



# UK Business College

# Student Protection Plan

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## 1.0 Purpose of the Student Protection Plan

1.1 The purpose of the UK Business College (*hereinafter referred to as UKBC*) Student Protection Plan is to ensure that arrangements are in place to protect the continuation and completion of study for students enrolled on Higher Education programmes delivered by UKBC.

1.2 It sets out the measures the College will take to safeguard students' academic interests and progression in the event of course, programme, campus, or institutional disruption, closure, or material change, in line with regulatory expectations.

1.3 The Student Protection Plan forms part of the College's wider risk management, ensuring that risks to student continuation and completion are identified, monitored, and mitigated through the College's academic and institutional oversight processes.

## 2.0 Introduction

2.1 UKBC is committed to helping students achieve the best academic outcomes. Occasionally, unforeseen events may require changes to modules, programmes, or the College itself.

2.2 This plan applies to all Higher Education provision currently delivered by UKBC, as well as to all provision it intends to deliver under its proposed Degree Awarding Powers, including all taught awards up to and including level 7, all modes of delivery, and all study patterns.

2.3 Students enrolled on collaborative or franchise programmes are covered by the relevant awarding partner's Student Protection Plan (*see section 5.4*).

2.4 The plan has been reviewed and updated to ensure that potential risks associated with the delivery of programmes under New Degree Awarding Powers are appropriately considered and mitigated throughout the initial probationary period.

2.5 The plan demonstrates the College's approach to protecting students' experience, progression, and academic outcomes should material changes occur.

## 3.0 Legislative and Regulatory Context

3.1 This plan has been developed in accordance with:

- Higher Education and Research Act 2017 (HERA).
- Office for Students (OfS) Registration Conditions, particularly:
  - Condition C3: Student Protection Plan – requiring all registered providers to have an effective plan in place to protect student continuation and completion of study.

3.2 Material changes may be triggered by situations such as (but not limited to):

- Institutional closure
- Partial or full closure of a designated UK Business College campus
- Cancellation of a Higher Education course
- Loss or restriction of a collaborative arrangement with an awarding Higher Education Institution (HEI)
- Loss of eligibility as a Pearson Approved Centre
- Loss of eligibility as a registered provider with the Office for Students
- Revocation or non-continuation of New Degree Awarding Powers (NDAP)
- Major in-year changes to course content
- Loss of ability to deliver material components of courses
- Inability to deliver specific timings of study
- Disruption of College activity
- Industrial Action by College staff or third parties
- Unanticipated departure of key staff

3.3 This requirement forms Condition C3: Student Protection Plan, which mandates all registered providers to have an effective Student Protection Plan in place.

#### 4.0 Risk

4.1 The College has effective governance and oversight in place to identify, monitor, and mitigate risks, drawing on the expertise and review of committees such as the Finance Board, Academic Board, Operations Forum, Quality Enhancement Committee, and Executive Committee. These are examples of the College's broader governance framework, which ensures that risk management is embedded across operational, academic, and strategic functions, supporting timely interventions to protect student interests.

4.2 UKBC assesses risks to student continuation within its Student Protection Plan using a 4-point Likelihood by 4-point Impact scale. Likelihood indicates the probability of a risk occurring, while impact reflects the potential severity for students' ability to continue and complete their studies. This structured approach enables the College to prioritise mitigation measures and ensure that students' interests remain protected.

4.3 Likelihood measures the probability that a risk will occur:

- Low – highly unlikely to occur;
- Medium – could occur occasionally;
- High – likely to occur in some circumstances;
- Very High – almost certain to occur / very frequent.

4.4 Impact measures the potential severity if a risk occurs:

- Low – minimal disruption; easily mitigated;
- Medium – moderate disruption; requires active management;

- High – major disruption; could affect student continuation or experience;
- Critical – severe disruption; threatens continuation or completion.

4.5 All risks are reviewed annually, and an interim review is triggered by any significant operational, staffing, or regulatory event.

