



ETC International College

Student Protection Plan

November 2020

ETC International College endeavours to provide students with great teaching, clear progress and excellent service. To ensure we uphold this value and the provision at ETC we have produced a Student Protection Plan evaluating each risk that may incur and how it may affect our cohort of students, taking into consideration the particular needs of our students. We would like to ensure our prospective students of the quality of service they will receive and what steps we have in place in the unlikely event that we are unable to fulfil our contracts with our students. This plan is reviewed annually with student input.

For the purpose of this document the following definitions and acronyms will apply:

ETC International College will be referred to as 'ETC' or 'the College'.

Sponsor: a sponsor is an individual or organisation who sends a student or group of students to ETC to follow a course and is responsible for paying their course fees in full.

ETO (Educational Tour Operator): an ETO is a third party representative who enrolls students onto courses at ETC on behalf of the student who is responsible for their own fees.

If you have any questions regarding this plan please contact:

Hannah Wright, P.A to the Director
marketing1@etc-inter.net
 01202 559044
 Room 51, Durley Road Building

Those at risk, for whom control measures are intended: Students	Location: ETC International College
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Key: Likelihood of occurrence: Very unlikely, Unlikely, Likely, Certain

Levels of Risk: Low, Medium, High

1. Assessment of the range of risks to the continuation of your study, how those risks may differ based on students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise.			2. The measures that we have put in place to mitigate those risks that we consider to be reasonably likely to crystallise
Risk	Likelihood of occurrence	Assessment	Measures in place for risks likely to crystallise
ETC is no longer able to operate.	Very unlikely	The risk that ETC as a whole would cease to operate is very low. ETC has operated successfully since 1989. The financial management of the company has always taken a cautious approach, which has served the College well. Accounts are audited	Since the announcement of the initial lockdown in March 2020 following news of the Covid-19 pandemic, ETC has put in place measures to ensure continuation of study for students already

Risk Assessment carried out by: Name: Hannah Wright Position: P.A to the Director Approved by: Board of Governors Date: October 2020

		<p>annually and financial advice is sought to ensure efficient running of the business. Students can be assured of ETC's financial standpoint and that the risk of financial vulnerability is low in terms of affecting the continuation of study for students.</p> <p>ETC not only offers further and higher education courses, but offers ELT (English Language Training), which provides a large proportion of the College's income. ETC is accredited by the British Council and is a member of English UK, who ensure the quality of our General English courses and services, which are inspected regularly.</p> <p>ETC is also inspected by the ISI (Independent Schools Inspectorate), who have graded us as Grade 1 (Exceeds Expectations) in all areas including "the effectiveness of governance, leadership and management" and "students' welfare, including health and safety."</p> <p>These marks of quality improve our standing in the ELT market to ensure our offering of ELT is of high standard, helping the business to thrive.</p> <p>Our student population consists of a wide range of nationalities from all over the world and we offer a range of services to provide for various markets. This means the company is not reliant on one source of income or type of student.</p>	<p>enrolled on FEHE courses. ETC has implemented and trained staff to use an online learning platform to effectively deliver lessons remotely, enabling students to continue their studies with support from staff, when face-to-face lessons aren't possible or practicable.</p> <p>Face-to-face lessons resume whenever safe to do so and health and safety measures are in place to eliminate as much risk as possible for students, staff and the local community.</p> <p>We understand the world is ever changing. We endeavour to continuously adapt our processes to overcome challenges and keep the business thriving so we can continue to meet demand in relation to students' needs.</p>
ETC has lost the validation of external awarding bodies	Unlikely	<p>ETC offers higher education courses accredited by Pearson and OTHM Qualifications. The risk of losing accreditation is unlikely because we are regularly inspected by BTEC and respond in a timely manner to their feedback. We are in the early years of accreditation and Pearson inspects us regularly to ensure we are compliant with the accreditation requirements. They provide advice and recommendations on improvements to enable us to run these courses self-sufficiently and at a high standard.</p> <p>ETC is in the process of expanding the number of courses that offer accredited qualifications.</p>	
ETC is no longer able to deliver courses in one or more subject areas.	Likely	<p>There are factors we rely on to run our courses, such as our members of staff. As much as we feel we have a strong team of dedicated teachers, staff do move on from time to time. Whilst it doesn't provide continuity for the students when a teacher leaves, we do have processes in place for our courses to continue in this eventuality. The risk level is low for most of our courses, as they are taught by integrated teams of academic staff, however this risk may be high for our Aeronautical Engineering programmes where we require specialist teaching staff to teach the core modules.</p>	<p>In the event we are no longer able to deliver the course, ETC will use reasonable endeavours to find a replacement course for the affected student, for which the student is qualified, either at ETC or an alternative institution. A transcript of modules completed and credits awarded will be given to the student to aid transition. Students will be offered academic counselling to assess their requirements and options available to them.</p>

