University of Greenwich Student Protection Plan for 2026/27

What is the Student Protection Plan?

This is the University of Greenwich's (part of LASE) Student Protection Plan for 2026/27 (the "**Plan**"). The University of Greenwich (part of LASE) ("**Greenwich**") is one of the two current academic divisions of London and South East University Group ("**LASE**"), which also includes the University of Kent.

The Plan has been approved by LASE's Board of Governors and by the Office for Students (OfS) as required by the OfS Regulatory Framework, which applies to LASE as a registered higher education provider. Details of LASE's registration are available in the OfS's Register of Providers.

The Student Protection Plan sets out Greenwich's arrangements for protecting the quality and continuity of study for the students of the Greenwich academic division. The Plan is tailored to Greenwich's specific circumstances and is based on an assessment of the extent of the risks to the continuation of study for our students. It will be reviewed annually by the Board of Governors.

This Plan should be read in conjunction with the Greenwich Changes Policy (the "**Changes Policy**"), which sets out the circumstances in which LASE may make changes to your Course, qualifications, modes of study, teaching location and facilities, Course fees and types of students recruited or taught; and Greenwich's Regulations on Student Financial Matters 2026/27 (undergraduate and postgraduate taught students) and the Postgraduate Research Degrees: Tuition Fees Charging and Refund Policy 2026/27 (postgraduate research students) (the "**Refund and Compensation Policies**"), which set out the circumstances in which you may be entitled to a refund and/or compensation.

Enquiries about this Student Protection Plan should be directed to universitysecretary@lase.ac.uk. The Student Protection Plan is structured according to a template provided by the Office for Students in 2018 during the initial registration process.

Section A: our assessment of the range of risks to the continuation of study for our students, how those risks may differ based on our students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise

Greenwich has assessed the following as potential risks to students' continuation of studies. Our assessment of these risks is based on the Greenwich academic division of LASE, while indicating where some risks relate to LASE overall:

1. Closure of LASE (very low risk)

The risk that Greenwich or LASE as a whole becomes unable to operate is considered to be very low. LASE's planning is based on maintaining operating surplus, cash and liquidity

targets to enable LASE to invest to deliver the priorities in its business plan. Financial forecasts are regularly reviewed by the Finance and Estates Committee and the Board of Governors to enable any corrective action is initiated immediately, in the event of a deterioration in LASE's financial position. In the unlikely event that LASE as a whole were to close, the provisions of the Greenwich Changes Policy (including in relation to course closure) would apply, and any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

The Greenwich academic division has an Emergency Response Plan and a Business Continuity Policy and Plan approved by the executive and regularly reviewed by senior management. Greenwich's risk management framework ensures that risks to sustainability are identified and appropriate risk controls and mitigations put in place. Greenwich's risk management framework and the strategic risk register have been regularly reviewed by the executive, the Audit and Risk Committee and Greenwich's Governing Body, and this will continue to be the case as a risk management framework and strategic risk register are developed for the whole of LASE.

2. Loss of degree awarding powers (very low risk)

LASE was awarded indefinite degree awarding powers under the Further and Higher Education Act 1992. The Office for Students (OfS) Regulatory Framework gives the OfS the power to revoke a provider's authorisation to grant degrees. The risk of this to LASE is considered to be very low, as LASE intends to fully comply with the OfS Regulatory Framework. In the unlikely event that LASE's degree awarding powers were varied or revoked, the provisions of the Greenwich Changes Policy in relation to changes to qualifications to be awarded would apply, and any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

LASE actively monitors changes in the OfS's requirements. Regulatory returns required by the OfS are approved in accordance with the OfS's requirements (e.g. by the Board of Governors or by an appropriate committee), and there is an agreed framework in the Greenwich academic division to ensure that 'reportable events' are reported to the OfS as required by the Regulatory Framework. Prior to the merger with the University of Kent, Greenwich's Audit and Risk Committee considered an annual self-assessment of compliance with the Regulatory Framework and this will continue under LASE. OfS compliance will continue to be periodically reviewed by the internal auditors.

3. Loss of LASE's Student Sponsor Licence (low risk)

LASE acts as a sponsor for students coming to study with us from outside the UK. There is a risk for any provider that UK Visas and Immigration (UKVI) could withdraw our licence to sponsor international students. This would mean that these students would not be able to continue their studies with us and would lose their right to remain in the UK unless another institution were able to provide sponsorship.

