



Stratford College London

Student Protection Plan

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UK HE regulations require that we inform students and other stakeholders what plans we put in place to protect students' interests in the event of course, premises or College closure. This plan has the following objectives:

- To clarify the possible, likely or less likely risks to student experience in their learning journey
- Plans in place to protect students interest in the event of such risks materialising
- Plans in place to avoid such risks from occurring
- Plans and contingencies in place to ensure continuity of studies to facilitate student completion of their course of study

Description of Types of Risks and Contingency Plans

Financial Risks

The financial management of the College is well established and has since 2013 passed the annual financial health risk assessment conducted by the QAA in its annual quality reviews of the College. The risk that we are unable to run and operate as a College is very low in the light of the above financial standing. We also expect that such healthy status of our financial standing will be maintained over the academic year and beyond.

Risks to Premises

The operations of the College may be hindered by a natural disaster such as flood or any other accidental damage to the College premises. The College is aware of such possibility. However, the College is capable of arranging alternative delivery premises for its programmes should such an event occur. Although we rate this risk as moderate, we are confident that the good financial standing of the College would enhance the implementation of our business continuity plan which includes acquisition of alternative premises within Stratford London area in order not to inconvenience students.

Risk to Programme Delivery

This risk is related to 3 key factors:

1. Non-availability of specific tutors
2. Awarding Body Withdrawal of Centre and Qualification Approval status
3. Closure of a Programme

1. Non-availability of specific tutors

The risk is rated as moderate. We have a large pool of freelance staff to support our permanent staff in the delivery of our HN programmes. Our tutors are highly qualified within the sector and can deliver and support students in more than one module in the HN programme. In the event that there is the need to swap or replace tutors, we encounter no difficulty. Students will be kept abreast with information on our programme team and staff qualifications and any need to amend timetable will be communicated in a timely manner to avoid disruption of programme delivery schedules.

2. Awarding Body Withdrawal of Centre and Qualification Approval status

This risk is related to non-availability of specialist tutors and/or the withdrawal of College centre approval by the relevant awarding body. The risk is rated as moderate. The College has had its Centre and Qualification Approval Status re-approved on an annual basis since 2013 and continues to maintain the mandatory approval conditions.

3. Closure of a Programme

Our HN programmes (HND in Business, Hospitality and the Diploma in Education Training) do not require specialist equipment for the delivery of modules. The tutors that we require to deliver the programmes are sourced from our large pool of freelance tutors who support our full time staff. However, a decision to suspend or close a programme may arise from the lack of minimum enrolment numbers to start a course. The minimum number may be required to make the course delivery viable or that student interest may be negatively affected where only a small number of students have enrolled on a specific course. Where a decision to close or suspend a course arising from the lack of a minimum student number is to be taken, management will consult with students to come to agreement on the final decision. The decision may be to agree on a future start date or indefinite suspension or support students to enroll in another College on the same programme. This would be an arrangement with alternative providers in the East London community to avoid inconveniencing students due to long distance.

Risks identified and Plans for Mitigation

Risks	Level	Plans for Mitigation
Financial Risks	Moderate	The forecasts have been prepared on a realistic intake of students. The risks on the financial resources are also considered and found to be minimal. In the event of the company needing further funding, the directors will be willing to inject personal funds up to £150,000 at any given point in time if required.
Risks to Premises	Moderate	The College is spread across three floors. Any disruption to part of the premises will be addressed by relocation of lectures to other parts of the premises temporarily whilst damage caused is repaired. In the unlikely event that the whole premises is rendered unsafe, our business continuity arrangements assure the

		retrieval of data from our Cloud facility and arrangements will be made at a local college in the Stratford community for students to attend lectures temporarily whilst the premises is brought back to habitable status.
Risks to Programme Delivery	Unlikely	Continuity of studies is the key aim of the plan. Any expected break in the delivery of our programmes would lead to the drawing of a teach-out plan after consultation with students to be affected. The teach-out plan will be designed to ensure that affected students receive the appropriate teaching and support to complete their programme of study.
(i) Non-Availability of Specific Tutors		
(ii) Awarding Body Withdrawal of Centre and Qualification Approval status	Moderate	In the case of awarding body withdrawal of centre approved status, the College will arrange to transfer students affected to other Colleges to enrol on the same course and at the level of their course registration. The College will facilitate and support all students affected in this case. The objective here is to ensure the continuity of studies and that students intended aim of study and expected award are not jeopardised.
(iii) Closure of a Programme	Moderate	In the case of the College not being able to run any of our programmes, meaning that a programme is to be discontinued or closed, this will be communicated to all stakeholders in a timely manner in order that College and students embrace the teach-out plan drawn to facilitate and support transfer of students to other Colleges. Our Fees Refund and Compensation Policy explains how affected students will be compensated or fees refunded as the case may be. (a) Affected students who receive tuition fees from the Students Loan Company will be refunded the fees paid for the term or year as may be applicable. (b) Fees paid by self-funded students covering the term or year, as applicable, will be refunded

(c) Where transfer of affected students creates extra travel costs, compensation for such extra travel cost will be paid.

(d) Where transfer of affected students causes a significant loss of study time (that is, time loss would lead to completion beyond initial scheduled time) compensation amounting to 5% of fees paid will be paid to affected students.

(Fees Refund & Compensation Policy)

The College financial records show that the refund of fees paid and compensation for loss of time or incurred extra cost of travel can be met as the College has a healthy financial reserve to address such obligations.