



Higher Education – Student Protection Plan

Introduction

The purpose of a student protection plan is to preserve the continuity and quality of study for all of the College's students whenever a risk to the continued study of students crystallises.

The College's student protection plan outlines the range of risks to the continuation of study for students at Herefordshire and Ludlow College along with the measures that have been put in place to mitigate these risks, to ensure the continuation of study for our students.

Our commitment to applicants and students

The College mission statement is 'Success for our Students'. The vision is 'To give our learners the best possible education, training and personal support so they may:

- Gain employment in their chosen vocation.
- Further develop their career.
- Progress to higher education.
- Realise their full potential.
- Make a positive contribution to the community.

Risks to the continuation of study for our students

Unforeseen events may risk the continuation of study for our students. These risks may arise from:

- Closure and/or suspension of courses.
- Course or module changes prior to enrolment.
- Unanticipated departure of key delivery staff.
- Quality assurance issues.
- Closure of a College campus.
- Withdrawal of a course.
- Withdrawal of a franchise partner.
- The College entering into insolvency proceedings.
- The College entering into a merger.

Student Protection

Current students

All reasonable steps will be taken to minimise the risk of disruption and ensure the continuation of current students. The College is committed to early communication of changes that may impact students. In light of a risk crystallising, students will be provided with clear information and options.

- Where possible current students will be taught out and complete the course for which they are enrolled.
- Material changes (to the structure or content of the course) should not be made after enrolment, but where this is unavoidable students will be consulted at the earliest opportunity and, where practicable, their views shall be taken into account.
- Where it may be necessary to revise timetabling or to relocate to a different campus, or to deliver the course via alternative means, such as distance learning, following consultation and agreement of the current students, an equality impact assessment will be conducted and arrangements put in place.
- If students feel they are adversely affected, they may cancel their contract with the College and claim a refund (where applicable). In order to ensure full compliance with the Consumer Rights Act 2015 and related regulations, students will be given the fullest information, advice and guidance to enable them to make informed decisions about their next steps.
- Where continuation at the College is not possible, the College will support the students by providing a range of options, for example, study at another location, study at the franchise partner, or transfer to another provider. The College will provide all necessary information, advice, guidance and support to facilitate students in deciding which option to follow. The College has clear student tracking procedures in place to record the amount of credit and academic progress achieved. The College tutor and Academic Link tutor (where applicable) will support the students based on their individual circumstances. It is recognised that the College may need to compensate or refund students where there is demonstrable, material financial loss. The College has clear guidelines for refunding all or part of paid fees in the College's Fee and Remission Policy.

Student Protection

Applicants

All reasonable steps will be taken to minimise changes between the publications of course information and commencement of courses. The College is committed to early communication of changes that may impact students. In light of a risk crystallising, students will be provided with clear information and options.

- Where material changes (to the structure or content of the course) are made between the publication of the prospectus and enrolment, the College will inform the applicant of the changes as soon as possible and advise them of their right to continue their application, seek entry to another College programme for which they are qualified, or withdraw their application and cancel their contract with the College and seek entry elsewhere.
- Where courses are closed or suspended, applicants who have accepted offers will be contacted as soon as possible. Applicants thus affected will be informed of their options to seek entry to another College programme for which they are qualified or to withdraw their application and cancel their contract with the College and seek entry elsewhere.
- In the event of a programme closure, suspension or material changes to programme content, all communications with applicants will be undertaken via Admissions.
- UCAS will be updated when a course closure or suspension has been finalised by the College Management Team.

- The College has clear guidelines for refunding all or part of paid fees in the College's Fee and Remission Policy.

Monitoring and Review

- In the event of a trigger of the Student Protection Plan, students will be contacted within five working days of the date of when a risk to the continued study of students crystallises.
- Students wishing to provide feedback on the Student Protection Plan should follow the College's complaints procedure.
- The student protection plan will be reviewed and updated to reflect changes on an annual basis.