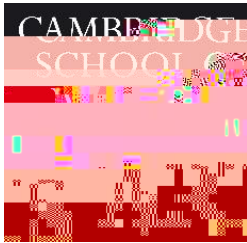
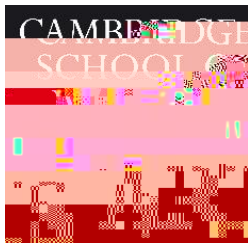


Approved by Rector	October 2023
Approved by Chief Financial Officer	October 2023
Review Date	May 2024



1. Introduction

1.1 This policy has been



- 2.4 As far as possible, it is the policy of CSVPA that any complaint is resolved through a dialogue between us and you, with reference to our Complaints Policy a copy of which can be found on our website at www.csvpa.com/about/policies.htm.
- 2.5 If we feel that your claim for a refund or compensation is not one to which this policy applies we reserve the right, following notification to you, to transfer your claim into a complaint and treat it in accordance with our Complaints Policy

3. What do we mean by a discontinuation of study event?

- 3.1 As detailed in the Student Protection Plan, we consider it to be very unlikely that a discontinuation of study event will occur during your time studying at CSVPA.
- 3.2 However, in the table below, we have set out seven events which we identify could occur during your time studying at CSVPA, which would make it difficult for us to continue providing your course to you as advertised.
- 3.3 The seven events listed below are the **discontinuation of study events**. It is only if one of these events occurs that this policy will apply.

DOS Event	Examples of why/how this might occur?
1. Closure of a site / Transfer of campus	<p>Our buildings may become unusable as a result of a cause beyond our control. For example, the lease of the building could be lost or forfeited or the properly affected by fire, or adverse weather.</p> <p>If we can no longer provide you with tuition from the same campus/building as where you started your course, we will always endeavour to rearrange your tuition at a nearby location or for it to be delivered in some other way, but this may not always be possible.</p> <p>We consider this very unlikely to happen.</p>
2. Loss of key staff member(s)	<p>If we were to lose a key member of staff for a particular course at very short notice, and cannot replace them with an appropriate individual, we may be forced to close your course.</p> <p>We consider this very unlikely to happen.</p>

3. Loss of validating partner

