

**Student Protection Plan
For the Period 2023-2024**

Provider's name: Paris Dauphine International (Université Paris Dauphine – PSL, London campus or London campus of Université Paris Dauphine – PSL)

Provider's UKPRN: 10066143

Legal address: 46-52 Pentonville road, London N1 9HF, United Kingdom

Contact for enquiries about this student protection plan: Neil Logan, General Manager

1. Introduction: context, purpose and scope of the student protection plan

The Higher Education and Research Act 2017 requires universities to maintain a student protection plan to protect students' interests in the case of substantial change. This student protection plan sets out what measures we have in place to protect our students, in the event that a risk to the continuation of their studies should arise. An overview of any such potential risk is provided within this document. The measures contained in this student protection plan are in addition to the protections that our students have under consumer protection law and do not affect their consumer rights.

The plan is available to all Université Paris Dauphine – PSL, London campus current and potential students:

- Current students: the plan covers all registered students at Université Paris Dauphine – PSL, London campus, for the period of their studies on the London campus.
- Current students in this plan also includes students who have been granted a suspension of studies.
- Applicants: the plan covers all applicants who have accepted an offer to study at Université Paris Dauphine – PSL, London campus but are not registered with us.

2. Our commitment to our students

We are committed to the student experience and to enabling students to achieve their academic goals.

Université Paris Dauphine – PSL, London campus commits to:

- Being open and transparent with students should any risk to the continuity of their studies arise and informing them in a timely manner.
- Providing students with advice and guidance in the event of significant changes impacting their studies

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- Taking reasonable steps to protect the interests of our students should we have to discontinue any programme or activity.

3. Risk assessment

We have identified the following key areas of potential risks that relate to our provision of higher education programmes to our students. We mitigate these risks in the ways identified in *section 4. Student protection measures*.

Institutional sustainability

This risk that we will be unable to operate is low because our financial performance is robust with appropriate reserves: recent financial accounts and audits demonstrate that we are a financially stable and sustainable organisation. We also benefit from the continuous support of Université Paris Dauphine - PSL, a public, state-funded, French university founded in 1968, ranked 36th in the 2020 Shanghai Academic World Ranking. Specialising in economics, management, law, informatics, mathematics and social sciences, Dauphine's Management and Finance programmes are considered to be amongst the most prestigious in France. Paris Dauphine – PSL has been EQUIS accredited since 2009. Therefore, we identify no concerns over matters of quality and standards, and no concerns over financial sustainability, management and governance. We believe that we have the capacity, capability and resources to protect all students and minimise disruption to their studies.

Campus access

Excepting a *Force Majeure* such as the pandemic that occurred in 2020-21 (see paragraph below), the likelihood that we will no longer be able to deliver programmes at our site on Pentonville Road is deemed to be very low due to the length of tenancy (15 years, from September 2018) along with our very recent refitting and renovation. Building occupancy has been fully modelled for a planned, sustainable student number growth.

Pandemic

Since March 2020, operating business during a pandemic has continuously been assessed as a risk with a very high level (see student protection measures below).

Student visas

In May 2021, the UK Visas and Immigration services (UKVI) granted us with a license to sponsor visas under the student route of the points-based system. This license was initially granted on the basis of an 'overseas HEI' status, however in March 2022 we registered with the OfS as an English Higher Education Provider, and UKVI confirmed our change in sponsor type: since July 2022, we can sponsor full-time student visas, for the entire duration of their courses with us. During 2022-23 academic year, we encountered an issue linked to this change of status, which led to a number of our students having to re-submit their Student visa application at the beginning of their second semester. This was addressed and resolved in a timely manner, with the support of Université Paris Dauphine - PSL. As most of our full-time students need a visa to study with us, we monitor our sponsor licence duty very carefully.

Withdrawal of a course

If we fail to recruit a sufficient number of applicants to ensure the viability of a specific programme of study, we may decide not to deliver that programme for that specific intake. For example, an unviable cohort size may be determined by the perceived negative impact on the student learning experience where the cohort size is insufficient for interactive teaching or group learning activities.

