

Christ the Redeemer College

Student Protection Plan

Provider's name: Christ the Redeemer College

Provider's UKPRN: 10026921

Legal address: The Rayners, 23 Village Way East, Harrow HA2 7LX

Contact point for enquiries about this student protection plan:
Janet Bluck (janet@christredeemer.ac.uk)

Student protection plan for the period 2018-19

Introduction

Christ the Redeemer College is validated by Roehampton University and is committed to ensuring its students achieve the best possible academic outcomes from their studies. Occasionally, however, circumstances may arise which may mean that unforeseen changes have to be made to modules, pathway or programmes. This possibility and provision for such events is detailed within the college's Terms and Conditions. The College recognises that students invest significant time and money in their higher education and are entitled to be confident that the college will treat them fairly, deliver the course chosen and have adequate contingency arrangements in place if that ceases to be possible

This plan has been developed to make students and prospective students aware of the range of potential risks to the continuation of their study at the college, how those risks may differ based on individual students' needs, characteristics and circumstances, and the likelihood that those risks may crystallise. It also outlines what measures the College has taken to mitigate risks and what it would do to support students to continue with their studies.

1. An assessment of the range of risks to the continuation of study for your students, how those risks may differ based on your students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise

The following risks we identified were considered in discussions at our Academic board meeting and in consultation with the University Link Tutor. Although the risks of continuation of the studies of our students are very low in view of the nature of our validation agreement with the university and ownership, we however identify the possibility of the following risks:

- 1.1 The college's approach to identifying risks and the managing such risks is detailed in our risk management policy.
- 1.2 Programme changes prior to registration may make it difficult for students to engage in their preferred choice of programme. This risk is low in view of the provision in our validation agreement.
- 1.3 Programme changes during the period of study may make it difficult for students to continue in their preferred choice of study. This risk is low in view of provisions of our validation agreement.

- 1.4 Staffing difficulties or loss of key specialist staff may make it difficult for particular module or pathway to continue. This risk is low in view of our validation agreement.
- 1.5 Low student numbers on a particular programme or pathway may make it difficult to continue that programme or pathway and thereby affect those enrolled on such courses or applying to study that programme. This risk is moderate and necessary provision has been made to address this risk.
- 1.6 Changes in government or college policies and regulations in view of the dynamic nature of the education environment may affect the nature of the students' expectation. This risk is moderate and necessary provision has been made to address this risk
- 1.7 De-designation for student support purposes may make it difficult for new students to pay their fees as some UK and EU students fund their study from the student support system. This risk is moderate and necessary provisions have been made to address this risk
- 1.8 Validation withdrawal or non-renewal could affect programme delivery. This risk is low as provided for in our validating agreement.
- 1.9 College closure or market exit could affect the programme as a whole or part thereof. This risk is low in view of our ownership and financial stability.
- 1.10 Students with differing needs such as diverse backgrounds may be unable to complete their courses due to personal circumstances. This risk is moderate as the majority of our students are adults from diverse backgrounds.

2. The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise

The College has a risk register detailing internal and external risks. There is a traffic light system (low risk, moderate risk, high risk) used to regularly monitor these risks. Actions and procedures to mitigate risk are embedded in everyday working practices and planning processes. Any matters of concern are brought to the attention of the Trustees with recommended actions being addressed by the Academic board in a timely fashion.

The following arrangements are in place to protect students should any of the risks crystallise:

2.1 General Provision

Our validation agreement with Roehampton University makes provision for them to 'teach out' students in the event of us being unable to operate for any reason.

2.2 Programme Changes Prior to Registration

- 2.2.1. Where material changes (such as significant changes to the structure of the programme; the removal or addition of a number of modules; or changes to the programme pathways being offered) are made between the publication of the prospectus and student registration at the college, the College will draw applicants attention to these changes via the website and direct information to applicants as soon as possible and advise them of their right to seek entry to another College programme for which they may be qualified or to withdraw their application and seek entry to another institution.

2.2.2 Where the applicant has already accepted an offer, they shall be provided with all necessary information, advice and guidance to help them make an informed decision regarding their options regarding their proposed study at the college

2.2.3 In the event of material changes to a programme, applicants who are yet to receive offer letters or have received offers but are yet to accept them will be informed of this development and of their options to transfer their applications to another programme within the college or to another institution.

2.3 Programme Changes during Period of Study

2.3.1 In normal circumstances, material changes to programmes should not be made after registration and during the period a student is undergoing studies in the college, but where this is unavoidable, affected students and student representatives shall be consulted at the earliest opportunity on the changes and their views shall be taken into account.

2.3.2 Students would be aware through their representation at the Academic Board of any issues as they arose and any possible impact on their studies. Students will be part of the process of finding solutions to such issues. Where internal solutions do not satisfy some students, those needing or wishing to change to another course within the college or to transfer to another college would receive assistance in that transfer.

2.3.3 Further to commencement of the programme and during the course of a student's studies, the College may make minor amendments to programmes in order to improve the quality; to meet the requirements of a validating institution or accrediting body; to ensure the achievement of minimum teaching cohort sizes; or in response to student feedback. Where such minor amendments to the delivery of a programme are necessary, the College will consult with or inform students and student representatives of these changes, as appropriate, and in line with the College's quality assurance procedures

2.3.4 Where a major change in programme or pathway is to be implemented students currently registered on the programme (including those whose registration is suspended but have not yet completed the programme) should be informed of their options. This may include: to complete their programme of study as modified; to transfer to another programme within the College; or to transfer to another institution. The College will provide all necessary information, advice, guidance and support to facilitate students in deciding which option to choose.

