

**Provider's Name**      **Royal School of Needlework**  
**UKPRN**                      **10020436**  
**Apt 12 A, Hampton Court Palace, East Molesey, Surrey KT8 9AU**  
**Contact: Dr Susan Kay-Williams, Chief Executive** [susan.kay-williams@royal-needlework.org.uk](mailto:susan.kay-williams@royal-needlework.org.uk)

---

## **Student protection plan for 2018-19**

---

### **Introduction**

The Royal School of Needlework offers one higher education course: the BA (hons) in hand embroidery for fashion, interiors, textile art. This course is validated by the University for the Creative Arts and operates as a franchise arrangement. As such the RSN is duty bound to follow the policies and procedures of UCA as a starting point.

This Student Protection Plan mirrors that of UCA but specifically references the risks in relation to the RSN. In preparing this plan the RSN has been conscious that the impact of events may affect students differently and attention must be paid to this, however, within the very small numbers of students at the RSN there would be a very individual approach to this should it be necessary to implement any part of the plan.

The Plan has been approved by UCA and our Regulator, the Office for Students (OfS) and is available to all current and potential students.

The measures contained in this plan are in addition to the protections you have under consumer protection law and do not impinge on your consumer rights.

We will regularly seek students' view on this Plan as part of our student feedback processes.

## **2. Our Commitment to you as a student**

We commit to:

- Being open and transparent with you, and informing you in a timely manner, should any risk to the continuation of your studies arise.
- Taking reasonable steps to assess risk and put in place effective mitigation to protect the continuation of your studies should we discontinue a course, move location or close altogether.
- Considering the impact on you before deciding to implement any substantial changes which may pose a risk to the continuation of your studies.
- Taking into consideration your needs and the impact on you of any proposed changes and protective measures, and
- Regularly canvass your views on this Plan as part of our student feedback processes.

We welcome comments on this Plan. If you have any concerns or feedback in relation to this Plan, please contact Dr Susan Kay-Williams, Chief Executive, [susan.kay-williams@royal-needlework.org.uk](mailto:susan.kay-williams@royal-needlework.org.uk) 0203 166 6933

### 3. What types of events will trigger this Student Protection Plan, and how will we mitigate them

This section sets out:

- Our assessment of the range of risks to the continuation of study for our students
- How those risks may differ based on your needs, characteristics and circumstances
- The likelihood that those risks will crystallise, and
- The measures we have put in place to mitigate those risks which we consider to be reasonably likely to crystallise.

This section reflects the risks to you as students or future students at the RSN and dovetails with UCA's identified risks.

Wherever possible, the RSN commits to "teaching out" all students enrolled on a course. This means that even where the RSN has decided to close a course it would seek to continue to provide the course until the currently enrolled students have completed their studies. As a result, the RSN sees this as a very low likelihood of triggering the Student Protection Plan.

Your course may be affected from time to time by events which are outside of our reasonable control as a result of circumstances such as fire or extreme weather conditions. Such events occur very rarely and we have not addressed them in this Plan. Whilst our terms and conditions limit our liabilities, we would nonetheless take reasonable steps to mitigate risks to your continuity of study which might arise as a result of such events.

Set out below is our assessment of the range of risks to the continuation of your studies, the additional measures we would take for your protection are indicated in italics. In preparing this section, the RSN has been mindful that the risks to continuation of study, the impact of events and the measures that it may need to put in place may be different for different students, depending on their circumstances.

a) UCA no longer wishes to be our validating partner

After discussion with UCA at the annual Executive Partner meeting 2 May 2018, reinforced by the re-confirmation of partnership through the Institutional Review held 25 January 2019 and valid for five years, this is considered a low risk.

b) RSN is no longer able to operate

This is considered a very low risk. The RSN finances and plans were submitted to the QAA and passed their financial sustainability requirements (May 2018). The RSN has reserves of £5m and operates on an annual break-even budget which it has successfully surpassed for the last nine years.

c) Non-renewal of lease at Hampton Court Palace

The risk that Hampton Court Palace will not renew our licence (lease) which comes up for renewal in 2019 is defined as low as we are already discussing renewal for the next ten years with them.

d) The risk that we will lose key staff

The risk here is medium as there is a small academic team. However, we would advertise quickly and appoint interims if necessary. We have already dealt with this and so are experienced in ensuring that your student experience is not impacted. We run a Future Tutors Programme to ensure we continue to produce qualified teachers in technical hand embroidery.

