

Student Protection Plan (“Plan”) 2026-2027

The European School of Economics is committed to helping you achieve successful outcomes from your studies. In the unlikely event of unforeseen circumstances, including those outside the College's control, we have outlined provisions to ensure you continue studying and to govern resulting changes having to be made to your modules or programmes. This Student Protection Plan will be considered annually by combined committees of Business Development and Academic Governance (which includes student representation via the ESE Students' Representatives). The Student Protection Plan will be made available to all students and prospective students prior to admission via the student portal and the website.

The Head of Quality and Standards will be responsible for ensuring staff are aware of and implement the Student Protection Plan as currently prescribed.

In particular:

- Applicants will be made aware of this plan when an offer to study a course is made;
- Current students will be updated on the plan as part of induction exercise in each re-enrolment, and information regarding the plan's location on the website will be routinely provided in the student handbook;
- The plan will be published on the staff intranet, and specific staff training activities will be undertaken to ensure staff understand the dynamics of implementation and communication with the students;
- The student protection plan will be referred to in the ESE Academic Regulations for course change and course closure procedures;
- In the event of a material change affecting your course of study, the School will provide timely and clear communication through multiple channels, including email, the Student Portal, Student Services, and social media. The School will also provide sufficient time for consultation with students, including a minimum of 30 days for consultation on significant changes or disruptions. This consultation will allow you to raise concerns and provide feedback, ensuring that all student perspectives are considered; The annual review of the Student Protection Plan by the Business Development and Academic Governance committees will take place after it has received comments from the Student Representatives (copies of last Student Representative Meeting minutes available upon request).

The Student Contract outlines your rights and the responsibilities of the School regarding programme changes and student protection. In the unlikely event of a programme change, the School will ensure that your rights are respected, including the right to a refund or compensation as per the [Refund and Compensation Policy](#). The School is committed to providing you with clear, transparent options should the plan be triggered. In the unlikely event of any conflict between this Plan and the [Student Contract and Terms & Conditions](#), the Student Contract and Terms & Conditions shall take priority, then the Student Protection Plan, and ultimately the [Refund and Compensation Policy](#) applies.

In its almost 20 years of operations, ESE has never yet discontinued a programme on which students were enrolled nor simply cancelled a course.

The School is committed to communicating changes to you as early as possible, setting out clear information and options. Should there ever be sufficient cause, we will take all reasonable steps to minimise disruption and to enable you to complete your studies as intended. However, where this is ultimately not possible you may, for example:

- be offered the opportunity to move to another programme;
- be offered a modified version of the same programme;
- be provided with assistance to switch to a different provider;
- move to a different campus;
- be offered a financial refund or compensation (for cases where it is not possible to preserve the continuation of study or where study is disrupted) in accordance with our Refund and Compensation Policy.

Where you are required to transfer to another programme, or move to another campus, there may be implications for your financial arrangements. If you are affected, the School's Financial Office will contact you to provide detailed information.

In accordance with the Higher Education and Research Act 2017 and the OfS regulatory framework, this Student Protection Plan outlines the steps the School will take to protect your interests should significant changes to your programme, campus, or study experience occur. This plan ensures that the School complies with OfS expectations regarding student protection, including providing timely information, consultation, and options for students in when disruptions to their studies arise, such as (but not limited to):

- Disruption of School programme delivery;
- Industrial action;
- The unanticipated departure or absence of key members of School staff;
- The cessation of programme delivery, likely cessation, or change of delivery mode;
- Major changes in year to programme content;
- Suspension and/or revocation of the School's Tier 4 Sponsor Licence;
- Changes to regulatory framework affecting a specific programme and loss of accreditation from professional, statutory or regulatory bodies;
- A decision to close the School or a campus or site for delivery of School programmes having been taken;
- Acts of terrorism and pandemic.

This Plan applies to students studying at the European School of Economics. While the likelihood of any of the above is extremely remote, our multi-campus, international structure provides a wide range of options in order to mitigate repercussions of any such events to you. Currently there are five different locations where students can study (all with identical courses), each with its own administration, staff and professors.

We will review this Plan annually and update and amend as required. We also reserve the right to amend this Plan from time to time based on any legal or regulatory changes affecting you or us or best practice in the higher education sector.

