

Annex E: Template for a student protection plan

Provider's name: Osymar UK Limited T/a Osymar International College of Education

Provider's UKPRN: 10087695

Legal address: Forest House, 3rd Floor, 16-20 Clements Road, Ilford Essex IG1 1BA

Contact point for enquiries about this student protection plan: Oguchi Egbujor 07448712854

Student Protection Plan 2026-2027

Introduction

Osymar International College of Education's Student Protection Plan sets out the actions that the management will take to minimise any impact on the continuity of studies for our students if there is any risks that result to temporary or permanent closure of our centre, or operational risks involving temporary or permanent closure of any course programmes. This Plan identifies the risks that may affect students' ability to complete their studies and explains the measures that will be implemented to mitigate those risks. The Plan applies where continuation of studies is put at risk through no fault of the student, including circumstances such as course closure, campus closure, loss of validation or designation, or market exit. The protection plan has been developed with considerations of students and staff input, and the plan is reviewed annually to ensure that it is effective, relevant and to remain capable of timely implementation. The Student Protection Plan is published on the college website and is available to all students and the public. The measures set out in this Plan are in addition to students' rights under consumer protection law. However, the envisaged risks are rare, though not impossible; the plan is intended to assure our students that we have suitable measures in place to protect their continuation of study. In this plan, the college outlines different types of potential risks, including situations that might trigger action and provides an explanation of what will be done to minimise the impact of these risks on students if they happen. The plan also takes account of the different needs, circumstances and characteristics of our students.

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

Risk Assessments (Human Resources, Financial Resources, and Infrastructure)

According to Higher Education and Research Act 2017 section 75, Osymar International College of Education complies with provision 5 and 13 (1) (c) to have policy protecting learners in the event of the college not being able to perform its duties due to circumstances that may arise against the pursuance of their obligation to deliver course programmes to learners as planned (see pages 50-52 Centre Policy). This statement is to make alternative arrangements to mitigate any risks that may arise (see pages 53-55 Centre Policy). While the college does everything within its power to ensure the smooth running of the operational activities, the following unforeseen circumstances may occur:

1. Withdrawal of centre approval by the awarding body
2. Closure of the centre due to non-compliance of the law
3. Inadequate structural facilities
4. Incapacitation of the head of centre
5. Financial difficulties
6. Lack of manpower to meet the criteria for fit and proper person (directors/employees)
7. Disagreement with governing board that may result to investigation or suspension
8. Inability of the management to procure qualified teachers, assessors and internal verifiers
9. Inability of the management to maintain or procure good infrastructures to deliver quality teaching and learning to students
10. Inability of the management to pay statutory contributions, including salaries and wages, the awarding body's approval fee, registration fee, taxes, and others.
11. Inability of the management to provide effective platforms for monitoring and identify academic cheating and plagiarism that may result to challenges to the integrity of our qualifications
12. Management and operational activities that may lead to negligence, such as not acting on time to prevent health and safety issues due to cost-cutting
13. Should the college engage in partnership with other organisations and subcontractors; any of their actions and inactions that may affect the organisation as listed above.
14. Inability to comply with statutory requirements that may lead to any forms of punishment, including that which may negatively affects the image of the organisation that may lead to the withdrawal of licence or funding by the authorities.
15. Inability of the college to manage the learners' activities and behaviours that may lead to health and safety issues, including safeguarding issues, bullying and harassment to learners and others.

Osymar International College of Education has carried out an assessment of the risks that may affect the continuation of study for our students by taken into account how the risks may differ based on students' needs, characteristics and circumstances, including students with protected characteristics, commuting students, those with caring responsibilities, and those nearing completion of their course programmes. However, in this assessment, risks are categorised based on likelihood and probability of it happening.

Categorisations Of Risks: College Mandated To Stop Trading as Education Provider:

Very Unlikely: The risk may happen on rare occasions (chance < 10%);

Unlikely: An event could occur at some time (chance between 10-30%);

Possible: An event should occur at some time (chance between 30-50%);

Likely: An event will probably occur (chance between 50-90%);

Very Likely: An event is expected (chance more than 90%).

