



MLA
COLLEGE

Student Protection Plan

Student Protection Plan
Sponsor: Vice-Rector (Professional Services)
Version 4.3 (March 2025)
Next review: August 2025

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1. Student Protection Plan

1.1 MLA College is committed to helping its students achieve successful outcomes from their studies. However, there may be unforeseen circumstances, often outside of MLA College's control, which result in changes having to be made to your modules or programmes.

1.2 MLA College has put this Student Protection Plan (SPP) in place to protect your interests and details the steps we would take where significant material changes have to take place affecting the quality and/or continuation of your study, such as:

- MLA College is no longer able to operate or no longer intends to operate
- MLA College is no longer able to award the qualifications for which its students are registered because the Office for Students (OfS) has varied or revoked the MLA College's degree awarding powers, or a validating partner has withdrawn validation
- One or more of the locations at which MLA College delivers courses to students is no longer available
- MLA College is no longer able to deliver courses to students in one or more subject areas
- MLA College is no longer able to deliver one or more courses to students
- MLA College is no longer able to deliver material components of one or more courses
- MLA College is no longer able to deliver one or more modes of study to students
- MLA College is no longer able to recruit or teach a particular type of student

1.3 Enquiries related to this plan should be directed to the Vice-Rector (Professional Services) via info@mla.ac.uk.

2 Significant Material Changes

2.1 **MLA College is no longer able to operate or no longer intends to operate (institutional failure)**

2.2 Overall, the risk that MLA College will no longer be able to operate, or will cease to operate, is **VERY LOW**, however in the unlikely event that this risk were to crystalize, the impact to students would be **CRITICAL**, due to students being unable to complete their chosen programme of study. MLA College therefore has the following mitigations in place to ensure the likelihood of the risk occurring, and the impact of the risk should it occur, is minimal.

2.3 The risk that MLA College must cease its operations for reasons of financial viability is highly unlikely to emerge as it has in place a legally binding obligation of support (a 'deed of undertaking') from its parent company, Global Education Holdings Limited (GEDU).

2.4 Any likelihood of this risk would be identified and carefully managed through MLA College's financial and risk management procedures. Where we have no option other than to cease operating, we would consider measures to protect your student experience, such as:

- Where possible, closing in a gradual way, over a period that would allow you to complete your studies at MLA College

- Working with our validating partners to ensure you are able to transfer to the validating partner to complete your studies
- Where the above is not possible, supporting you to transfer to an appropriate programme at another provider and, where appropriate, through [compensation](#), where, because of disruption to their studies, you have suffered demonstrable, material financial loss
- Merging with another institution to maintain all or part of MLA College's current provision

2.5 MLA College is no longer able to award the qualifications for which its students are registered because the OfS has varied or revoked the provider's degree awarding powers, or a validating partner has withdrawn validation

2.6 Overall, the risk that MLA College is no longer able to award the qualifications for which its students are registered, is **LOW**, however in the unlikely event that this risk were to crystalize the impact to students would be **CRITICAL**, due to students being unable to complete their chosen programme of study. MLA College therefore has the following mitigations in place to ensure the likelihood of the risk occurring, and the impact of the risk should it occur, is minimal.

2.7 MLA College has in place governance and quality assurance processes to mitigate against any risk that could impact on the removal of degree awarding powers, and to ensure MLA College's compliance with the regulatory framework and the Office for Students' (OfS) ongoing conditions of registration. By proactive monitoring of compliance with the on-going OfS conditions of registration, and engagement with sector groups to learn from best practice the risk is considered **LOW**.

2.8 In the event that MLA College is deregistered with the OfS, or its Degree Awarding Powers are revoked, MLA College would seek authorisation from the OfS to ensure this occurred on a phased basis allowing MLA College to teach out its current students.

2.9 If MLA College was unable to teach out it would assist students by giving an exit award, certification of credit for the studies they have completed, and support to transfer to another provider.

2.10 *If MLA College ceases to work with a particular validating partner institution* - We will work to ensure that:

- all reasonable steps are taken to minimise the resultant disruption to you
- as far as possible, changes are made in a transitional manner
- we put in place alternative validation arrangements that are reasonably acceptable to you
- we support you to transfer to an appropriate programme at another provider
- assistance is provided through the provision of evidence/letters/statements in support of continuation of your studies

2.11 One or more of the locations at which MLA College delivers courses to students is no longer available

2.12 As a distance learning provider, the risk of unavailability of its campus/teaching locations impacting the delivery of its programmes to students is **VERY LOW**, however in the unlikely event that this risk were to crystalize the impact to students would be **MAJOR**, due to requirement for students to change method of delivery of their programme, or change location of the delivery of their programme. MLA College therefore has the following mitigations in place to ensure the likelihood of the risk occurring, and the impact of the risk should it occur, is minimal.

