

# Student Protection Plan

Provider's name: University of Surrey

Provider's UKPRN: 10007160

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This plan sets out:

- An 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 happen.
  - The measures that have been put in place to lessen the risks to the impact on students that may happen because of changes.
  - 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.
  - Information about how we will communicate with students about our student protection plan.
1. The University of Surrey is committed to ensuring that it maintains a strong financial base and has in place the infrastructure and staffing required to enable students enrolled on its courses to complete their studies. Where changes to resourcing or courses on offer are planned, the University's priority will be to protect students' interests and ensure that any changes are introduced in such a way as to enable students to achieve their learning outcomes and successfully complete their courses.

## Institutional Risk

2. The risk that the University will cease operations is very low. Our latest Financial Statements 2022/2023 show that our consolidated income was £316.3m, which was 4% higher than in 2021/2022. However, whilst income increased pressures that the whole sector is feeling are affecting running costs and income streams. The University has accordingly adjusted its budgets. The University has robust risk management processes in place that operate in accordance with national requirements for Higher Education, supported by a suite of business continuity plans to deal with a wide range of circumstances (for which the University has ISO accreditation). The University is also a UKVI Student Visa sponsor and is at low risk of losing that status, based on the outcomes of its 2018 audit and regular monitoring processes.
3. The University has a strong reputation and achieved excellent performance on student satisfaction in the National Student Survey (NSS) 2023: it now ranks as the 4th placed university in the UK (excluding specialist providers<sup>1</sup>) for student satisfaction in the

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<sup>1</sup> NSS Questions 1-24's average positivity ranked against Guardian League Table listed providers

Office for Students' benchmark survey – up from 9<sup>th</sup> in 2022 and 25<sup>th</sup> in 2021, with a number of subjects ranked 1st or in the top 10 nationally. The University was ranked 12<sup>th</sup> for employability in high skilled jobs (UG UK FT students), HESA Graduate Outcomes Survey 2022/2023. The University achieved University of the Year for Graduate Employment in the Times/Sunday Times Good University Guide in 2022. The University achieves strong employment outcomes underpinned by the emphasis on professional training and experiential learning, and it delivers impactful research across many disciplines including communications, satellites, health and nutrition.

4. As a result, there is strong demand for places on Surrey programmes which underpins our financial sustainability. However, resources are finite, and the University continues to challenge itself to improve, and to seek greater value for money, including seeking cost efficiencies. These are important to the long-term future of the University but can involve changes to the delivery and structure of taught programmes, as new pedagogic approaches are adopted, new areas of interest for students develop and resources are re-aligned to student volumes.

### **Programme/Course or Module Level Risk**

5. There may be specific circumstances in which individual programmes (courses) and modules are materially changed, withdrawn, suspended, or are partially delivered. These circumstances include but are not limited to:
  - Reduction over a period of years in student admissions to the programmes, affected by national/international market demand and competition.
  - Reduction in uptake of particular module options and/or other optionality related complexity such as ability to timetable.
  - Operational barriers to delivery including for example, loss of staff expertise affecting the ability to cover the module or programme content, supervision, lack of availability of appropriate teaching facilities, lack of availability of placement partners etc.
  - The outcomes of ongoing regular review by Schools/Departments of its academic portfolio as part of good governance and planning processes.
  - The loss of accreditation by a Professional, Statutory or Regulatory Body (PSRB).
  - Industrial action.<sup>2</sup>
  - Disruption caused by pandemic, flood, fire, or other disaster.<sup>3</sup>
6. Where the University is unable to deliver a programme or modules either temporarily or permanently for reasons outside our control, then the University's relevant business continuity plan will be put into action.
7. In the case of doctoral programmes that typically relate to the expertise of one individual academic. In the event of that individual not being available, we will make bespoke arrangements for any research students who they are supervising, usually through the second supervisor.

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<sup>2</sup> The University sector's main pension scheme (USS) continues to undergo reform nationally to ensure its long-term sustainability. These changes are being negotiated nationally with the unions representing staff but if agreement cannot be reached there may be local action which can take different forms, the most impactful being strike action.

<sup>3</sup> The University takes all reasonable steps to ensure that the integrity of its academic standards and regulations are protected. However, in cases where the academic business of the University is disrupted by Force Majeure it is necessary as a last resource to have contingency arrangements which can be invoked by the President and Vice-Chancellor to minimise the impact of these events/actions on students. These arrangements are outlined within the [A5: Force Majeure contingency regulatory arrangements for taught programmes](#).