		<p>All of our courses have schemes of work and the lessons are planned using shared resources, which enables cover teachers to continue lessons from where the previous teacher left off until we find a permanent cover for the specific subject. Any changes or disruption of classes will be kept to the necessary minimum.</p> <p>In cases where we haven't the human resources to teach a particular unit, we may make minor changes to a course, for example by moving a future unit forwards and teach the unit in question at a later date, giving us more time to find sufficient resource.</p>	<p>ETC has progression agreements with Bournemouth University and De Montfort University in the UK who recognise our courses in Business and Mechanical Engineering. We are currently seeking a university progression agreement for Aeronautical Engineering. ETC is continuously working to increase the number of progression agreements to offer students more options.</p> <p>For students who transfer to another institution where they are forced to withdraw from ETC, in a circumstance where ETC is unable to preserve continuation of study, ETC has a compensation policy explaining the cover of additional costs that may be incurred by the transfer, for example travel, cancellation fees for accommodation etc.</p> <p>In the event we are unable to find an agreeable alternative, students may request a refund on a pro-rata basis. Each case will be considered on a case-by-case basis taking into consideration individual circumstances and requirements.</p> <p>More information on Discontinuation of Courses and Significant Course Changes can be found in section 21.0 and Refunds and Compensation Policy in clause 23 in the Terms and Conditions.</p>
<p>ETC is no longer able to deliver courses in one or more subject areas due to inaccessible premises.</p>	<p>Unlikely</p>	<p>There are factors we rely on to run our courses, such as our premises.</p> <p>ETC has 4 buildings with classrooms. If one building is temporarily unavailable, lessons will move to an alternative building. Throughout June and July when we have high demand for our ELT courses, we hire rooms in hotels walking distance from ETC. Tier 4 students will be given priority to keep their lessons on ETC premises due to their visa requirements so this is unlikely to affect higher education students.</p>	<p>In the event that we are unable to teach one or more courses due to inaccessible premises, we have an agreement with Anglo Continental in Bournemouth to be able to use their training rooms and vice versa. Anglo Continental is 1.2 miles from ETC; around a 25 minute walk. In the event that we have a student(s) who cannot make this journey on foot or the way they would usually travel to ETC due to a disability, we will make travel arrangements for these students.</p> <p>Where students incur reasonable additional costs in being taught at an alternative venue, the ETC compensation policy would come into effect. Students would be able to follow the complaints policy and for any complaint upheld the student can submit a claim for compensation using the compensation</p>