The Impact of Risks Are Classified Below:

- **Insignificant:** The problem can be resolved easily through normal routines and will not affect the student's ability to continue with their studies in accordance with their contract with the institution.
- **Minor:** Resolving the problem requires a coordinated input from different departments or services; nonetheless, this will not affect the continuity of studies and student achievement.
- **Moderate:** Resolving the problem requires input from a dedicated project team and there may be some minor disruption of academic activities and student achievement if mitigating actions are not introduced promptly.
- **Major:** Resolving the problem would require input from the Leadership Team with major disruptions in academic activities that will delay the achievement of qualifications. Requires prompt introduction of mitigating actions to prevent the negative impact on students.
- **Extreme:** Resolving the problem would require input from the Board of Directors. Continuation of studies will most certainly be impossible. There should be existing measures in the operational activities of the institute that would certainly prevent such situations from happening in future.

Risk Assessment

In the circumstance of risk that the college is unable to operate and is mandated to cease the provision of education is considered **low**. The low rating is informed due to the college working collaboratively with the awarding bodies and the regulatory authorities. The college is run by experience managers who are embedded in quality education. The Head of Centre is a fellow Higher Education Academy; himself and other contracted teachers are qualified quality assurers (IQA) and understand quality management in education. The team has the experience, competence, and qualified to manage any educational issues that may arise. However, if the college is forced to stop delivering qualifications by the authorities, the management shall comply with the OFS rules to inform the student and assure them of the plans to mitigate the risks of temporary or permanent closure of the campus. In extreme case where the licence to operate as a higher education occurs, the college will decide according to the policy to transfer the students to other colleges that are delivering similar course programmes. Action will be taken to

approach neighbouring HE/FE colleges with a good reputation, such as Redbridge College, Barking and Dagenham College, New Ham College as these colleges have no restrictions on the number of students they can recruit. Although we have not yet established an agreement to this effect, the college has started the process of future collaboration with them. The college already has partnering agreement with QAHE to supply/refer learners to Higher Education institutes that they work with. The agreement was signed in 2025.

The risk that the college stops operating due to financial constraint is **possible**. However, the college is focused on keeping the expenditure down hence we maintain zero contract with teachers, and other expenses are kept very low. The college also plans to invest 10% of the annual turnover in developing and acquiring assets to improve financial sustainability. The 10% annual Turnover is to be put in a 90-Day Savings Account (Issues already discussed with NATWEST bank. The purpose is to maintain a healthy financial reserve to mitigate future financial risks. The college Audit and Risk Management Board shall be responsible in managing the account. The Audit and Risk Management Board is required to ensure that the college maintains a prudent financial management, and the earmarked 10% of annual turnover reserve is to enable financial sustainability. With the college's focus on quality standards, prudent accounting, and abiding with the rules and regulations, and should such a risk materialise, the effect on students and the organisation as a whole would be minimal as plans are already made to mitigate the impact on students' continued study.

The risk that the college is no longer able to deliver courses due to loss of validation or designation is assessed as **low to moderate**. Although the College maintains compliance with awarding body and regulatory requirements, there is a degree of reliance on external validating partners. This risk may have a greater impact on students enrolled on validated programmes and those approaching completion. However, the college will put plans in place to mitigate this risk by ensuring that it maintains adequate pool of human and financial resources to continue the delivery of studies. The college will ensure that it complies with all the rules and regulations governing our partnership with awarding bodies and regulators by ensuring that all national and local quality standards are maintained, the workforce is adequately trained, policies regularly reviewed and aimed at student and stakeholders' satisfaction. All infrastructures that maintain quality operational activities are employed, and the governance board, including the audit and risk management board, and the academic board shall be encouraged to be effective, and maintains their responsibilities of checking the actions and inactions of the board of directors. Doing the above would enable the college to prudently manage the affairs of the organisation as an education provider, and to maintain continued delivery of course programmes to the students, and to minimise any risks that may arise.

