**Learner Protection Commitment Protocol (LPCP)**

1. **Introduction and Purpose**
	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 vocational education institution are protected against any risks that may impair their completion of their vocational qualification. This LPCP incorporates:
		1. an assessment of the range of risks to the continuation of study for the learners.
		2. the risk mitigation measures that the Institution has in place.
		3. the arrangements for supporting learners in the event that the institution is no longer able to preserve continuation of study.
	2. This LPCP highlights the institution’s potential risks, mitigations and procedures for managing risks, and the institution’s commitments to its learners.
2. **Risks and Mitigations to the Delivery of Qualification**
3. **Learning and Teaching Risks**

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| Risk | Mitigation |
| 1. closure or suspension of an individual qualification
 | Transition to an alternative qualification will be facilitated with dedicated support to help students find a suitable course that aligns with their best interests. Guidance provided by the qualification provider will be carefully considered and implemented as appropriate for our center. |
| 1. lack of applications and enrolments in the qualifications
 | BWA is committed to small class sizes even if low student enrols within the first few years.  |
| 1. major changes to the qualification content, delivery mode, or regulations and policies
 | Qualification updates and amendments are implemented routinely by the qualifications awarding body. Where changes occur, we will upskill and hold CPD on the various areas. Pearson training will be provided as and when required. |
| 1. loss of expertise to teach a qualification
 | Recruitment would begin asap to recruit a suitable replacement. Assistance would be requested if required from awarding body. Other suitable similar subject discipline teachers would also be upskilled and where possible more than one teacher will teach various units on the course for back up and quality assurance purposes. Staffing updates will be shared regularly with the awarding body and suggestions implemented. |
| 1. the Institution is unable to effectively resource the qualification in terms of staffing or availability of specialist equipment.
 | Budget, resources and staffing clearly planned to mitigate any risks.  |
| 1. health and safety issues with the learners and staff
 | Our number one priority is the safety of our students when in our care. The school follows KHDA policy and wider international polices such as Keeping Children Safe in Education and the DHA. Health and safety documentation/ plan for the school in place and overseen by Bloom education. Bloom QA team inspects school for health and safety matters every term with key actions required. External independent providers also brought into survey and ensure all staff and students' wellbeing and safety are considered the highest priority.  |

1. **Regulatory Risks**

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| Risk | Mitigation |
| 1. loss of approval by the awarding body
 | Procedures and guidance will be followed to ensure that the courses delivered are well structured and managed as required by the awarding body mitigating the risk of loss of approval. Careful inspection and investigation conducted if loss occurs and measures quickly put in place to regain approval.  |
| 1. restrictions or loss of accreditation/ approval by the regulatory/ accreditation organisation
 | Procedures and guidance will be followed to ensure that the courses delivered are well structured and managed as required by the awarding body mitigating the risk of loss of approval. Careful inspection and investigation conducted if loss occurs and measures quickly put in place to regain approval. Regular liaison with regulator and awarding body when any concerns arise.  |

1. **Infrastructure and Facility Risks**

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| Risk | Mitigation |
| 1. institutional closure due to market exit
 | In the event of closure, appropriate notice will be served and support will be given to all stakeholders to ensure they find a suitable like for like course. All efforts will be made to ensure that students are not disadvantaged and can still graduate the qualification in the given time frame. Support, help and guidance will be provided to all students and families. Exit awards will be issued in line with Pearsons guidelines. |
| 1. institutional closure due to financial reasons
 | In the event of financial reasons closure, appropriate notice will be served and support will be given to all stakeholders to ensure they find a suitable like for like course. Support, help and guidance will be provided to all students and families as to minimise any potential disadvantages. Every effort will be made to ensure learners can graduate in the timeframe given.  |
| 1. premises closure due to external events (beyond the institution control (‘Force Majeure’)
 | Awarding body, Pearsons will be contacted in the first instance and advice given will be implemented to ensure students are not disadvantaged. Students will continue with online learning (distance learning). KHDA and local government guidance will be implemented asap.Further details available in the Business Continuity and Disaster Management Recovery and Contingency Plan (2024).  |
| 1. change in institution premises/location
 | In the event of premises change, appropriate notice will be served and support will be given to all students and stakeholders to ensure they find a suitable like for like course and the new premises adequately supports all students learning. Support, help and guidance will be provided to all students and families. Guidance will be sought from the awarding body, Pearsons and the KHDA will be notified of such changes and actions taken. |
| 1. closure of a teaching facility
 | In the event of closure of a teaching facility, appropriate notice will be served and support will be given to all stakeholders to ensure they find a suitable like for like course. Support, help and guidance will be provided to all students and families.  |

1. **Specific Risks**

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

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| Qualification | Specific Risks | Mitigation |
| BTEC Engineering | none | No further risks involved other than those stated above.  |
| BTEC Creative Media | none | No further risks involved other than those stated above. |
| BTEC Sport | none | No further risks involved other than those stated above. |
| BTEC Business | none | No further risks involved other than those stated above. |

1. **Learner Protection Measures**

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

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| Qualification | Action | Action Details |
| BTEC EngineeringBTEC Creative MediaBTEC SportBTEC Business | Teach-out | A tailored teaching plan will be prepared for each learner, ensuring relevance and approval by both the awarding body and the KHDA. Online learning (distance learning) will be facilitated through the use of platforms such as ManageBac, iSAMS, and OneDrive. |
| Internal transfer to another qualification | To prioritize the best interests of the students, we will seek alternative qualifications and internally enroll them in the most suitable options available. |
| External transfer to another educational provider | Support will be provided to ensure students can seamlessly integrate into their new school. Exit awards will be processed with the qualification provider, and transcripts will be handed over to the new institution in a timely manner. |
| Exit awards and certification | Ensure that exit awards are registered in advance, awarded promptly, and thoroughly double-checked. Processing of exit awards will adhere to the requirements set by the qualification provider, Pearson. |
| Refund and Compensation | As per KHDA parent contract and school finances policy.  |

1. **Communication of the LPCP to the Learners**

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

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| Website | <https://www.bloomworldacademy.ae/>  |
| Learner Contract | This will be provided under the School policies section - <https://www.bloomworldacademy.ae/about-us/welcome/school-policies> |

1. **Learner’s Complaints**

The institution will deal with learners’ complaints as follows:

The center will address learner complaints by adhering to the comprehensive policies of BWA. All students and stakeholders are expected to follow these whole-school guidelines. Each learner's complaint will be managed in accordance with the BWA school complaints policy, ensuring a thorough and individualized approach to each case. This method guarantees that every concern is addressed fairly and effectively, maintaining a supportive and responsive environment for all learners.

1. **Learner’s Appeal**

The institution will deal with learners’ appeal as follows:

The center handles learner appeals with the utmost seriousness, ensuring that every concern is thoroughly addressed. All stakeholders are required to be familiar with and adhere to the BWA School Learner Appeals Policy. This document provides clear guidelines for submitting and managing appeals, ensuring a fair and transparent process. By following these established procedures, the center maintains its commitment to resolving issues effectively and upholding the highest standards of educational integrity.

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| Key Contact Person  | Nick Kilty – Head of Vocational Studies Nishi Saran – Senior Vice Principal |
| Signature: |  N. Kilty N. Saran |
| Date: | 28/05/24 |