) and to the Senior Management Team. All College teaching activity are delivered from its single campus at 133, High Road Willesden, London NW10 2SW.

The aim of this Student Protection Plan is to set out the actions that the College and the Trust will take in the event of a material change in circumstances (such as a major incident) to protect the student interest and to ensure that students are able to complete their programmes. In so doing, the College and the Trust will work together with the University and the Office for Students to ensure that students are able to achieve the best possible outcomes. The Plan has been designed to meet the requirements for registration with the Office for Students.

Measures we will take in Specific Situations

In the tables which follow, a number of risks and changes of circumstance are identified along with the actions that the College and Trust will take in order to protect students' continuity of study should those risks/changes crystallize. In each case, we have tried to take account of differences in students' needs, characteristics and circumstances. Arrangements for students who wish to transfer to another institution to complete/continue their studies are set out towards the end of this document, along with information about how refunds may apply.

1. FINANCIAL AND MARKET RISKS

Risk to Continuation	Level of Risk	Mitigating Actions
1- The College experiences a significant loss of market, leading to a sustained loss of income and ultimately a decision to close	Low: The College operates in a specialist vocational area, making significant market loss unlikely. The College's finances are underwritten by the Trust, which has a clear reserves policy and assets which could be liquidated or mortgaged if the need arose	The College will suspend admissions and will discontinue use of the University logo: applicants who have already accepted an offer will be permitted to withdraw their acceptance and will be provided with a list of alternative educational institution where they can undertake their studies.
2- The College is no longer able to meet its financial obligations and is forced to exit the higher education market		The Trust will use its reserves or, if necessary, liquidate/mortgage Trust assets in order to cover operating costs and ensure that the College can be closed in an orderly fashion.
3- The Trust experiences financial failure, directly affecting the college's position		Islamic College's contingency plan with Middlesex University provides for such an occurrence and students of cohorts present at the time will continue to be taught until they exit their programs with qualifications outline at the beginning of the programme.
		Delivering the financial implications of The Islamic College's refund and compensation policies

2. COLLABORATIVE AND REGULATORY RISKS

Risk to Continuation	Level of Risk	Mitigating Actions
<p>1- The University withdraws validation for the College's awards and/or gives notice that it wishes to end the partnership</p>	<p>Low: the relationship with the university is a long-standing and positive one. Programmes have been recently been re-validated until August 2024.</p>	<p>Under the terms of the Partnership Agreement – Contingency Plan with Middlesex University, students who are already enrolled will be allowed to complete their programmes and will be awarded the relevant qualification. The College will suspend admissions to all University-validated programmes (BA Programmes) and will discontinue use of the University logo.</p>
<p>2- The OfS suspends or de-registers the College because of a breach of one or more conditions of registration and, as a result, the College loses designation for student loan support</p> <p>3- risk of The Islamic College being unable to continue to operate as a whole</p>	<p>Low: the College has been operating for the last 20 years under the a present governance and financial management which have successfully enabled the Islamic College to maintain a sound relationship with Middlesex University. These arrangements, as such, are unlikely to be breached.</p>	<p>The College will discontinue the use of any wording, which indicates that it is registered with the OfS and that its courses have been designated for student loan support. The College will contact the OfS to request that students who are already in receipt of financial support be allowed to complete their courses (under the Limited Designation Status) under teach out arrangements. If this is not possible, affected students will be supported to completion through College bursaries (underwritten by reserves) and/or will be assisted in their search for alternative sources of support.</p> <p>The College will contact applicants who have already received/accepted an offer on the basis that student loan support may be available. Those who have already accepted an offer and wish to proceed will be permitted to enrol; depending on proximity to the start of the academic year, financial support may be offered to meet any shortfall in funding; otherwise, those holding offers will be allowed to withdraw their acceptance and will be provided with a list of alternative providers.</p>

