

Student Protection Plan 2026-27

PLAN DETAILS	
Version	2026/27 V1.0
Approved by	Governing Body
Approved on	October 2026
Date of next review	On publication of the OfS decision on condition C6, and by September 2027 at the latest
Related documents	Tuition Fee Payment Policy Student Complaints Policy Student Self-Withdrawal Policy Information Management and Data Protection Policy Data Retention Schedule Policy
Amendments	The risk assessment now separates likelihood from impact and covers termination of a partnership agreement, withdrawal of awarding organisation approval, and financial sustainability. Refund and compensation terms have been revised for consumer law, and the OIA compensation bands have been updated. Numbering has been corrected.

1. Introduction and scope

- 1.1 The Student Protection Plan (the Plan) applies to all students registered with Results Consortium Limited (the College). Students on programmes delivered under franchise agreement are registered with the awarding university, and clause 1.6 explains how they are protected.
- 1.2 As a registered higher education provider, the College is required to have a published Student Protection Plan (SPP). The SPP sets out how the College will maintain the quality of study for its students, and how students will continue to study if the provider, campus or programme closes.
- 1.3 Any risks to students' continuation due to their own circumstances will not be covered by the SPP. The College has policies and procedures in place to support students who have difficulty continuing their studies. The SPP covers risks arising from the actions, circumstances or failure of the College, its university partners or its awarding organisations.
- 1.4 This Plan is specific to the College and sets out the measures the College has put in place to mitigate any risks that may affect the continuation of students' studies. These measures are in addition to the protections students have under consumer protection law and do not impinge on their consumer rights.
- 1.5 The Plan covers Pearson BTEC Higher National qualifications, for which Pearson is the awarding organisation and the College is an approved centre.
- 1.6 Students on programmes delivered under franchise agreement are registered with the awarding university and are covered by that university's Student Protection Plan rather than by this Plan. The College will support the awarding university in implementing its plan, and the obligations of each party if a partnership agreement ends are set out in the partnership agreement.
- 1.7 The Plan sets out what students can expect to happen if there is significant disruption to their studies, for example if:
 - 1.7.1 the College as a whole is no longer able to operate;
 - 1.7.2 the College is no longer able to award the qualifications for which its students are registered;
 - 1.7.3 the College is no longer able to deliver courses to students in one or more subject areas; or
 - 1.7.4 the College is no longer able to deliver one or more modes of study to students.
- 1.8 An event of the kind described at 1.7 is referred to in this Plan as a trigger event. Routine updates to a course made through annual monitoring are not trigger events. Substantial changes to a course are dealt with at R8.
- 1.9 If a trigger event occurs, the College will take all reasonable steps to implement the provisions of this Plan and will inform the OfS of the action it has taken.

2. Regulatory context

- 2.1 The Plan is produced under ongoing condition of registration C3 (Student protection plan).
- 2.2 The College has a Student Protection Plan approved by the OfS. The Plan is subject to ongoing review, which takes place at least annually, and its contents may therefore be updated from time to time.
- 2.3 The OfS consulted between 16 April and 9 July 2026 on a proposed new ongoing condition C6 (Treating students fairly), which would replace ongoing conditions C1 and C3. A decision is expected in autumn 2026. The College will review this Plan on publication of that decision and revise it as required.

3. The College's provision and the parties involved

- 3.1 The College delivers higher education programmes from three campuses in London, Northampton and Crewe.

- 3.2 Programmes delivered under franchise agreement with Leeds Trinity University and Plymouth Marjon University are awarded by those universities. Each university remains responsible for academic standards and for the awards made to students registered on its programmes.
- 3.3 Higher National qualifications are awarded by Pearson. The College delivers these as a Pearson approved centre and is subject to Pearson centre approval requirements.
- 3.4 All students on the College's higher education programmes hold home fee status. This includes students who are nationals of other countries and who hold settled or pre-settled status in the United Kingdom.
- 3.5 The College does not recruit students who require permission to study in the United Kingdom under the Student route and does not hold a student sponsor licence. Risks connected with immigration sponsorship therefore do not apply to the College's provision.
- 3.6 Each awarding university publishes its own Student Protection Plan on its website. The obligations of each party if a partnership agreement ends are set out in the partnership agreement.
- 3.7 All higher education students are responsible for all their fees and other charges. In most cases, these will be funded by Student Finance England (SFE). However, it is still the responsibility of students to make the necessary application to SFE and to keep SFE informed of any changes.