Modules not available

Our courses comprise modules which are revised and updated regularly to ensure that they remain current and up to date, meeting the needs of employers and industry. Our core modules are made up of teaching units in Economics, Business Management and Social Sciences and Law, all areas in which London campus benefits from a robust faculty and pool of non-permanent staff. Specialist elective modules reflect the professional expertise of staff and it is possible that staff will leave and thus we may need to withdraw a module as a consequence; however, this would only affect elective modules, which can be easily replaced with other elective courses as enabled by our pedagogical framework. This is possible as elective courses have the objective of introducing students to new areas of development.

Cooperation agreement with UCL

We established a cooperation agreement with UCL Centre of Languages and International Education in 2015, so that our students can study foreign language modules there. In addition to foreign language modules, our BEM students also have access to UCL student facilities such as the libraries, sport and societies activities, seminars and IT rooms.

4. Student protection measures

Actions planned or in place against the risks identified above are as follows:

Institutional sustainability

As outlined in Section 1, the risk of institutional failure is low due to our financial security and to the continuous support from our parent institution, Université Paris Dauphine – PSL. In particular, we can refer to their Letter of Comfort, written by the President of the University in 2017, which states that the Université Paris Dauphine – PSL ensure that its London campus maintains sufficient liquidity levels to enable us to meet our obligations at all times.

Campus access

In the unlikely event that we were unable to deliver programmes at our Pentonville Road site, we would endeavour not to close the building while the academic period was underway. In the case

of an unexpected emergency or *force majeure*¹, we would undertake to inform students as early as possible by providing detailed information about changes occurring to any aspect of their course, including content delivery, assessment and where and how the course will be delivered, if deemed suitable, an alternative location or suitable premises would be provided. In certain scenarios, our good relationship with the French Embassy and its network of French Schools and Higher Education Institutions based in London would certainly be an asset. Where students incur additional costs due to the unexpected relocation, the university would seek to reimburse any reasonable transport costs incurred.

Pandemic

Since the outbreak of the virus in early 2020, London campus has been monitoring developments very closely and has designed and implemented a rigorous Covid-19 assessment plan. The safety and wellbeing of all our students and staff has been our priority. We have demonstrated our capability to move all our teaching and administrative activities online in a timely and smooth manner, maintaining high standards of quality. Furthermore, we have (and continue to) provided our students with reinforced support regarding their health, welfare and wellbeing. A clear, regular and transparent communication to all students, including prospective students, is ensured via emails, online meetings, our website, our social media and bi-monthly newsletters.

A contingency plan for teaching and for final exams is in place and has been shared with all students.

Student visas

We monitor our visa license very carefully to ensure we fully comply with UKVI regulations at all times. We also sought the support of UKCISA we joined in 2022. In the unlikely event that we lose our licence, contingency plans would be discussed with Université Paris Dauphine – PSL. The issue we encountered during 2022-23 academic year, linked to the change of institution's status, was addressed and resolved in a timely manner. For the 2023-24 academic year, majority of our Year 1 and Year 3 students have started their studies on a Student visa, with no delays at the beginning of the year, which made it possible for all students to start their studies on campus and in person.

Withdrawal of a course

If Université Paris Dauphine – PSL, London campus decides to withdraw a course, we will make arrangements to 'teach out' current students, where feasible. We commit to ensuring that the programme of study can be completed by all registered students, even if the programme is being discontinued and is not taking on new cohorts.

¹ Such events may include but are not limited to strike, war, health related epidemics/or pandemics (i.e., COVID-19), changes to the law, or any actions taken by the government or other public authority that unavoidably impacts our ability to deliver services as usual. If an event occurs which is disruptive, but it can be reasonably managed with little or no disruption to services, such an event would not be treated as a force majeure.

If we fail to recruit sufficient applicants to ensure the viability of a specific programme of study, we may decide not to deliver that programme, with a minimum of two weeks' notice of any such withdrawal. We will provide support to all prospective students of a programme leading to an award in finding an alternative provider, primarily within the network of Université Paris Dauphine – PSL Partner Universities.