## 5.0 Student Protection Plan Risk Assessment

(In all scenarios, students will be informed of any changes in accordance with the communication arrangements set out in Section 7 of this plan)

Area of risk	Likelihood	Impact	Assessment of risk and mitigation summary
5.1 Institutional Closure	Low	Critical	<p>5.1.1 The risk of institutional closure is rated low, reflecting the College’s financial health and compliance with statutory requirements. This risk is monitored through established risk management processes and governance structures, in line with relevant Higher Education regulatory requirements, and would be managed in accordance with College policies.</p> <p>5.1.2 Where UKBC has no option other than to close, it will consider measures such as those below to protect student experience:</p> <ol style="list-style-type: none"> <li>I. Where possible, closing gradually, over a period that would allow currently enrolled students to complete their studies at the Institution.</li> <li>II. Where gradual closure is not possible, supporting students to transfer to appropriate programmes at other providers, including. <ol style="list-style-type: none"> <li>a. Existing university partners with whom the College has current franchise arrangements in place, subject to the partner institution’s academic regulations and admissions requirements.</li> <li>b. Other comparable Higher Education providers, including universities within the local or regional area, subject to admissions requirements and programme availability.</li> </ol> </li> <li>III. Merging with another institution to maintain all or part of the current provision.</li> <li>IV. Ensuring students are informed promptly, with clear guidance on options, timelines, and support available.</li> <li>V. Providing additional academic and pastoral support, including additional access to student support, wellbeing, and mentoring services.</li> <li>VI. Supporting credit transfer, recognition of prior learning, and practical needs such as relocation or travel where required.</li> </ol>
5.2 Partial or full closure of a	Low	High	<p>5.2.1 The College currently operates one main campus (Leicester City). The risk of partial or full closure of this campus is rated low, reflecting the College’s strong financial position, robust operational</p>

designated UK Business College campus			<p>management, and ongoing compliance with statutory requirements. Any disruption to campus facilities will be managed through the College’s risk management processes and appropriate governance structures to minimise impact on students.</p> <p>5.2.1 Where part or all of the campus is rendered unusable for activities involving students, the College will consider remedies such as:</p> <ol style="list-style-type: none"> <li>I. Where possible, closing the campus gradually, over a period that would allow currently enrolled students to complete their studies at that location.</li> <li>II. Relocating provision to an alternative location, which may include hiring spaces nearby or installing temporary buildings on College land (where available), with guidance and support provided to affected students.</li> <li>III. Revising timetabling to allow all scheduled teaching to take place in the available facilities. This may include contact sessions outside normal hours. Where this approach is taken, appropriate consultation with students will be undertaken, along with equality impact assessments, and additional academic or wellbeing support provided as needed.</li> <li>IV. Delivering programmes via alternative means, ensuring that delivery is appropriate for the enrolled students and that guidance, resources, and support are provided to facilitate continuation.</li> <li>V. Clear communication with affected students, including information on changes, expectations, and support available.</li> <li>VI. Support for travel or accessibility needs if relocation requires attendance at a different campus or temporary site.</li> <li>VII. Where these measures are insufficient to allow students to continue their studies, the College will support affected students to transfer to suitable alternative programmes at other providers, in line with admissions requirements and programme availability.</li> </ol>
5.3 Cancellation of a Higher Education Course	Medium	High	<p>5.3.1 The College typically operates with small cohort sizes, where student numbers can influence programme viability. For this reason, the likelihood of course cancellation is rated medium, as fluctuations in student recruitment or changes in demand could occasionally affect the viability of particular programmes or modes of study. The College has mitigating processes in place to monitor</p>

