

Student Protection Plan

Provider's name: Central School of Ballet

Provider's UKPRN: 10001264

Legal address: The Countess of Wessex Studios, 21-22 Hatfields, Paris Garden, London SE1 8DJ

Contact point for enquiries about this student protection plan: Mark Osterfield

Student protection plan for the period 2023-24

Central has an established track record of delivering internationally recognised higher education courses and professional training to students, validated by the University of Kent, and supporting students to pursue careers in ballet and contemporary dance. Building on that track record, this SPP is intended to provide reassurance to current and future students that Central has appropriate arrangements in place to ensure the quality and continuation of their studies.

The provisions of this SPP are in addition to students' statutory rights as consumers, which remain unaffected.

The Central School of Ballet commits to:

- be open and transparent with students should any risk to the continuity of their course of study arise, and inform them in a timely manner;
- take all reasonable steps to protect students' studies should a decision be taken to discontinue a course, or in the event of the closure of the School;
- consult with students and consider students' views before deciding to implement any substantial changes to their course of study as set out in the Terms and Conditions;
- take into consideration the needs of all students and the impact on them of any proposed changes and any steps taken to protect their interests;
- inform the OfS of any changes that may require a review of this SPP or any of its provisions.

Notification

Should the provisions contained in this SPP need to be implemented, the students concerned will be notified by email in the first instance.

Advice and support will be offered in the first instance by the course lead.

Complaints

Complaints regarding a course of study should be raised via Central's Student Complaints Procedure, which is published on our website and conforms to Quality Assurance Agency (QAA) and Office of the Independent Adjudicator (OIA) recommended good practice.

The provision for refunds and compensation in this Student Protection Plan do not affect students' rights of complaint under the Student Complaints Procedure.

Complaints relating to this SPP should be referred to qualityteam@csbschool.co.uk in the first instance.

1. An assessment of the range of risks to the 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 risk of a planned closure of the School for financial or business reasons is low as Central is an established institution with well-established governance and management structures for managing its day-to-day operations, organisational resilience and longer-term sustainability. It is overseen by a governing body all of whom are independent. There is internal scrutiny provided by internal auditors and independent scrutiny provided by separate external auditors who assessed its 'going concern' in Nov 23 and on an annual basis. Central has invested in new state of the art studios and a new website to support its strategic plans for resilience based upon excellence in its training offer, and wider engagement with communities, audiences, and a greater diversity of income streams.

The risk of closure of a course of study for strategic reasons or significant changes to the advertised course at enrolment is low, as Central's core focus is the successful delivery of the Foundation and BA Hons Degrees in Professional Dance and Performance, and the MA in Choreography. Central retains the right to make minor adjustments and improvements to courses and module content year on year, as part of standard quality enhancement processes and in response to student and employer feedback. Our review and quality enhancement processes are informed by student consultation and we endeavour to communicate planned changes in a timely and helpful manner. These minor amendments or improvements in themselves do not warrant the triggering of the provisions under this SPP. In line with the arrangements for validation of awards, a range of adjustments and improvements to courses are also subject to scrutiny and agreement by the University of Kent.

The risk of closure of a course of study due to low student enrolment is low, as demand for student places is high. The School has strong relationships with the dance industry and regularly reviews the courses we offer to ensure that we keep pace with student, employer and industry needs.

The risk that the qualification students obtain is significantly different from that for which they enrolled is low, because of Central's approach to course development, approval and review. As noted above in respect of the risk of closure for strategic reasons, Central retains the right to make minor adjustments and improvements to courses and module content year-on-year, as part of our normal quality enhancement processes and in response to student and employer feedback. Our review and quality enhancement processes are informed by student consultation and we aim to communicate planned changes in a timely and helpful manner. These minor amendments or improvements in themselves do not warrant the triggering of the provisions under this SPP. In line with the arrangements for validation of awards, a range of adjustments and improvements to courses are also subject to scrutiny and agreement by the University of Kent.

The risk that we lose the ability to award validated degrees because our training fails to meet academic standards is low as Central offers degrees awarded by the University of Kent. Central has a long-standing relationship with the University of Kent and has consistently met the necessary quality assurance and academic standards requirements set by the University. The risk of losing validation of one or more course of study on a timescale that directly affects students already on that course is very low.