2.13 The risk that MLA College will be unable to deliver its teaching through the Total Learning Package (TLP) is very low. Once the TLP is downloaded, the majority of learning and teaching materials are self-contained and work offline for the duration of the term.

2.14 To mitigate the risk of failure, the TLP is hosted on secure servers with regular downloads to back-up servers hosted by the MLA College IT Provider, with a further cloud-based back-up. In the highly unlikely event of an outage, the MLA College IT Provider includes out of hours support. This risk is continuously monitored and is detailed in the [MLA College IT Interruption and Business Continuity Plan](#).

2.15 Whilst MLA College's TLP is self-contained and works offline, online discussion forums and online library access could be affected, and if this is the case, we will consider options such as:

- hosting discussion forums and facilitating student interaction using alternative technologies and media
- facilitating access to online published content through our partners
- maintaining contact between tutors and students using alternative technologies and media

2.16 For students attending blended learning residential summer schools, or short courses, and where we have to close part or all of our campus (or other study location), or if it becomes unusable, we will typically consider remedies such as:

- relocating provision to an alternative suitable location. This may include hiring spaces for programme delivery (where possible)
- revising the timetable to allow the scheduled teaching to take place in alternative facilities or at alternative times. This may include student contact sessions delivered outside of normal teaching hours. Where we take this approach, we will consult with you to assess the effect on students with different needs characteristics and circumstances
- delivering programmes or parts of programmes using distance or on-line learning

2.17 Where such an approach is taken, we will consider carefully whether this is appropriate to the programme or module, and your needs.

2.18 **MLA College is no longer able to deliver courses to students in one or more subject areas**

2.19 Within MLA College, there are permanent members of staff with expertise in the relevant specialisms, supported by a network of associate tutors who are also specialists within their subject area. The risk to students of non-continuation of study arising because MLA College could no longer deliver programmes in one or more subject areas is **VERY LOW**, due to its well-integrated teams, and support through a strong network of associate tutors. In the unlikely event that this risk were to crystalize the impact to students would be **MAJOR**, due to some students being unable to complete their chosen programme of study. MLA College therefore has the following mitigations in place to ensure the likelihood of the risk occurring, and the impact of the risk should it occur, is minimal.

2.20 The loss of staff may happen because of death, long term sickness, retirement, or leaving MLA College. 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 by deploying members of our considerable pool of Associate Lecturers and Tutors, to avoid disruption. In situations where the College cannot avoid closing a module or programme, the policy as outlined in 2.21 to 2.24 below will apply.

2.21 **MLA College is no longer able to deliver one or more programmes to students** – In the unlikely event of MLA College necessarily suspending or closing a programme, the College will continue to teach the programme to existing students until such time as they complete their programme (teach-out). The risk to students from programme closure is therefore considered **VERY LOW**, however in the unlikely event that this risk were to crystalize the impact to students would be **MODERATE**, due to some students being required to amend their programme of study. MLA College therefore has the following mitigations in place to ensure the likelihood of the risk occurring, and the impact of the risk should it occur, is minimal.

2.22 If teach out arrangements are not appropriate the College will:

- notify students at the earliest possible opportunity with full information on any changes that affect them, a rationale for those changes, and a timeline and process that will be followed
- offer support to students and invite them to discuss with relevant staff any changes that affect them and options that may be available to them
- seek to offer students a suitable replacement programme at the College, (if they request this and if they meet the relevant admissions criteria), or will seek to refer them to a comparable higher education institution offering a suitable replacement programme
- facilitate a student's withdrawal (or withdrawal of an application), if they do not wish to accept the College's replacement programme or is unable to offer a replacement programme. Notification of intention to withdraw an application should be made in writing to the College
- make an appropriate refund of tuition fees and deposits paid if they choose to withdraw and the College cannot offer a suitable replacement programme

2.23 If you have already applied to study at MLA College, but have not yet enrolled, you will be notified as soon as practically possible that your programme is not available. We will provide you with support and advice in these circumstances.

2.24 **MLA College is no longer able to deliver material components of one or more courses** – Where there is a change to a programme, this will be made in accordance with Clauses 6 and 8 of the [Terms and Conditions](#), and will only be made following a period of consultation with students and prospective students.