Any changes will be notified immediately and will not go into action for a minimum of six months or until the next registration period (whichever comes last).

The School does not accept any liability for any consequential or other economic loss, including loss of profits, loss of goodwill or loss of opportunity, resulting from any of the matters covered by this Plan. Only foreseeable loss will be covered by the School.

Part A – Students studying at the European School of Economics

It is important to note that whilst the School will plan for a wide range of scenarios many of these are very unlikely to happen. The School regularly reviews the choice and performance of faculty and staff. The School assesses the risk of the occurrence of the material changes listed above to be low because of a combination of its financial stability and business planning. The following section details the likely steps that would be taken in the unlikely event that any of these significant material changes occurs.

Working with you – advice and guidance

Where we anticipate changes, which will affect your studies we are committed to:

- ☐ Letting you know as soon as possible
- ☐ Where appropriate working with the European School of Economics student representatives to discuss the changes and your options
- ☐ Providing you with advice and guidance on the proposed changes and the options that you have
- ☐ Applying where relevant our [Refund and Compensation Policy](#).

In the event of a significant change or disruption, the Head of Quality & Standards will convene a meeting with Student Representatives and Campus Managers. The group will then assess whether the Student Protection Plan should be triggered. If the Plan is triggered, the Board of Directors will be consulted, and further decisions will be made in collaboration with students. This process will ensure that student views are actively considered before final decisions are made. In the event of major disruption, a 30-day consultation period with staff and students will precede triggering the plan to resolve any concerns beforehand.

The School will take the measures below to protect your continuation of studies:

- Teaching out (continue teaching the course until the students currently registered, complete their studies)
- Facilitate the transfer or entry to another provider
- Support students to find another provider (with credit transfer when possible)
- Academic Supervision support
- Find alternative and suitable premises near the previous location, in the remote case of teaching location closure.

The School will ensure that any changes made under this plan consider the diverse needs of all students, including those with protected characteristics under the Equality Act 2010. We will make

reasonable adjustments on a case-by-case basis to ensure that no student is disadvantaged by changes to their programme, campus, or mode of study. This includes providing tailored support for students with disabilities, mental health needs, and other individual requirements.

The [Refund and Compensation Policy](#) will apply when considering the refund of tuition fees.

Significant Material Change:

1. If there is disruption to School activity:

Where there is disruption to programme delivery, we will normally consider whether it is practicable to make changes to delivery, rather than closing or suspending the affected programme. The actions we will take to minimise disruption may include:

- Temporary short-term suspension of programme delivery (e.g., where there is a change in the programme delivery location or staffing, with appropriate actions to mitigate the impact on you);
- Changes to the delivery location, start date or time, which may include distance learning;
- Changes to the staffing of a programme, including the recruitment of alternative staff, where appropriate (see 2 below);
- Offering you the opportunity to transfer to an alternative programme;
- Providing reasonable support to you to access a programme run by another provider, including planning for the transfer of your credits and information about your academic progress.

In the event of other actions affecting business continuity, such as acts of terrorism, pandemic, damage to buildings or equipment, the School may temporarily suspend delivery of programmes based on government guidelines, and according to the options available to the School afforded by the given situation.

Having been in central London since 1997, ESE has a strong network of connections in the property industry and the possibility for alternative delivery sites.

2. If key academic staff involved in delivering a programme are unavailable:

This may happen as a result of long-term sickness, retirement, death or leaving the School. Where possible we will:

- seek to fill gaps as quickly as possible, by assigning responsibility to other current members of staff with appropriate skills and experience or recruit externally, to avoid disruption;
- where this affects a graduating student, we will discuss with you the best options for your future supervision which may include allocating alternative supervisors from the School whether in your home campus or other;
- where the School cannot avoid closing a module or programme, the policy as outlined in 4 or 5 below will apply.

3. If industrial action affects your studies:

We are highly committed to maintaining an effective employee relations culture and working with trade union colleagues to achieve reasonable solutions to matters that may arise from time to time while most of our professors are independent company owners and businessmen. Where industrial action does occur, we will seek to:

- ensure that normal operations and services are maintained as far as possible;
- take all reasonable steps to fulfil its responsibilities to you in ensuring that any disruption is minimised and that you are not, as far as is possible to determine, disadvantaged by the action.

