

## Annex D: Template for a student protection plan

Provider's name: Royal Academy of Dramatic Art

Provider's UKPRN: 10009292

Legal address: 62-64 Gower Street, London, WC1E 6ED

Contact point for enquiries about this student protection plan: Julie Crofts, Director of Student and Academic Services

### Student protection plan for the period 2019-20

#### **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 that we will become unable to operate is very low, because our financial situation is healthy, we are able to attract high quality staff, and our appeal to students, as measured by application levels, is strong.

Our most recent financial accounts (2016-17) showed a turnover of £10.865m, an operating surplus of £122k, total reserves of £38.9m, and cash of £3.148m. Our income is diversified between regulated course fees, short courses and commercial activity and significant philanthropic support, so we are not completely reliant on any one area. Our reserves include endowment funds of £4.5m and unrestricted or designated reserves of £5.0m (forecast at July 2018) that are available at short notice. Our Business Continuity Planning, including a robust approach to risk management, gives us confidence that we will be able to continue operating and delivering our core purposes.

In the current admission cycle we have received 3,236 applications for 28 places on our BA Acting.

We offer a small portfolio of programmes. The risk that we cease to offer programmes in any given area is very low: our programmes speak to the core disciplines of the theatre, and our institutional mission requires that we offer education in these areas.

We also regard as low risk the possibility that programme change leads to students on the 'old' programme being neglected: as a small institution each programme is discussed individually and regularly at senior management team meetings, and each student is known personally to our staff.

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

We are currently in the process of fundraising for a major capital project that will create student accommodation and refurbish teaching spaces on our Chenies Street site.

If we take longer than anticipated to raise the necessary funds, this is likely to delay the start of building works. In such a circumstance we would continue to use the existing spaces. We will not offer accommodation until the project completion is certain.

If we were unable to complete the building works to schedule, the decants which we have arranged – for RADA in Business, for example – during the works would be extended to free up

additional teaching space at Gower Street and Chenies Street until the buildings works were complete. We also have the ability to reduce or relocate the short courses and other activities to maintain space for regulated courses.

**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**

Our refund policy is attached.

As noted above, the likelihood that we would be unable to preserve continuation of study for our students is very low. Our assets far outweigh the possible costs of compensation under this policy: in this way we would be able to honour the obligations set out in that policy.

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

We will provide a link to our student protection plan from our webpage, and notify current and future students via an update to our terms and conditions over the summer period.

All programme changes involve our Director and Senior Management Team, who are aware of the Student Protection Plan and its implications.

We will review our Student Protection Plan annually at Academic Board, which has student members from all programmes.

In the event that we need to implement our Student Protection Plan, we will meet with affected students – either individually or in a groups – and follow up in writing.

Should students need independent advice we will provide access to advocacy or counselling as appropriate.

## **RADA – Refund policy**

### **Scope**

1. This policy addresses refunds and compensation for RADA students. It is written to satisfy the requirement of the OfS for a policy statement in this regard.
2. This policy covers situations where RADA is unable to continue to offer a programme upon which students are currently registered and either
  - a. is *unable* to identify satisfactory alternative provision which will enable the registered student or students to complete their study and achieve the qualification for which they are enrolled; or
  - b. is *able* to identify satisfactory alternative provision which will enable the registered student or students to complete their study and achieve the qualification for which they are enrolled, but this provision is offered by a different provider in a different location.
3. For the avoidance of doubt, this policy does not cover any circumstance where a student ceases their study at RADA through their own choice, or has their registration terminated because of academic failure, misconduct, failure to pay tuition fees, or other process or reason set out in our terms and conditions, academic regulations and policies.

### **Tuition fee refunds**

4. In the event of RADA being unable to preserve continuation of study for a student or a group of students (that is, the situation in paragraph 2.a above) we will refund the tuition fees which they have paid. If a student's fees have been paid to RADA by a third party, RADA will refund the third party unless otherwise agreed.
5. This applies to:
  - a. Students in receipt of a tuition fee loan from the Student Loans Company.
  - b. Students who pay their own tuition fees.
  - c. Students whose tuition fees are paid by a third party.

### **Changed location**

6. In the event that RADA has to move the location of delivery of our programmes out of central London (defined as a location within Transport for London's Zones 1-2) we will, during the remainder of the academic year in which the move occurred, arrange suitable transport or pay students' additional travel costs from their term time accommodation.

### **Student bursaries**

7. In the event of RADA being unable to deliver programmes to a student or group of students, who transfer to another provider to complete their study (that is, the

situation in paragraph 2.b above), and subject to the terms of the underlying donation or bequest, we will honour bursaries or scholarships in line with our original agreement.

8. Again for the avoidance of doubt, this does not include any circumstance where a student transfers from study at RADA through their own choice, or has their registration at RADA terminated because of academic failure, misconduct, failure to pay tuition fees, or other process or reason set out in our terms and conditions, academic regulations and policies, and then resumes study elsewhere.

### **Compensation for maintenance costs and lost time**

9. In the event that RADA is unable to preserve continuation of study (that is, the situation in paragraph 2.a above), we recognise that students will not benefit from the formal qualification for which they are studying. Nevertheless, they will have gained from the development of skills and knowledge through their study. Our approach to compensation for maintenance costs and lost time is not therefore to compensate actual costs incurred, or income foregone.
10. We will consider compensation for maintenance costs on a case-by-case basis, to a maximum of £500 per calendar month during term time.
11. We will not compensate students for lost time during their study.

### **Compensation for maintenance costs and lost time where students have to switch to a different provider**

12. In the event that a student or group of students transfers to another provider to complete their studies, because RADA is unable to continue to provide the course for which they had enrolled (that is, the situation in paragraph 2.b above), RADA will provide compensation for any additional travel or living costs incurred during the academic year in which the transfer took place, and any additional course costs over those which would have been incurred through study at RADA, but will not otherwise provide compensation.
13. Again for the avoidance of doubt, this does not include any circumstance where a student transfers from study at RADA through their own choice, or has their registration at RADA terminated because of academic failure, misconduct, failure to pay tuition fees, or other process or reason set out in our terms and conditions, academic regulations and policies, and then resumes study elsewhere.

### **Transfer**

14. In the event that a student or group of students transfers to another provider to complete their studies, because RADA is unable to continue to provide the course for which they had enrolled (that is, the situation in paragraph 2.b above), RADA will liaise with the new provider to seek to arrange as much continuity of experience as is possible. This will include discussion to enable students' time at RADA to be included on their ultimate transcript from the new provider.

23 April 2018