

Learner Protection Commitment Protocol (LPCP)

1.0 Introduction and Purpose

1.1 This **Learner Protection Commitment Protocol (LPCP)** is in line with the requirements of the Knowledge and Human Development Authority (KHDA) to ensure that the learners enrolled in the Regent College London FZ LLC (RCL) Technical and Vocational education and Training (TVET) Institution are protected against any risks that may impair their completion of their vocational qualification.

This LPCP incorporates:

- a) an assessment of the range of risks to the continuation of study for the learners.
- b) the risk mitigation measures that the institution has in place.
- c) the arrangements for supporting learners in the event that the institution is no longer able to preserve continuation of study.

1.2 This LPCP highlights the institution's potential risks, mitigations and procedures for managing risks, and the institution's commitments to its learners.

2.0 Risks and Mitigations to the Delivery of Qualification

2.1 Learning and Teaching Risks

Risk	Mitigation
a) closure or suspension of an individual qualification	Related stakeholders / students will be informed at least 2 years in advance if the institution is unable to deliver any of the courses.
b) lack of applications and enrolments in the qualifications	A dedicated institutional marketing team ensures the qualifications are marketed via RCL Website, Social Media Platforms, tele-calling, marketing campaigns and

	<p>the institution has plans to invest in the Search Engine Optimization. The institution also offers promotional discounts and scholarships to offer.</p>
c) major changes to the qualification content, delivery mode, or regulations and policies	<p>a. Changes in policies and regulations will be informed to all stakeholders in a timely manner.</p> <p>b. In general, the awarding bodies provides sufficient time for transitioning from old patterns to new and in such events the institution will inform the students, parents / guardians in a timely manner.</p> <p>c. Awarding bodies particularly ensure that any changes are informed to institutions well in advance for the upcoming academic year and therefore the institution ensures that new student enrolments and applications are made for the new curriculum.</p>
d) loss of expertise to teach a qualification	<p>The Staff Recruitment Policy (169/84) and CPD Policy (0169_92) are in place to ensure that all staff remain abreast of new trends in teaching, learning and delivery of courses so that they can impart the most up to date and current thinking / knowledge to respective learners. RCL's a policy for the continuous professional development of staff ensures staff are afforded every opportunity to gain requisite skills and up to date knowledge so that they have currency in teaching practices.</p>
e) the Institution is unable to effectively resource the qualification in terms of staffing or availability of specialist equipment.	<p>a. The institution provides a clear path for career growth and progression opportunities to RCL academic staff.</p> <p>b. Staff Recruitment (169/84) and CPD Policy (0169_92) policies are in place to support a skilled academic staff contingent. This mitigates against the</p>

	<p>inability to source qualified staff. Staff members are well informed during their induction of the opportunities for CPD and encouraged to maintain their CPD hours.</p> <p>c. The awarding bodies regularly provide training events and workshops for staff on updates and effectiveness.</p>
f) health and safety issues with the learners and staff	<p>The Health & Safety Policy (169/82) is in place to ensure a safe and healthy environment is provided to all learners and staff members. This policy is aligned to the guidelines of the government and will be assessed / updated in a timely manner and at regular intervals or earlier if any new regulations come into effect.</p>

2.2 Regulatory Risks

Risk	Mitigation
a) loss of approval by the awarding body	<p>Learners will be transferred to another accredited institution and / or the refund of fees will be made as appropriate.</p>
b) restrictions or loss of accreditation/ approval by the regulatory/ accreditation organisation	<p>a. The institution is committed to adhering to and abiding by all rules & regulations of the regulator and accreditation organization. This ensures a long term and consistent association with each awarding body.</p> <p>b. RCL will maintain adequate funds to manage refunds if required at any period.</p>

2.3 Infrastructure and Facility Risks

Risk	Mitigation
a) institutional closure due to market exit	<ul style="list-style-type: none"> a. The institution has conducted a competitive analysis on entering the UAE market and this practice will be continued and maintained on an annual basis. b. The team of marketing professionals proactively take insight of the regional market and any trends, and this ensures student and institutional needs are catered for. c. Targets of recruiting students are established on an annual basis and closely monitored by the Senior Leadership team monthly.
b) institutional closure due to financial reasons	<ul style="list-style-type: none"> a) Financial planning has been adequately conducted and other cash reserves are in place to function as a backup. b) The institution will maintain adequate funds to manage any refunds if they are required at any period.
c) premises closure due to external events (beyond the institution control ('Force Majeure'))	<ul style="list-style-type: none"> a) RCL has leased its campus in the Knowledge Park area of Dubai for a period of 5 years and the infrastructure and facilities are in a good and well-maintained condition. b) The financial health of the organization is very positive and provides strength to the

	organization for planning purposes should it face any external unforeseeable event in the future.
c) change in institution premises/location	<p>a) The institution has recently leased its premises and the lease period is for the next 5 years. The plans are to continue in the same location and to expand into further space within the managed development in the future.</p> <p>b) All the regulatory procedures will be taken care of before changing the location or premise of the institution.</p>
c) closure of a teaching facility	Teaching facilities will be externally assessed by each awarding body, and RCL will continue to ensure that good practices are maintained and followed at all times and that there is a continuing association with the awarding body.