The risk that the college may no longer deliver courses at our current location is variable. The risk may be **low**; however, it could be **moderate** or even **major** as our present location is on leased premises that is managed by the owner. The college situated on third floor of Forest House, the elevator and other structures may fail regulatory requirement and put the college at risk that may impact on students with mobility considerations, caring responsibilities or limited access to elevator. Should such risk occur, the college may temporarily suspend face-to-face lectures and focus on online classes pending the resolution of the problem by the management of the building. The college is situated within the centre of Ilford and there are other purpose-built accommodations of learning that the college can temporarily acquire to mitigate the impact of the risk if the college must attend face-to-face lectures. The Ilford Library has such accommodations and facilities available on rent. With time, effort shall be made for the college to acquire its own accommodation, instead of depending on rented properties.

The risk that the college is no longer able to deliver specific courses or disciplines is considered **low**. However, this risk may arise where student numbers are insufficient to sustain delivery. Students enrolled on low-recruitment or specialised programmes may be more exposed to this risk. Should the above risk occur, students will be timely informed and given options of changing to another course programme or be transferred to other colleges offering similar course hence our agreement with QAHE applies. In this case, school fee is refunded appropriately. The academic board and the administration shall take prompt to ensure that the impact of such risk is minimal to the student.

The risk that the college is no longer able to deliver material components of its courses, for example due to staffing or operational constraints, is considered **low**. The college's flexible staffing arrangements mitigate this risk, although highly specialised modules may present increased vulnerability. The college will invest in infrastructural development to ensure that adequate systems are in place, including human resources and information technologies that support effective and continued positive learning experience by students.

The risk of the college either permanently or temporarily loses a key staff is **possible**, this risk could be planned or unplanned. Planned may be redundancies, dismissals, suspension, temporary retirement or forced retirement by ill-health. Unplanned may be sudden death, accident, issue that may demand immediate absence by the specialist teacher or a specialist lecturer leaving to take up another job or further studies. The risk is **possible** with minimal impact on learners as the college recruit multiskilled lecturers and IT personnel. Other teachers will be available on short notice to mitigate the risk. The college employs multi-skilled workforce who can step in on a short notice to temporarily or permanently take over the responsibilities of the affected teacher. The college shall always maintain a pool of human resources on short-notice contract. These could be specialist teachers on retirement, or on flexible contract.

2. The Measures in Place to Mitigate those Risks

Osymar International College of Education has put in place measures designed to preserve continuation of study for students in those areas where risks may occur. These measures are designed to be implemented promptly and are overseen by senior management, with coordination and monitoring policies and procedures to response effectively. The college's governance structures are in place to manage any risks whether it low or extreme. The college response is focused on student satisfaction, and no matter the seriousness of any risks, the impact on students' continued study with the college is paramount.

In circumstances where there is a material risk that the College may cease provision of higher education, the College will initiate a structured an Exit Plan. This will set out the arrangements for protecting students, including actions to support continuation of study, communication arrangements, and the preservation of academic records. The College maintains an internal framework to enable rapid development and implementation of such a plan. Depending of the terms of the cessation, the college may plan to teach out the ongoing course programme, or it the cessation terms are based on the incompetence of the college, arrangement would be made to transfer the students to another education institutes running similar course programmes. The academic Board shall prepare the exit documentations for each of the affected students, including assessment grading record, credit values of each unit or module, transcripts, refund procedures, and other necessary requirements for the transfer of students to another education institution.

Where the College is no longer able to deliver courses due to loss of validation or designation, it will engage promptly with awarding bodies to secure arrangements for teach-out. Where teach-out is not feasible, the College will support students to transfer to appropriate alternative providers and will facilitate recognition of academic credit. The transfer procedures will apply.

Where the College is no longer able to deliver courses at their campus or location, provision will be made to relocate to alternative suitable nearby premises. Where appropriate, delivery will be supported through online or blended learning. The College will consider the individual circumstances of affected students and will provide appropriate support. The college will implement the provisions of the policy as described above to search for suitable purpose-built accommodations to continue the delivery of lectures if face-to-face lectures must take place, it may revert to the online study to mitigate the risk of missing out on lectures.

Where the College discontinues a course or discipline, it will ensure that all enrolled students are offered the opportunity to complete their studies through teach-out arrangements wherever possible. Where continuation is not possible, students will be supported to transfer to suitable alternative courses either within the College or at other providers. In all cases, priority will be given to students who are closest to completion of their studies. The College will ensure that measures are implemented within appropriate and proportionate timescales.