			claim form . Any claims received will be assessed on a case-by-case basis taking into consideration the student's needs and circumstances.
ETC is no longer able to recruit or teach Tier 4 students.	Unlikely	With a strong governance structure in place and support from our long-standing General English department, we have held a tier 4 sponsor licence for a long period. The company is audited regularly and inspected frequently by various accrediting bodies and organisations.	In the eventuality that ETC loses its Tier 4 sponsor licence, we will not recruit any new students on this visa for future courses, but will fulfil the course requirements for all current students for the courses on which they are enrolled.
Changes to material components of one or more courses.	Likely	<p>The courses are continuously evaluated by management. Students are consulted when significant changes are to be made and these will only be implemented if they are of benefit to the student or have been requested by a sponsor.</p> <p>Students who have not enrolled through the sponsor where the request has been made will be consulted and if the change is not seen to be of benefit to them then the implemented change will only take place to affect the students of interest. For example, a new class may be opened to offer the required change to particular students. In this case other students will not be affected.</p>	<p>ETC endeavours to provide all educational services as described in its pre-contractual information and will take all reasonable steps to do so for all registered and prospective students. ETC tries to limit changes to courses once they have commenced and endeavours to only implement changes to future courses if it is of benefit to the current students i.e. if the change has been suggested as a result of the Student Satisfaction Survey or to adhere to changes made by the awarding body of the course.</p> <p>If prospective students hold an offer for a course, which has an element that has changed, all prospective students will be notified of said change via a durable method, such as email, with updated information attached. This will give the students a chance to reconsider the offer. All material will be updated and published as soon as practically possible and ETOs will be made aware of the changes incurred to pass onto future prospective students.</p>

3. Information about the policy we have in place to refund tuition fees and other relevant costs to you and to provide compensation where necessary in the event that we are no longer able to preserve continuation of study

ETC considers refund and compensation as a last resort and we encourage students to use our Complaints Policy to remedy less than satisfactory situations or occurrences. ETC is committed to providing all educational services as described in its pre-contractual information and will take all reasonable steps to do so for all registered and prospective students. However the College also recognises that it is important to address unlikely situations, out of the student's control, which may result in the College being unable to perform a service to its full extent.

When ETC is unable to preserve continuation of study and an alternative is provided at another provider, students are able to submit a claim for compensation to cover additional costs reasonably incurred by the transfer. Students must first go through the [Complaints Policy](#) and have their complaint upheld to submit a compensation claim. Students can do this by

completing a [Compensation Claim form](#) within 30 days of the date of their transfer. Students must send this form to invoices@etc-inter.net. This only applies to students who have not yet completed their course. Compensation claims will be reviewed on a case-by-case basis.

When transferring to another provider, due to visa regulations, tuition costs will be made to the new provider, not to the student and the Home Office will be notified of the transfer.

In the event that an alternative course cannot be provided, students / sponsors will be refunded the course fees on a pro-rata basis.

Sponsors usually pay tuition fees in arrears, enhancing the protection of the tuition fees for sponsored students. If there are outstanding payments from a sponsor, the total amount due would be adjusted or cancelled, as appropriate.

The above information is excerpted from our Refunds and Compensation Policy within our Terms and Conditions. Further information can be found in clause 23 of our [Terms and Conditions](#).

Cash reserves will be maintained, along with easily convertible assets for the purpose of providing tuition fee refunds and compensation where due.

4. Information about how we will communicate with you about our student protection plan

ETC's Student Protection Plan is:

- on the [ETC website](#)
- on the student portal for which each student is assigned a login
- linked to in the Offer Letter
- included in the Student Handbook sent at the offer stage
- referred to in the student induction.

Staff members are given training on handling complaints, which includes an overview of the Student Protection Plan. The Student Protection Plan is available for all staff to view on the staff website, along with other policies and procedures.

Should our Student Protection Plan need to be implemented we will give students as much prior warning as possible. Notice will be given at least 3 months in advance of significant course changes or closure of the College, where possible.

The plan is reviewed by the student reps each year in October via the Student and Staff Liaison Panel. The reps from each course take a copy of the plan to discuss with their peers and then report back to academic staff at the next panel meeting with any suggestions. The plan is published on the website for anyone to view. If students have any questions or suggestions about the plan at any other time they are welcome to contact the person listed on the contact details within this document.

Complaints Policy

If you are not satisfied with any part of our service, please contact us on reception@etc-inter.net. Please see our [Complaints Procedure](#) for more information. Our aim is to ensure that students are able to benefit from their time at ETC and we will do our best to resolve any problems.

Risk Assessment carried out by:

Name: Hannah Wright

Position: P.A to the Director

Approved by: Board of Governors

Date: October 2020