

Hult Student Protection Plan

1. Introduction

- 1.1. Through the UK's Higher Education and Research Act (HERA) 2017, the Office for Students requires institutions to have in place a Student Protection Plan (SPP) to protect students in the event of their program being closed or significantly changed.
- 1.2. When you start your journey with Hult we are committed to you being able to complete your studies with us. However, there may be circumstances that arise which may affect delivery of your program. We therefore want to assure you that Hult has policies and procedures in place to ensure our students reach the best possible outcome in their studies.
- 1.3. The information in this plan should be read in conjunction with our terms and conditions and the policies within your Student Handbook.

2. The purpose of this plan

- 2.1. Every institution will be aware of the risks associated to ensuring a successful outcome of their students on a given program. Hult takes into consideration the risks that impact upon its mission, strategic goals, and student outcomes, both as a UK provider and as an international provider of higher education.
- 2.2. Listed below are some scenarios that UK higher education institutions typically consider in regards to risk analysis. As noted throughout this document, we consider each and every scenario to be highly unlikely:
 - Suspension of our degree awarding powers or accreditation
 - Closure or significantly change to the London campus
 - Suspension of our Tier 4 license from the UK Home Office
 - Decision to close or significantly change a program
 - Events that are beyond Hult's control
- 2.3. The purpose of this Plan is, therefore, to ensure transparency in justifying these scenarios and to highlight the relevant policies and procedures should any of them need to be invoked.
- 2.4. To visualize the levels of risk identified we have used the RAG (red, amber, green) rating system of low, medium or high risk.

3. Suspension of our Degree Awarding Powers or Accreditation

Low Risk

- 3.1. Hult International Business School undergoes cyclical reviews to assure public confidence in the quality and standards of our provision and ensure that we are operating effectively.
- 3.2. The school was last reviewed for continuing accreditation by both of its primary accrediting bodies in 2017. The New England Commission of Higher Education

(NECHE) conducted its ten-year institutional review. Furthermore, also in 2017, the School was reviewed by AACSB and EQUIS for initial accreditation. Every review was successful and initial or continuing accreditation was awarded in all cases. Qualitative feedback has served the School well in terms of its continuous self-reflection and improvement.

- 3.3. The school's UK degree awarding powers are regulated by the Office for Students (OfS).

4. Closure or significant change to the London campus

Low Risk

- 4.1. Hult International Business School Ltd. (Hult UK) has operated as a UK charity since 2002. It is well financed and student numbers are stable and sustainable.
- 4.2. The school's financial stability and educational quality has been reviewed through its multiple accreditation processes, and there are no plans to close the London campus.
- 4.3. Should the need to close or significantly change a campus arise, we must inform our US accrediting body (NECHE) who may then require us to follow its substantive change process¹ where we would have to justify any proposed changes and seek approval before they could be implemented. We are therefore obliged by our regulators to *"take the steps necessary to assure an orderly transition consistent with the policies and procedures of the Commission."*²

5. Suspension of our Tier IV license from the UK Home Office

Low Risk

- 5.1. Since introduction of the Tier IV sponsorship license, Hult has consistently been above benchmark in complying with maintenance requirements. However, we are mindful of changes to UK legislation that govern allocation of the license. We work closely with UKVI to ensure we maintain our excellent compliance record.
- 5.2. In the unlikely event that Hult is no longer able to recruit Tier IV visa students to its London campuses, alternative arrangements would be discussed with students, where they would be given the opportunity to study the same degree program at another Hult campus outside the UK.

6. Decision to close a program

Low Risk

¹ NECHE Substantive Change Policy - https://www.neche.org/wp-content/uploads/2018/12/Pp72_Substantive_Change.pdf

² NECHE Standards for Accreditation - https://www.neche.org/resources/standards-for-accreditation/#standard_five

- 6.1. Hult is a successful global business school with strong corporate links, and our programs are specifically designed and developed to meet the needs of the business environment.
- 6.2. As a leading provider, we constantly review our provision to ensure it remains current and innovative to the demands of the sector. We will, therefore, only close a program where it is deemed no longer relevant to the industry, nor beneficial to the student.
- 6.3. Where a decision is taken to cease delivery of a program, we will always teach out those currently on the program, and reach out to any applicants in our pipeline for future years to offer an alternative program.

7. Decision to significantly change a program

Low Risk

- 7.1. The academic content of our programs is reviewed annually by the Curriculum Committee to ensure its continued relevance, currency, and alignment with the school's mission. This results in annual non-substantive adjustments to program and course content. Adjustments of this kind will remain consistent with published marketing material previously communicated to students.
- 7.2. Each degree program undergoes a full Periodic Review every five years, which may result in more significant curricular changes. However, such changes would be included in new marketing material at least a year prior to its implementation for new students. Such change would not impact returning students, whose program structure would remain as it was when they first enrolled.
- 7.3. Students play a role in the design and development of our programs, from participation at validation and periodic review events, to providing regular feedback on course delivery.

8. Events that are beyond Hult's control

Low Risk

- 8.1. Events that are beyond the control of Hult, for example political unrest, value of currency collapsing, terrorism strike, earthquake, fire, flood etc. will be handled on a case by case basis.
- 8.2. The school operates multiple global campuses allowing us to support students by providing alternative locations to continue their program should any of the above events occur in London.

9. Our refund policy

Provider's name: Hult International Business School
Provider's UKPRN: 10003212

- 9.1. Program fee refunds are granted based on the date of the official written withdrawal processed by the Registrar's Office. Non-attendance does not constitute official withdrawal. The first week of class is listed in the academic calendar.
- 9.2. The policy applies to students withdrawing voluntarily, as well as to students who are dismissed from the school for academic or disciplinary reasons.
- 9.3. If the student is on a student visa, withdrawal or dismissal from Hult will invalidate the student visa and immigration authorities will be informed. The student must schedule an exit interview with Student Services prior to his or her departure.
- 9.4. Application fees, insurance fees, instalment plan fees, intensive English fees, accommodation, course material fees (paid to the school) and confirmation deposit are all non-refundable. Refund will only be given on program fee less any financial aid awarded (meaning all financial aid, scholarships and bursaries awarded by the school), pro-rated for amount paid and subject to the local campus refund policy.
- 9.5. In accordance with Department of Education regulations, special refund rules apply to U.S. citizens and permanent residents receiving U.S. federal student aid. Copies of these refund policies are available upon request from the Financial Aid Office.
- 9.6. Students are asked to contact their local finance department for a calculation of their refund if they plan to withdraw. The local finance department contacts dismissed students.
- 9.7. Further details on our refund policy can be found in the terms and conditions for the relevant programs at <https://www.hult.edu/en/legal-privacy/>.

10. Implementing the plan

- 10.1. The Academic Board ensures that the Student Protection Plan is observed.
- 10.2. The Board of Trustees reviews the Student Protection Plan.
- 10.3. Once developed, we will work with our student representatives to review our Student Protection Plan.
- 10.4. If we need to implement any items in our Student Protection Plan, the school will write to students within 14 days with further advice and guidance.