

Malvern HE Partnerships Ltd

Student protection plan

Provider's name: Malvern HE Partnerships Ltd

Provider's UKPRN:10095500

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Student protection plan

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

The risk that MHEP as a whole will be unable to operate is very low because – whilst our first programmes have not yet been delivered – our incorporation was a deliberate strategic action taken by our parent company, Malvern International PLC in order to expand its group's higher education provision, and it has committed to fully financially supporting, and enabling, this provision to come into fruition. This therefore means that MHEP is in a comfortable financial position and that there is no risk requiring management of a financial impediment to the delivery of study to our students.

Our International Year One (IYO) programme offers international students the opportunity to bridge the gap in their knowledge from their high school studies in their native countries to be successful at undergraduate year 2 and 3 at a progression university. IYO students are often weak in the following areas: English language ability, lower academic results in the 12th grade or lower subject-specific grades in subjects related to mathematics, and often lack the confidence and maturity transition directly to undergraduate study. As teaching styles abroad place emphasis on different skills including memorisation and information recall, students are often under-equipped to adjust to the requirements of UK education where a focus on critical thinking, academic referencing and sourcing materials of various types are critical to success. As a result, students require a transition period to adapt to a new way of learning, and the IYO programme provides this bridging support and nurtures the student through provision delivered by teachers who are adept at managing the complexity of international student requirements.

Recruitment for the International Year One programme includes the following key recruitment markets:

- China (those with Gao Kao results that do not meet progression requirements for entry to high ranked institutions).
- Taiwan
- India
- Nigeria
- Vietnam
- Myanmar
- Malaysia
- Indonesia
- GCC countries (particularly UAE, KSA and Kuwait)

Key recruitment markets for Pre-Master's include:

- China
- CIS Countries
- Taiwan
- Pakistan
- GCC Countries (particularly KSA and Kuwait)
- Korea
- Vietnam

The needs of our student cohorts are well anticipated as evidenced in our Pastoral Care Policy and Student Handbook.

The risk status of immigration changes impacting our student cohorts is low risk because whilst government announcement of major changes to PSW/immigration approaches are currently unpredictable they take time to implement. We monitor immigration policy closely.

The risk status of Malvern International (and consequently MHEP) losing our UKVI licence is high risk. Rigorous attendance monitoring and reporting checks in respect of compliance are in place.

The risk status of our core space for study proving insufficient or unsuitable is low risk because facilities are reviewed on a regular basis.

The status of the risk of us being unable to deliver courses at our King's Cross site as a result of a serious adverse event or a breach of health and safety is low because we have protocols and regular risk assessments to manage the premises on a live basis and there is plentiful alternative accommodation available within close distance of the King's Cross site. In the event of an extreme *force majeure* event, we would source alternative accommodation and/or other Malvern group sites. Our instructional model is also complemented by comprehensive online learning materials to supplement any temporary disruption requiring online learning.

The risk status that we will be unable to teach material components of our courses is low because our current course offering is small, requiring a small independent team of academic staff.

2. The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise

If the UK Government announced major changes to PSW/immigration approaches, which impacted our identified student markets, both MHEP and our partner organisations would review and adjust planning to re-focus on regions less dependent on PSW and current UKVI regulation.

If the King's Cross site became unusable (either through force majeure, landlord decision, or because the core space proves to be insufficient/unsuitable), we would source accommodation from elsewhere in the local area, or – in a worst case scenario – we would source this from the Malvern group.

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

On 17 May 2024, the MHEP Board resolved to develop Terms and Conditions containing reference to the refund and compensation terms applicable to our students, and to ensure that they comply with consumer protection law against the CMA guidance 'UK higher education providers – advice on consumer protection law'.

Our students are international ones and so do not receive UK funding for their higher education provision or qualify for bursaries. Nor do our students change courses.

We have sufficient cash reserves to provide refunds and compensation for students who cancel or discontinue their studies.

4. Information about how you will communicate with students about your student protection plan

We will first publicise our draft student protection plan to current and future students on our website, and – following engagement with our student cohort – refine it further and publish a first approved version. We commit to reviewing this on an ongoing basis.

We will ensure that staff are aware of the implication of our student protection plan when they propose course changes by including this in their staff induction, and during course review meetings.

We will work with our student representatives to develop the first approved version of the student protection plan as part of our student engagement objectives for our first year of delivery.

In a similar way to how we monitor attendance, we will inform our students if there are to be material changes to their course directly by telephone or face-to-face as soon as the change is known. We will give students as much notice as practicable when we need to make material changes to their course.

If we are in the exceptional circumstance of having to implement the measures in our student protection plan, our student services teams, led by our Academic Manager, will contact students individually and collectively by email or telephone (as soon as practicable) to provide advice on what to do next. We are committed to ensuring that all students are able to study in a safe and harmonious learning environment, and our student services teams, Academic Manager and academic teams will ensure that disruption is minimised. Our terms and conditions state that we will take reasonable steps to find a solution by which we can discharge our obligations to our students in such a circumstance. We are confident that we will be able to arrange alternative accommodation in the area surrounding our existing premises in King's Cross, if necessary.

Emergency and evacuation procedures and contact information are shared with all students during induction and as part of our Student Handbook and online resources, and are practiced during emergency drills.