

# Learner Protection Commitment Protocol

**Version V1.0**

## Learner Protection Commitment Protocol

UKCBC has a robust **Learner Protection Commitment Protocol (LPCP)** in place. This document highlights the commitment of UKCBC to ensure that the learners enrolled in the institution are protected by any risks that may impair their completion for the program/s they have enrolled in. Some of the key commitments relating to learners is summarized below.

1. In the event of closure or suspension because of either awarding body or regulatory decisions and/or lack of enrolment in the qualification enrolled which makes it not viable to operate, in the course which you have enrolled in, UKCBC will put into proper implementation the Contingency and Adverse Policy. UKCBC will also consider offering alternative qualification or an alternate center to make sure that the necessary transfers and other arrangements can be done for the learner to achieve the qualification s/he has enrolled with the center.
2. UKCBC commits however that all the regulatory requirements, rules and regulations are listed and checked for their timely compliance and adherence to avoid closure or suspension from the awarding and regulatory bodies.

In the event that UKCBC cannot continue to operate because of bankruptcy, the Center commits to put in proper implementation the Teach-Out policy which is available on the website. For the currently enrolled students, UKCBC will adopt any or all, of the following options:

- a. The College develops and document a teach-out plan for currently enrolled students and terminates the programme after all students complete their programme; or
  - b. The College enters into a teach-out agreement with another institution that will teach- out the program.
  - c. The refund policy of the college will apply. This policy is available on their website.
  - d. Exit award will be provided to learners up to the number of units that has been completed in the program which qualifies for an issuance of a certificate, otherwise, all those whose studies will be disrupted due to any of the risks listed above, will be provided reference letters and internal transcript of records or whichever applicable.
3. UKCBC commits however, that it will keep its business plan updated and employ robust financial and operational systems to avoid this event to happen. The regulators / auditors will be given all relevant information from time to time for their independent assessments.

4. In the event of closure of the premises due to external events beyond the institution's control, UKCBC commits to facilitate the transfer of its location and will ensure smooth transition and facilitation to its learners. The learners will be communicated properly to ensure clarity on when the new location will be. The Contingency and Adverse Effect Policy will be used for this purpose.
5. In the event of closure of the facility due to infrastructural constraints due to the failure of the landlord to keep up with regulatory compliance, UKCBC commits to ensure to look for another suitable location to continue its operations.
6. For security risks, UKCBC commits to use in full force its Data Protection Policy to safeguard the information of its students. The center will also monitor networks closely and consistently so that the student's information will not be compromised unnecessarily.
7. In case of fire and earthquake, UKCBC commits to protect its learners by being compliant with the required maintenance and safety tools to prevent loss of lives for this fortuitous event and commits to keep itself updated with fire and earthquake drills for its students so that they will know how to respond when these unfortunate events occur.
8. In the event that the campus becomes incapable to accommodate the number of students and/or not fit for the purpose of education as maybe assessed by the regulatory body, UKCBC commits to ensure that the contingency plans are implemented including the possibility of restructuring the mode of delivery or to look for additional facilities to accommodate the students.