



# Student protection plan

Provider's name: **Cambridge Arts & Sciences Ltd** (Cambridge School of Visual & Performing Arts)

Provider's UKPRN: **10010308**

Legal address: **Suites 6-7, The Turvill Building, Old Swiss, 149 Cherry Hinton Road, Cambridge, CB1 7BX**

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CSVPA is committed to the student experience and to supporting students to achieve their academic outcomes. We have the capacity, capability and resources to protect our students and minimise disruption to their studies. This document explains the type of event or change which might cause a risk, together with an explanation of the steps CSVPA would take to protect students' continuation of study, as well as how we would communicate with you about this. This plan has been approved by the Office for Students.

## **Covid-19 and student protection**

We as a school and as a global community are committed to providing inspiring creative experiences for all students.

To mitigate for challenges arising from further outbreaks of a pandemic, we have made provision to move online in the event of another lockdown and to resume face to face teaching as quickly as possible thereafter.

In school, on campus, learning and teaching is supported by a flexible delivery model which makes best use of on-campus physical activities, workshops, and facilities by using a controlled approach to timetabling, room occupation and student attendance. Practical elements are supported with as much value as possible through elements of learning and teaching delivered digitally and online. Further to this we have adjust all assessments, so that they can be conducted digitally. An approach which allows the curriculum to maintain the quality and standards you would expect for your course and modules.

We engage with other Higher Education Institutions, Government, our local authority, policy bodies and partner schools to ensure we deliver high quality learning experience and teaching excellence.



## 1. Assessment of Risk

**An assessment of the range of risks to the continuation of study for our students, how those risks may differ based on your students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise.**

Cambridge School of Visual and Performing Arts ("CSVPA") is the trading name of Cambridge Arts and Sciences Limited ("CASL"). CSVPA/CASL is owned by, and provides programmes as part of, CATS Colleges Holdings Ltd, which is in turn is owned by Bright Scholar UK, trading as CATS Global Schools. CATS Global Schools is a UK-based global group specialising in the provision of high quality academic and English language programmes for international and UK students, preparing hundreds of students to progress onto the world's leading universities. CATS Colleges delivers these programmes in 16 schools and centres across the UK, the USA, Canada and China.

CATS Global schools (CGS) is owned by Bright Scholar, which is the largest operator of international and bilingual schools in China. As a long-established, experienced and responsible proprietor, Bright Scholar is committed to supporting students to achieve academic success and has the financial capability and resources to protect students, and wherever possible, ensure continuity of study regardless of the individual circumstances of Cambridge Arts and Sciences Ltd. CGS has a programme of investment in Cambridge Arts and Sciences Ltd including expanding and improving facilities and accommodation.

The risks associated with changes in ownership of CASL (including changes to the legal entity that owns and runs the College) or where CGS decide to amalgamate the College with another legal entity are low. We will provide notification to all stakeholders if we plan to do this and we will ensure that the transfer will not affect the existing rights of any students.

CASL and CGS directors continuously monitor the financial performance and sustainability of CATS Colleges, including CASL. An Executive Team meeting is held monthly and the Group's financial performance is discussed in detail at each meeting.

CATS Global Schools currently has more than 2000 academic students (excluding students at our English language schools) and 1000 members of staff. As a part of this wider group, CASL currently has around 700 students and over 200 members of staff. We are confident therefore that there is a very low risk of institutional closure or of significant material change. However below are some of the possible risks to your continuation of study.

### **Change of location**

The risk that we will no longer deliver courses at our Cambridge campus in the next 4 years is very low. The lease end date for the building in which we currently deliver our higher education



courses (Bridge House) is 18<sup>th</sup> June 2032 (there is an option to break on 18<sup>th</sup> June 2022, subject to giving at least 24 months' notice in writing prior to this date).

### **Loss of Designation**

The loss of Designation is considered to be a low risk. In the event of an extended Loss of designation, student loans for continuers are secure and new students will be offered alternative loans/ bursaries to minimise impact on recruitment.

### **Loss of Student Sponsor licence**

Revocation of our Student Sponsor (previously Tier 4) licence is also low risk. CSVPA/CASL has held a licence continually for over 10 years (since Tier 4 was launched in March 2009) without suspension or revocation. In the very unlikely event that the school's Student Sponsor licence is revoked, there would be different impacts on international students depending on the Home Office's sanction:

- **Prospective students:** if the visa application is complete or in process the visa will be cancelled or the visa application will be refused. We will refund their fees in full and advise on alternative study options
- **Enrolled students with extant visa:** the Home Office may allow those students to continue with their studies for a limited period which may allow them to complete their course. Those who cannot complete their studies within the period allowed by the Home Office sanction will receive assistance to transfer to other institutions such as Falmouth University to complete their studies. It is worth noting the current Student Route regulations do allow students in this situation to switch sponsors inside the UK.

