

Student Protection Plan 2021/22

Version	Date	Changes	Reason	Author	Next review
1	05/18		To respond to the requirement to maintain a Student Protection Plan under the Higher Education and Research Act. To protect student experience in the event of programme changes or closure	AM	01/19
2	12/18	Addition of refs to OfS and CMA; addition of info in relation to Refund and Compensation Policy and Student Rights policy; Updating and correction of typographical errors, etc.	Revision as requested by OfS	JY	01/19 – Review with committees
3	07/21	The Removed University of Northampton and rearranged risk into a tabular format. Recalculated risk, including the risk of COVID-19. Included risk analysis of loss of OFS registration	Annual Review	Head of Quality	07/22

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College Student Protection Plan

1. The development of this Student Protection Plan ('The Plan') is a clear demonstration of the commitment of Brit College to preserving the continuation and quality of study for all its students if a risk to their continued study occurs. Through this Plan, we assure current and future students that Brit College has appropriate arrangements to protect our students' quality and continuation of study.
2. We have developed this Plan as part of the requirements for our registration with the Office for Students (OfS). We publish and maintain this Plan according to the conditions of our ongoing registration. Therefore, we have developed this Plan following initial and ongoing registration requirements with the Office for Students (OfS). The Plan also takes account of the 2015 HEFCE Higher education course changes and closures: *statement of good practice and the 2015 UK higher education providers – advice on consumer protection law published by the Competition & Markets Authority (CMA)*. This Plan is in conjunction with and supplements the College's overall Risk Register.
3. Our College Oversight Board has agreed and approved this Plan in consultation with staff and students. Staff members participate in its annual reviews at Academic Management Team (AMT) meetings, whilst students contribute through the Student Council and the Student Staff Consultative Committee (SSC) meetings. Students and staff recommend the Plan for approval and ratification of the College Oversight Board at Academic Board (AB) meetings.
4. This Plan covers all students currently enrolled on a programme of study at Brit College. We inform our students and staff regarding College policies during induction, and we send them periodic reminders throughout the academic year. Training on college policies and procedures is also part of student representative and staff development training.

Risk Assessment and mitigation

5. The table below presents a risk assessment considering risks to students' continuation. It relates to material risks, including programme changes, suspensions, closures, institutional closure or other forms of disruptions evaluating the likelihood of each risk materialising, its impact where it is likely to occur, and how we plan to mitigate against each risk.

6. Brit College is committed to mitigating against all risks and to assuring students that excellent teaching and learning for all can continue, without exception. It is committed to ensuring that students' studies are not compromised or inconvenienced. The College, however, recognises that risks may occur and has prepared the mitigation measures to each corresponding risk.

Risk Assessment Table

Cause of Risk and factors affecting risk level	Level of Risk			Risk Mitigation
	Likelihood	Impact	Risk Level	
<p>Losing accreditation with awarding bodies: The impact of discontinuation of our relationship with Pearson is HIGH. The occurrence of such an event would significantly curtail the activities of the College and affect the student's ability to earn certification as proof of completion of their studies. The likelihood of that risk occurring is High, following the suspension of the College's accreditation in response to malicious allegations.</p>	High	High	Very High	In the event of losing accreditation with Pearson, the College can activate its reciprocal arrangements with other local Alternative Providers offering similar programmes for the transfer of students without having a significant impact on their education.
<p>Losing approval for designation from Government bodies: The impact of losing OFS registration is HIGH as all current students rely on student loans. They can only access loans when the OFS stays a registered provider. However, the College is confident that losing OFS registration is a LOW likelihood. We have all relevant regulatory requirements in place and comply with all reporting requirements.</p>	Low	High	Medium	<p>Should the College lose OFS registration and students lose access to SLC funding, the College will take all reasonable steps to minimise the resulting disruption to students, including requesting for students to complete their year of study/programme; where it is not possible, supporting students to transfer to appropriate programmes at other providers; where applicable, financially compensating students where they suffer demonstrable, material financial loss because of disruption to their studies; considering assistance for affected students by providing evidence/letters/statements in support of the continuation of their studies; merging with another institution to maintain all, or part of, the current provision</p> <p>The College, meanwhile, would endeavour to regain designation as soon as possible by working with the relevant bodies.</p>

Cause of Risk and factors affecting risk level	Level of Risk			Risk Mitigation
	Likelihood	Impact	Risk Level	
<p>Sudden loss of vital academic staff: The abrupt loss of crucial academic staff may jeopardise the quality and sustainability of course delivery, so the impact of this loss will be MODERATE. The likelihood of this risk occurring is LOW.</p>	Low	Moderate	Medium	<p>As an educational institute, the College recognises that loss of vital academic staff can significantly impact the teaching and learning experience for students.</p> <p>The College mitigates this risk by investing significant resources and time to ensure that staff are well supported and motivated. It also tries to ensure that backup staff are available to cover temporary staff shortages.</p> <p>The College is committed to filling any gaps in academic staff that may occur as soon as possible. If any internal staff members are capable of taking on the role, even temporarily, they will be given priority. Staff members must also serve a notice period to minimise disruption, and the College's close link with a recruitment agency offers added protection for rapidly filling gaps in teaching staff.</p>
<p>Permanent closure of the College Directors are passionate about education and have successfully run the College for over a decade. The College does not envisage permanent cessation of operations. The impact of permanent closure would be HIGH, but the likelihood of this happening is LOW.</p>	High	Low	Medium	<p>Permanent closure of the College is the last resort, and management in consultation with students would have explored all avenues to try and keep the College open.</p> <p>If the College has no option but to close, the decision will be communicated to students as soon as possible. The College will inform students about their opportunities. The College is committed to ensuring that there is no hindrance to any student's studies. Therefore the College would do everything possible to get students to a point where they can progress with their studies. Brit College will liaise with other providers to make any transfers as smooth as possible for any student involved</p>