e) Closure of the degree programme at the RSN

The risk that the RSN would withdraw from offering a degree is very low. The RSN has already invested a great deal in this programme and sees it as an integral part of its future mission from discussion at the Council and Senior Management Strategic Planning Away Day April 2018. As a result, the Course Leader ensures the course is dynamic and continues to meet the needs of students and employers.

f) Lack of access to Hampton Court Palace due to fire or other external factor outside the RSN's control

The risk of fire or other occurrence preventing our use of Hampton Court Palace is low; security is undertaken by Hampton Court Palace/Historic Royal Palaces (HRP) and their policy is to be open at all times. In addition, they have special controls to check for fire or other issues that might limit our access to accommodation and facilities we occupy. THE RSN fully complies with HRP's requirements with regard to fire safety. HRP has in place a thorough emergency response plan and business continuity plan to be followed in the case of a major incident on site. The initial priority is to protect life, collections and buildings, with immediate work post incident focussing around ensuring the structural integrity of the building and the provision of basic building services (gas, water, electricity) as well as business critical systems (e.g. IT systems). HRP's priority will be to re-open to the public and tenants as soon as possible, having confirmed the site is safe to do so. Should access to Hampton Court Palace be prevented for an extended period we would seek an alternative location even, if necessary, providing transport to it.

g) Access to adequately trained staff to teach RSN hand embroidery

This is a very low risk. The RSN's mission is to keep the art and techniques of hand embroidery alive. It runs its own Future Tutor programme to ensure we continue to produce qualified teachers in technical hand embroidery. The non-technical stitch parts of the course are not so specialist that there is any risk of not being able to provide teaching expertise in these areas.

h) RSN cannot deliver to international students because it loses its Tier 4 licence.

The likelihood of losing our Tier 4 sponsor licence to recruit international students is medium, this is purely because RSN has a very small population of international students and this makes it harder to stay within UKVI's compliance criteria which are calculated as a proportion of total Tier 4 students sponsored by RSN. The RSN was audited by Home Office compliance officers in October 2018 and passed. We have drawn up additional terms and conditions for international students, in addition to those from UCA. We have very strong procedures for monitoring attendance.

If we were to lose our Tier 4 licence we would transfer enrolled international students to UCA and work with UCA to ensure they could be taught out. We would withdraw offers to international students who had not yet started on the course.

#### **4 Information about our policy on refunding tuition fees and other relevant costs and providing compensation where necessary in the even that we are no longer able to preserve continuation of study.**

The RSN is committed to teaching out all students enrolled on a course and protecting their continuity of study. Notwithstanding this, if there arises an occasion in which it is necessary for the RSN to consider making a refund of tuition fees or other relevant costs or providing compensation where necessary, it will follow the terms of the UCA Refund and Compensation policy.

RSN students are also UCA students and students pay their fees to UCA. To that end, students should follow the terms of the UCA Refund and Compensation policy [https://www.uca.ac.uk/media/student-administration/pdfs/UGT\\_Fee\\_Regs\\_2018-19.pdf](https://www.uca.ac.uk/media/student-administration/pdfs/UGT_Fee_Regs_2018-19.pdf) Any claims for refunds and compensation as a result of events triggered by this Plan, are eligible for consideration by the UCA's insurers and may form part of an overall settlement. This would be reviewed individually, on a claim by claim basis.

#### **5 How the Student Protection Plan is shared and how we communicate with students about the Plan**

We will publicise our Student Protection Policy to current and future students by uploading it on our website (entry 2019). The Terms and Conditions applicable to students studying at RSN will

reference the RSN Student Protection Policy. The Plan will be made available to all those to whom UCA makes offers of a place at RSN, along with the Terms and Conditions (entry 2019).

We will ensure RSN staff are aware of the implications of the Student Protection Plan, directly and through adherence to UCA's quality assurance procedures and through the student consultation and consent forms within those processes.

All academic, technical and support staff at the RSN will be made aware of the Student Protection Plan and its requirements and implications.

**Review**

This plan will be reviewed annually by the senior staff of the RSN, to consider if any amendments need to be made following external issues or UCA changes. Significant changes would be taken to the RSN Council for agreement.