

Learner Protection Commitment Protocol (LPCP)

1. Introduction and Purpose

- 1.1.** This **Learner Protection Commitment Protocol (LPCP)** is inline 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:
- an assessment of the range of risks to the continuation of study for the learners.
 - the risk mitigation measures that the Institution has in place.
 - the arrangements for supporting learners in the event that the institution is no longer able to preserve continuation of study.
- 1.2.** 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

2.1. Learning and Teaching Risks

Risk	Mitigation
a) closure or suspension of an individual qualification	<ul style="list-style-type: none">All qualification will only be promoted if the awarding body allows for the delivery of the qualification.The operational start date and end date will be checked before offering the qualification.The centre will cease to advertise the qualification if it is closed or suspended.The learners shall be notified immediately and corrective actions will be taken promptly.Enrolments for the qualification will be ceased and all staff members shall be notified.All stakeholders are notified along with KHDA.Alternative qualification option will be provided of the same awarding body or other awarding body.In case of suspension the learners might be transferred to other approved centre through mutual consent.
b) lack of applications and enrolments in the qualifications	<ul style="list-style-type: none">Market research will be carried out to understand demand in the market for the

	<p>qualification.</p> <ul style="list-style-type: none"> ▪ In case of lack of applications and enrolments in the qualifications the qualification offering shall be discontinued. ▪ All fees received shall be refunded if collected for the qualification. ▪ The marketing and promotional activities will be reviewed. ▪ In order to avoid waste of time for the enrolees they will be kept posted about the number of enrolments before the qualification is delivered.
c) major changes to the qualification content, delivery mode, or regulations and policies	<ul style="list-style-type: none"> ▪ All learners are notified of the major changes. ▪ The regulatory body and awarding body are consulted and taken into confidence. ▪ The institute staff is notified, and trained about major changes to the qualification content, delivery mode, or regulations and policies ▪ All other stakeholders are also taken into confidence
d) loss of expertise to teach a qualification	<ul style="list-style-type: none"> ▪ Advertisement to hire a new person for the job ▪ In-house search person with the same expertise ▪ Contractual obligation enforced on the trainer ▪ Continuous personal development encouraged in staff ▪ Seek third party assistance
e) the Institution is unable to effectively resource the qualification in terms of staffing or availability of specialist equipment.	<ul style="list-style-type: none"> ▪ Seek third party assistance ▪ External transfer to another educational provider

	<ul style="list-style-type: none"> ▪ Exit awards and certification ▪ Refund and Compensation
f) health and safety issues with the learners and staff	<ul style="list-style-type: none"> ▪ Arrangements to ensure health, safety and security in all parts of the institute, on institute transport and in other environments used by the institute ▪ Suitability of premises and facilities for all learners, including those with special educational needs ▪ Quality of maintenance together with records of incidents and subsequent actions ▪ Provision for and promotion of healthy living ▪ Care and welfare of learners including child protection ▪ Buildings and equipment are maintained in excellent condition. ▪ Comprehensive records are kept of regular and routine fire drills, medical situation, evacuation procedures and other incidents, with clearly stated action taken, to prevent their recurrence. ▪ Medical staff is vigilant in their care of learners. Routine checks are carried out and detailed records kept. Relevant medical information is shared with staff in the institute in a systematic way to ensure learners' medical care at all times whilst they are working with different institute staff. ▪ Medication is kept in a locked room or cabinet and all staff members are well informed about how and by whom it can be administered. Learners with special educational needs are provided with the specialist support to enable them to make a full contribution to the life of the school

2.2. Regulatory Risks

Risk	Mitigation
a) loss of approval by the awarding body	<ul style="list-style-type: none">▪ Notify the learners and regulatory body including KHDA▪ Coordinate with awarding body▪ Coordinate with other approved centres for transfer of learners
b) restrictions or loss of accreditation/ approval by the regulatory/ accreditation organisation	<ul style="list-style-type: none">▪ Cease to take any further enrolments▪ Notify the existing learners and regulatory body including KHDA▪ Notify all other relevant stakeholders▪ Transfer learners to other awarding body having similar qualifications▪ Recognition of prior learning