4. If we need to make minor in-year changes into the content of your programme:

Due to the nature of academic integrity in the UK, major in-year changes will never be implemented to your programme and we will use all reasonable endeavours to deliver your programme in accordance with its description in our prospectus for the academic year in which you began your programme. However, in the event of minor in-year changes to programme content we will ensure that:

- we restrict changes to the minimum necessary to achieve the required quality of experience, and you are notified and consulted with as appropriate;
- we work with you to ensure the offer is still acceptable;
- where necessary, you have the opportunity to withdraw from the programme;
- where required, you are offered reasonable support to transfer to another programme at the School, or to another provider
- in the case of major changes, all the students will be contacted in order to ensure their approval before such changes are implemented.

5. If we cease delivering a programme (or if this were to become likely) or change its delivery mode:

Wherever possible we will enable you to complete your programme of study (what we call 'teaching out'). In doing this we will carefully manage our approach to staffing and other resources to ensure your studies are affected as little as possible.

Where it is not possible to teach out then we will consider whether there are options for you to change programmes at the school or to transfer to complete your programme at another institution.

We will undertake equality impact assessments to assess the effect on students with different needs, characteristics and circumstances.

If you have applied for a degree programme, but have not yet enrolled, you will be notified in time for you to source an alternative suitable programme, where relevant, at the college. We will provide you with support and advice in these circumstances.

6. If the programme you are enrolled on loses its accreditation:

If your programme loses its accreditation from a professional, statutory or regulatory body, we will consider measures to protect your student experience, such as:

- offering you the chance to move to another programme;
- delivering a modified version of the same programme;
- providing assistance to you to switch to a different provider who has the relevant accreditation.

7. If our Tier 4 Sponsor Licence is suspended or revoked:

ESE is currently in the process of registering with the Office for Students and ultimately applying for a Tier 4 Sponsor License. Upon successful registration, if our Tier 4 Sponsor status is suspended, we will take all reasonable steps to minimise disruption to you by, for example:

- working with UKVI to allow you to complete your year of study or programme;
- allowing you to enrol and commence your studies, if you are already in receipt of a visa based upon an allocated CAS from the school;
- offering you the opportunity to postpone your application pending the resolution of the suspension (if you have not already commenced your travel to the school);
- facilitating your transfer to another ESE location.

If our Tier 4 Sponsor status is revoked, we will take all reasonable steps to minimise disruption to you by, for example, assisting you to switch to an alternative sponsor.

8. If part or all of the campus (or other College study location) closes:

Where we have to close part or all of your home campus (or other College study location), or if it becomes unusable for student activity, we will typically consider remedies such as:

- relocating provision to an alternative suitable location. This may include hiring spaces for programme delivery (where possible) and/or installing temporary buildings on the college's campus or other locations or helping you to arrange for study in one of our other centres.
- revising the timetable to allow all of the scheduled teaching to take part in the available facilities. This may include student contact sessions delivered outside of normal office hours. Where we take this approach, we will consult with you and undertake equality impact assessments to assess the effect on students with different needs, characteristics and circumstances.
- delivering programmes or parts of programmes via different delivery modes, such as Distance Learning. Where such an approach is taken, we will consider carefully whether this is appropriate for the enrolled students who would be affected.

9. If the College ceases operating (institutional failure):

Institutional failure would be monitored in accordance with all higher education regulatory body requirements and any likelihood of this identified and carefully managed through the School's risk management procedures. Where we have no option other than to cease operating, we would consider measures to protect

your student experience, such as those below:

- where possible, closing in a gradual way, over a period that would allow you to complete your studies at the college;
- where the above is not possible, in supporting you to transfer to an appropriate programme at another provider and, where appropriate, by compensating you
- where, because of disruption to your studies, you suffer demonstrable, material financial loss;
- merging with another institution to maintain all or part of the College's current provision.

In the event that under any of the above scenarios, or where you are a student studying directly at the School and for any other reason caused by our omission or default, you are unable reasonably to continue your studies then our Refund and Compensation Policy will apply. In the event that this Student Protection Plan is triggered, you may be entitled to redress under the School's Refund and Compensation Policy. However, you will only be able to accept redress from one source - either the Student Protection Plan or the Refund and Compensation Policy - based on the nature of the disruption. We will clearly outline your options for redress and provide you with sufficient time to make an informed decision about your preferred course of action.