4. How risks are assessed and monitored

- 4.1 The College has assessed each risk to continuation of study on two separate scales: the likelihood that the risk will crystallise and the impact on students if it does.
- 4.2 Likelihood is assessed as:
 - 4.2.1 **Low:** no current indication that the risk will crystallise, and no known factor that makes it more likely within the next three years.
 - 4.2.2 **Medium:** the risk is reasonably foreseeable within the next three years or has crystallised in the sector in comparable providers.
 - 4.2.3 **High:** the risk is expected to crystallise unless action is taken.
- 4.3 Impact is assessed as:
 - 4.3.1 **Moderate:** study is disrupted but students complete their programme with the College and are not disadvantaged in assessment or award.
 - 4.3.2 **Major:** a cohort or programme is affected and some students must change programme, location or mode of study.
 - 4.3.3 **Severe:** students cannot complete their intended award with the College and must transfer to another provider or the award itself is at risk.
- 4.4 The Results Consortium Executive Team must review and confirm the assessment at section 5 annually and must review it immediately whenever a material change occurs in the College's circumstances, its partnerships or its awarding organisation approvals.
- 4.5 Where likelihood is assessed as medium or higher, the College must keep the corresponding measures in a state of readiness and must test them at least annually.

5. Risks to continuation of study and the measures in place

The College has identified the following risks. They are not listed in order of priority. Likelihood and impact are assessed against the definitions at section 4. For each risk, the measures the College must take are set out in the row beneath it. Those measures are obligations on the College and must be implemented if the risk crystallises.

Ref	Risk to continuation of study	Likelihood / impact
R1	A decision to close the College has been taken	Low / Severe
• Notify the OfS immediately and tell affected students in writing at the earliest opportunity. • Teach out all current cohorts to completion. • The College has established links with a range of higher education institutions, including its two university partners. It will use these connections and its Information, Advice and Guidance service to enable students to transfer to an alternative institution offering a similar or equivalent course that meets the needs of the cohort, including mode of study and travelling distance, and liaise directly with them to support a smooth transition. • Provide course information, transcripts and certification to support credit transfer and where appropriate provide an exit award and assured access to evidence of academic achievement. • Refund fees for study not delivered under section 7 and consider compensation under section 8.		
R2	Termination or suspension of a franchise partnership agreement	Low / Severe for the affected cohort
• On notice of termination, seek teach out at the College under the partner's continued academic oversight as the first option, and direct registration of affected students with the partner university as the second. • Stop recruitment to the affected programme immediately and inform applicants. • Notify the OfS and tell affected students in writing at the earliest opportunity.		
R3	Withdrawal or restriction of awarding organisation approval	Low / Severe
• Where approval is restricted, stop recruitment to the affected qualification and tell current students what the restriction means for them. • Where approval is withdrawn, secure registration and certification of units already achieved and arrange transfer of affected learners to an alternative approved centre.		
R4	Withdrawal of student loan designated status or designation for statutory student finance	Low / Severe
• In the unlikely event of the withdrawal of student loan finance, the College's Information, Advice and Guidance service will be available to enable students' decision making. • Tell affected and prospective students in writing before any further enrolment takes place. • Not enrol a student onto a programme for which tuition fee loans are unavailable without stating that in writing before the student commits. • Refund fees for study not delivered under section 7.		
R5	A decision by the College to close a campus has been taken	Medium / Major
• The College operates from a number of campuses. With the number of students currently enrolled, the College has the ability to find alternative accommodation in a timely manner. • Monitor lease terms, renewal dates and report to the Governing Body annually. • Secure alternative accommodation within reasonable travelling distance of the campus being replaced. • Consult affected students before a permanent change of location is confirmed.		
R6	A decision to close a higher education course due to insufficient enrolment has been taken by the College	Low / Major
• Not close a course before the cohort completes other than in exceptional circumstances. • Where closure is unavoidable, continue to run the course for its original duration and accept no new students onto it during that period. • Consult affected students before the decision is taken and monitor the teach out so that the experience of remaining students is not adversely affected. • Where teach out is not possible, secure transfer to a comparable programme with credit already achieved recognised, refund fees for study not delivered and consider compensation under section 8.		