3 Specific Risks

The following risks are specific to the institution in relation to vocational qualifications delivered by the institution:

Qualification	Specific Risks	Mitigation
INTO Foundation programs	Industrial Exposure	<p>Industry speakers will be visiting the RCL campus to provide sessions that give industrial exposure.</p> <p>Planned Field Trips to a variety of organisations will enable learners to understand and adapt well into the corporate environment.</p> <p>In addition, RCL courses combine fundamental, subject-specific topic and industry knowledge with workplace skills.</p>
	Employability Skills	<p>Career focused qualifications will be delivered by RCL, and this will ensure that learners gain enough knowledge and hands-on expertise to enter into the respective industry.</p>
	Employment	<p>RCL will provide career counselling sessions and internship opportunities to its learners. This will help them gain experience and in the majority of cases the learners will be absorbed within the organisations they undertake internships.</p>

4 Learner Protection Measures

Should the institution be unable to continue the delivery of the vocational qualifications, the following actions will be taken for each vocational qualification:

Qualification	Action	Action Details
INTO Foundation programs	Teach-out	<p>A dialogue with the awarding body will take place in the first instance and the institution will share with the awarding body the financial viability of the organization.</p> <p>RCL is confident enough that the first or ongoing operations will not be hindered by such factors.</p>
	Internal transfer to another qualification	<p>Qualification mapping will be executed, and the awarding body will be informed. The same will be notified to KHDA.</p> <p>IAG information sessions will be conducted with learners so that further progression is never hampered.</p>
	External transfer to another educational provider	<p>RCL in the first place will ensure to retain its learners, but in the unlikely event of the need for an emergency transfer, RCL will provide the learner with the necessary credits they acquired while at the institution.</p> <p>A clear internal transcript and required documents will be provided to enable a seamless transfer for the learner.</p>
	Exit awards and certification	RCL in the first place will motivate its learners to complete the course but in the event of unavoidable circumstances RCL will provide the credits completed with reference letters and internal transcripts.

	Refund and Compensation	Sufficient fund reserves will be maintained to deal with any refund and compensation required in alignment with the institution's refund and compensation policy.
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5 Communication of the LPCP to the Learners

The institution will communicate the LPCP to its learners as follows:

Website	This document will be considered as Public and will be available on the website.
Learner Contract	This document will be shared with new learners during their orientation and induction. Learners will be requested to sign an acknowledgement as a declaration.

6 Learner's Complaints

The institution will deal with learners' complaints as follows:

Learners will be encouraged to raise their concerns via informal channels in the first instance, if possible. These channels can take the form of direct communication with staff members, the student services department or through the VLE system. The VLE platform will be monitored by senior staff members to ensure any comments, concerns or complaints are responded to within the agreed timeframe and by the relevant department.

If the above is not possible, learners can utilize the institutions formal procedures:

- If the outcome of an informal level resolution or investigation remains unsatisfactory to the complainant, they may raise the concern to the next level within the process.

B. Learners may not raise a complaint directly to stage B unless the subject of the complaint relates to the Director of Studies or the Head of the Institution and is supported by relevant evidence.

The Process as per our complaints policy (4.0, 4.1, 4.2) is outlined below:

4.0 Procedure

4.1 Internal Complaint Handling Process

RCL internal complaints handling and appeals processes will be conducted in a professional, timely and inexpensive manner that will ensure that grievances can be heard and addressed.

Accordingly, RCL Institute will:

- Begin assessing a complaint or appeal (i.e., conducting the assessment of the complaint or appeal in a professional, fair, and transparent manner) within 10 working days of the student lodging it, and finalise the outcome as soon as practicable
- If a matter cannot be resolved informally, advise the student within 10 working days of their right to access the institute's internal appeals process and lodge a formal internal complaint or appeal; and give the student a written statement of the outcome of the complaint or appeal, including the reason/s for the outcome, and keep a written record of complaints or appeals on the student's file
- If the student's appeal relates to a decision to cancel the student's enrolment, the senior management team will wait until the internal complaints process is completed before proceeding and immediately implement any decision or recommendation in favour of the student through the internal or external appeals process.

4.2 Formal Complaint Handling Process

The complainant should send a formal email to the supervisor or HR personnel detailing their concerns and providing evidence to back them up.

Within four working days after receiving the email, the complaint will be acknowledged.

Within fifteen working days, the concern will be properly reviewed, and a response delivered.

Gathering information, examining the issues raised, and determining potential outcomes would all be part of the investigation.

All employees participating in a complaint must keep information confidential and discuss the issues with only those employees who are authorised to manage the complaint.

An interim response would be supplied for important matters that require more time for investigation, along with the projected date of the outcome and the name of the person who would be sharing it.

A complainant can request a review of a complaint decision within ten working days of the decision.

The review will be conducted by an independent person with reasonable experience who has not previously managed the complaint.

For further details and explanation, the RCL Complaint Policy (0169_89) will be available on our website.

7 Learner's Appeal

The institution will deal with a learners' appeal as follows:

RCL will discuss the best option to resolve the appeal and proceed with the process as mentioned under our Appeal Policy (0169_94). An Appeal can be raised by a group of learners or from an individual learner. It is highly recommended that the appeal is escalated via an appointed learner representative instead of the learner group. This practice also allows confidentiality and privacy. Furthermore, a learner may receive support and assistance by being represented by a (Lead) Learner Representative during the Appeal process and at any investigation meetings.

Students can also appeal to the awarding body should the grievances remain unresolved.

For further details and explanation, the RCL Complaint Policy (0169_89) will be available on our website.

8 Authorized by:

Key Contact Person	Sreejesh Valliyodon
Signature:	
Date:	20 March 2024

Version Control

Version	Author	Amended by	Date	Comments
1.01	DoS	DGS	18/3/2024	Policy approved by RCL Governance Committee
2.01	AH	QAC	18/3/2025	Policy approved by RCL Quality Assurance Committee