The School will regularly assess and monitor the likelihood and potential impact of any events or disruptions that may affect students' ability to complete their studies. In the event of a major disruption, such as a programme cessation or a significant change to delivery, the School will conduct an equality impact assessment to ensure that the consequences of any changes are fair, equitable, and do not disproportionately affect any student group.

The table set out below indicates our assessment of the likelihood of any of the significant changes listed above happening in the forthcoming academic year based on the information available in January 2025.

Event requiring student protection	Likelihood of event happening in academic year 2024-2025 (Minimal; Very Low; Low; Medium; Likely; Very Likely)	Outline of reasons for risk assessment	Severity of impact on students

Disruption of School programme delivery	Minimal	Disruption can take place for a number of reasons such as industrial action (see below), staffing changes (see below), and loss of the use of particular facilities or location. There is a very low risk of these taking place as described previously.	Minimal – The School will always try to teach out at one or another ESE campus
Industrial action	Low	There is no nationally agreed pay settlement for academic staff, most of whom are also	Minimal – Staff can be shared

		businessmen and women.	amongst campuses in case of disruption
The unanticipated departure of key members of college staff	Low	Given the size of the College it is possible, but not likely, that there will be staff changes as a result of retirement, resignation or voluntary severance. Most of our staff and professors have been with ESE for five years or more – some as many as 20 years. The College always plans to minimise the impact of such changes on students (see below)	Minimal – As courses are offered at all ESE Campuses and staff and lecturers can be shared with the other campuses

The cessation of programme delivery, likely cessation, or change of delivery mode	Low	Due to the threat of pandemic, the likelihood of this being managed in a way which impacts current students or prevents them from completing their expected degree is low. As a validated institution, it is the responsibility of the partner to ensure continuation of studies on all validated provisions in the case of institutional failure.	Low – Even during pandemic, the School never stopped the programme delivery and maintained full support for the students during such difficult period.
Major changes in year to programme content	Very low	While changing programme content to ensure it is appropriate and up to date is a regular and normal College activity, the validating partner calls for a minor changes procedure which guarantees students will have the opportunity to approve any small changes. University policies prevent any such events from occurring.	Minimal – minor and major changes must be approved by the validating partner and upon Students Association's consent.
Suspension and/or revocation of the School's Tier 4 Sponsor Licence	Medium	Upon confirmation of the Tier 4 license, the School will do everything possible to meet compliance criteria for Tier 4 and keep robust mechanisms to continue to do so.	In the unlikely event of Tier 4 license suspension, the School will do everything to support the students studies either changing ESE campus or facilitating the transfer to another institution.
Changes to regulatory framework affecting a specific programme and loss of accreditation from professional, statutory or regulatory bodies	Very low	The School has two professionally accredited programmes (CTH). Professional, statutory and regulatory bodies undertake regular reviews/renewals of accreditation. The School has a very strong track record of maintaining course accreditation.	Low – If that was the case, the School will consider reasonable adjustments.

A decision to close the School (institutional failure) or a campus or site for delivery of degree programmes being taken	Minimal	The School has a robust financial position and plan and strong arrangements for accountability and governance.	Low – The School will always try to teach out (as done in the past). Students are always informed if there are any proposed changes.
Loss or restriction of degree awarding powers	Not applicable	ESE does not have degree awarding powers at the moment.	Not applicable

This plan is available to all the students on both the website and the student portal.

If the plan were triggered, the Campus Managers and Head of Academic Coordination will notify you within 7 days of the plan being triggered.

In this case, you would be contacted by the Campus Manager and Students Representatives, who will discuss the circumstances with you.

We commit to being open and transparent and to:

- Take all the steps to protect your studies;
- Consider impact on students when proposing changes;
- Inform OfS of any changes;
- Regularly seek students' feedback when implementing the plan.

If you have any concerns or suggestions regarding this Student Protection Plan or the protections in place, you are encouraged to contact us via qualityassurance@eselondon.ac.uk

We are committed to responding to your feedback and making necessary improvements to ensure that your rights and interests are protected.