

AIMS COLLEGE OF BUSINESS AND IT
(PVT) LTD

STUDENT PROTECTION POLICY



Section 1: Content of the document

1. A Student Protection Plan is a document that specifies what AIMS will do if a scenario emerges that jeopardizes students' ability to continue their education. As a recognized provider of higher education, AIMS must have this document in place to explain to students how AIMS will safeguard them.

2. If a situation arises that is likely to trigger the Student Protection Plan, we will:
 - be transparent about the likelihood of a trigger situation arising;
 - notify the Student Coordinator;
 - collaborate with the Student Coordinator affected students in good time to gain a better understanding of how the proposed changes may affect them and what solutions are appropriate; and
 - fully consider the impact on affected students before making any decision to understand their concerns and views.
 - make every effort to ensure that students may continue their studies with us or with an appropriate alternative provider; and
 - give a refund or compensation if we are unable to create a solution that works for students (fee refunds would be returned to the original payer, e.g., Student who follows an education degree).

Section 2: Risk Mitigation plan

3. Many parts of our Institute are managed by using a risk-based approach. The AIMS Executive Board and the Board of Management assess the organization risk registry that manages this risk-based strategy. Risk management is an important component of our strategic planning. AIMS is thinking way forward to carry out the strategic objectives outlined through the strategic plan 2028. The whole business creates an annual plan and is responsible for anticipating, mitigating, and monitoring risks associated with all phases of

delivery. The key risks discovered throughout this approach are noted in a high-level risk register and reported to our Audit & Risk Committee and Executive Board.

4. In addition, AIMS has a business continuity strategy that details what we would do in potentially high-risk circumstances. AIMS publishes its financial performance to our regulatory body on an annual basis, in addition to our risk register and business continuity plan and has demonstrated that we satisfy our regulatory requirements in this respect.
5. The strategic plans, risk register, and business continuity plans are reviewed and updated on a regular basis and concerns that would have a negative influence on the student experience are taken into account in these changes. This allows us to alter a course of action in order to provide additional mitigation against specific situations when the chance or effect of the risk has increased.
6. Student representatives are elected members of our Board of Governors, and so play an important role in our decision-making and the monitoring and updating of the risk register.

What happens if AIMS dissolves or loses its ability to issue degrees?

7. AIMS does not anticipate the institution closing, particularly in the case of an unanticipated occurrence. Similarly, AIMS is not able to envisage a circumstance in which AIMS granting powers would be removed. As a higher education institute, we handle the numerous risks well through our planning process and risk register. Moreover, our organization can take steps to reduce the effects of potential threats to our sustainability and the quality of the services we provide. Hence, AIMS manages its own financial situation to ensure that the organization remains solvent and AIMS has always satisfied the legal duty to disclose annual audited financial accounts.

8. If AIMS is forced to close or its degree-awarding rights are lost, we shall make every effort to guarantee that students can continue their studies at AIMS ('teach out'). If this is not feasible, we will assist students with an available alternative to make value for the student's time, value and money. If this is not possible, we will reimburse students' tuition. If required and appropriate, we would give impacted students with exit awards and certification for their time at the AIMS, as well as future access to documentation of their academic achievements.

What happens if AIMS closes or moves to another geographical location?

9. AIMS does not have an intention to close or downsize any of the operations. If a natural disaster or a severe event beyond our control forces us to temporarily close the campus, we will make other arrangements to minimize disturbances.

10. If a strategic choice is made to permanently move or significantly alter the place of delivery for a course, we will confer with students to analyze the impact. Moving between the two locations (Colombo and Negombo) is not considered a trigger event. If a student incurs additional fees pertaining to transport, lodging, or study materials as a result of a transfer from one location to another, we will pay attention on a case-by-case basis under our refund and compensation policy.

11. In any circumstance that results in a shift from Negombo to Colombo or vice versa, we shall perform an equity impact assessment to ensure that the requirements of various groups of students are recognized and that students are not discriminated against directly or indirectly.

What happens if a course or a specific mode of delivery of a course is discontinued?

12. From time to time, AIMS determines whether or not to continue running a course or a course in a specific manner of delivery. This might be due to a lack of students, poor results, or unfavorable comments. AIMS is constantly reviewing our course portfolio, and the chance of a strategically planned course termination is high.