			<p>recruitment trends, cohort size, and programme sustainability to identify potential risks at an early stage. This risk also includes scenarios where one or more modes of study (e.g., full-time, part-time, or distance learning) can no longer be delivered.</p> <p>5.3.3 Where the College decides for strategic reasons that a course is not viable to run; the College will;</p> <ol style="list-style-type: none"> <li>I. Inform affected students as promptly as possible, providing clear guidance on available options and next steps.</li> <li>II. Teach out current cohorts, wherever possible, allowing students already enrolled on the course to complete their studies as originally approved.</li> <li>III. Support students to transfer to alternative programmes within the College or at other Higher Education providers, including existing university partners or other local institutions, subject to admissions requirements and programme availability.</li> <li>IV. Provide academic support, including guidance on credit transfer and recognition of prior learning to preserve continuation and completion of study.</li> </ol> <p>5.3.4 Mitigation measures for affected modes of study may include:</p> <ol style="list-style-type: none"> <li>I. Delivering the programme via alternative modes where feasible, and where this is not possible, teaching out current cohorts or supporting transfers to alternative programmes within the College or at other Higher Education providers, subject to admissions requirements and programme availability.</li> </ol>
5.4 Loss or Restriction of a Collaborative Arrangement with Awarding Higher Education Institution	Medium	High	5.4.1 The likelihood of student disruption arising from the loss or restriction of a collaborative arrangement with an awarding HEI is rated medium, due to potential changes in the awarding HEI's policies, strategic priorities, or additional regulatory requirements associated with franchise arrangements. While not expected frequently, these changes could affect UKBC's ability to deliver programmes under a collaborative arrangement.

			<p>5.4.2 If the College suffers loss or restriction from its awarding arrangement (currently franchising), it will work collaboratively with the lead provider to implement the awarding HEI's Student Protection Plan while aiming to minimize disruption to students.</p> <ol style="list-style-type: none"> <li>I. Where necessary, the College will support the teaching out of current programmes in accordance with the awarding body's academic regulations.</li> <li>II. Where teaching out is not possible or suitable, the College will assist students in identifying study options at the awarding HEI or other Higher Education providers, and will provide guidance on recognition of prior learning and transfer of credits where applicable.</li> <li>III. Specific guidance on the current sole awarding HEI for UKBC (University of Wolverhampton) can be accessed here: <a href="https://www.wlv.ac.uk/media/departments/compliance-team-/Student-Protection-plan-2023.pdf">https://www.wlv.ac.uk/media/departments/compliance-team-/Student-Protection-plan-2023.pdf</a>.</li> </ol>
5.5 Loss of Eligibility as a Pearson Approved Centre	Low	High	<p>5.5.1 The College offers Higher Education programmes accredited by Pearson. The risk of losing approval as a Pearson awarding centre is rated low. This is based on the positive annual Academic Management Review (AMR) outcomes, and current External Examiner feedback.</p> <p>5.5.2 In the event that Pearson approval is withdrawn or restricted, the College will take steps to minimize disruption and protect student experience by:</p> <ol style="list-style-type: none"> <li>I. Working closely with Pearson to implement any required teach-out arrangements in accordance with Pearson regulations.</li> <li>II. Providing guidance and support to students to transfer to alternative Pearson-accredited programmes where possible.</li> <li>III. Ensuring timely access to academic records, transcripts, and other programme documentation to facilitate recognition of prior learning and credit transfer.</li> <li>IV. Communicating promptly with affected students regarding the situation, their options, and the support available.</li> </ol>

			V. Where transfer to an alternative Pearson-accredited programme is necessary, the College will support students in identifying suitable provision at other approved centres, subject to admissions requirements and programme availability.
5.6 Loss of Eligibility as a Registered Provider of Higher Education	Medium	High	<p>5.6.1 Whilst UKBC remains confident in maintaining compliance with all ongoing conditions of registration, the risk of loss of Higher Education provider registration with the Office for Students is rated medium, recognizing that regulatory requirements may evolve over time and that continued compliance requires ongoing monitoring and effective institutional oversight. While the College maintains compliance with current registration conditions, changes in regulatory expectations or provider performance could present risks if not actively managed.</p> <p>5.6.2 The College has governance and oversight arrangements in place to support ongoing compliance with OfS registration requirements. This includes monitoring through the College’s risk management processes and reporting through appropriate governance structures.</p> <p>5.6.3 The College will take steps to maintain compliance and protect student experience across all current provision and, where granted, any programmes delivered under New Degree Awarding Powers (NDAP).</p> <ol style="list-style-type: none"> <li>I. The College will maintain ongoing compliance with Office for Students (OfS) registration requirements, including monitoring the conditions of registration and responding promptly to regulatory developments or changes.</li> <li>II. Governance and internal monitoring arrangements will be used to identify and mitigate potential risks to registration, including regular review by senior leadership and reporting through the College’s governance structures, such as Academic Board, Quality Enhancement Committee, Audit and Risk Committee, Executive Committee, and Board of Governors.</li> <li>III. Where any risk to registration arises that may affect students’ ability to continue their studies, the College will implement the measures outlined in this Student Protection Plan to minimize disruption. This may include teaching out existing cohorts, supporting transfers to other Higher</li> </ol>

