

STUDENT PROTECTION PLAN FOR THE PERIOD 2019-20

Approved by Dauphine London Campus Board of Directors on June 26th 2019

Provider's name: Paris Dauphine International (Université Paris-Dauphine London campus or Dauphine London campus)

Provider's UKPRN: 10066143

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1. Introduction: context, purpose and scope of the student protection plan

The Higher Education and Research Act 2017 requires universities to maintain a student protection plan to protect students' interests in the case of substantial change. This student protection plan sets out what measures we have in place to protect our students, in the event that a risk to the continuation of their studies should arise. An overview of any such potential risks is provided within this document. The measures contained in this student protection plan are in addition to the protections that our students have under consumer protection law and do not affect their consumer rights.

The plan is available to all Dauphine London campus current and potential students:

- Current students: the plan covers all registered students at Dauphine London campus.
- Applicants: the plan covers all applicants who have accepted an offer to study at Dauphine London but are not registered with Dauphine London.

2. Our commitment to our students

We are committed to the student experience and to enabling students to achieve their academic goals. Dauphine London campus commits to:

- Being **open and transparent** with students should any risk to the continuity of their studies arise and informing them in a timely manner
- Providing students with **advice and guidance**, in the event of significant changes impacting their studies
- Taking reasonable steps to protect the interests of our students should we have to discontinue any programme or activity.

3. Risk assessment

We have identified the following key areas of potential risk that relate to our provision of higher education programmes to our students. We mitigate these risks in the ways identified in section 4. Student Protection measures.

Institutional sustainability

The risk that we will be unable to operate is very low, because our financial performance is robust with appropriate reserves: recent financial accounts and audits demonstrate that we are a financially stable and sustainable organisation. We also benefit from the continuous support of **Université Paris-Dauphine**, a public, state-funded, French university founded in 1968. Specialising in economics, management, mathematics and social sciences, Dauphine's Management and Finance programmes are considered to be amongst the most prestigious in France. The university has been EQUIS accredited since 2009. Therefore, we identify no concerns over matters of quality and standards, and no concerns

over financial sustainability, management and governance. We believe that we have the capacity, capability and resources to protect our students and minimise disruption to their studies.

Campus access

The likelihood that we will no longer be able to deliver programmes at our site on Pentonville Road is deemed to be very low due to the length of the tenancy (15 years, from September 2018) as well as our very recent refitting and renovation. Building occupancy has been fully modelled for a planned, sustainable student number growth.

Withdrawal of a course

If we fail to recruit a sufficient number of applicants to ensure the viability of a specific programme of study, we may decide not to deliver that programme for that specific intake. For example, an unviable cohort size may be determined by the perceived negative impact on the student learning experience where the cohort size is insufficient for interactive teaching or group learning activities.

Modules not available

Our courses comprise modules which are revised and updated regularly to ensure that they remain current and up to date, meeting the needs of employers and industry. Our core modules are made up of teaching units in Economics, Business Management and Social Sciences, all areas in which Dauphine benefits from a robust faculty and pool of non-permanent staff. Specialist elective modules reflect the professional expertise of staff, and it is possible that staff will leave and thus we might need to withdraw a module as a consequence; however, this would only affect elective modules, which can be easily replaced with other elective courses, as enabled by our pedagogical framework; indeed, the elective courses have the objective of introducing students to new areas of development

Cooperation agreement with UCL

We established a cooperation agreement with UCL Centre of Languages and International Education in 2015, so that our students can study foreign language modules there. The risk that UCL will not be able to provide us with foreign language courses is very low, due to factors including the length of our existing relationship with UCL, the financial circumstances of the cooperation agreement and the contractual renewal each year of the cooperation arrangements.

4. Student protection measures

Actions planned or in place against the risks identified above are as follows.

Institutional sustainability

As outlined in Section 1, the risk of institutional failure is low due to our financial security and to the continuous support from our parent institution, Université Paris-Dauphine. In particular, we can refer to their Letter of Comfort, written by the President of the University in 2017, which states that Dauphine ensures that its London campus maintains sufficient liquidity levels to enable us to meet our obligations at all times.

Campus access

If we were unable to deliver programmes at our Pentonville Road site, we would seek to make sure not to close the building while the academic period was underway. In the case of any unexpected emergency

or *force majeure*, we would undertake to inform students as early as possible by providing detailed information about the location of other suitable premises, where arrangements were deemed to be reasonable. In this unlikely scenario, our good relationships with the French Embassy and its networks of French Schools and Higher Education Institutions based in London would certainly be an asset. Where students incur additional costs due to the unexpected relocation, the university will seek to reimburse any reasonable transport costs incurred.

Withdrawal of a course

If Dauphine London campus decides to withdraw a course, we will make arrangements to “teach out” current students, wherever feasible. We commit to ensuring that the programme of study can be completed by all registered students, even if the programme is being discontinued and is not taking on new cohorts.

If we fail to recruit sufficient applicants to ensure the viability of a specific programme of study, we may decide not to deliver that programme, with a minimum of two weeks’ notice of any such withdrawal. We will provide support to all prospective students of a programme leading to an award in finding an alternative provider, primarily within the network of Dauphine Partner Universities.

Modules not available

Where for enhancement or any other operational reason, a particular module is withdrawn, students will be offered alternative modules appropriate to their course of study.

Cooperation agreement

We can mitigate the outcome of the unlikely event of a loss of our cooperation agreement with UCL through our yearly contractual arrangement enabling students to complete their study for the academic year. Should UCL not be able to continue with our agreement, we would use our numerous contacts with other foreign language course providers based in London.

Refund and compensation policy

Our tuition fee documentation clearly states our refund fee terms and conditions (T&C). The T&Cs are communicated to applicants during the early stages of the application and enrolment process, and to current students annually during the re-enrolment process.

Application fees are fully refundable, should an application be unsuccessful.

Tuition fees are:

- Fully refundable if we receive notification from the student of withdrawal at least one week ahead of the start of the programme (minus administration fees)
- Partially refundable if we receive notification from the student of withdrawal less than one week ahead of the start of the programme or after the programme has started, according to a calendar

With regard to the assessed marginal risk of non-continuation of study, our most recent financial accounts demonstrate that we are in a sound financial position. In addition, students are required to pay part of their tuition fees for the year prior to starting/ continuing their programme. As such, we are in a strong cash position at the beginning of each academic year and therefore could provide refunds or compensation to affected students.

Insurance

We hold a number of insurance policies, including Professional Indemnity (£100,000 each claim), Employers Liability (£10,000,000) and Public & Products Liability (£5,000,000). Depending on the circumstances: these could be used to fund any significant need to refund fees and additional costs.

5. Notification, advice and support

The student protection plan will be published on our website and circulated by email to all staff, students and prospective students. It will also be introduced to all students and new staff members during our Welcome Programme (induction).

Dauphine London campus will notify students of any changes which may affect their studies in a timely manner. Should the student protection plan be triggered, all affected students will be notified as early as possible and no later than 25 days before the change to their programme comes into effect. We will also ensure that appropriate advice is provided by the Academic Team, the Programmes Administration Team and the Student Life and Personal Development Team in their respective areas.

The student protection plan will be reviewed annually by our Board of Directors.