In circumstance where the college equipment and facilities are faulty, these can be replaced as a matter of urgency to ensure the continuation of learning for students. The risk to faulty equipment is possible though the impact to students is very low as the college can rely on online studies pending the quick replacement. The college will ensure that the timing of the scheduled work will minimise disruption to teaching and students and the impact. The college will work with engineers to carry out the assessment and conduct their checks only when learners are not on the premises.

Mitigating Risk Arising from Human Resources:

Human Resources:

The responsibility of student protection lies with the Head of Centre who is also a director. The college shall work hard to ensure that there are adequate number of teachers and other professionals available to deliver lectures to the learners (see pages 13-16, 19, 23, 27-29, 48-49, 50-56 (Centre Policy)). Human resources include IT staff who undertake uncelebrated backroom activities to ensure the smooth running of the college communication and delivery systems. The college planned to adequately maintain a pool of contract teachers to be called upon at short notice. The college ensures the recruitment of more teachers as they recruit more learners, however, should any of the above happened and there is not enough teachers to deliver lectures to learners according to plans, or the authorities decide to stop the college from operating due to inadequate resources and facilities, emergency meeting of the college governing board will be convened to decide a temporary solution while seeking to make arrangements for a long-term solution. The college must meet its obligation and where that is not possible, arrangement must be made to transfer learners to another college and as in the same procedures relating to the withdrawal of centre approval must take place to avoid any disruption of the learners' continued studies though the risk of the above happening is very low, and the impact on learners will be minimal. In the event of the Head of Centre being incapacitated or not available, and/or cannot continue to exercise his duties (there are two company directors), the other director who is the chair of the board of governance, Roger Farrow would immediately assume responsibility of student protection. If the two directors are incapacitated, the deputy chair of governance board shall assume responsibility; he shall be

working together with the head of administration and the academic manager to take the responsibility of managing the operational activities of the college with the supervision of the governing board. The governing board has the right to appoint someone from outside the organisation if the need be, to take control of the organisation as a temporary solution while arrangement is made to replace the head of centre or to transfer the learners to another college delivering similar course programmes. The chair of the board will act according to the mandate given by the authorities, ensuring that the learners' interest take precedence to avoid any disruption of their course programme. The college will adhere to the transfer agreements that is in place with other organisations as a contingency plan to protect the learner should any of the above occurs. Should any of the above happened, learners will be transferred together with any unit credit already accumulated and the school fees will be paid to the college that admits them according to the refund policy

Mitigating Risk of Financial Sustainability

The college has planned to mitigate the financial risk. It has agreed with the bank to open up a business savings account to enable the college to save money for short- and long-term financial sustainability for the college. The agreement was reached to open a 95-Day Liquidity Manager Account. The college planned to save £100,000 over a period of five (5) years. The savings would be in two stages:

- 1) £50,000 savings from 10% of the company generated income within three years
- 2) £100,000 savings from 10% of the company generated income with five years.

Part of the above savings would be used to acquire assets for the organisation, and to mitigate the risks that affect the ability of the college to maintain its operational activities as set out on the centre policy. The company shall always retain a minimum of £50, 000 of liquid asset to fund, and/or mitigate short-term financial risks.

3. Information about the Refund and Compensation Policy

Osymar International College of Education maintains a policy on refunds and compensation which reflects both its contractual obligations under contracts in the consumer protection plan. The College's Terms and Conditions set out the contractual arrangements relating to tuition fee liability, including provisions for withdrawal, course changes and cancellation. In addition to these contractual arrangements, the College recognises that there may be circumstances in which students are unable to continue their studies due to events beyond their control, including course closure, loss of validation or designation, relocation or market exit. Where continuation of study cannot be preserved, the College will ensure that tuition fees are refunded appropriately, including where fees have been paid through the Student Loans Company, by a sponsor or directly by the student. Students will not be required to pay for services that are no longer delivered.