			Education providers, and providing guidance on recognition of prior learning and credit transfer.
5.7 Revocation or Non-Continuation of New Degree Awarding Powers (NDAP)	Medium	High	<p>5.7.1 The likelihood of revocation or non-continuation of New Degree Awarding Powers (NDAP) is rated medium, recognising that all newly granted powers are subject to an initial probationary period and ongoing regulatory monitoring by the Office for Students. While the College will maintain robust governance and quality assurance arrangements to ensure compliance with regulatory requirements, the probationary nature of NDAP means there remains a potential risk that the powers may not be confirmed or extended following this period.</p> <p>5.7.2 Should the College be granted NDAP, programmes delivered under these powers would be subject to a probationary period of up to three years, as determined by the Office for Students. During this period, the College will maintain enhanced academic governance, monitoring, and reporting arrangements to ensure compliance with all regulatory requirements and the protection of student interests.</p> <p>5.7.3 In the event that NDAP are not confirmed following the probationary period, or are otherwise withdrawn or restricted, the College will implement the measures set out in this Student Protection Plan to safeguard students' continuation and completion of study.</p> <p>Mitigation measures include:</p> <ol style="list-style-type: none"> <li>I. Maintaining robust governance and quality assurance arrangements during the probationary period to ensure that academic standards and student experience are preserved.</li> <li>II. Monitoring all NDAP programmes for risks that could affect students' ability to continue their studies and implementing mitigation measures as needed. This will include additional NDAP-specific mitigation monitoring, incorporating key risk indicators.</li> <li>III. Where possible and subject to regulatory approval, teach out existing cohorts to allow students to complete their studies as originally planned.</li> </ol>

			<p>IV. Support students to transfer to alternative programmes within the College or at other Higher Education providers, including partner and local universities, subject to admissions requirements and programme availability.</p> <p>V. Provide timely access to academic records, transcripts, and relevant programme information to facilitate recognition of prior learning and credit transfer, ensuring students' continuation and completion are preserved.</p>
5.8 Major Changes in Year to Course Content	Low	Medium	<p>5.8.1 The likelihood of major in-year changes to course content is rated low, as the College has robust programme planning and monitoring processes in place to ensure programmes are delivered as advertised. However, in the event that such changes are necessary, the College will take steps to protect students' experience and progression by:</p> <ul style="list-style-type: none"> <li>I. Restricting changes to the minimum necessary to maintain the required quality of experience, and ensure affected students are notified and consulted as appropriate.</li> <li>II. Working with students to ensure that the revised offer remains acceptable.</li> <li>III. Where necessary, allow students the opportunity to withdraw from the programme.</li> <li>IV. Where required, and where possible, provide reasonable support for students to transfer to another programme within the College or, if needed, to another Higher Education provider, including guidance on recognition of prior learning and credit transfer.</li> </ul>
5.9 Loss of ability to deliver material components of courses	Low	High	<p>5.9.1 The likelihood of this scenario is considered low. Current provision is broad in scope and delivered using non-specialist teaching resources and material components. All necessary virtual and physical course resources, systems, and documentation are in place, well maintained, and regularly updated as required.</p> <p>5.9.2 The College has robust staff planning and contingency arrangements, and there are sufficient qualified academic staff across programmes to act as suitable substitutes where required. In line with current awarding body requirements, staffing arrangements ensure that delivery is not dependent on a single member of staff, and suitable resources need to be evident prior to course approval. No highly specialised courses are anticipated as part of programmes delivered under Degree Awarding Powers (NDAP).</p>