### **Inability to deliver some modules of the course**

The risk that we are no longer able to deliver material components of our courses is very low because we design our modules to be taught by integrated teams of academic staff. Where modules are shared by courses sufficient academic staff are employed to ensure continuity of delivery and breadth of knowledge. The risk of major changes in Year to course content is very low.

### **Loss of validating partner**

The risk that we lose validation by our current partner Falmouth University is determined to be very low. Under the terms of the current partnership agreement validated courses at CSVPA are subject to annual course monitoring by both CSVPA and Falmouth University.

In a scenario where the partnership with Falmouth University is terminated and CSVPA do not continue to operate the validated courses, Falmouth University would assume complete responsibility for the validated courses delivery to students already registered on the courses, but no new students would be registered. Falmouth University would consult with students about the options available, which dependent upon circumstances might include:



- Students continue their studies at Falmouth University; either joining existing courses or studying alongside their Falmouth peers but with the curriculum and award that they initially enrolled on.
- Online or blended delivery – with Falmouth University delivering the blended sessions in Cambridge. Thus would not change the course, only the delivery mode.
- Falmouth University working with other HE providers local to the students to secure them places on alternative courses.
- Falmouth University delivering the courses in Cambridge. The starting point would be to use existing teaching staff and space where possible, and to provide management and supervision from Falmouth.

Non-renewal of the collaborative partnership with Falmouth University is a low risk. The validation agreement currently in place expires in 2022 (and covers students starting in 2022) and may be extended by agreement with Falmouth University for a further 5 years. Should the agreement not be renewed, students registered at CSVPA on a course validated by our current partner HEI, Falmouth University, will normally be permitted to complete their intended studies at the school, subject to normal timescales and the limits teach out. Further, in the event of the validation agreement with Falmouth University being terminated, or not being renewed, CSVPA would seek a suitable validating partner to continue the courses.

The loss of degree awarding powers of Falmouth University is considered to be very low because the university has a consistent record of meeting all the associated requirements for this designation. Falmouth University has achieved a Gold in the Teaching Excellence and Student Outcomes Framework.

The loss of accreditation to deliver the UAL awarding body level 4 Foundation Diploma in Art & Design (one academic year) is considered to be very low. Educational oversight reviews and UAL awarding body external moderation reports confirm that delivery of this qualification at CSVPA is good and that student achievement, retention and progression data is in line with national standards. In the extremely unlikely event of loss of accreditation, as the Foundation Diploma is only one-year duration then it is expected that all students will be able to complete the qualification as intended, subject to normal timescales. The outcome of the post 16 qualifications review by the DfE will not impact on the delivery and funding for this course.

#### **Impact of industrial action**

Disruption to delivery by industrial action is low. CASL does not recognise Trade Unions in respect of collective bargaining. Academic staff are not members of the USS or LGPC.

#### **Impact of a major incident**

Actions to be taken to mitigate risks associated with major incidents are detailed in an “Emergency Planning Policy”. The plan deals with the College’s emergency procedures with especial regard to its’ boarding facility in events such as:



- A deliberate act of violence, such as the use of a knife or firearm, or a student or teacher being taken hostage in the College.
- A fire or other event leading to the destruction or serious vandalising, meaning at least part of the boarding facility is out of use.
- Receipt of information of threat of disruption to the College, including the boarding facility, such as a bomb alert.
- Student illness and students with infectious or contagious diseases.
- The death or serious injury of a student or member of staff through natural causes or accidents, such as a transport-related accident, or on school journeys or an excursion.
- A more widespread disaster in the community, civil disturbances and terrorism, or pandemics, or emergencies affecting other local schools.
- Adverse Weather Conditions.

## 2. Mitigating risk

### **The measures that we have put in place to mitigate those risks detailed above**

There are currently no risks that CSVPA considers reasonably likely to take place. Further details are provided for information:

The strategic decision to close, or change, a programme due to insufficient enrolments may result where delivery is determined to be non-viable from an academic, student experience or resourcing perspective. In such cases, we will make every effort to ensure that existing students will be taught out. Should this not be possible we would seek to enable students to transfer to a similar course at CSVPA or to credit transfer to another HEI where they are able to complete their studies. We undertake not to close a course within 3 months of the start of an academic year. Course/subject level closures will be carefully managed over a sufficiently long time frame to mitigate against any impact on students and their experience.