8. The University has an overarching University Incident Management Plan supported by Threat-Specific and Restricted Plans (e.g. adverse weather, pandemic or industrial action) and by core capability plans (e.g. timetabling and exam contingency, and crisis communications) maintained by the relevant lead of area.
9. Each academic School and Department has their own local plan which addresses continuity of teaching and research activities, including minimum service levels, specific to that discipline, including workshops, laboratories, lectures etc. The plans cover, amongst other things, where strike action, or action short of a strike leads to a disruption of teaching activities.
10. If programmes or modules are planned to be materially changed, withdrawn or suspended, the process will be carried out in accordance with the relevant Codes of Practice which specify timescales and consultation with and/or notification of affected students (see the [Code of practice for programme life cycle processes](#))
11. An escalating series of measures will be put in place to mitigate the risks as follows:
  - If resources allow, new staff will be recruited where programmes or modules are at risk of withdrawal due to lack of appropriate staff expertise.
  - Programmes to be withdrawn will be taught-out for existing students and closed to new students, in good time for alternative providers to be considered.
  - In cases where programmes include a placement year, the teach-out will include provision for students to undertake the placement year.
  - Where programmes are to be withdrawn and teach-out arrangements are not possible students will be offered the opportunity to transfer to another programme at the University, subject to normal entry requirements and the capacity of the receiving programme to accept more students.
  - Where the above is not possible, students will be supported to transfer to another institution subject to normal entry requirements and the capacity of the receiving programme to accept more students.
12. The University will mitigate the risk of losing accreditation by a PSRB by a process of thorough preparation for accreditation events that utilises, where appropriate, external experts in the discipline.
13. In the case of Doctoral students' supervision, if a supervisor leaves, we will work with the student(s) to find the most suitable alternative supervisor, often this is the second supervisor. In some cases, the original supervisor will continue to play a role in supervision on a remote basis. Where this is not possible, and the second supervisor is not able to supervise the project without additional specialist input, we will identify a suitable individual from elsewhere to provide additional supervision.
14. The University's [Student fee and debt management policy](#) makes provision for the refund of tuition fees where appropriate. The University's [Procedures for Complaints](#) allows for a remedy to be offered at the various stages of the complaint process which can include financial compensation. Students who are dissatisfied with a decision relating to a complaint they have raised may be able to complain to the Office of the Independent Adjudicator (OIA), an independent body which reviews student complaints. Policies and procedures are subject to regular review to ensure that they remain fit for purpose and take account of changes in national regulatory requirements. The Students' Union provide support for any student wishing to explore the complaints option.
15. The University maintains detailed cash flow forecasts which include a buffer to allow for variation in the cash cycle as well as unforeseen circumstances. This combined with appropriate insurance arrangements for business disruption are enough to provide any refunds and compensation if necessary.

16. We will seek to proactively publicise this plan to our students through various communication channels, plus staff they will interact with, including the Students' Union.
17. The University's Student Protection Plan will be made available to prospective and current students on the University's web pages for students (MySurrey) on the [Policies page](#), but also include links via Student Finance. We will actively promote to all students via MySurrey newsletters. We will outline the circumstances where the Plan may be pertinent.
18. For prospective students the plan will be referenced in Contract 1 issued at offer stage and in Contract 2 issued at online initial registration stage.
19. Staff will be made aware of the implications of the Student Protection Plan via reference in the University's [Code of practice for programme life cycle processes](#). Programme and module modifications and requests for programme suspension and withdrawal are processed via an automated on-line system which will flag when proposed actions could require invocation of the Plan.
20. The Student Protection Plan will be reviewed regularly via the University's management and governance structures, the latter of which include student representation at all layers.
21. The [Code of practice for programme life cycle processes](#) requires that students are informed prior to any material change to their programme. Further information can be found within the Competitions and Markets Authority (CMA) FAQs, appended to the [Code of practice for programme life cycle processes](#). The method used to collect this information is required to be documented as part of the modification approval process. All modifications are considered and approved at Boards of Studies meetings which include student representatives. In addition, students can also be consulted or kept informed through other means such as Student/Staff Liaison Committee meetings.
22. Material changes to a programme are introduced at the beginning of an academic year, unless there are exceptional circumstances outside of our reasonable control which make these unavoidable, and so students will be aware before the end of the academic year of any changes to be introduced for the following year.
23. If material changes to be introduced will affect prospective students the need to contact applicants to inform them of such changes is documented in the on-line system, relevant departments then review this information and act, where required.
24. If the University needs to implement the measures in our Student Protection Plan students will be supported collectively and individually via a range of measures. This will include initial discussion within their local department and, information and advice from professional service areas such as student support, money advice, wellbeing, careers, employability, and accommodation.
25. The University publicises our approach to fees and other funding, and loans where a student takes a leave of absence on our pages about applying for a leave of absence. This describes the circumstances in which we would offer a fee waiver for repeat study and expresses the University's commitment to explore alternatives to repeat study. This information is reiterated to students in the documentation sent to them when their leave of absence is approved.
26. The Students' Union provide independent advice for all students on any matter relating to their experience at the University (email [ussu.advice@surrey.ac.uk](mailto:ussu.advice@surrey.ac.uk)).