			<p>Mitigation measures include:</p> <ol style="list-style-type: none"> <li>I. Robust staff planning, including identifying key roles and succession arrangements to cover essential teaching responsibilities.</li> <li>II. Maintaining a pool of qualified academic staff across programmes to act as suitable substitutes where required.</li> <li>III. Ensuring compliance with awarding body requirements for resources and staffing, including teaching, assessment, and moderation.</li> <li>IV. Cross-training and knowledge-sharing between staff to reduce dependency on individual staff members.</li> <li>V. Implementing contingency delivery methods, such as reallocation of teaching, team-teaching, or temporary use of alternative delivery resources.</li> <li>VI. Monitoring delivery to identify and address any impact on students' progression or completion of study.</li> <li>VII. Where disruption cannot be fully mitigated or is sustained over a period of time, the College will, where practicable, seek to teach out affected cohorts. Where this is not possible, students will be supported to transfer to alternative programmes or providers to safeguard continuation and completion.</li> </ol>
5.10 Inability to deliver specific timings of study	Low	Medium	<p>5.10.1 The likelihood of being unable to deliver specific timings of study, such as daytime and evening, is considered low. The College operates with robust timetabling, staff planning, and resource allocation to ensure that all scheduled modes of delivery can be supported.</p> <p>5.10.2 Courses are only offered when sufficient staffing and facilities are available, and maximum student numbers, if applicable, are determined prior to recruitment activities.</p> <p>Mitigation measures include:</p> <ol style="list-style-type: none"> <li>I. Robust timetabling and resource planning to ensure all scheduled timings can be delivered;</li> <li>II. Flexible allocation of teaching staff to cover all delivery modes, including cross-cover arrangements where needed.</li> </ol>

			<ul style="list-style-type: none"> <li>III. Advance monitoring of cohort sizes and staff availability to identify potential gaps before they affect delivery.</li> <li>IV. Where changes to timings are required, providing students with clear guidance and reasonable notice, including alternative options where available.</li> <li>V. Offering affected students the option to transfer to alternative cohorts or timings of study, where feasible.</li> <li>VI. Use of alternative delivery methods to maintain continuity of study;</li> <li>VII. Provision of academic support and guidance to ensure students are not disadvantaged by any changes to delivery timings.</li> <li>VIII. Where disruption cannot be fully mitigated, implementing appropriate measures, including support for transfer to alternative programmes or providers, to safeguard continuation and completion.</li> </ul>
5.11 Disruption of College Activity	Low	Medium	<p>5.11.1 The likelihood of disruption to College activity is rated low, as incidents such as severe weather, utility or IT failures, building or facility issues, public health events, transport interruptions, loss of key learning resources, or other unforeseen events are generally rare. The College has robust operational, contingency, and business continuity measures in place to minimise their impact. In the event that such incidents occur, the College will take steps to protect students' experience and continuity of study by:</p> <ul style="list-style-type: none"> <li>I. Considering whether it is practicable to make temporary changes to programme delivery rather than closing or suspending an affected programme.</li> <li>II. Communicating promptly with students regarding any changes to teaching, timetables, or assessment arrangements, providing clear guidance on alternative arrangements.</li> <li>III. Providing additional academic support where needed to ensure students can continue their studies, including access to learning resources, alternative teaching methods, or flexible scheduling.</li> <li>IV. Monitoring the impact of disruption on students' progression and taking appropriate action to minimise any disadvantage.</li> </ul>

