

UGMACERAK STUDENT PROTECTION PLAN AY2025-26

University of Greater Manchester, Academic Centre- Ras Al Khaimah are committed to providing students with security when enrolling for their programme of study. As such there are contingency plans in place for the closure of a programme or the delivery centre. University programmes delivered under franchise also fall under the expectations of the CMA and governing Consumer Rights Act.

Limitations and Scope

There is a Disaster Management Plan for major incidences (as declared by the Government) and this forms a separate document to this protection plan.

Financial

University of Greater Manchester, Academic Centre- Ras Al Khaimah has been operating since 2008 and has annual audited financial accounts demonstrating the financial state of the University. The risk of University of Greater Manchester, Academic Centre- Ras Al Khaimah closing due to financial reasons is low. The financial position is reported to the awarding University on an annual basis and forms part of the ongoing due diligence or "health check" process to retain the status of an approved Centre.

Premises

University of Greater Manchester, Academic Centre- Ras Al Khaimah lease premises that are maintained by the leaseholder and are responsible for the fixtures, fittings and technology required to operate as an education provider. These are reviewed on an ongoing basis through cyclical maintenance and during programme validations and reviews.

The University has experience of risk management as well as responding to unforeseeable events, requirement for temporary premises or alternative delivery mechanisms in the short term. Students are kept abreast of temporary changes to their programme at the earliest opportunity and are given the opportunity to suspend studies pending return to normal at no cost or penalty to them.

Closure of Programme Areas/Courses

The University's strategy is deliberately broad-based and does not currently anticipate the closure of any discipline areas. Programmes are a mirror of the awarding institution and are delivered on a modular basis by teams of academic staff. Therefore, even if individual members of staff are unable to deliver a module, there are alternative staff available and students are still able to achieve their programme's learning outcomes.

Programmes are reviewed as part of the awarding institution strategy and the programmes delivered by UGMACERAK are on scope for review at the same time.

The University regularly takes decisions to close programmes which do not attract applicants, or which are replaced with alternative programmes. All programme closures follow a teach out policy to enable students to complete their chosen programme of study without disadvantage.

In the extremely unlikely event that the University chose to close a programme or discipline area and teach out arrangements were not appropriate, it will seek to support students to transition to comparable programmes at other institutions. Alternatively, there may be opportunities for students to switch to another programme at our institution if it meets their needs.

Our refund policy deals with the percentage refund for students, refunds are made to the original payor e.g. individual student, sponsor etc.

PhD Students (hosted by UGMACERAK enrolled directly with UGM, UK)

PhD students have a supervisory team of at least two supervisors. This enables continuity in supervision even if members of staff leave the University.

Industrial Action

Industrial action is considered very low due to trade unions, collective associations and workers' councils being illegal in the United Arab Emirates. Any industrial action is viewed as a public disorder offence.

Delivery Partners and Subcontracting

The University does not deliver programmes in conjunction with any other provider and no aspect of the delivery may be subcontracted. This eliminates the need for due diligence of partners or factors relating to the security of other Universities.

Disruption of Service

University of Greater Manchester, Academic Centre- Ras Al Khaimah do not envisage there being any unforeseeable disruption to service however, in the unlikely event that study is disrupted, will draw on some or all of the following areas of support to mitigate the effect on students. These include:

- The use of alternative space, including - if required - the temporary hiring of space on or near existing sites.
- The purchase of specialist expertise, for example the hiring of external academic staff to deliver specialist modules or leasing specialist equipment and/or premises to enable delivery of programmes.

- Use of the awarding institution published Programme Specifications and Academic Regulations to ensure that academic standards are maintained; assessment remains secure and robust, and award and progression decisions are made in line with regulations. Alternative assessment provision with prior approval of the awarding institution.
- The use of Personal Tutors for individualized support and to make early contact with individual students.
- Our well-defined student council to support communication planning between the University and students.
- Specific structures in place to identify and then support students who may be more adversely impacted as a result of mental health or other issues.

We will inform our students if there are to be material changes to their course in accordance with the expectations of the CMA and any guidance provided by the awarding institution.

Review history

<i>Last Updated:</i>	<i>November 2025</i>
<i>Reviewed on</i>	<i>November 2025</i>
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