Ref	Risk to continuation of study	Likelihood / impact
R7	A decision has been taken not to continue a course for the subsequent year	Medium / Moderate
- Decisions to close a course will be made by the Academic Board or Governing Body. Wherever possible the College will make arrangements to teach out to its current students. The College management will ensure that the decision is published on the College website and future applicants are notified in accordance with UCAS deadlines. - Take the decision before the relevant UCAS deadline to accept offers wherever possible, and where an offer has already been made, contact the applicant immediately to explain the position and advise them on alternatives. - Offer applicants who hold an offer an alternative programme or release them from their offer, at their choice.		
R8	A material change to a course, its content, mode, teaching arrangements or location	Medium / Moderate
- Handle all changes in accordance with the requirements laid out in the course variation policy and procedure, which includes engaging students in decision-making related to programme change and development. - The College will normally give students one semester notice when it needs to make material changes to their course. - Where a student does not accept the change, offer transfer to another programme at the College or withdrawal with a refund of fees or compensation for the affected period.		
R9	The unanticipated departure of key members of college staff	Medium / Moderate
- The College employs full-time staff with the capability to cover its higher education provision. In the short term it can draw on suitably qualified and experienced further education staff and its bank of associate lecturers. - Maintain a documented named leader for every module and confirm that associate lecturers meet the requirements of the relevant partner or awarding organisation.		
R10	Other disruption of college activity, including temporary disruption within term-time not covered by any of the above	Medium / Moderate
- Should campus-based learning be temporarily interrupted, the College will use its Virtual Learning Environment and remote delivery to maintain continuity of learning for its students. - Adjust assessment deadlines where students have been disadvantaged.		
R11	Deterioration in the financial sustainability of the College or of a partner university	Low / Severe
- Review financial forecasts, cash position and the contingency at section 9 at each Governing Body meeting. - Report any material deterioration to the OfS in line with the reportable events requirements. - Monitor published information on the financial position of each partner university and apply the measures at R2 where a partner's position deteriorates materially.		

6. What students can expect if a trigger event occurs

- 6.1 The Principal (or nominee) activates this Plan. On activation the Principal must convene a response group with delegated authority to manage the College's response, appropriate in scale to the situation, and must act as the single point of contact throughout.
- 6.2 The response group must include senior staff from the affected provision, from the Quality Department and from the Registry. The Principal must notify the Governing Body, the OfS and the awarding organisation concerned.
- 6.3 The response group must produce an action plan, a communications plan and an equality impact assessment and must record the lessons learned once the plan has been implemented.
- 6.4 If a situation arises that is likely to trigger this Plan, the College will:
 - 6.4.1 be transparent with students about the likelihood of a trigger event arising;

- 6.4.2 inform student representatives and work with them to consult affected students in good time, so that the College understands how the proposed change would affect them and what solutions are appropriate;
- 6.4.3 fully consider the impact on affected students before taking any decision to make a significant change;
- 6.4.4 make every effort to ensure that students can continue their studies with the College or at a suitable alternative provider; and
- 6.4.5 provide a refund or compensation where no solution can be found that works for students.
- 6.5 The College must teach out affected cohorts to the point of award wherever this is possible.
- 6.6 Where transfer is unavoidable, the College must support each affected student to secure a place on the same or a comparable programme and must ensure that credit already achieved is presented for recognition.
- 6.7 The College must give affected students written notice at the earliest opportunity. Notice must state what is happening, what it means for the student's programme and award, what options are open to them, by when they must decide and who to contact.
- 6.8 Where a student cannot complete the award they were registered for, the College must, where appropriate, provide an exit award and certification covering the period of study completed, and must ensure that the student has assured access in future to evidence of what they achieved.

