

# Annex E: Proposed mandatory standard wording for publication of information about a provider's arrangements for student protection

## [Provider name]'s arrangements for student protection

The documents and policies below set out students' rights and responsibilities and the arrangements we have in place to protect students.

- **Higher education contract:** This sets out the terms and conditions for the provision of higher education, including additional costs that apply.
- **[Other contracts]:** These set out the terms and conditions for the following other services we offer to students:
  - .....
  - .....
- **Policy relating to changes we may need to make to our courses:** This includes changes to the content of courses; how, when and where courses are delivered; the qualifications we will award; circumstances in which course closure might be necessary. It explains how we will protect students' interests if we make any of these changes.
- **Complaints handling process:** This explains how a student can make a complaint about their higher education experience and how we will handle the complaint.
- **Refund and compensation policy:** This explains the approach we will take to refunds and compensation for students.

If a student thinks we have not followed our policies or processes, or they are unhappy with how we have done this, they can make a formal complaint using our complaints process (as above).

Students can make a complaint to the Office of the Independent Adjudicator (OIA) if we do not resolve their complaint satisfactorily. The OIA is an independent body set up to review complaints from individual students about higher education providers in England and Wales. Further information is available at <https://www.oiahe.org.uk/students/>.

The Office for Students (OfS) is the independent regulator for higher education in England. It does not handle individual complaints but anyone can submit a notification to the OfS if they think we may not be meeting its regulatory requirements.

- You can find information about the OfS's regulatory requirements at <https://www.officeforstudents.org.uk/for-providers/registering-with-the-ofs/registration-with-the-ofs-a-guide/conditions-of-registration/>.
- You can find information about the OfS's notification process at <https://www.officeforstudents.org.uk/for-students/of-s-and-students/notifications/>.

The OfS monitors [provider name's] financial position and, if it thinks the institution is at material risk of closure, it can require us to take specific actions to protect our students. This might include a requirement to produce (and comply with) a 'market exit plan'. This is a detailed document setting out plans and arrangements for any or all of the following:

- plans which would allow us to keep teaching students until they have completed their course
- arrangements for students to transfer to another university or college to complete their course
- arrangements for students to receive evidence of their studies to date (for example, certificates or academic transcripts setting out the modules they have studied and the grades they have achieved)
- information advice and guidance
- complaints
- refunds and compensation
- archiving of our academic records so students have access to the information they may need in future.

If the OfS thinks [provider name] is at material risk of closure it will work with us to consider very carefully the information students need to know and when.

We have published [a list of the agents we work with and the services they provide for us](#) [insert link to document or website].

If you have any concerns or complaints about how any of these agents have provided these services you should... [provider to insert details of how to raise concerns or complaints].