			V. Where disruption is prolonged or cannot be fully mitigated, implementing appropriate measures to support continuation of study, including alternative delivery arrangements or, where necessary, support for transfer to other programmes or providers.
5.12 Industrial Action by College Staff or Third Parties	Low	Medium	<p>5.12.1 The likelihood of industrial action is considered low as UKBC operates with a stable staff team and maintains effective staff engagement, communication, and contingency planning, which makes sustained or unexpected disruption from industrial action unlikely.</p> <p>5.10.2 Where industrial action occurs, the College will take all reasonable steps to minimise disruption to students and protect their experience.</p> <ol style="list-style-type: none"> <li>I. Ensuring that normal operations and services are maintained as far as possible.</li> <li>II. Communicating promptly with students regarding the nature and expected duration of any disruption, and provide clear guidance on any temporary changes to teaching, assessment, or support services.</li> <li>III. Taking all reasonable steps to fulfil its responsibilities to students, ensuring that any disruption is minimised and students are not disadvantaged, as far as is possible.</li> <li>IV. Where possible, providing academic support and/or alternative arrangements to help students continue their studies, including guidance on assessment deadlines, course content access, and continuity of learning.</li> </ol>
5.13 The Unanticipated Departure of Key Members of College Staff	Low	Medium	<p>5.13.1 All staff are contractually required to provide a minimum notice period of three months when terminating their employment with the College. The likelihood of disruption arising from unanticipated staff departures is rated low, due to effective workforce planning, succession arrangements, and contingency allocation of teaching and support duties across staff teams.</p> <p>5.13.2 In the event of the unanticipated departure of key members of staff, the College will take steps to minimise disruption to students and ensure continuity of programme delivery by:</p> <ol style="list-style-type: none"> <li>I. Seeking to fill gaps as quickly as possible by reallocating responsibilities to existing members of staff with appropriate skills and experience.</li> </ol>

			<ul style="list-style-type: none"> <li>II. Where necessary, recruiting suitably qualified academic or professional staff externally to ensure that programme delivery and student support can continue.</li> <li>III. Implementing temporary mitigation measures, such as adjusting teaching allocations or scheduling, to ensure continuity of learning while a permanent replacement is secured.</li> <li>IV. Ensuring that students are kept informed of any changes to teaching arrangements and that appropriate academic support is provided where required.</li> </ul>
5.14 No longer able to recruit or teach a particular type of student.	Low	Medium	<p>5.14.1 The College recognises the risk that it may be unable to recruit or deliver programmes to a particular type of student. This scenario is considered low likelihood, as robust recruitment planning, timetabling, and staff allocation ensure all scheduled modes and student groups can be supported.</p> <p>5.14.2 Contingency arrangements, including alternative delivery methods and flexible allocation of teaching staff, are in place to minimise disruption. In the unlikely event that a particular cohort cannot be recruited or taught as planned, the College will provide guidance and support to affected students, including options for alternative cohorts, or transfer to other providers where necessary, to safeguard continuation and completion of study.</p> <p>Mitigation measures include:</p> <ul style="list-style-type: none"> <li>I. Careful recruitment planning to ensure all student groups and cohorts can be enrolled and supported effectively.</li> <li>II. Timetabling and staffing arrangements designed to accommodate different student types;</li> <li>III. Contingency delivery methods, including flexible teaching allocations.</li> <li>IV. Early monitoring of enrolment patterns to identify potential gaps in recruitment or delivery.</li> <li>V. Providing affected students with clear guidance and support to explore alternative programmes, cohorts, or study modes.</li> <li>VI. Prompt communication with students if specific types of enrolment cannot be accommodated, with guidance on options to continue their studies.</li> </ul>

5.15 Where continuation of study via teach-out is necessary, UKBC will implement measures in accordance with its Teach-Out Plan Framework. This framework sets out the governance, communication, academic, and financial arrangements required to safeguard students' continuation and completion of study, ensuring that any disruption is managed consistently, effectively, and with students' interests at the forefront.

## 6.0 Refunds and Compensation

6.1 Where a student is required to transfer course or move to another institution as a result of events described in this Student Protection Plan, there may be implications for tuition fees, maintenance support, and other costs associated with study.

6.2 The College's Fees and Refunds Policy outlines the circumstances in which tuition fee refunds may be made if the College is no longer able to preserve continuation of study on the originally intended programme.