7. Refunds and compensation to students in the event of non-continuation of study

- 7.1 **Right to cancel.** New students have two cancellation periods, set out in the Tuition Fee Payment Policy: a statutory period of 14 calendar days from entering into the contract, and an institutional period of 14 calendar days from the day the student starts the course. A student who cancels within either period is not charged a tuition fee for that year, and any tuition fee already paid for that year is refunded in full.
- 7.2 The College will provide refunds where it is necessary to close a programme due to insufficient numbers, or where an action of the College makes attendance impossible or inappropriate. Refunds must cover fees paid for study that has not been delivered.
- 7.3 In the event of a programme closure, a refund will not be paid to a student who had voluntarily left the programme before the closure was announced.
- 7.4 Refunds will not be made for any personalised items or materials which are being retained by the student.
- 7.5 If a refund is agreed through programme closure, within either cancellation period at 7.1, or as a result of an investigation through the Student Complaints Policy, the following refund process will apply:
 - 7.5.1 Payments will be returned via the original payment method used, unless a card or account has expired, in which case refunds will be by bankers' transfer.
 - 7.5.2 Where the original payment was received from the Student Loans Company, refunds will be made to the Student Loans Company. The Student Loans Company will reclaim fees as a result of the College completing a change of fee notification. The Student Loans Company will then be responsible for amending the student's repayments to reflect the reduced loan amount.
 - 7.5.3 Where fees were invoiced to and payment received from an employer/sponsor, refunds will be returned to the employer/sponsor by the same payment method.
- 7.6 Students who wish to withdraw from their programme or interrupt their studies remain liable for a proportion of the tuition fee for that year, as set out below and in the Tuition Fee Payment Policy. Refund timescales are set out in that policy.

Notice Period	Student Fee Liability	Refund
Notice given before the course start date	0%	100%
Notice given within 14 calendar days of entering into the contract, being the statutory cancellation period	0%	100%
Notice given within 14 calendar days of the day the student starts the course, being the institutional cooling-off period	0%	100%
Notice given after both cancellation periods have ended	Pro rata: the proportion of the year completed at the withdrawal date. For example 25% a quarter of the way through the year, 50% at the halfway point and 75% at three quarters.	The balance of any tuition fee already paid

- 7.7 The withdrawal date is the last date of engagement or attendance, whichever is the latest, as defined in the Tuition Fee Payment Policy. This applies whether or not the student has notified the College of the decision to withdraw.
- 7.8 Any students thinking of withdrawing should discuss this with the Programme/Curriculum Lead and the Registry Manager and must follow the Student Self-Withdrawal Policy.
- 7.9 Where a student transfers to another programme within the College, the fees paid for the original programme will be transferred to the new programme, subject to the rules set by SFE. Where the fee for the new programme is higher than for the original course, the balance of fees must be paid. Where the fee for the new programme is lower, the difference must be refunded or credited to the student.
- 7.10 Where the programme fees have been paid by a sponsor and the sponsored student leaves before the start of the course, the sponsor will be allowed to transfer the fees paid to a replacement student.
- 7.11 A refund request in response to an issue with academic quality or the delivery of the course should follow the procedures set out in the Student Complaints Policy and is subject to the time limits in that policy. Students must explain the issue experienced and why they believe they are entitled to a refund. The policy will be applied, and if the student's request is successful, the student may receive a refund if this is deemed the appropriate resolution, subject to the authorisation from the Principal (or their nominee). If the student's request is rejected, a rationale will be provided, and the student will be advised on how to appeal the decision.
- 7.12 Applications for a refund of fees for any other reason must be submitted in writing to the Principal. All refunds must be approved by the Principal or their representative.
- 7.13 Academic staff are not empowered to vary fees or agree payment schedules on behalf of the College.
- 7.14 Students who have not paid their tuition fees by the due dates will be dealt with under the Tuition Fee Payment Policy.

8. Compensation

- 8.1 Where the consequences of the College's decisions (e.g. a programme closure) make it necessary for students to transfer to an alternative provider, or there is a change in the location of the course (which was not notified to the student prior to the commencement of the academic year), the College will consider appropriate compensation for additional travel or other costs directly attributable to the non-preservation of continuation of study.
- 8.2 The College's priority will always be to ensure that students receive the education experience outlined in the organisation's course information and its learning agreement. Where an investigation under the Student Complaints Policy concludes that this has not been the case, appropriate financial or other compensation must be offered.

