

STUDENT PROTECTION PLAN (Academic year 2020-21)

Provider's name: Bishop Burton College

Provider's UKPRN: 10000721

Legal address: York Road, Bishop Burton, HU17 8QG

Contact point for enquiries about this student protection plan: enquiries@bishopburton.ac.uk

1. Introduction

- 1.1. As a registered provider of Higher Education, Bishop Burton College must publish a Student Protection plan which sets out how continuation and quality of study will be ensured for current and potential students if any risk to continued study comes to fruition. As the college has a long history of delivering higher education, it does not expect there to be a circumstance where a course would be discontinued whilst a student is on programme and this has never happened in the past. The college does discontinue courses at various times when the portfolio is updated and has also changed University collaborative partnership arrangements but students continuation and completion is always preserved, unless a student group chooses to transfer to an updated programme if there are perceived to be benefits to the students in doing so.
- 1.2. This plan builds on the colleges experience and is intended to give students and potential students assurances that arrangements would be in place in the unlikely event of a situation, which could influence the continuation of a programme. The plan provides examples of types of risk, which the college has considered and explains what might be done to minimise any negative impact if they did happen. The plan also attempts to take into account differing student needs, characteristics and circumstances.
- 1.3. This plan forms part of your student terms and conditions.

2. Default position

- 2.1. In circumstances where the college withdraws a programme from future recruitment, the college will always attempt to ensure that all students are able to complete their study within the original timescale of their programme. Partnership agreements with Universities always include termination terms aimed at ensuring the student experience is not compromised during any end of any partnership, the original programme is 'taught out' for the duration of the students expected completion. The college will meet with the University and plan jointly to ensure that proper arrangements are made for the completion of programme/modules and students at that time. In the exceptional circumstances that teach out would not be possible the college would

seek to support continuation of study by offering a transfer onto a similar or replacement programme or by giving support to transfer to an alternative supplier (for example providing certification of credit or a record of academic achievement).

3. Risk assessment.

- 3.1. The college regularly reviews risk as part of strategic and operational management planning using the following scale likelihood of the risk happening and impact of the risk if it did happen.
- 3.2. Risks to continuation of study have been assessed and likelihood is classified using this sliding scale.

Very unlikely	an event may occur only in exceptional circumstances (chance less than 5%);
Unlikely	an event could occur at some time (chance between 5-10%).
Possible	an event should occur at some time (chance between 10-25%).
Likely	an event will probably occur (chance between 25-50%).
Very Likely	an event is expected (chance more than 50%).

- 3.3. We have also classified impact on a sliding scale.

Minimal	Resolution should be achieved by the course team through day to day activity short term delay in delivery of an element (module) of the programme/ Issue would affect less that 5 students
Minor	Resolution may need co-ordinated input from curriculum area managers and support services short term delay in delivery of more than one element of the programme or longer term delay in delivering one element
Major	Resolution would need input from senior managers longer term loss of delivery
Critical	Resolution would require input from the Principal and liaison with the University at risk of non-delivery

A combination of these factors then provides the overall risk rating. The lists in appendix 1 and 2 are not exhaustive as it would not be practicable to list every possible event, which may occur. It should be used as a guide to the types of risk and the actions in place to mitigate against those risk occurring. Appendix 1 shows risks, which have less likelihood of occurring or would have lower impact, with an explanation for this assessment. Appendix 2 shows risk which would have a more severe impact or a greater likelihood of occurring with management action plans outlined.

4. Refunds and Compensation

- 4.1. The college refund and compensation policy is available on the college website, which outlines the circumstances in which the college would refund tuition fees and other related costs to students and to provide compensation where necessary if we are no longer able to preserve continuation of study. We consider refunds and compensation to be a remedy of last resort and we are committed to doing all we can so that refunds and compensation are not necessary. The Policy may be implemented as a result of any of the risks in this Plan occurring.
- 4.2. We have always had sufficient finance to refund/compensate students when appropriate and we factor this into our annual budgets on the basis of previous experience. In the new UK HE financial environment we are conscious that there could be an increase in such payments. However, at this time we do not feel it necessary to take out insurance to cover this risk. This position will be carefully monitored and reviewed on an annual basis. The college maintains significant retained earnings/cash reserves which represents at least 25 cash days. Simultaneously, we are investing in various initiatives that will assist student support and retention and target a decrease in student non-continuation rates thereby reducing the level of refund/compensation payments.

5. Advice and Communication with Students

- 5.1. The student protection plan will be published on the college website for access by current and potential students once approved. It will also be referred to in student programme handbooks.
- 5.2. The plan presented to academic management groups and course managers to ensure that implications for any changes to programme are understood.
- 5.3. The plan will be reviewed annually in consultation with the appropriate college committees and governing body on which students are represented in addition to any in year risks identified as part of termly risk updates in curriculum and service areas and through student forum feedback.
- 5.4. If there are material changes which are likely to cause the student protection plan to be implemented, all affected students will be contacted to explain the circumstances and to initiate consultation regarding appropriate remedies. The nature and advice needed to support students will vary from risk to risk and in the first instance the college will avoid implementing changes part way through the academic year wherever practicable. Students will be communicated to within 5 working days of the plan being invoked where change needs to occur with some immediacy. In other circumstances as much notice as possible will be given. At the same time we will inform the student association and or partner university student union if appropriate, in order that alternative advice and support can be in place for the student body.
- 5.5. If students require further information regarding the plan please contact enquires@bishopburton.ac.uk quoting student protection plan as the reference. Where the plan has been invoked a point of contact will be advised.