3. RISKS CONCERNING THE COLLEGE'S ESTATE

Risk to Continuation	Level of Risk	Mitigating Actions
<p>In all of the situations set out below, the following mitigating actions will apply:</p> <ul style="list-style-type: none"> □ Actions will be taken in line with the College's Contingency Plan with Middlesex University and our Memorandum of Association. □ Wherever possible, the College will continue to deliver its programme content face to face; however, depending on the nature and extent of the loss, it may be necessary for some content to be delivered using VLE-based recordings from the most recent module run (usually the preceding academic year). Students will be kept fully informed of how content will be delivered. 		
<p>1. The Main House becomes unusable because of fire (or similar) or as a result of structural/other risks associated with listed building status: this assumes a consequent loss of accommodation, teaching space.</p>	<p>Low: as determined by regular fire risk assessments and by the terms of the College's insurance</p>	<ul style="list-style-type: none"> • Those affected will be accommodated locally: depending on individual situations and availability of residential facilities around the Borough of Brent. • If both blocks are the affected by the damage then Lectures will take place in the block not affected. • Study space will devolve to the Library/other parts of the site; on-site/local students may be asked to work at home if possible to maximize the space available for others. • Administrative staff will work from temporary; some staff may work from home if they are not directly needed on site. • Staff and students will be asked to cater for themselves
<p>2. The Academic Centre is lost because of fire: depending on which of the two blocks are worse affect by damage.</p>	<p>Low: as determined by regular fire risk assessments and by the terms of the College's insurance</p>	<ul style="list-style-type: none"> • Lectures will move into the least affect block or locally rented space (schools, hotels, Mosque halls,); the timetable may be extended outside of normal hours. • Given the significant loss of study space, on-site/local students will be asked to work at home if possible to maximize the space available for others.
<p>3. The College Library is destroyed because of fire (or similar): while the Library is located within</p>	<p>Low: as determined by regular fire risk</p>	<ul style="list-style-type: none"> • Library stock will be assessed to see what needs to be replaced and what can be saved.

<p>the Academic Centre, the assumption here is that only the Library is destroyed</p>	<p>assessments and by the terms of the College's insurance</p>	<ul style="list-style-type: none"> • A full list of holdings is maintained by the Librarian, from which the most urgently required texts can be identified using Module Narratives and book lists on the VLE. • The College also has access to some e-resources and scans of some module-specific materials. • Otherwise, immediate replacement costs will be funded through insurance. Depending on the nature and extent of the losses, other theological libraries in the area may also be approached for short-term assistance (e.g. ILLs). • Study space in the Library will be temporarily lost; as such, on-site/local students will be asked to work at home if possible to maximize the space available for others.
<p>4. Two or more of the Main House, Library, Academic Centre, and/or free-standing accommodation are lost (e.g. major disaster)</p>	<p>Low: The free-standing accommodation and other buildings are separate from each other</p>	<p>Actions will follow the pattern set out in nos. 1-3 above with respect to teaching space, study space, accommodation, meals and replacement of Library resources.</p>
<p>5. The College network is destroyed e.g. fire in the IT room, multi-site fire, unplanned power outage (unplanned shut down/re-boot) or malware</p>	<p>Low for fire, whether single or multi-site (see nos. 1-4 above); low for malware; moderate for power outages/shut downs</p>	<p>In the event of fire/power loss in the IT Room (Main Building), the College's support contract will enable the purchase/installation of new equipment, and IT staff will be able to restore data from back-ups in the Academic Centre. If the fire/power-loss were to be in the Academic Centre, new back-up equipment would be installed as a matter of urgency. If BOTH IT Rooms were lost, additional WiFi points would be set up to ensure that students could continue to access teaching materials through the (cloud-</p>

		based) VLE while other systems and networks were restored.
6. The College's estate (or a significant part of it) is destroyed through an Act of Terrorism	Variable depending on the political situation	Actions will depend on the extent of the losses (both in terms of students and staff, and in terms of damage to the physical estate). Actions will be broadly similar to the above, albeit with an increased likelihood of teach out by means of VLE recordings if losses are extensive.
<ol style="list-style-type: none"> 1. Where additional expenditure is required for students (for example, transport costs if alternative teaching space is needed offsite, the College will provide support to help students meet the extra costs involved. 2. Where alternative accommodation/teaching spaces are required, care will be taken to ensure that there is appropriate access for students with mobility problems or disabilities. 3. Alternative provision will be offered to those whose care responsibilities (e.g. childcare) mean that they cannot attend classes outside of normal teaching hours: for example, this may include allowing them to study by means of VLE recordings. 4. Depending on the nature of the events, we will fund (or provide internally) counselling and support for those who need it. 		

4. LEGAL AND REPUTATIONAL RISKS

Risk to Continuation	Level of Risk	Mitigating Actions
<p>1. The College is prosecuted by a prospective/current student who believes that they have suffered discrimination or that reasonable adjustments have not been made for their disability</p>	<p>Low to moderate: failure to deliver the advertised programme(s) and/or discrimination are unlikely to occur due to a combination of mitigating factors and safeguards.</p>	<ul style="list-style-type: none"> • The College has a number of processes in place to prevent discrimination occurring: this includes high-quality Admissions procedures, student support structures, mitigation procedures for student assessment and good staff management. • Similarly, the University and College have safeguards in place to ensure that programmes are delivered to students as advertised.
<p>2. The College is prosecuted under consumer protection law because of failure to deliver the advertised programme(s)</p>		<ul style="list-style-type: none"> • Beyond this, the College is covered by liability insurance in accordance with the University Partnership Agreement. If required, additional legal costs would be covered by the Trust. • If legal action resulted in an adverse finding and severe financial loss/reputational damage, then the College will fund it through the Trust's funds