- 8.3 The College applies the guidance published by the Office of the Independent Adjudicator for Higher Education (OIA) on compensation for distress and inconvenience. It categorises compensation using the OIA's criteria and considers the following indicative bands:

Level of distress and inconvenience	Indicative Compensation
Moderate	Up to £500
Substantial	Between £501 and £2,000
Severe	Between £2,001 and £5,000

- 8.4 The above amounts are indicative only and any compensation payments will be contingent on the circumstances relating to individual students. Payments over £5,000 will be considered in exceptional circumstances only.

- 8.5 Descriptors for levels of distress or inconvenience are as follows:

- 8.5.1 **Moderate:** An act or omission by the College that has caused some distress or inconvenience in the short-term (for example less than six months). Moderate delays (for example less than six months) or other procedural irregularities directly attributable to the College, where there is evidence to indicate that the student suffered material disadvantage.
- 8.5.2 **Substantial:** An act or omission by the College that has caused some distress or inconvenience in the long-term (for example more than six months). Substantial mishandling of a complaint by the College that has demonstrably caused unreasonable or avoidable substantial delay (for example more than six months), where there is evidence to indicate that the student suffered material disadvantage.
- 8.5.3 **Severe:** Cogent and contemporaneous evidence to suggest that, as a result of the College's actions or omissions, the student has suffered from ill health. Major maladministration, procedural flaws, delays or other breaches of natural justice in the College's internal process resulting in material disadvantage to the student. Where there has been a clear material disadvantage to a student because of the College's actions or omissions, but a practical remedy is inappropriate or impossible.

- 8.6 All compensation decisions must be recorded with written reasons and must be notified to the student.

9. Financial contingency for refund and compensation policy

- 9.1 The College will incorporate provisions within its annual budget for the potential payment of tuition fee and other refunds and compensation payments to students. The College will allocate a combination of insurance cover and cash reserves where it has identified students at increased risk of non-continuation of study.
- 9.2 The Governing Body sets the level of the provision annually as part of its approval of the College's budget. The level is informed by the risk assessment at section 5, and the current figure is recorded in the approved budget.

10. Communication of the Student Protection Plan to students

- 10.1 The College will publicise its Student Protection Plan to current and future students by providing it on the College website and by making it available at appropriate student forums. The Plan must also be drawn to students' attention at enrolment and re-enrolment and once each year thereafter.
- 10.2 If a trigger event occurs, the College must contact affected students on the day this Plan is put into effect and regularly thereafter, and must tell them what has happened, what the proposed course of action is, who they can contact to discuss their own circumstances and where to find advice and support. Students will be contacted individually or as a group depending on the nature of the event.

- 10.3 The College will ensure that staff are aware of the implications of the Student Protection Plan when they propose course or programme changes by ensuring the policies and procedures are followed and that the Results Consortium Executive Team makes decisions in accordance with the relevant policy.
- 10.4 Through its Information, Advice and Guidance service, the College will signpost students to advice that is independent of the College if it needs to implement the measures in this Plan.

11. What students can do if they disagree

- 11.1 The College will make all reasonable efforts to resolve any issue arising from a trigger event. A student who is not satisfied with the solution offered may complain under the Student Complaints Policy.
- 11.2 Students may seek advice that is independent of the College. Once the College's internal procedures are complete, a student may take the complaint to the OIA.

12. Governance, approval and review

- 12.1 The Results Consortium Executive Team owns this Plan and is responsible for maintaining it.
- 12.2 The Results Consortium Executive Team will review the Student Protection Plan annually, with student representatives, and whenever a material change occurs in the College's circumstances, its partnerships or its awarding organisation approvals.
- 12.3 The Governing Body approves the Plan and each revision of it.
- 12.4 The next review must take place on publication of the OfS decision on proposed ongoing condition C6.

13. Archives and record keeping

- 13.1 The College keeps records of the Student Protection Plan, its approval, review, any event that triggered it and any actions taken.
- 13.2 All versions are kept for at least six years and stored securely in line with the Information Management and Data Protection Policy and the Data Retention Schedule Policy.