Cause of Risk and factors affecting risk level	Level of Risk			Risk Mitigation
	Likelihood	Impact	Risk Level	
<p>Industrial action by staff or third parties There are cordial relationships between staff and senior managers at the College, and hence there is a low risk of industrial action. Third-party action, for example, by staff elsewhere, is unlikely to have a significant impact on students' learning experience at Brit College.</p>	Low	Low	Low	Where industrial action does occur, the College will seek to ensure that normal operations and services are maintained as far as possible; <ul style="list-style-type: none"> Take all reasonable steps to fulfil its responsibilities to students in minimising disruption and that students are, as far as possible, not disadvantaged by the action.
<p>Temporary disruption through the outbreak of disease such as COVID-19; natural courses such as Flooding and stormy weather and other causes, for example, Police Cordon, Fire, Terrorism, COVID risk is still HIGH subject to lockdown at any time following government guidance due to possible outbreaks of new and highly transmissible variants. Terrorism is a current threat but the likelihood of a terrorist attack directed at the College is LOW as it is not a high profile target. However, College operations might be affected temporarily if there were any terrorist attacks in the vicinity so this is judged to be a moderate risk.</p> <p>Fire risk is LOW as the College has robust fire prevention measures and fire marshals to monitor this. No fire breakout has occurred to date. There have also been no incidences of Flooding, so the impact and likelihood of this risk are LOW. Two campuses mitigate against overall risk, and we have a robust disaster recovery plan that can activate, depending on the need. The overall risk is, therefore, MEDIUM.</p>	High	Medium	Medium	The College understands that some things are beyond our control, and it may need to close temporarily. As with the rest of the nation and the world at large, the College will respond appropriately to government advice concerning COVID-19. We have a tried and tested online platform onto which all teaching can move. Students and staff will be informed as soon as possible if any of the above occurs, with regular updates being provided on the situation. The College will do everything to ensure that teaching hours are compensated. In the event that this closure occurs over a significant period of time, the College will look at moving lessons to another local site where classes can temporarily resume. The College also has a reciprocal arrangement with another local provider for events such as fire outbreaks.

Cause of Risk and factors affecting risk level	Level of Risk			Risk Mitigation
	Likelihood	Impact	Risk Level	
<p>The decision to no longer run a particular course The College develops courses based on consultation and according to need. The courses it currently runs are top-rated and fully subscribed. Therefore, the likelihood of terminating a particular course is improbable, and the possibility is LOW. If a course discontinues, the College will ensure 'teach out' either at the College or elsewhere. So the severity of risk is also judged to be LOW.</p>	Low	Low	Low	<p>The College has established and tested procedures for suspension/ closure of a course. Where there is a material impact on the students, the effect will be mitigated by:</p> <ul style="list-style-type: none"> • communication with current students to assure that they will not be adversely affected by the decision and that they will be able to complete their studies at the Institution; • making provision for the completion of studies where 'mitigating circumstances' have been presented whenever possible
<p>Loss of key staff: The likelihood of this risk is MODERATE. The risk is low</p>	Low	Moderate	Low	<p>Any such loss on students is likely to be barely noticeable in that these staff members are not directly involved in learning and teaching.</p>

Policies

7. Policies are essential in directing and communicating with students. The College has developed the following policies relating to this Student Protection Plan. Students contributed to these policies.

- ❖ Student Fees Refund and Compensation Policy.
- ❖ Consumer Rights Policy.

8. These policies cover the refund of fees or compensation in the event of cessation programmes, loss of premises, etc. Please see the policies for full details.

9. These policies are referred to in the Staff and Student Handbooks and are available on the website and the virtual learning environment. A hard copy or large format edition may be requested from Student Services if required.

Communicating to Students

10. Communication is a vital tool in developing and successfully engaging students. The students at Brit College are consulted about, and make decisions on, all policies, procedures and documents which affect them.

11. The Student Protection Plan, Student Fees Refund and Compensation Policy and Consumer Rights Policy will be communicated to students as follows;

a. Meetings

Students are part of the decision-making process of the College. Student representatives partake in all important meetings, such as the Academic Management Team (AMT), Academic Board, College Oversight Board (CoB) and Employability Forum. The Student Protection Plan has also been agreed upon, ratified, and reviewed through these meetings and discussions.

b. Policies

The College has developed policies to guide the implementation of the Student Protection Plan

c. VLE

The College uploads all policies and essential documents to the Virtual Learning Environment to be easily accessible by students and staff.

d. Website

The College will put the Student Protection Plan and other relevant documents on its website to access students and staff quickly.

e. Induction

During induction, the College refers to and outlines all relevant and essential policies and documents for students and staff and the Student Protection Plan.

f. Student Representatives

Representatives Student Representatives play an important role in conveying information to the student population. We periodically remind students to draw fellow students' attention to College policies, including the Student Protection Plan.