

2021

Student Protection Plan

GLOBAL COLLEGE MALTA

Global College Malta Student Protection Plan

1. Global College Malta wants to help you achieve successful outcomes from your programme of study with us. There may, however, be situations where circumstances, often outside the College's direct control, may possibly mean that changes have to be made to your modules or programmes. This *Student Protection Plan* is designed to address any such situation and will be reviewed annually by the College's Academic Board. Students are represented on this body and are able to comment on any proposed modifications. This *Student Protection Plan* is available to all our students and to prospective students via the College's website. The College's Registrar is responsible for ensuring that our staff are aware of and implement the *Student Protection Plan*.
2. In particular:
 - i. Applicants will be made aware of this *Plan* when an offer to study at the College is made to them;
 - ii. Current students at the College will be made aware of the *Plan* as part of their re-enrolment activity and information regarding the *Plan's* location on the website will be provided in student handbooks;
 - iii. Reviews of the *Student Protection Plan* by the College Senior Management Team will take place having regard to any comments that students have made through staff-student liaison committees or other student feedback mechanisms.
3. The College's student contract sets out the relationship between you and the College, and explains the College's responsibilities and how programme changes beyond the College's control are dealt with. In the event of any conflict between this *Plan* and the College's *Student Contract*, then the *Student Contract* shall take priority.
4. The College is committed to communicating any changes that may need to be made to your study arrangements to you as soon as is practicable, setting out your options. We will take all reasonable steps to minimise disruption to you thereby enabling you to complete your studies as intended. However, where this may not be possible you may, by means of example:
 - i. be offered the opportunity to move to another programme;
 - ii. be offered a modified version of the same programme;
 - iii. be provided with assistance to switch to a different provider in Malta; and,
 - iv. be offered some form of financial compensation (for cases where it is not possible to preserve the continuation of study or where study is significantly disrupted).

5. This *Student Protection Plan* is designed to protect your interests and sets out the steps the College would take where significant material changes take place which materially affect the quality and/or continuation of your study, such as (but not limited to):
 - i. disruption to the delivery of your College programme;
 - ii. job action;
 - iii. the unanticipated departure of key members of College staff;
 - iv. the cessation of programme delivery or a significant change to the delivery mode;
 - v. major changes that may be made to programme content during an academic year;
 - vi. any significant changes to the regulatory framework affecting a specific programme or loss of accreditation from the Maltese Government; and,
 - vii. any decision to close the College.
6. The College will review this *Plan* at annually and update and amend as required. The College also reserves the right to amend this *Plan* from time to time based on legal or regulatory change affecting you or us or best practice in the Maltese higher education sector.
7. The College does not accept any liability for any consequential or other economic loss (including loss of profits, loss of goodwill or loss of opportunity) resulting from any of the matters covered by this *Plan*. Only foreseeable loss will be covered by the College.
8. As part of its prudent management practices, the College routinely plans for a wide range of scenarios, many of which are very unlikely ever to happen. The College believes that the risk of the occurrence of the material changes listed at paragraph 5 above to be low because of a mix of its financial stability and business planning.
9. The following sections set out the likely steps that would be taken by the College in the unlikely event that any of these significant material changes occurred.

Working with our students to provide advice and guidance

10. Where we anticipate changes, which will affect your studies we are committed to:
 - i. Letting you know as soon as possible;
 - ii. Where appropriate, working with student representatives to discuss possible changes; and,
 - iii. Providing you with advice and guidance on the proposed changes and the options that are available to you.

Significant Material Changes:**If there is disruption to the College's activity:**

11. Where there is disruption to programme delivery, we will normally consider whether it is practicable to make changes to delivery, rather than closing or suspending the affected programme.
12. The actions that we will consider taking so as to minimise disruption to you may include, for example:
 - i. temporary short-term suspension of programme delivery;
 - ii. changes to the delivery location or method, which may include distance learning;
 - iii. changes to the teaching team delivering the programme, possibly including the recruitment of alternative staff;
 - iv. offering you the opportunity to transfer to an alternative programme; and,
 - v. providing what we consider to be reasonable support to enable you to access a programme run by another provider in Malta, including making arrangements for the transfer of your credits and information about your academic progress.

