

## **Student protection**

### **Assessment of range of risks to the continuation of study for our students**

The Academy maintains and monitors a risk register, which is considered on a regularly basis by the Board of Governance. Key management staff will contribute to Board discussions about risks, including those relating to continuation of study.

We regularly monitor the risk of being unable to operate our programmes. We have flexible and committed teaching staff and can easily adapt delivery arrangements to meet most eventualities.

Should particular risks be identified, we will discuss and put into place measures to mitigate such risks as soon as practicable

### **Refund of tuition fees**

When accepting an offer of a place of study at the Academy, a prospective student is required to pay the full amount of the tuition fees for their selected course as set out in the brochure (or as amended and publicly notified from time to time). Tuition fees include our core education costs, such as the cost of providing and maintaining teaching facilities, supplying teaching services, administrative staff and libraries, internet and intranet services.

A processing fee may be collected from each prospective student before issue of a Conditional Offer Letter. This processing fee covers the cost of processing their application for entry to the Academy and is non-refundable in any circumstance.

Tuition fees, as agreed by the student in the general Terms and Conditions and in the Learning Agreement signed on induction, will NOT normally be refunded.

This includes, by way of example only;

- if a student enrolls on a chosen course of study, is inducted into the Academy, but then discontinues the course
- if a student is removed due to non-compliance with attendance requirements, serious misconduct or other similar reason.

However, tuition fees MAY be refunded in special circumstances, which include, but are not limited to compelling compassionate or health reasons.

Decisions about refunds will be made by the CEO, whose decision is final, there being no further appeal. The decision will aim to take into account all the known circumstances and the overall reasonableness and fairness of the case.

A refund, if approved, will be limited to the tuition fees paid to the Academy less an amount proportional to the time spent by the student at ABA. The Academy shall not be liable in any case for bank charges incurred, monetary loss suffered due to currency fluctuations or any other consequential loss.

## **Student protection arrangements**

In the unlikely event of disruption or closure, the Academy will take special steps to support students. These may include support onto alternative courses of study or, if this is not possible for any reason, a refund of tuition fees (after appropriate and reasonable deductions).

## **Communicating with students about student protection**

At induction, students will be asked to sign a Learning Agreement, which includes information relating to fees and expectations of study in the Academy. They receive a copy of the Student Handbook and are briefed about Academy processes, including tuition fees, student protection, equality and diversity, anti-discrimination measures, safeguarding (where appropriate) and anti-radicalisation measures.

As students proceed with their studies, reminders will be given by teaching staff to reinforce key induction information and messages. Students will also be reminded by postings on the virtual learning environment and by signs and posters displayed throughout our premises.

Should there be any likelihood of the need to implement student protection arrangements, all potentially affected students will immediately be contacted on an individual basis.