Where students are affected by changes such as relocation of study, the College will provide compensation for reasonable additional travel costs. Where disruption results in additional maintenance costs or financial hardship, the College will consider appropriate financial support. Where students are required to transfer to another provider, the College will provide support to facilitate the transfer and will consider reasonable costs incurred as a result. Where continuation of study cannot be preserved, the College will consider appropriate compensation for disruption, including loss of time, considering the individual circumstances of students. The College will seek to honour bursary commitments where possible or provide equivalent support.

The College will apply these arrangements in a transparent, consistent and proportionate manner and maintains financial reserves and contingency arrangements to ensure that it can meet the financial implications of its refund and compensation commitments.

Plans to Deliver Financial Implications of the Refund and Compensation Policy.

The college is confident that it can deliver the financial obligations of our refund and compensation policy. The college shall maintain sufficient reserves in working capital to provide refunds and compensation for those students for whom we have identified to be on increased risk of non-continuation of study. To be able to mitigate the impact of risks on student, and in addition to the 10% annual reserve for financial sustainability, the college shall put in place an insurance policy arrangement to provide refunds and compensation for those students for whom we have identified an increased risk of non-continuation of study. We will ensure that this is in place at the beginning of 2026 Academic Year.

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

Osymar International College of Education shall publicise the Student Protection Plan to current and future students via our website and it will also be addressed during the admission process. This will also form part of the contractual agreement that is contained on the admission letter. It will be used in conjunction with the terms and conditions statements used for student contracts for prospective learners. The college shall ensure that the current students have been signposted to the plan on our website as a means of general communication so that they are aware of how these risks will impact on their studies and what we plan to do to mitigate the impacts.

If any terms of the protection plan need to be implemented in the event of risks occurring, the college will communicate to the affected students as early as possible for them to be informed of their rights and choices according to the terms and conditions of contract. Communication with the affected students will be clear, regular and accessible, using appropriate channels to ensure that students are informed both collectively and individually. Students will be provided with information about the nature of any changes, the options available to them, and the support that will be provided. Where feasible, the college will provide at least three months' notice of material changes, although earlier or immediate communication will be provided where circumstances require.

The college will offer individual advice and guidance and will ensure that appropriate academic and pastoral support is available throughout the period of disruption. Students will also be informed of their right to seek independent advice, including through the Office of the Independent Adjudicator.

If any of the risks identified in the Student Protection Plan happen and their impact on the students concerned is more than insignificant, the college will act swiftly to offer the affected students a suitable and appropriate advice and support. The nature of the advice and support and the exact timing of communication with students will vary from risk to risk and depend upon the level of impact, and that will normally be determined in consultation with the students' representatives. In doing so, the college will give adequate notice and to inform students of the planned actions to be taken.

Regular updates will be given via the most appropriate communication method, depending on the nature of the event and a named contact will be assigned. Students will be given the opportunity to make complaints about the changes and will be signposted to the Complaints Policies and Procedures in which they will also have access to Independent Advice and Guidance.

This plan will be reviewed annually to ensure it remains relevant, effective and useful. We will have risk assessments every six months and this will inform the annual review of the plan. The risk assessments will be carried out by a group comprising representation from each department and relevant service area. The Board of Directors and Academic Board will be responsible for the annual reviews, but students will be involved in the review by conducting an annual student consultation and inviting representatives in Committee meetings for the review process.

Human Resources

Circumstances do arise, where the college may not be able to attract experience and qualified workforce. To ensure that a situation, such as the above does not happen and/or if it occurs, the college shall have a pool of resources to mitigate the risk. The college shall always work with experience and qualified workforce, and in addition to protecting the future, the college shall maintain a pool of contract workers, capable of being call out on short notice. Our pool of human resources includes:

- 1) Retired teachers
- 2) Flexible contract teachers
- 3) Student teachers on placement
- 4) Agreement with teachers' training organisations
- 5) Continuous presence on social media in search of quality teachers
- 6) Information Technology and Cyber Security team, capable of responding to a short notice, should there be a breakdown on our IT and communication systems.

The importance of teachers and IT workforces cannot be exaggerated as they form the backbone of our continued professional activities. The college has continuous relationship with EasySpace, WordPress, Microsoft and other IT professionals to continue to maintain our website, and online communication systems. While we employ full-time workers, we also ensure that we maintain a pool of qualified workforces capable of being called upon on a short notice.