5. RISKS ASSOCIATED WITH A LOSS OF PERSONNEL

Risk to Continuation	Level of Risk	Mitigating Actions
<p>1. Loss of the Leadership Team (or individual members of it)</p>	<p>Moderate for individuals</p>	<ul style="list-style-type: none"> • <i>Member of the Board of Trustees:</i> The Trustees will appoint another person from the community who is able to meet the Trust's objectives • <i>Principal:</i> An Acting Principal will be appointed by the Trustees either from within the College Leadership Team from a Professional academic from the external market. • <i>Director for Education:</i> Teaching will be covered by other Faculty/ a nominated 'reserve educator' or through VLE recordings; an Acting Director will be appointed from within the Faculty. • <i>Director of Finance & Administration:</i> Immediate assistance will be sought from the Finance Officer of the College to provide cover for financial matters; other cover will be provided by the Leadership Team
<p>2. Loss of the Faculty (e.g. loss of life at an away day/gathering)</p>	<p>Low for the Faculty together (as such gatherings are rare) but moderate for individuals</p>	<ul style="list-style-type: none"> • Under the terms of the College's Contingency Plan, the University will be supplied with the following as soon as possible: student information as agreed at enrolment (contact details, the nature of any disabilities/SpLDs, and academic progress); staff details (contact information for those who remain; nominated 'reserve educators' for those who have been lost); placements (with contact details); and access information for learning resources/lecture recordings on the • VLE. University and College staff will liaise with the nominated 'reserve educators' and other local TEIs to ensure that students can complete their awards face-to-face wherever possible; where this is not feasible, arrangements

		will be made to teach out provision using the lecture recordings captured year on year through the VLE.
3. Loss of the Support Staff (e.g. fire in the main building)	Low because support staff are spread out across the buildings	Support will be requested from the Trust to provide cover for key posts until temporary staff can be found and a formal appointments process initiated.

Special Arrangements in the case of Risks Associated with a Loss of Personnel

1. For those who chose to continue their studies under the terms of the College's Contingency Plan with the University, information about disabilities will be made available confidentially to the University (as agreed with students at enrolment) in order to help the University Link Tutor and other staff to provide the appropriate support.
2. Depending on the situation (e.g. sudden death of a staff member), we will fund (or provide internally) counselling and support.

6. PROGRAMME-RELATED RISKS

Risk to Continuation	Level of Risk	Mitigating Actions
<p>The College will not normally make changes outside of the parameters agreed by the Middlesex University through the coordination of the two Link Tutors.. However, on occasions when a major change is required, the College’s aim will be to ensure that the stated Programme Learning Outcomes can still be completed satisfactorily by those who have been admitted to the programme in question.</p>		
<p>1. The College decides to close one of its programmes because of insufficient enrolment; because it has been superseded by other provision; or because it no longer aligns with the College mission</p>	<p>Low because this kind of decision would normally be taken well in advance (usually as part of a programme review cycle which is concluded by a Validation Event).</p>	<p>In accordance with any agreed timeframe for teach-out of the affected programme(s), the College will suspend admissions and contact applicants to whom an offer has already been made: offers already accepted will be honoured if the prospective student wishes to enrol on an alternative programme, or on a shortened version of the affected award (e.g. a CertHE); otherwise, those holding offers will be allowed to withdraw their acceptance and will be provided with a list of alternative providers.</p>
<p>2. The College is required to make a material change to one of its programmes because of a change in regulatory, validation or accreditation requirements</p>	<p>Low because the College only offers programmes in one (fairly stable) discipline</p>	<p>All currently registered students will be notified immediately. If they wish to remain at the College, they will be offered the choice of completing their studies through teach-out arrangements or transferring to any new provision.</p> <p>For (2): Changes will be limited to the minimum necessary to comply with new requirements. Where appropriate, the College will suspend admissions until amended programme information becomes available. The admissions team will contact applicants to whom an offer has already been made: offers already accepted will be honoured if the prospective student wishes to proceed on the amended programme; otherwise, those who hold offers will be allowed to withdraw their acceptance and will be provided with a list of alternative providers. Currently registered students will be notified of the changes and will</p>

		be consulted with as far as possible. If they wish to continue their studies, they will be supported as normal through to completion.
3. The College is no longer able to provide material elements of particular programmes because of loss of key staff (especially in sole-dependency aspects of the programmes such as).	Moderate: most modules could be taught by multiple staff but some have unique tutors	Where appropriate, the College will suspend admissions until such time as information about an amended programme or about teach out arrangements becomes available. The admissions team will contact applicants to whom an offer has already been made: offers already accepted will be honoured if the prospective student wishes to proceed on the amended programme; otherwise, those who hold offers will be allowed to withdraw their acceptance and will be provided with a list of alternative providers. Currently registered students will be notified immediately and will be consulted with as far as possible. If they wish to continue their studies, they will be supported to completion of their award through a combination of the mechanisms.