Modules not available

Where for enhancement or any other operation reason, a particular module is withdrawn, students will be offered alternative modules appropriate to their course of study.

Cooperation agreement with UCL

We have demonstrated we can mitigate the outcome of the event of a loss of our cooperation agreement with UCL through our contractual arrangement enabling students to complete their study for the academic year. In 2021-22, only our returning year-2 and year-3 students could study at UCL as part of their course with us. We have provided our year-1 students with in-house foreign language classes (in French, Spanish and German) and have been able to offer them optional extra-curricular foreign language classes – these classes cannot be part of their programme structure – which gave them access to the UCL student facilities. As of 2022-23 our initial agreement with UCL was reinforced and all students were given access to foreign language classes at UCL, as part of their programme structure.

Refund and compensation policy

Our tuition fee documentation clearly states our refund terms and conditions (T&C's); the [T&C's are available as a download on our website](#), and are communicated to applicants during the early stages of the application and enrolment process and to current students annually during the re-enrolment process.

Detailed information regarding our refund and compensation process is [available in the Refund and Compensation policy, this is available as a download on our website](#)

With regard to the assessed marginal risk of non-continuation of study, our most recent financial accounts demonstrate that we are in a sound financial position.

Insurance

We hold a number of insurance policies, including Professional Indemnity, Employer's Liability and Public & Products Liability. Depending on the circumstances: these could be used to fund any significant need to refund fees and cover additional costs.

5. Notification, advice and support

5.1 Access to the public

Our Student Protection Plan is published on our website. A link is also provided in our terms and conditions, which are also available on our website. It is therefore easily accessible to any prospective student.

5.2 Sharing and explaining our Student Protection Plan to our staff

Our Student Protection Plan is available to all staff on our internal server (SharePoint). It is introduced during our staff induction process and discussed once a year during one of our monthly Permanent staff meetings. As a small-scale institution, our programmes portfolio is limited, and any structural courses changes or closure would be naturally at the agenda of our permanent staff monthly meeting.

5.3 Sharing and explaining our Student Protection Plan to our students

Our Student Protection Plan is available to our students on Moodle. It will also be introduced to all students and new staff members during our Welcome Programme (Induction). Student feedback on the plan will be captured during meetings with student representatives. When our risk assessment changes (example: risk of pandemic), dedicated meetings with our students will be held so that student feedback is included in our reviewed student protection plan. Depending on the nature of the risk, a dedicated Task Force including volunteer staff and students may be implemented (as per the COVID-19 Task Force we set up in April 2020, still active).

Université Paris Dauphine – PSL, London campus will notify students of any changes which may affect their studies in a timely manner. Should the student protection plan be triggered, all affected students will be notified as early as possible and no later than 25 days before the change to their programme comes into effect.

- This communication will normally be to initiate discussion on the best possible outcome for students on an individual basis.
- In the unlikely event of us being unable to provide continuity of study for a whole cohort, the communication will set out our proposed approach for agreeing a solution, normally in conjunction with the student representatives.
- We will also ensure that appropriate advice is provided by the Academic Team, the Quality and Programmes Administration Team and the Student Life and Personal Development Team in their respective areas.
- Students may make a complaint about the implementation of the SPP using our standard appeals and complaints procedure, this is available as a download on our [website](#) , on Moodle and on our internal server for all staff.
- Students are advised of their right to seek independent advice regarding any problem they may have with a programme of study, service or a final decision on disciplinary, refund or compensation actions provided by or taken by us as a higher education provider.
- We are a member of the UK Office of Independent Adjudicator (OIA), which allows an external review of individual complaints by students. Students can submit a complaint to the OIA should they be unsatisfied with the way their complaint has been processed by us.

Document review

The student protection plan is reviewed every year unless specific risks arise. Feedback provided by staff and student representatives during meetings about the plan is captured and integrated in the plan review.