The risk of us losing our Student Sponsor Licence is considered to be low. We have a low visa refusal rate for our students, and as a Premium Licence holder with the UKVI, we are able to analyse statistics carefully for our sponsored students to ensure that we remain within UKVI's requirements. Greenwich passed its Basic Compliance Assessment (BCA) in 2025 to renew its licence with all indicators well within the UKVI's thresholds. Greenwich's

UKVI Assurance Board, reporting to the executive, considered all aspects of student sponsor operations and policy changes, and equivalent governance oversight will be established for LASE. In the event that LASE were to lose its Student Sponsor Licence, the provisions of the Greenwich Changes Policy in relation to changes to the types of student to be recruited or taught would apply, and any entitlement to a refund and/or compensation would be determined in accordance with the Refund and Compensation Policies.

4. Loss of PSRB accreditation for a programme (low risk)

Some of our programmes of study are accredited by a Professional, Statutory or Regulatory Body (PSRB) and successful completion of some of these programmes will lead to chartered status with the relevant PSRB. It is possible that a PSRB may withdraw its accreditation for one or more of our programmes of study, meaning that students completing the programme would no longer be awarded chartered status.

The risk of LASE losing accreditation for one of these programmes is considered to be low. We engage closely with all PSRBs and regularly assess our compliance with requirements for teaching and assessment standards and other key practices. A governance process has been approved by the executive to ensure that there is effective monitoring and oversight of PSRB accreditations. This process was reviewed in Greenwich in 2025 and 2026 and strengthened with additional central control and oversight of PSRB accreditations put in place. In the event of a withdrawal of accreditation, the provisions of the Greenwich Changes Policy would apply, and any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

5. Changes to supervision arrangements for PhD students (low risk)

The research being undertaken by our postgraduate research students is unique to their research project. Due to the bespoke nature of some of these projects, in very exceptional cases, suitable supervision may be best provided by one particular member of academic staff at Greenwich. In these cases, there is a risk that if the academic member of staff was no longer employed by LASE, it would not be possible to reassign the student to another suitable supervisor and the student might need to transfer to another institution. This might involve increased travel time and costs for supervision meetings.

We consider this risk to be low, as it is rare that suitable alternative supervision cannot be arranged within Greenwich, while remote working technology has reduced the risk that a change in supervision to another provider would lead a PhD student to incur additional travel time and costs. The provisions of the Greenwich Changes Policy in relation to key staff unavailability would apply in these circumstances, and any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Postgraduate Research Degrees: Tuition Fees Charging and Refund Policy 2026/27.

6. Epidemic / pandemic of disease (low risk)

In May 2023 the World Health Organisation declared an end to the Covid-19 global health emergency and Covid-19 is now an endemic disease in the UK. While there remains a background risk that other epidemics or pandemics may emerge (eg H5N1), Greenwich considers that the risk of this disrupting students' studies in 2026/27 is likely to be low.

Greenwich's Infection Control Guidance reflects government guidance and sets out Greenwich's approach to managing infectious illness. It includes Greenwich's outbreak

plan, which sets out the principles that we will follow in the event of a major infectious disease outbreak or increasing restrictions affecting our campuses.

In the event of a major epidemic or pandemic constituting a Force Majeure Event (as defined in the Greenwich Changes Policy), the provisions of the Changes Policy would apply. Any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

In the event of a major infectious disease outbreak, we would communicate with students about changes that affected them in accordance with the Changes Policy. Further information about how we will communicate in the event of an outbreak is provided in our Infection Control Guidance.

7. Closure of a collaborative partnership (moderate risk)

Greenwich has collaborative teaching arrangements (sometimes called 'sub-contracting' or 'franchise' arrangements) with a range of educational partners inside and outside the UK. Lists of our UK partnerships and international partnerships can be found on our website.

There is a risk that one or more of our partners may cease operating, or may cease offering one or more of our franchised programmes of study. These programmes are taught across a wide geographic area and some are taught outside the UK. If a partner were to cease operating or cease offering a programme of study, and for unforeseen circumstances it were not possible to teach out the programme to students already registered, any alternative programme offered to students (at another partner institution or at Greenwich) might be taught some distance away. In the event of the closure of a collaborative partnership, the provisions of the Greenwich Changes Policy (including in relation to course closure) would apply, and any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

The risk to students' continuity of study from the closure of collaborative partnerships is considered to be moderate. In most cases, there will be an equivalent programme to the collaborative programme taught at Greenwich, providing the opportunity for partner students to be taught at Greenwich if necessary. We operate a robust approval process for new partnerships, with all partnership proposals subject to approval in principle by Greenwich's Partnerships Board followed by detailed appraisal by the Programmes and Partnerships Management Committee (similar committees are being established for LASE). We carry out a regular programme of reviews for all our collaborative partners, including an annual review of each partner's provision, and the reappraisal of partnerships every five years (or earlier, e.g. if there are concerns about the partner).