6.3 Where disruption results in a material disadvantage to students, and continuation of study through teach-out or transfer is not practicable, the College is committed to considering appropriate refunds, compensation measures, and additional support and guidance. These may include:

- Refund of tuition fees for the affected period of study, where delivery of the programme cannot continue.
- Reasonable support for additional costs incurred by students as a result of transferring to another provider or alternative campus for the remainder of the academic year from the date that UKBC cannot continue teaching.
- Where students are required to travel to a different provider or an alternative campus location outside Leicester, the College will consider reasonable support towards additional travel expenses for the remainder of the academic year from the date that UKBC cannot continue teaching.
- Guidance and support in relation to student finance arrangements and the implications for maintenance support.
- Reference to the College's published Fees and Refunds Policy, with support provided to ensure students understand how it applies to their circumstances.

6.4 The College will ensure that adequate financial resources are available to support these measures, demonstrating its capacity to uphold student continuation, mitigate potential disruption, and maintain OfS registration compliance. This includes the use of institutional cash reserves, a 12-month contingency plan with a ring-fenced teach-out fund specifically designated to support students' continuation and completion of study, and, where appropriate, relevant insurance arrangements. The adequacy of these arrangements is reviewed periodically as part of the College's financial planning and risk management processes.

6.5 Financial resources, including cash reserves, will be maintained at appropriate levels and adjusted in line with changes in student numbers, scale of provision, and the College's risk profile.

## 7.0 Communication, Feedback and Review

7.1 Communication to students, staff and, where applicable, the Office for Students and any awarding body, will follow the UKBC communication flow protocol to ensure consistency, timeliness, and effectiveness.

7.2 The College will normally provide a *minimum* notice period of 20 working days to inform students in the event of course, campus, or planned provider closure, wherever reasonably practicable.

7.3 Should the Student Protection Plan need to be implemented more quickly due to unforeseen events, affected students will be contacted promptly through multiple channels, including email, the College website, VLE, telephone, or personal correspondence, normally within a maximum two working days of the decision being made.

7.4 Students will be immediately consulted and represented in relevant decision-making processes affecting their studies, with the Student Union involved where appropriate.

7.5 The College will ensure that students are provided with clear guidance regarding their options and the support available under the Student Protection Plan. Where appropriate, students will also have access to College support services, including academic guidance and wellbeing support, to help them manage any academic or pastoral difficulties arising from disruption.

7.6 When implementing measures under this Student Protection Plan, the College will give appropriate consideration to the needs of students with protected characteristics as defined in the Equality Act 2010. Actions taken to preserve continuation and completion of study will aim not to disproportionately disadvantage any group of students, and reasonable adjustments or additional support will be provided where necessary.

7.7 This Student Protection Plan is published on the College website and made available to current and prospective students.

7.8 The plan will be reviewed annually to ensure it remains appropriate and effective, with interim reviews undertaken in response to significant operational, staffing, or regulatory changes.

7.9 As part of these reviews, risks will be reassessed and re-rated using the College's Student Protection Plan risk register. Student views, along with feedback from other relevant stakeholders, will be actively collated through formal representation on

committees and via surveys to ensure the plan remains effective and aligned with student needs.

7.10 An Annual Summary Report detailing any activations of the Student Protection Plan, outcomes for affected students, and any subsequent improvements to policies or procedures will be prepared and reviewed each academic year, ensuring ongoing oversight and continuous improvement.

Document Information	
Document Title:	UK Business College Student Protection Plan
Version:	3.0
Approved By:	Board of Governors
Date:	January 2026
Revision Summary:	<ul style="list-style-type: none"> <li>• Updated primarily to reflect the addition of NDAP provision and the associated probationary period. Other sections, including risk assessment, refunds and compensation, and review and feedback processes, have also been revised to ensure consistency and alignment with the updated provision.</li> </ul>
Previous Review:	September 2025
Next Review:	September 2026
Owner:	Principal
Controlled Distribution List	<p>Key stakeholders responsible for oversight and implementation, including:</p> <ul style="list-style-type: none"> <li>• Board of Governors</li> <li>• Senior Leadership Team</li> <li>• Academic Board</li> <li>• Executive Committee</li> <li>• Registrar</li> <li>• Head of Quality</li> </ul>
General Availability:	The plan is also made available to all students and staff at UK Business College via the College website and student virtual learning environment.