Financial resources:

The college shall do everything possible to ensure the recruitment of qualified teachers, assessors, and internal quality assurers however, there may be a situation the college finds itself in financial difficulties that may lead to the inability to pay teachers and other workers, financing the infrastructures or even losing the control of her premises (see pages 53-54 of Centre Policy). Should the above happen, the chair of the governing board will convene emergency board meeting to deliberate upon the urgent and immediate transfer of learners to any of the colleges we have agreement with, to avoid disruption of the learners' studies. The human resources risk may be low; however, the college shall planned ahead to protect the

learners in the event of any eventualities that may cause disruption of the delivery of the course programmes. The college shall ensure to have enough qualified academic staff to deliver quality teaching and learning according to the law, and the college shall be financially prudent to avoid having financial difficulties hence we maintain due diligence and accountability in managing the financial resources of the college. The college presently planned to reserve a minimum of £50,000 (fifty thousand pounds sterling) on a short term within the next three (3) year, and £100,000 on a long term over a period of five (5) years to mitigate the impact of any financial risk on the delivery of our course programmes. To ensure that financial sustainability is maintained, the college has negotiated with Natwest Bank to open a 95-Day Liquidity Manager Account to save 10% of our income over a period of five (5) years. The saved money will only be used to mitigate the impact of financial risks, and to acquire assets for the organisation to improve its value, and to expand the operational activities of the college to deliver quality education, and financial vulnerabilities.

Infrastructures:

Osymar International College of Education has invested in acquiring the whole 3rd floor of Forest House on lease renting agreement in preparation for expansion pending OFS approval. The college plans to invest in acquiring own infrastructure as it grows and develop (see pages 54 and 50-56 of Centre Policy). The college plans to increase the number of learners, and there may be an issue if we do not have our own campus and this may lead to risk of losing the tenancy of the premises, and should this occurs the learners may be stranded and the studies may be disrupted however, the board of governance has the authorities to demand that learners be transferred to other colleges pending when the issue of the infrastructure may be resolve. Should this happened, the learners will be transferred to other colleges according to our collaborative agreements with other colleges, and their fees may be returned and/or given to the college that admitted them for the continuation of their course programme. The money to be set aside in the 95-Day Liquidity Manager Account is aimed to mitigate the impact of the risks such as the above.

Online Team Classroom and Resources

To provide for the unforeseen circumstances and to ensure for the continued delivery of the college programme, there is an alternative classroom structure that enables learners to login from their homes to attend lectures thereby minimising the impact of disruption of their course programme (see pages 46-47 Centre Policy). Should the college face with temporary infrastructural difficulty, the learners will use their college emails to login to attend classes without coming to the campus until such a time the issue is rectified. Based on the above, Osymar International College of Education has a Microsoft Academic Tenant Platform that enables continuous studies without disruption

Responsibility For Student Protection

Osymar International College of Education works as a team. However, the responsibility of protecting the students lies with the Head of Centre who is also a director, Oguchi Martins Egbujor, and in his absence, the responsibility falls on the Chair of the Board of Governance, who is also a director, Mr Roger Thomas Farrow. In the absence of both the two directors as above, the Head of Administration, and the Academic Manager, and the Deputy Chair of the Governance Board shall work jointly to mitigate the impact of any risks against student continued study (see Centre Policy page 60-61). This learner protection plan shall be reviewed periodically in accordance with the law. This is to ensure that adequate measures

are in place to protect our learners however, the college promises to be compliant to the rule of law and to deliver our programmes according to the law.

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

The Withdrawal of Centre Approval Status by Awarding Body

Osymar International College of Education has in place a robust policy regarding refund or tuition fee and transfer of unit credits in the event that the centre approval is withdrawn (see pages 50-55 (Centre Policy and on site (osymar.co.uk)). The college shall work hard to meet our obligations in delivering quality education to our learners on all our course programmes and at all levels. However, for any circumstances beyond our control that may result to the withdrawal of our centre approval by an Awarding Body, or the organisation ceases to trade, the college shall comply with the laid down requirements to ensure that the disruption of lectures and the continued studies of our learners are limited to the barest minimum.