If key teaching staff involved in delivering your programme are unavailable:

13. Such a circumstance may happen as a result of long term sickness, retirement, death or leaving the College. Where possible we will:
 - i. seek to fill any identified gap in expertise as quickly as practicable, possibly by giving responsibility to other members of staff with appropriate skills and experience or recruiting externally, to avoid disruption;
 - ii. if you are a doctoral studies student we will discuss with you the best options for your future supervision which may include allocating alternative supervisors from the College or, very rarely, moving your studies to another institution; and,
 - iii. where the College simply cannot avoid closing a module or programme, the process as outlined in paragraphs 15 to 18 below will apply.

If job action affects your studies:

14. The College is committed to maintaining an effective employee relations culture across the institution so as to try and ensure that reasonable solutions to matters that may arise from time

to time can be achieved. Where job action does very rarely occur (the College would stress that it has never encountered any such situation in its history), we would seek to:

- i. ensure that normal operations and services are maintained as far as possible; and,
- ii. take all reasonable steps to fulfil its responsibilities to you by ensuring that any disruption is minimised and that you are not materially disadvantaged by the action.

If we need to make major in-year changes to the content of your study programme at the College:

15. We will use all reasonable endeavours to deliver your programme in accordance with its description in our prospectus for the academic year in which you began your programme. However, in the event that it proves necessary to make major in-year changes to the content of your programme we will ensure that:
 - i. we will restrict any changes to the absolute minimum necessary to achieve the required quality and standards of experience, and that you are notified and consulted with about any such changes;
 - ii. we will work with you to ensure the quality and standards of what we offer remains acceptable;
 - iii. where absolutely necessary, you will have the opportunity to withdraw from the programme; and,
 - iv. where required, you are offered reasonable support to transfer to another programme at the College, or to another provider in Malta.

If we stop delivering a programme or make a significant change its delivery mode:

16. If the College closes or makes a change to the delivery mode of a programme of study, we will mitigate the effect by communicating with you to provide assurance that you will not be adversely affected by the College's decision and that you will be able to complete your studies.
17. Wherever possible, we will endeavor to enable you to complete your programme of study (what we refer to as 'teaching out' the programme). In doing this, we will carefully manage staffing and other resources to try and ensure that your studies are affected as little as possible.
18. Where it is not considered feasible to effectively teach out a programme then we will consider whether there are options for you to change programmes at the College or to transfer to complete your programme at another provider in Malta.

If the programme you are enrolled on loses its accreditation:

19. If your programme of study should for some reason lose its accreditation from the Maltese Government then we will examine what measures might be taken to protect your student experience, such as:
- i. offering you the opportunity to move to another study programme at the College;
 - ii. delivering a modified version of the same programme; and,
 - iii. providing appropriate assistance to you to help you switch to a different provider in Malta who has the relevant accreditation.

If the College ceases to operate:

20. The College is a viable entity and does not envisage any closure. Nevertheless, the College's Senior Management Team and its parent organisation regularly and carefully monitor the College's financial health and undertakes environmental scanning to identify and, if necessary, take mitigating action against any identified risks. Where it was determined that the College had no option other than to cease operating, we would very carefully consider measures to protect your student experience, such as the following:
- i. where possible, closing in a gradual way, over a period that would allow you to complete your studies at the College;
 - ii. where the above is not possible, in supporting you to transfer to an appropriate programme at another provider in Malta and, where appropriate, by providing some compensation to you where, because of disruption to your studies, you suffer demonstrable, material financial loss; and,
 - iii. merging with another institution to maintain all or part of the College's current provision.