Student Protection Plan

Provider Name: Sysco Business Skills Academy Ltd

UKPRN: 10013122

Assessment of the range of risks to 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 risks identified to the quality and continuation of study for our students are outlined at Appendix 1 – Risks and Mitigations, together with an assessment of the likelihood that these risks will crystallise; the impact on different groups of learners; and, where the likelihood of the risk crystallising has been assessed as 'medium' or higher, additional information on the measures put in place to manage this risk.

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

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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 to preserve continuation of study

Sysco Business Skills Academy will maintain adequate cash reserves and supporting finance facilities to provide refunds and compensation for those students for whom we have identified an increased risk of non-continuation of study.

In the unlikely event that Sysco Business Skills Academy is no longer able to preserve continuation of study, Sysco Business Skills Academy's commitment to students as they relate to tuition fees, other relevant costs and compensation, are outlined within the Tuition Fees, Course Cancellation & Refund Policy for HE Programmes. This policy should be read in conjunction with Sysco Business Skills Academy's HE Terms & Conditions. Both documents will be reviewed annually and published on Sysco Business Skills Academy's website in line with Sysco Business Skills Academy's commitment to supporting our potential and continuing students to make informed decisions.

Information about how you will communicate with students about your Student Protection Plan

Sysco Business Skills Academy will publicise our student protection plan to current and future students by publishing this plan on the Sysco Business Skills Academy website, and include links to this as part of our communication with applicants and continuing students ahead of enrolment on their future course/next level of study.

All staff with responsibility for and services to our HE students will be made aware of our student protection plan and where it can be found on the Sysco Business Skills Academy website. Staff will be aware of the implications and undertakings within this plan and the need to have due regard to the student protection plan when engaging in relevant activities e.g. proposing changes to course content and delivery. We will ensure that all policies, processes and documents relating to course changes and/or closure make clear reference to this plan and our commitments to our HE students.

The HE Academic Board will review this student protection plan at a minimum annually taking into account lessons learned, emerging risks and best practice across the sector, as well as feedback and guidance from the

Office for Students. Our current students will be involved through the capture of feedback from student representatives at Board of Study meetings in order to ensure that their experience and needs are reflected.

If Sysco Business Skills Academy needs to implement the measures in our student protection plan, we will write to all affected applicants and/or enrolled students to inform them that we are invoking our student protection plan and what this means for them as an individual. Depending on the nature of the risk, we may also:

- contact affected students by telephone;
- publish a statement on our website and other online channels;

Should the student protection plan be invoked for any reason, all affected applicants and/or enrolled students will be given a named contact and regular updates will be provided via the most appropriate communication channel in the event of an ongoing situation.

If any of the risks identified in this plan take place, we undertake to offer applicants and/or enrolled students suitable and appropriate advice and support. Sysco Business Skills Academy's Careers, Advice and Guidance team is available to provide impartial advice relating to future options for study, or for advice in relation to a specific HE programme you may prefer to contact the HE office at he@sysco.ac.uk.

Our Concerns, Complaints & Appeals Policy can be found on our website should a concern, complaint or appeal be made.