Arrangements for Transfer

If, in any of the above scenarios, an individual student wishes to transfer to another institution to complete/continue their studies, the College will facilitate this by providing credit/achievement information and liaising with alternative providers. The balance of tuition fee and accommodation costs will be refunded at the College's discretion and in line with its Refunds Policy: depending on individual circumstances, funds may be re-paid directly to the student, to the Student Loans Company and/or to any third party. Full details of how refunds will be calculated and how payments will be made can be found in the Refunds Policy.

Special Arrangements in the case of Student Transfers

1. If a student chooses to transfer to another institution to complete their studies, particular attention will be paid to support for those with mobility issues/physical disabilities.
2. Where students are in receipt of student loan support, advice will be provided and arrangements will be made to enter a Change of Circumstance request with SLC, ensuring that funds are transferred to the receiving institution at the appropriate time.
3. In determining refunds and/or financial assistance, we will take account of students whose maintenance costs will increase through needing to move (accommodation), travel further to reach their new place of study, or put in place additional childcare. Please refer to the Refunds Policy for more details.

Communication with College Staff and Students

a) Immediate and Routine Communication

- The Student Protection Plan has been discussed with staff (through the Senior Management Team) and students are informed about it through the Desire2Learn (VLE). Once it has been approved by the Office for Students, it will be published on the College website and drawn to the attention of staff, students and applicants.
- By March 2020, the Student Protection Plan will be fully integrated with the Islamic College Policies. It will then be re-published as above, alongside the other documents.
- Thereafter, the Student Protection Plan and the Refunds Policy will be reviewed together on an annual basis: the aim will be to ensure that risks remain current and mitigations feasible in the light of changing circumstances. Staff will be involved in this process through the Senior Management Team; students will be consulted through the Students Council. Each time that the documents are re-published as a result of this review, the attention of staff and students will be drawn to the new versions.

b) Communication in the Event of Implementation

Should an element of the Student Protection Plan need to be implemented (because one of the risks has crystallized), the following actions will be taken by the College:

- A communication plan will be drawn up, the detail of which will be determined by the nature of the problem. In emergencies, the communication plan will be conveyed by the Principal; in all other circumstances, the plan will be prepared by the Public Relations Officer, working with other relevant staff (particularly the Safeguarding Officer).
- As circumstances allow, appropriate members of the Student Council will be fully involved in discussion around the implementation of the Plan and communication of any required actions: depending on the situation this may include, amongst others, the whole of the Students Representative Council.
- Depending on the situation, individual students will be supported and advised by their personal tutors, programme directors and senior administrative staff. Where traumatic events have taken place, the Safeguarding Officer will work with personal tutors and other members of Faculty to provide additional support. Students who have declared a disability will be supported by the Safeguarding Officer and (with their permission) by other staff as required.
- With respect to College closure, students will be informed as soon as possible: in line with the Trust's reserves policy.
- With respect to programme closure or a material change, students will be informed of the situation as early as possible in line with the Policy and the College's agreements with the University.
- Students who wish to make a complaint about the way in which the Plan has been implemented will be encouraged to follow the College's normal Complaints & Grievance Procedures (as printed in the Student Programme Handbook and published on the VLE); depending on the precise nature of the complaint, students may also have recourse to the complaints procedures of the University and the Office of the Independent Adjudicator once all College procedures have been exhausted.

Communication about SPP

- We will publish the plan on our Desire2learn online learning support area for candidates. This is a place where you can find online materials about the study support, events and facilities available to them and the regulations which govern their study. We have also included a website link in this and other student programme handbooks
- We will publishing a statement on our website <http://www.islamic-college.ac.uk> in order to make prospective students aware of it
- We will share our SPP with Middlesex University Collaboration partnership office and the link tutor
- We will ensure that staff are aware of the implication of the SPP by referencing the plan in our validation and review procedures, to ensure that they are aware of the plan when proposing programme changes or programme closure
- We will review our SPP annually at the Academic Board, to ensure that it remains current and up-to-date.