2.25 To reduce the risk of impact and disruption to students, necessary changes will usually be made from the start of a new academic year, i.e., from the commencement of the September Term, following a period of consultation with students and prospective students outlining the options available to them. The risk that MLA College would no longer be able to deliver material components is **VERY LOW** due to the delivery of its teaching materials via the downloadable TLP, however in the unlikely event that this risk were to crystallize the impact to students would be **MODERATE**, due to some students being required to amend elements of their chosen programme of study, or to amend their programme of study. MLA College therefore has the following mitigations in place to ensure the likelihood of the risk occurring, and the impact of the risk should it occur, is minimal.

2.26 In the highly unlikely event of major in-year changes to programme content, or the unavailability of any particular module choice, we will offer one or more of the following options (in consultation with any validating partner we may have for the award on which you are studying):

- Work with you to offer alternative choice(s), and try where possible to ensure that any alternatives are acceptable
- Ensure that changes are kept to the minimum necessary to achieve the required quality of experience, and you are notified and consulted with as appropriate
- Ensure that the programme learning outcomes are still fully delivered
- Where required, you are offered reasonable support to transfer to another programme or module
- If no other viable option then give you the opportunity to withdraw from the programme

2.27 **MLA College is no longer able to deliver one or more modes of study to students, particularly if withdrawal of a mode of study is likely**

2.28 Due to the nature of its distance learning model, the risk that the MLA College would no longer be able to deliver its programmes in full or part-time modes is **VERY LOW**, however in the unlikely event that this risk were to crystallize the impact to students would be **MAJOR**, due to a new mode of study not being compatible with the personal circumstances of some students. MLA College therefore has the following

mitigations in place to ensure the likelihood of the risk occurring, and the impact of the risk should it occur, is minimal.

2.29 The delivery of teaching content on a modular basis, via the downloadable TLP, makes the mode of study equally accessible by part-time or full-time learning. Tutorial support is also available remotely to all students, regardless of mode of study, and provided by a team of permanent academic staff, supported by a large pool of associate tutors/lecturers.

2.30 **MLA College is no longer able to recruit or teach a particular type of student** – Due to its distance learning model meaning that students do not visit the UK to study their programme, MLA College is not subject to Tier 4 visa requirements. For this reason, the risk to non-continuation of study for international students is **VERY LOW**.

2.31 The risk that MLA College would no longer be able to recruit or teach students with disabilities is also **VERY LOW**. MLA College reviews all its online materials for accessibility to ensure that a student with disabilities can apply to MLA College and can access the online learning materials.

2.32 The risk that MLA College would no longer be able to recruit or teach students with any other protected characteristics is also **LOW** because its distance learning provision provides an accessible platform and mode of learning. In addition, the programmes are designed to be flexible to support students in different circumstances.

2.33 In the unlikely event that this risk were to crystalize the impact to current students would be **NEGLIGIBLE**, however for potential students or those in receipt of an offer of study, the impact would be **CRITICAL** as MLA College would be required to withdraw the offer of study.

3. Communication with Students

3.1 **Publication of the Student Protection Plan** - The Plan will be made available to all students and prospective students via the MLA College website. The Rector will have overall responsibility for ensuring the awareness, and implementation, of the Student Protection Plan. In particular:

- Applicants will be made aware of this SPP when an offer to study a programme is made
- Current students will be updated on the SPP during module re-enrolment, and information regarding the SPP's location on the website, will be routinely provided in student handbooks, and in the Total Learning Package (TLP). Re-enrolment occurs on a termly basis (three times per year)

3.2 **Implementation of the Student Protection Plan** – A decision to close MLA College would be made and ratified by its Board of Directors. A decision to close a programme would be ratified by the College Academic Board. In either of these eventualities, MLA College would communicate the decision to its students within 5 working days.

3.3 MLA College will write to all students affected by any of the changes outlined in the SPP and consult on the changes that are occurring. MLA College will explain the reasons for the change and what options are available.

3.4 MLA College will seek to support students through this process both collectively and individually to help them to understand the options available.

3.5 As part of the consultation, students will be provided with the opportunity to discuss the changes with members of staff, who are likely to include the programme manager and the Student Experience Team.

3.6 As part of these discussions, MLA College will work closely with the College Student Representatives.

4. Development of the Student Protection Plan

4.1 MLA College will review the Student Protection Plan, as a minimum, on an annual basis.

4.2 Reviews of the SPP will include a period of Student consultation, prior to the presentation of a final draft version to the College Academic Board for final approval. Feedback on behalf of the Student body will also be provided at College Academic Board by Student Representatives who form part of the board's membership.

5. Right of Appeal

5.1 Students who are dissatisfied with the College's handling of any of the procedures contained within this SPP may use the [Student Complaints Procedure](#). Where a decision is made that MLA College will no longer operate, it might not be possible for an applicant or student to submit a complaint. In such circumstances, a student has the right of appeal to the [Office of the Independent Adjudicator \(OIA\)](#) which provides an independent ombudsman service for students.