2.4 Staffing difficulties or loss of key specialist staff

2.4.1 Should the college be unable to teach any of its validated degree programmes due to internal arrangements of staffing or student numbers, students would be assisted in transferring to another of our degree programmes.

2.4.2 If there are staffing difficulties or low student numbers on a pathway then students will be offered a place on another pathway.

2.4.3 In the event of the loss of key academic staff the college will urgently recruit new staff to ensure the smooth running of the programme but if that is not possible, we will enable students to transfer smoothly to another of our validated programmes. (We can also draw on the staff of Roehampton University to take up any classes/courses if our staff are unable to be immediately available).

2.5 Discontinuation of a Programme or Pathway

2.5.1 As a result of unforeseen and unforeseeable circumstances (e.g. loss of specialist staff or low numbers of students) it may be necessary to close or suspend a programme or pathway. In such circumstances, the student interest is paramount and full consultation would be undertaken with all affected students and their nominated representatives in a timely manner and their input considered.

2.5.2 If we are unable to continue to deliver any of the courses and a programme or pathway is discontinued and the college is unable to provide a satisfactory solution our validation agreement makes provision for Roehampton University to provide for the continuity for our students.

2.5.3. In order to ensure full compliance with the Consumer Rights Act 2015 and related regulations, students would be given the fullest information, advice and guidance to enable them to make well-informed decisions in the event of programme or pathway closure, modification or suspension.

2.6 Changes in government or college policies and regulations

Students will be kept informed via the student representative council and membership of college committees of any changes affecting their programme.

2.7 De-designation for student support purposes

2.7.1 In the unlikely event of de-designation, students will be informed in a timely manner via the student representatives and meeting with the students. Students on the course who are eligible to be supported by Student Finance to complete their studies, other students will be offered payment plans.

2.7.2 Where there are students who are not satisfied with our arrangements for continuation of their programme at the college they will be given every assistance to transfer to other colleges.

2.7.3 Our validating university will provide additional support and assistance to students who may require such assistance to make their learning experience to be unaffected.

2.8 Validation withdrawal or non-renewal

2.8.1 In the unlikely event of non-renewal or withdrawal of validation. our validation agreement makes provision for Roehampton University to make necessary arrangements to provide continuity for our students. It also makes provision for the 'teach out' of students already enrolled on the programme.

2.9 College closure or market exit

2.9.1 We consider the risk that Christ the Redeemer College would be unable to operate is very low because of our ownership structure and cash reserves policy.

2.9.2 The College recognises that the closure or suspension of a programme has implications for the contractual relationship between current and prospective students and the College.

2.9.3 A request to close the college must be made by the Academic board through a proposal to the Trustees for approval. The Board of Trustees will make the final decision.

2.9.4 Should there be a college closure, our cash reserve policy will mitigate any financial risks to the students. Our refund policy makes provisions for students that may be affected by college closure.

2.9.5 If the college is unable to continue to deliver any of the courses, students will be offered places on another of our courses. Where this is not possible or a student is not satisfied with the course being offered, management will provide necessary support in helping them to transfer to another institution that they may prefer.

2.9.6 In the event of college closure our validation agreement with Roehampton University makes provision for them to teach out our students.

2.10 Students with differing needs

In order to avoid students with differing needs, such as diverse backgrounds, being unable to complete their course we will provide additional support and where necessary seek support from Roehampton University.

3. Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that you are no longer able to preserve continuation of study

- 3.1 The college policy is to ensure that in the circumstances of a programme closure, all current students would be taught out with full support provided to students to complete their studies with full support of our validating university. If in the view of the college this cannot be achieved, or if other circumstances exist where a refund is appropriate, a refund would then be made for the element of the Programme that had not been provided but had been paid for.
- 3.2 The college is also aware that the situation may arise where a student withdraws from college or is unable to continue with studies for whatever reason which may require a refund for fees that are already paid.
- 3.3 The college's refund and compensation policy is available to students and is published on our website and college VLE. This policy shows how refunds are calculated and awarded to students depending on the date of withdrawal.
- 3.4 Refunds are calculated on a case by case basis.
- 3.5 We are able to meet the terms of our refund and compensation policy because of our cash reserves policy and structure of ownership.
- 3.6 The College will also repay legitimate expenses incurred by students where applicable.

4. Information about how you will communicate with students about your student protection plan

- 4.1 We will publicise our student protection plan on our website. Future students will be made aware of it when they apply and current students at the Academic Board and Student Representative Council. Academic staff will also be made aware at the Academic Board of which they are members. Administrative staff will be made aware of it at their meeting.
- 4.2 The College will also keep students informed through the College VLE, by formal letters and where possible, through face-to-face meetings designed to assist affected students with understanding the nature and implications of such events and the College's response to them. The College will ensure that affected students are either provided with, or signposted to, independent advice as appropriate to the given situation.
- 4.3 Should we need to implement the plan in the instance of course changes then we will give students at least 30 days' notice. We will inform them via the Student Representative Council and in writing of any material changes.
- 4.4 If we need to implement the measures in our plan we will support students both individually and collectively with any necessary information and access to

independent advice. For our validated provision this would involve the validating university.

4.5 A summary of the Student Protection Plan and a link to the document will be included in student programme handbooks, which is updated each year and provided to students for each year of their course.

4.6 The College will ensure that all academic and administrative staff are aware of the implications of the consumer protection compliance in general and also the student protection plan (SPP) in particular through its Boards and committees, and through the curriculum planning, course modification and course closure processes.