Each partner college has both a Financial Memorandum and a Memorandum of Agreement, which outlines which courses will be offered under QA/Franchised arrangements and also details termination procedures should a partner college wish to cease offering a course. UKVI licenced provision and any associated risks are closely monitored by Greenwich.

Regular monitoring meetings, application reporting and communication takes place between the Partnerships Manager and the UK educational partners. Support in terms of Away Days and Strategic Planning Meetings also occur on an annual and bi-annual basis.

Additionally, for international educational partners, regular risk assessments are undertaken assessing recent changes in the operating environment (political, financial and regulatory). As with our UK educational partners, contracts for international partners detail arrangements for planned teaching-out of existing students. Risk assessments and exit plans are in place to deal with catastrophic circumstances where teaching out is not possible at the existing site (e.g. due to unplanned closure of an overseas campus).

Most of our UK partners are further education (FE) colleges. Since January 2019, FE colleges have been subject to a special FE insolvency regime. This means that in the event of a college being put into administration, one of the objectives of the administrators is to avoid or minimise disruption to the studies of existing students.

8. Relocation of a programme (moderate risk)

The Greenwich academic division has three campuses (at Greenwich and Avery Hill in London and at Medway in Kent) and the configuration of the estate is kept under regular review, as part of academic and financial planning. In some cases, this may mean that a programme is transferred from one campus to another in the interests of efficiency and sustainability, or to provide improved facilities for students. This may mean that some students incur unanticipated travel costs and additional travel time as a result of the move of their programme to a different location. There could be additional implications for students who have disabilities that make travel between locations difficult. In the event of the relocation of a programme, the provisions of the Greenwich Changes Policy in relation to changes to teaching location and facilities would apply, and any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

9. Closure of a programme (moderate risk)

Greenwich keeps its portfolio of programmes under regular review, and may occasionally discontinue a programme for reasons of academic or financial sustainability or as part of ensuring the currency of our offering. The closure of all programmes is subject to approval by the Programme and Partnerships Management Committee and must include consideration of how the interests of current and prospective students are protected (an equivalent committee will be put in place for LASE).

The risk to students' continuity of study is considered to be moderate, as Greenwich's normal practice is to 'teach out' programmes which are closing to ensure that students receive the degree that they registered for.

In the event of the closure of a programme, the provisions of the Greenwich Changes Policy (including Section 9 on closure of a Course) would apply, and any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

10. Changes to a programme (moderate risk)

Greenwich keeps its programmes under regular review, and will make changes to programmes (e.g. to their structure or content) to ensure the currency of our offering and to ensure that programmes are academically and financially sustainable. Many changes are made in response to feedback from students and are intended to improve the academic experience of students and students' academic outcomes. Changes to programmes require

formal approval under Greenwich's academic quality assurance procedures. The Changes Policy sets out the circumstances in which Greenwich may make changes to a Course, including the distinction between Minor Changes and Major Changes, and how Greenwich will communicate with students about such changes. Please refer to the Greenwich Changes Policy which sets out what you should do if you are unhappy with a change. Any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

Section B: the measures that we have put in place to mitigate those risks that we consider to be reasonably likely to crystallise

This section covers the measures which we have put in place to mitigate the risks which we have identified as 'moderate' in the section above, on the basis that these are risks with a greater likelihood of being crystallised. We are committed to providing students with support and advice in the event that any of these risks crystallise, and this section describes how we will do so. The Changes Policy sets out in detail how Greenwich will manage changes, including the steps Greenwich will take to minimise disruption to students. Free, independent advice to students affected by changes is also available from LASE University Group Students' Union.

1. Closure of a collaborative partnership (moderate risk)

Where the decision is made to discontinue a partnership programme or in the event of the unplanned discontinuation of a partnership, the provisions of the Greenwich Changes Policy (including in relation to course closure) would apply. Greenwich's Guidelines on Teach-out set out the steps that will be taken to support students and enable students to complete their programme and achieve their award, including the measures available to ensure continuity of study.