The risk that Central finds itself unable to continue to operate due to changes in the external regulatory or funding environment is assessed as being low. Central has a risk management process, disaster response, and business continuity plans in place; these are regularly reviewed. Central is overseen by a governing body comprised entirely of independent members. There is internal scrutiny provided by internal auditors and

independent scrutiny provided by separate external auditors who assess the strength of internal control frameworks and risk management processes.

The risk of the complete closure of Central due to fire, flood or other 'Act of God' having an impact on the quality or delivery of courses of study is assessed as being low. Every effort would be made to offer alternative space/s that is appropriate for dance training and associated academic study and support with a variety of studio options in Southwark and London, mitigating the risks some of our space becomes unusable, for example through fire or damage.

The risk that we lose Highly Trusted Sponsor visa status, meaning that we could no longer sponsor international students, and which would have an impact on the School's financial viability, is low. Our small size and engaged curriculum mean that we quickly identify any issues with attendance or engagement, and deal with these accordingly. This risk would impact particularly those students who need a visa to study in the UK.

The risk that we lose OfS Registration, through failure to comply with conditions of registration, and therefore cannot guarantee continuity of study, is low. Our small size enables a strong focus on compliance by the Board of Trustees and our executive team are closely engaged in OfS requirements. The University of Kent, as our validator, also has an interest in ensuring our students can complete their studies.

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

In the unlikely event of a decision being taken to discontinue a course of study for strategic, academic or other reasons while students are pursuing that course, one or more of the following steps would be taken by Central to protect those students:

Teaching Out

Whenever possible, Central will make arrangements to 'teach- out' current students where a decision has been taken to phase out a course of study. The course will be closed for the purposes of the recruitment of new students, ensuring they can be completed by all currently enrolled students within existing timeframes determined by course and academic regulations. In the event that a decision is taken to discontinue a course, the arrangements which are proposed for students affected will be considered by, and may be subject to the agreement of, the University of Kent as our validating institution.

Transfer of Study

Where teaching out is not possible, Central will investigate whether students can transfer to a similar course offered by another higher education provider. If such a transfer of study is possible, then Central will take all possible steps to facilitate the transfer to the other higher education provider, including for example the provision of a record of academic achievement to date.

Highly Trusted Sponsor status

If we lost our Highly Trusted Sponsor status, we would seek to support students who had to leave the UK to continue their studies, using remote delivery and in partnership with other dance schools where possible, including transfer of study to another institution.

3. 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 able to preserve continuation of study

Refunds and Compensation

Details of Central's arrangements and policy concerning refunds and compensation under this Student Protection Plan is set out in the attached 'Refund and Compensation Policy'.

This Student Protection Plan sets out possible situations where Central will no longer be able to preserve continuation of study for one or more students, or where there has been disruption to a course of study. The Student Protection Plan identifies such situations as being of low risk. However, in the event of the Student Protection Plan being activated, Central will implement its Refunds and Compensation Policy.

In the event that one of the situations / events identified in the SPP were to occur and the Student Protection Plan be activated, Central will liaise as appropriate with the University of Kent as validator to ensure a fair outcome for students in all circumstances with regard to refunds and compensation.

Notwithstanding that Central will take proactive action without requiring students to lodge a formal complaint, students who wish to make a request for a refund or compensation under the Student Protection Plan may do so by contacting qualityteam@csbschool.co.uk.

Our cash reserves as recorded in our 2023 financial statements stand at £2.09m, giving us the capacity to honour the commitments made in this Student Protection Plan and in our Refunds and Compensation Policy.

4. Information about how you will communicate with students about your student protection plan

We will publicise our Student Protection plan through our website and publicity materials for student recruitment and through our course handbooks. We will make sure that relevant staff are aware of its provisions through one-to-one briefings.

We will annually review the Student Protection Plan in conjunction with our course representatives at student-staff liaison committee meetings.

Should we need to implement our Student Protection plan, we would inform all students by email and discuss this with them in their course groups.