2.3. Infrastructure and Facility Risks

Risk	Mitigation
a) institutional closure due to market exit	<ul style="list-style-type: none">▪ Teach-out▪ Internal transfer to another qualification▪ External transfer to another educational provider▪ Exit awards and certification▪ Refund and Compensation▪ Coordinate with awarding organisation▪ Coordinate with parents to seek their approval for transfer.▪ The institution has appropriate levels of indemnity and insurance cover for liability and other potential losses.▪ The institution has in place a bank financial guarantee as an indemnity against it ceasing to operate▪ Notify the existing learners and regulatory body including KHDA

	<ul style="list-style-type: none"> ▪ Notify all other relevant stakeholders
b) institutional closure due to financial reasons	<ul style="list-style-type: none"> ▪ Teach-out ▪ Internal transfer to another qualification ▪ External transfer to another educational provider ▪ Exit awards and certification ▪ Refund and Compensation ▪ Coordinate with awarding organisation ▪ Coordinate with parents to seek their approval for transfer. ▪ The institution has appropriate levels of indemnity and insurance cover for liability and other potential losses. ▪ The institution has in place a bank financial guarantee as an indemnity against it ceasing to operate ▪ The institution has in place a bank financial guarantee as an indemnity against it ceasing to operate ▪ Notify the existing learners and regulatory body including KHDA ▪ Notify all other stakeholders
c) premises closure due to external events (beyond the institution control ('Force Majeure'))	<ul style="list-style-type: none"> ▪ Teach-out ▪ Internal transfer to another qualification ▪ External transfer to another educational provider ▪ Exit awards and certification ▪ Refund and Compensation ▪ Coordinate with awarding organisation ▪ Coordinate with parents to seek their

	<p>approval for transfer.</p> <ul style="list-style-type: none"> ▪ The institution has appropriate levels of indemnity and insurance cover for liability and other potential losses. ▪ Notify the existing learners and regulatory body including KHDA ▪ Notify all other stakeholders
d) change in institution premises/location	<ul style="list-style-type: none"> • Notify all stakeholders including awarding body and regulatory body. ▪ Notify all other stakeholders including learners ▪ Public Announcement through print and social media.
e) closure of a teaching facility	<ul style="list-style-type: none"> ▪ External transfer to another educational provider ▪ Exit awards and certification ▪ Refund and Compensation ▪ Coordinate with awarding organisation ▪ Coordinate with parents to seek their approval for transfer. ▪ The institution has appropriate levels of indemnity and insurance cover for liability and other potential losses. ▪ Notify the existing learners and regulatory body including KHDA ▪ Notify all other stakeholders

2.4. Specific Risks

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

Qualification	Specific Risks	Mitigation
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IT Qualifications	The Institution is unable to effectively resource the qualification in terms of staffing or availability of specialist equipment.	<p>Only initiate the qualification when all resources are available.</p> <p>In mid course if the resource falls short the following actions will be taken:</p> <ul style="list-style-type: none"> ▪ Teach-out ▪ Internal transfer to another qualification ▪ External transfer to another educational provider ▪ Exit awards and certification ▪ Refund and Compensation
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3. Learner Protection Measures

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

Qualification	Action	Action Details
All Eduqual approved qualifications being offered by Metaverse Institute	Teach-out	provide the stakeholders with a financial guarantee for the operation of the institution, including a plan for and support of a 'teach-out' arrangement should the institute be forced to close, or a program be discontinued;
	Internal transfer to another qualification	Check within the institution if any alternative similar qualification is available and where learners are ready to transfer in it.
	External transfer to another educational provider	The institution contacts external approved centres in some cases competitors to accept their learners through credit transfer
	Exit awards and certification	Take into confidence the awarding body and provide exit certification / awards to already successful learners.
	Refund and Compensation	Where the institution is unable to provide certification / award to the learner, he/she will be refunded or compensated according to circumstance.

4. Communication of the LPCP to the Learners

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

Website	www.metaverseage.ae
Learner Contract	moodle

5. Learner's Complaints


The institution will deal with learners' complaints as follows:

Attached Learner's Complain Flowchart
A2.16_Staff Malpractice and Maladministration Policy
Awarding Body Complaint Policy

6. Learner's Appeal

The institution will deal with learners' appeal as follows:

Attached Learner's Appeal Flowchart
A2.16_Staff Malpractice and Maladministration Policy
Awarding Body Appeals Policy

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Signature:	
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