Osymar International College of Education makes it a point of duty to arrange with and/or collaborate with other organisations as contingency plan to ensure the continued running of our course programmes and to avoid any disruption to our learners' studies. Should any of the unforeseen circumstances that may pose a risk to our learners occurred, the college shall transfer learners to other institutions of learning that meet the quality requirements of the integrity of the qualification on offer. In the event of the above, the college makes it mandatory to take all reasonable steps to act in the learners' legitimate best interests in the event of withdrawal, suspension, or termination of recognition and/or approval conducted by the Awarding Body including, co-operation as may be required to carry out the transfer of learners to another recognised centre.

However, Osymar International College of Education shall do all things possible to comply with the requirements of the Awarding Body as stipulated in their policy on centre approval withdrawal as follows:

1. Comply with Policy and Procedures for the withdrawal of Recognition.
2. Promptly prepare, maintain, and comply with a written withdrawal plan.
3. Cooperate fully with the Awarding Body
4. Provide clear and accurate information about the withdrawal to the learners and funders.
5. Immediately cease to enrol learners onto our course programmes.
6. Provide the Awarding Body of the relevant details of all Learners enrolled for the course programme.
7. Take all reasonable steps to protect the interests of learners, including, by assisting with or securing a transfer to a different Recognised Learning Centre.

The Transfer of Credit and Progression

Upon withdrawal of Centre Approval, the management of Osymar International College of Education shall arrange to transfer all the achievements, especially the unit assignments achieved and the credit to the “selected” learning institution in writing by using the “Record of Grade Achievement” of each learner to the selected and/or the preferred learner’s institution. This shall be transferred from college to college through (1) official emails (2) recorded delivery. The transfer of the Record of Grade Achievement shall be in PDF format, signed by the Head of Centre/Internal Quality Assurer. In his/her absence, the lead Internal Quality Assurer and/or the Head of Administration shall assume the responsibility and transfer the record of grade Achievement accordingly. The transfer shall be accompanied by a letter in the organisation’s letterhead and shall be signed and dated by the relevant authority.

The Transfer of Paid School Fee

In the event of the Centre Approval status withdrawn by the awarding body due to no fault of the learner, Osymar International College of Education shall refund the paid school fees should the learner decides not to continue with the transfer arrangement as above. Should the learner agreed to be transferred to another college/institution for continued studies, the paid school fee shall be transferred to the selected institution according to the transfer policy on Consumer Protection Policy

Refund Tuition Fee to Student Loans Company

Osymar International College of Education shall refund any school fees paid to us to the Student Loans Company or in the case of private fee payers, the money shall be refunded to the students in the event that our licence, centre approval or the organisation ceases to operate. The first option is to transfer learners to another college with transcript and or credits already gained, pay to the college the fee already paid. In the event that the learner could not take the transfer offer, the paid school fee should be refunded within thirty (30) days. However, should the school fee be paid from the Student Loans Company, the paid school fee shall be refunded to the SLC according to their rules and regulation.

Travel Cost and Expenses Due to Relocation

Osymar International College of Education has no plan for relocation from the present campus on a short term however, in the event of forced relocation due to circumstances beyond our control, the college will make alternative arrange for transportation or subsidised the travel cost should that exceed the normal transport cost in London. The college will honour all rules and regulations involving bursaries and compensation for lost time should a learner’s continued studies be disrupted due to our relocation or in the event that the organisation ceases to operate. The college already has an insurance policy covering Employers liability of £10 million and public liability of £5 million. The assured figures will change as the business expands. However, the risk of travelling may not occur as the college has alternative online classroom that learners may join from wherever they are to avoid travelling.

Refund and Compensation

The college has planned for 95-Day Business Savings Account as stated in Maintaining Financial Sustainability to save 10% of the college generated income over a period of five (5) years. The fund reserved in this account will be used to pay for refunds and any compensations to students and other financial risks if the need arises. The 95-Day Business Savings Account will be available at the beginning of 2026/2027 Academic year.

Oguchi Martins Egbujor

Amended: 05/08/2026