

Student Protection and Continuity Policy

This policy explains your support and options when IJF Academy study is disrupted. It covers learning, assessments, practical sessions, placements and access to results or certificates, including during an approved study break. Read it with your programme's Student Handbook and Student Agreement.

When this policy applies

Disruption may involve platform failure, unavailable teaching, cancelled practical sessions or placements, programme closure, or licensing or accreditation restrictions. A significant change may affect delivery location, mode, timing, cost or your ability to complete the qualification.

How to report a problem

Contact academy@ijf.org or use **Contact Us**. Following the Handbook, write in English and include your name, country, programme and request. Explain the affected activity, what happened, any relevant scheduled assessment or practical date, and the help you need. Keep relevant messages, error details and copies of submitted work secure.

If the learning platform is unavailable, use email. For study guidance, contact your tutor through the available platform chat, forum or tutor email. Use private communication for personal circumstances and tell the Academy if you need an accessible way to communicate.

Information about a change

You should be told what is affected, what remains available, the proposed next steps and any uncertainty. Alternatives should explain the effects on study, assessment, completion, support and costs. Check your registered email and platform notices, and ask about anything unclear.

Explain any travel, visa, caring or disability-related difficulty with a proposed arrangement so your circumstances can be considered. Obtain confirmation of practical arrangements before making or changing travel bookings.

Learning and assessment during disruption

Use downloadable learning resources for personal offline study where available, as described in the Handbook. Report an interrupted assessment and explain what occurred. Ask the Academy to confirm how your submitted work, result and attempt will be treated; an institutional disruption should not automatically be treated as student failure or misconduct.

Follow your programme's Handbook requirements and any confirmed arrangement. Reporting a problem does not itself grant an extra attempt, an extension or a pass. Changes must preserve the required learning outcomes, assessment standards and essential practical competence. Online study alone does not replace a required practical assessment.

If you need a study break or wish to withdraw

Write to academy@ijf.org, as required by the Handbook. Consult your programme's provisions on incomplete assessments, re-enrolment, completion limits and validity of previous results. Ask how these apply to your circumstances. An interruption caused by the Academy must be considered separately from your own decision to withdraw.

Continuation and your rights

If normal delivery cannot continue

Options may include completing your studies with the Academy, rescheduling, an agreed pause with a resumption plan, an agreed transfer, or termination with the applicable financial remedy. The Academy should explain lawful, practicable options in writing.

Before agreeing to a transfer, check the receiving provider, qualification, accepted credits and results, remaining study, location, support and costs. A place or recognition of previous study cannot be assumed. A transfer requires your agreement. Accepting interim help does not itself waive a refund, complaint or other legal right.

Your academic records

Review **My Courses** → **Online Result** and **Test Details** for your results, and your profile's **Certificates** section for certificate copies. Report missing or incorrect records to academy@ijf.org. If access is disrupted, request confirmation of completed learning and results. In a closure or transfer, you should be told how and from whom to obtain your records.

Support and privacy

Discuss barriers to continued participation under the Equality Inclusion and Reasonable Adjustments Policy. Your records and support information remain subject to the Privacy and Data Protection Policy, with GC Academy Limited as data controller for Academy processing. Only information necessary and lawful for the continuity arrangement should be shared.

Complaints and appeals

To challenge a proposed arrangement, missing records, charges, a refund decision or assessment treatment, use **Contact Us** and select “**Complain**” or “**Appeal**”. Include your name, country, programme and a detailed description. The Head of Institution communicates the final appeal decision under the Handbook procedure. Statutory remedies and the MFHEA Compliance route remain available within their remit.

[Student Handbook](#) | [Contact Us](#) | [MFHEA Compliance](#)