The relocation of students to another provider or to Greenwich may involve inconvenience to some students, for example increased travel time and costs. Any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

In the rare situations where a franchised programme can no longer be delivered by a collaborative partner and it is not possible to transfer the student to the same programme of study at Greenwich, another academic division of LASE or one of its other partners, Greenwich will assist the student in transferring to a suitable alternative programme in accordance with the Greenwich Changes Policy. Any entitlement to a refund and/or compensation would be determined in accordance with the Refund and Compensation Policies.

In the exceptional circumstance that a franchised programme is closed and Greenwich is not able to preserve continuation of study, any entitlement to a refund and/or compensation would be determined in accordance with the Greenwich Refund and Compensation Policies.

2. Relocation of a programme (moderate risk)

Greenwich will manage any relocation of a programme in accordance with the Changes Policy, including by consulting with affected students where reasonably possible before transferring a programme to a different campus.

There is a regular university bus service between the Greenwich academic division's three campuses, two of which (Greenwich and Avery Hill) are in close proximity. Any entitlement to a refund and/or compensation in the event that a student incurs additional costs as a result of the relocation of their programme would be determined in accordance with the Greenwich Refund and Compensation Policies.

3. Closure of a programme (moderate risk)

In the event that Greenwich is unable to continue offering a programme of study for any reason, the provisions of the Changes Policy (including Section 9 on closure of a Course) would apply. Wherever possible we will 'teach out' the programme in accordance with Greenwich's Guidelines on Teach-out, ensuring that students who are already registered complete their studies with us.

Should this not be possible, we will seek to transfer students to a suitable alternative programme in accordance with the Changes Policy. Any entitlement to a refund and/or compensation in the event of the closure of a programme would be determined in accordance with the Greenwich Refund and Compensation Policies.

4. Changes to a programme (moderate risk)

Greenwich will manage any material changes to programmes in accordance with the Greenwich Changes Policy, including by consulting with affected students about any Major Changes (as defined in the Changes Policy).

In emergency situations, changes to programmes may need to be made swiftly, and Greenwich will communicate with and consult students in accordance with the Changes Policy.

Section C: 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

Our refund and compensation arrangements are set out in the Refund and Compensation Policies. Students who believe they may be entitled to a refund and/or compensation as a result of a change to their Course or a discontinuation of study should refer to the Refund and Compensation Policies for further details of how to submit a claim.

We believe that our reserves would be sufficient to provide refunds and compensation for the students for whom we have identified an increased risk of non-continuation of study.

Section D: information about how we will communicate with students about our Student Protection Plan

We will communicate our Student Protection Plan to current and future students by publishing it on our website, by signposting the Student Protection Plan in our Terms and Conditions for applicants and in our Principal Conditions of Registration, and by linking to the plan in our Student Handbook.

We will communicate the Student Protection Plan to staff by the staff e-newsletter and by ensuring that we refer to it in relevant policies and procedures.

Our original Student Protection Plan was developed by a senior management group that included representation from the Greenwich Students' Union (now part of LASE Students' Union). The student protection plan is reviewed annually and the Students' Union is consulted on any revisions. The Student Protection for 2026/27 was approved by LASE's Board of Governors, which includes representation from the LASE University Group Students' Union.

The Student Protection Plan covers a range of potential risks to students' continuity of study and what Greenwich will do in the event that a risk crystallises. How we will communicate and consult with students will depend on the nature of the situation in which the Student Protection Plan has to be implemented. The Greenwich Changes Policy sets out how Greenwich will communicate with students about changes, including the distinction between Minor Changes and Major Changes and the consultation requirements for Major Changes. When we communicate with students about changes, we will inform students about the free, independent advice available from LASE University Group Students' Union, as well as the support available from LASE.

The overarching principle is that, wherever possible, we will consult with students at the earliest opportunity in accordance with the Changes Policy, including through the Students' Union and through existing mechanisms such as student representatives on programme committees.

Section E: information about students' right to complain

Students who are dissatisfied with changes affecting them and how Greenwich has implemented the measures set out in this Student Protection Plan may complain in accordance with Greenwich's Student Complaints Procedure. If a student remains dissatisfied having completed Greenwich's complaints procedures, they may be able to complain to the Office of the Independent Adjudicator for Higher Education (OIA), which provides a free, independent ombudsman service for the higher education sector. Students may also seek free, independent advice about their complaints from LASE University Group Students' Union.

Approved by: LASE Board of Governors, 12 August 2026
Date of next review: August 2027