13. Proposed course closures would be addressed to faculties, and all impacted students would be contacted. If we decide to close a course, it will be run for the original period plus one year. During this time, no new students will be admitted to the course. The 'teach out' procedure will

be rigorously monitored to ensure that any negative impact on students still enrolled in the course is minimized and their experience is not harmed.

14. If a high-quality student experience cannot be assured during teach out, we will explore options with students, such as transferring to another suitable course at AIMS by showing alternative and student preference. If required and appropriate, AIMS would give impacted students with exit awards and certification for their time at the campus, as well as future access to documentation of their academic achievements.

15. To minimize the impact on applicants, any decision to terminate a program will be made prior to the appropriate deadline to accept offers. If an offer is made prior to the decision to discontinue the course, AIMS will contact applicants quickly to explain the situation and provide advice and support on other choices.

What happens if a course is drastically altered?

16. All courses are examined on a regular basis so that we can further enhance them. Changes that affect less than 25% of the course material do not require re-validation and are not considered trigger events.

17. If a course undergoes significant modifications, it will be considered in the same manner as a course that is discontinued.

What happens if government emergency restrictions prohibit access to on-campus study (for example, in the event of a health pandemic)?

18. AIMS has well-established mechanisms in place to ensure the safe continuation of study and support for students, using a combination of face-to-face instruction and online resources when available. AIMS would continue to work with our student groups to build AIMS' policy for dealing with any future study limits, and we would address the consequences for specific courses with the students involved.

What happens if a course's professional, statutory, or regulatory certification is revoked?

19. If a course loses its professional, regulatory, or statutory accreditation, we shall consult with impacted students about their choices. AIMS will write directly to a particular authority or professional body to know about the reason behind non accreditation. Further, AIMS will explain in same communication validity, reliability, acceptance as well as compliances made prior to start courses. AIMS will keep communicating live till the accreditation granted by the particular authority or professional body to explain all in many aspects.

What happens if the AIMS' TVEC license is revoked?

20. AIMS has measures in place to closely monitor actions related to our TVEC accreditation, allowing us to handle any potential issues before they become major concerns. While we do not anticipate losing our TVEC accreditation, we acknowledge that there is a remote risk that this may occur.

21. If the AIMS' TVEC accreditation is cancelled, current students may be entitled to study with us for another 6 months or until the conclusion of the academic year. If students are unable to complete their course within this timeframe, we will consider alternate choices, such as transferring to a similar course at a different service provider.

What happens if there is a strike or a staff absence?

22. If employees/staff members are unable to work due to industrial action or other reasons, we will make every effort to minimize disturbance to students and will make reasonable efforts to ensure that learning opportunities are not lost. We shall make certain that students have access to appropriate learning alternatives in order to satisfy the course learning outcomes.

23. If a staff member leaves AIMS or goes on long-term sick leave, AIMS shall make every effort to recruit suitable replacement personnel as soon as possible to minimize disturbance to students. If this is not possible, AIMS will consider other possibilities, such as transferring to another course at AIMS or another service provider.

24. If a PhD candidate's supervisor is anticipated to be gone for an extended length of time, AIMS shall make every attempt to provide an appropriate substitute supervisor. If this is not possible, management will consider additional solutions, such as assisting impacted children in

transferring to another provider. If this occurs, we will reimburse tuition fees and pay additional expenditures on an individual basis in accordance with our refund and compensation policy.

What happens if critical study services, resources, or support are permanently or temporarily unavailable?

25. We recognize that students require a wide variety of resources and assistance in order to learn. These include structures, libraries and learning resources, information technology services, academic services, student assistance, and other amenities.

26. Our business continuity strategy describes what we will do if buildings or services are threatened. AIMS board of management shall take every reasonable measure to ensure that students have access to services in appropriate neighboring areas. This site might be on the same site, another campus, or off campus. If this causes students to pay additional charges for travel, lodging, or study materials, we will compensate these costs on a case-by-case basis under our refund and compensation policy.

What about students who are enrolled at one of AIMS' cooperating partners?

27. Students studying under collaborative arrangements at our partner universities are considered our own students by AIMS. As a result, we will make every reasonable effort to protect these students, just as we would for students studying with us.