6. Method of Monitoring

6.1. N/A

6.2. Authorship: Assistant Principal Higher Education

6.3. Date: September 2020

6.4. Reviewing Officers: Assistant Principal Higher Education

Queries about the application of this policy should be addressed to [enquiries @bishop burton.ac.uk](mailto:enquiries@bishopburton.ac.uk)
in the first instance.

Appendix 1 Low risks

Risk	Likelihood	Impact	Reason for assessment
The college is unable to operate due to financial performance	Unlikely	Critical	The college balance sheet and cash reserves are healthy and have been assessed s good by the ESFA
The college tier 4 licence is lost or suspended	Unlikely	Minimal	The college has successful audits and tier 4 policy is reviewed upon renewal. Low international student numbers. The college could therefore support international students in finding an alternative provider who holds a tier 4 licence.
Failure to meet OfS regulatory requirements	Unlikely	Major	As an established provider all elements of registration are in place and the college has a proven track record for successful quality reviews.
All or part of the campus is permanently closes	Unlikely	Critical	The college maintains a critical incident plan which forms part of the colleges business continuity plan. There are no campus closure plans at present
Loss of key equipment or resources	Unlikely	Minor	There is no foreseen threat to equipment. Alternative equipment could be found and access to alternative resources such as farms would be made through the significant number of industry contacts who currently work with the college.
Non completion of delivery of a programme	Unlikely	Major	Any phasing out process is planned and taught out
Interruption or damage to IT infrastructure	Possible	Minimal to Major	Any planned changes are implemented during the summer period. Most programmes do not have a high dependency on IT so teaching can still occur. Distance learners would be given special consideration and alternative options to ensure contact hours are received. The college has an IT disaster plan for major incidents.
Change of strategic direction away from higher education by governing body or senior managers	Highly Unlikely	Major	Higher education is a well-established part often colleges specialist offer and there are no plans to change the strategic direction. If this were to happen then teach out would occur in order that there was no impact on existing students or applicants under offer

Appendix 2 Medium to High risks

Summary

Risk	Likelihood	Impact	Reason for assessment	Management plan
Temporary or permanent loss of Key Staff	Very Likely	Minor	<p>Staff turnover is a natural occurrence in most educational institutions and one which the college has no control. There can be differing circumstances which influence the speed at which the position can be rectified.</p> <p>The college has established relationships with educational recruitment consultants. In most cases existing staff have suitable expertise to cover module content.</p>	<p>Planned loss/absence: recruitment planning process for temporary or permanent replacement which allows handover time with exiting member of staff</p> <p>Unplanned loss/absence: Provide cover from existing staff/Recruitment process Adjust delivery model if possible e.g utilise online delivery or order of module content or order of module delivery.</p> <p>Students are kept informed of any changes and consultation may occur to minimise any negative impact or uncertainty</p>
Withdrawal of University validating partner	Possible	Major	<p>Universities change strategic direction and collaborative partnerships may not be a priority.</p> <p>The colleges current partnerships are well established and current strategic approaches continue to support collaboration.</p> <p>The college is not tied to one partner and has successfully managed withdrawal in the past with no impact on students.</p>	<p>Strong relationships with University partners</p> <p>Partnership agreements, which include teach out commitments.</p> <p>Staff capability and experience of validating with new partners and due diligence process.</p> <p>Communication with students regarding transition from an existing partner. No expected negative impact on students.</p>
Loss of Awarding powers (if successful on application)	Unlikely	Major	<p>The college would have completed a rigorous process to achieve awarding powers so it would be unlikely to lose them within the initial period.</p> <p>The college has extensive experience and management structures in place for delivering higher education. The college will continue with relationships with current collaborative partners.</p>	<p>University collaboration would be sought, the college is on good terms with existing partners. Strong relationships with University partners Staff capability and experience of validating with new partners and due diligence process.</p> <p>Communication with students regarding</p>

			The college is part of Landex so has strong relationships with other specialist land based colleges offering similar provision.	transition from an existing partner. No expected negative impact on students.
One or more of the College's locations is no longer available for course delivery E.g Health and safety (including public health) or emergency relocation due to unanticipated events (force majeure).	Likely	Minor to major	<p>The College undertakes not to close a site or relocate a course while teaching is underway for the academic year except in the event of exceptional circumstances where consultation with students will be undertaken wherever possible (timescale dependent on the incident).</p> <p>In the event of unforeseen building closure the college campus has sufficient capacity to continue delivery</p>	<p>When a building is closed or a course relocated, courses and services affected will be delivered instead at appropriate alternate premises of the College.</p> <p>If the campus has to close then delivery will continue with the use of digital technology as an alternate/increased medium</p> <p>If there are capacity issues it may be that timetable/ delivery days would need to be altered. Students would be consulted and alternative delivery schedules may be offered with the use of IT.</p>