MLA College Student Protection Plan – Risk Register

Risk	Impact to student should risk crystalize	Overview of mitigations	Likelihood of risk crystalizing following mitigation
<p>MLA College is no longer able to operate or no longer intends to operate (institutional failure) (2.1)</p>	<p>Critical</p>	<ul style="list-style-type: none"> - Financial ‘deed of undertaking’ by parent company (GEDU). - Where possible, closing in a gradual way to allow completion of studies. - Transfer to the validating partner to complete your studies - Where transfer to validating partner is not possible, support students to transfer to an alternate provider. - Merging with another institution to maintain all or part of MLA College’s current provision. 	<p>Very Low</p>
<p>MLA College is no longer able to award the qualifications for which its students are registered because the OfS has varied or revoked the provider’s degree awarding powers, or a validating partner has withdrawn validation (2.5)</p>	<p>Critical</p>	<ul style="list-style-type: none"> - Governance, and Quality Assurance processes established to ensure compliance with the regulatory framework and OfS ongoing conditions of registration. - If risk crystalizes, MLA College would seek authorisation to ensure phased implementation to allow teach out of students. - If unable to teach out, students would receive exit award, certification of credit for studies completed, and/or support to transfer to alternate provider. 	<p>Low</p>
<p>One or more of the locations at which MLA College delivers courses to students is no longer available (2.11)</p>	<p>Major</p>	<ul style="list-style-type: none"> - Once TLP is downloaded, learning and teaching materials are self-contained and work offline for the duration of the term. - TLP is hosted on secure servers with regular scheduled backups. - in the highly unlikely event of an outage, the IT Provider includes out of hours support. This risk is continuously monitored and detailed in MLA College IT Interruption and Business Continuity Plan. - Online discussion forums and online library access could be affected, and if this is the case, we will consider using alternative technologies and media, facilitating access to online published content through partners, and maintain contact between tutors and students using alternative technologies and media. - For blended learning/residential summer schools, or short courses, if study location is required to close, mitigations include: <ul style="list-style-type: none"> • relocating provision to an alternative suitable location. • Revising timetables • delivering programmes or parts of programmes using distance or on-line learning 	<p>Very Low</p>

<p>MLA College is no longer able to deliver courses to students in one or more subject areas (2.18)</p>	<p>Major</p>	<ul style="list-style-type: none"> - Structure of permanent members of staff with expertise in the relevant specialisms, supported by a network of associate tutors - If staff unavailable, MLA College would fill gaps by assigning responsibility to other members of staff. - Deploy members from pool of Associate Lecturers and Tutors. - In the highly unlikely event of being unable to identify appropriate staff, the policy stated at 2.21 to 2.24 would apply. 	<p>Very Low</p>
<p>MLA College is no longer able to deliver one or more programmes to students (2.21)</p>	<p>Moderate</p>	<ul style="list-style-type: none"> - If possible, teach out of programme to existing students. - Invite students to discuss options such as: <ul style="list-style-type: none"> • Transfer to alternative programme at the MLA College • Assist in transfer to a comparable higher education institution • Facilitate student withdrawal • Provide appropriate refund of tuition fees and deposits - Students who have not yet enrolled will be notified as soon as possible. 	<p>Very Low</p>
<p>MLA College is no longer able to deliver material components of one or more courses (2.24)</p>	<p>Moderate</p>	<ul style="list-style-type: none"> - Changes, where possible, would be implemented at the start of a new academic year. - TLP provides downloadable teaching materials which remain available for duration of the term. - If in year changes are unavoidable, options available will include: <ul style="list-style-type: none"> • Offer alternative choice(s) • Ensure changes are kept to the minimum • Ensure programme learning outcomes are still fully delivered • Provide support to transfer to alternate programme/module • Provide support to withdraw from the programme 	<p>Very Low</p>
<p>MLA College is no longer able to deliver one or more modes of study to students, particularly if withdrawal of a mode of study is likely (2.27)</p>	<p>Major</p>	<ul style="list-style-type: none"> - TLP delivery ensures all modes of study are equally accessible. - Tutor support is available remotely and on ad-hoc basis, therefore unimpacted by change of mode of delivery. 	<p>Very Low</p>
<p>MLA College is no longer able to recruit or teach a particular type of student (2.30)</p>	<p>Critical (enrolled students)</p> <p>Negligible (pre-enrolment applicants)</p>	<ul style="list-style-type: none"> - Distance learning delivery does not impact international students. - Distance learning delivery ensures accessibility for students with disabilities / protected characteristics. 	<p>Very Low</p>