Students affected by a loss of validation will be provided with assistance to switch to another provider and/or offered the chance to move to the same or another similar course at Falmouth University.

In cases where it is determined that it is in the best interest of students to transfer to an alternative course or route for the completion of studies, the rationale will be fully articulated, together with a mapping of course learning outcomes to the proposed alternative course or route, to ensure that standards are maintained and that students are not disadvantaged. Where neither of the above arrangements is available, Falmouth University will record the amount of credit the student has achieved and advise on any options that may be available for transfer to another institution. Exceptionally, where teaching cannot be completed or where none of the proposed options is acceptable to the student, CSVPA may refund all or part of paid fees in accordance with our Refund and Compensation Policy. More information can be found in section 3 of this document.



To safeguard the student experience during periods of change such as course closure CSVPA will work closely with affected students and Falmouth University. Falmouth University has developed a procedure for course suspension and cessation. The procedure takes into consideration the impact of such decisions on current students, potential applicants, applicants, academic and support staff. The procedure applies to all courses offered by the University, including those operated collaboratively or franchised to partners. In all cases where a course is placed in cessation an exit strategy will be prepared and implemented. The exit strategy will:

- Ensure that the student experience is secured;
- Ensure that the quality and standard of award maintained for the remaining cohorts
- Take into account intermitting students and those requiring late or re-assessment
- Indicate a clear and appropriate timescale of cessation of the course and cohort completion
- Be discussed with Students' Union representatives and with all affected student cohorts
- Be communicated to academic and administrative staff and their representatives

CSVPA and the University partner recognises that transfer to a different provider, or closure of a course or mode of study may have a differentiated impact upon a diverse group of students and may potentially present a differing set of challenges or concerns for students with protected characteristics (under the 2010 Equality Act) or those studying on a visa. To mitigate against any specific adverse impact on particular individuals or groups of students Equality Impact Assessments will be included as part of the preparation of exit strategies.

Falmouth University's procedure for course cessation and suspension is available here: [https://www.falmouth.ac.uk/sites/default/files/download/course\\_suspension\\_and\\_cessation\\_procedure\\_2017-18\\_01september2017.pdf](https://www.falmouth.ac.uk/sites/default/files/download/course_suspension_and_cessation_procedure_2017-18_01september2017.pdf)

### **3. Refunds and Compensation**

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

Total gross revenue for CATS Global Schools is approximately £70 million (FY21), and Bright Scholar has over \$1175 million assets. There would therefore be no difficulty providing refunds and compensation for those students for whom we have identified an increased risk of non-continuation of study.

**Link to our Refund and Compensation Policy:**  
<https://www.csvpa.com/about/policies.htm>



**Link to our current Terms and Conditions:**

<https://www.csvpa.com/about/downloads.htm>

## 4. Communicating the plan

### **Information about how we will communicate with students about the student protection plan.**

The Student Protection Plan and the Refund and Compensation Policy will be published on the CSVPA website and via links to staff and student portals. The Student Protection Plan and the Refund and Compensation Policy will be highlighted to all students on their initial registration and subsequent enrolment at the College. Staff will be made aware of the Student Protection Plan and the Refund and Compensation Policy and the resulting implications via a staff training day.

The Student Protection Plan will be reviewed on an annual basis. Student consultation will inform the review process. The Student Protection Plan will be approved by CSVPA Academic Planning & Resources Committee (APRC) and finally the CASL Governing Body. APRC includes student representation in its membership.

Where material changes have been proposed to one of our courses these will generally only be made for future applicants and not cohorts on the course. Where the changes are proposed for existing applicants and/or current students their explicit agreement is required prior to the proposed changes going ahead.

Where a proposal is made to close, or significantly change, a programme discussion will be held with student and staff representatives, and our validating partner Falmouth University, while the proposal is under consideration. Applicants and enrolled students should be the first to be informed once a formal decision to suspend, cease or significantly change a course has been made. Communication of the decision should be made in writing to all affected individuals so that they are made aware of the actions to be taken, including a timeline of events, and the resulting impact of the actions during the implementation of the change. We aim (subject to matters being within our control) to provide at least 8 weeks' notice of any changes coming into effect. At that time, their attention will be drawn to this Student Protection Plan, and to the Refund and Compensation Policy. Students will be referred to the NUS for advice.

## 5. Complaints

If you wish to make a complaint about your experience under this plan you should do so by following the complaints policy, available at <https://www.csvpa.com/about/policies.htm>.

If you have any immediate views, concerns or feedback in relation to this plan, please contact Mr. Kevin Hart ([khart@csvpa.com](mailto:khart@csvpa.com)).