



# Student Protection Plan

**2018-19**

New College Stamford  
Drift Road, Stamford PE9 1XA  
UKPRN: 10006303

Contact point for enquiries about this student protection plan:  
Matt Shough, Head of Higher Education, [matt.shough@stamford.ac.uk](mailto:matt.shough@stamford.ac.uk)

## Scope and Rationale

New College Stamford (NCS) is committed to helping students achieve the best academic outcomes from their studies. Events may occasionally occur which mean that unforeseen changes must be made to programmes. This plan sets out the College's procedures for the protection of students. It is designed to reflect the expectations of the Office for Students, 2018. In the following table, a number of risks and scenarios are identified, along with the measures the College will take to mitigate those risks and protect existing students' continuity of study. Inclusion of a scenario should not be assumed to mean we consider it likely to occur.

		Registered Students	Prospective Students
Risk	Probability	In the event of this happening the College will:	In the event of this happening the College will:
<p><b>Closure of New College Stamford due to insolvency</b></p> <p>The risk of the College being unable to operate is extremely low due to its financial performance being judged as outstanding in the ESFA's (Education and Skills Funding Council) Finance Dashboard and Financial Statements letter</p>	<p><b>Highly Unlikely</b></p>	<p>Ensure all students on the programme receive the College award (for example, certificate or diploma) that recognises the stage they have reached.</p> <p>Provide collective and individual support to each student to find an alternative programme at another institution. This is likely to include, but not limited to, certification of credit or record of academic achievement and one-to-one support from programme specialists and the careers team.</p>	<p>Contact all applicants at the earliest opportunity to inform them of this closure.</p> <p>Invite all applicants to receive individual support and guidance with the careers team and subject specialists if appropriate. Support applicants in finding alternative programmes at other institutions which are appropriate to the applicant.</p>
<p><b>Loss of key staff resulting in cancellation of programme delivery</b></p> <p>It is highly unlikely that loss of Key Staff will result in programme closure as the College will work with HR and employment agencies to replace these staff.</p>	<p><b>Highly Unlikely</b></p>	<p>Ensure all students on the programme receive the College award (for example, certificate or diploma) that recognises the stage they have reached. offer to transfer students to a similar or replacement programme at NCS, where available.</p> <p>Provide collective and individual support to each student to find an alternative programme at another institution. This is likely to include, but not limited to, certification of credit or record of academic achievement and one-to-one support from</p>	<p>Contact all applicants at the earliest opportunity to inform them of this closure.</p> <p>Offer to transfer the applicant to a similar or replacement programme at NCS, where appropriate.</p> <p>Invite all applicants for individual support and guidance with the careers team and subject specialists if appropriate. Support applicants in finding alternative programmes at other institutions which are appropriate to the applicant.</p>

		Registered Students	Prospective Students
Risk	Probability	In the event of this happening the College will:	In the event of this happening the College will:
		programme specialists and the careers team.	
<p><b>Loss of validation by validating universities or awarding bodies resulting in cancellation of programme delivery</b></p> <p>It is highly unlikely that the college loses validation of programmes mid-way through delivery. The College has 4-year validation agreements in place with both validating partners that guarantee the continuation of programmes throughout the student lifecycle with teach out clauses.</p>	<b>Highly Unlikely</b>	Teach out the programme in keeping with the Validation agreements in place with the Universities.	<p>Contact all applicants at the earliest opportunity to inform them of this closure.</p> <p>Offer to transfer the applicant to a similar or replacement programme at NCS, where appropriate.</p> <p>Invite all applicants for individual support and guidance with the careers team and subject specialists if appropriate. Support applicants in finding alternative programmes at other institutions which are appropriate to the applicant.</p>
<p><b>Loss of key staff results in students missing scheduled delivery sessions whilst replacement cover is put in place.</b></p> <p>Most programmes sit within curriculum areas where other staff are available to cover delivery if staff members are on mid to long term absence. It is possible, however that sessions could be suspended on specialist programmes which rely upon key staff to deliver specialist content.</p>	<b>Possible</b>	<p>Reschedule delivery at a time when staffing is available and that is convenient to students</p> <p>Work with HR and employment agencies to find replacement cover when possible.</p> <p>Work with validating partners to amend assessment schedules where possible.</p>	Not effected
<p><b>Major Modifications made to programme content.</b></p> <p>These changes will only be made if they are in the result of unavoidable changes to key staff or</p>	<b>Unlikely</b>	Communicate these changes to students at the earliest opportunity and provide them with choice as to which replacement units are available.	<p>Communicate all changes to prospective students by post/email</p> <p>Invite all applicants to speak to programme specialists about the changes being</p>

		Registered Students	Prospective Students
Risk	Probability	In the event of this happening the College will:	In the event of this happening the College will:
resources which result in being unable to offer planned modules. Students are informed about the possibility of such changes through programme handbooks and terms and conditions and are therefore aware of the likelihood of this happening before commencing their programme of study.			made. If at this stage the applicant no longer wishes to continue with their application then individual support and guidance is offered by the careers team and subject specialists if appropriate to support applicants in finding alternative programmes at other institutions.
<p><b>Minor Modifications made to programme content</b></p> <p>These changes will only be made if they are in the best interests of the students. Programme teams are encouraged to be agile and adapt teaching content in response to current industry requirements and therefore minor modifications are sometimes made to improve the student experience. Students are informed about the possibility of such changes through programme handbooks and terms and conditions and are therefore aware of the likelihood of this happening before commencing their programme of study</p>	Possible	<p>Ensure all changes are agreed at programme committees, where students are represented, before being implemented.</p> <p>Ensure all changes are communicated to the entire student cohort before implementation, along with the rationale for any such change occurring.</p> <p>Revise programme handbooks to ensure they represent the changes. Signpost these changes to students.</p>	<p>If these modifications result in information previously provided to prospective students becoming inaccurate then the College will:</p> <p>Communicate all changes to prospective students by post/email</p> <p>Invite all applicants to speak to programme specialists about the changes being made. If at this stage the applicant no longer wishes to continue with their application then individual support and guidance is offered by the careers team and subject specialists if appropriate to support applicants in finding alternative programmes at other institutions.</p>

		Registered Students	Prospective Students
Risk	Probability	In the event of this happening the College will:	In the event of this happening the College will:
<p><b>Subcontractors becoming unable to continue delivery</b></p> <p>New College Stamford have taken the strategic decision to work with a small number of sub-contracting organisations, delivering programmes to learners in the local area. These subcontractors engage in robust quality assurance processes including annual audits, College Performance Reviews and annual due diligence checks to ensure that if quality and standards are not maintained then remedial action would be taken immediately.</p>	Unlikely	<p>Continue delivery of programmes delivered by sub-contractors and ensure continuation of study.</p> <p>Contact all students at the earliest opportunity to inform them of the change of circumstance.</p> <p>Offer to transfer the student to a similar or replacement programme at NCS or other NCS subcontractor, where appropriate.</p> <p>If necessary, ensure staffing is in place from curriculum team at New College Stamford to support continuation of learning.</p> <p>Review classroom and staffing requirements to enable learners to continue their current timetabled learning</p> <p>Ensure learner support is in place where required</p>	<p>Contact all applicants at the earliest opportunity to inform them of this closure.</p> <p>Offer to transfer the applicant to a similar or replacement programme at NCS, where appropriate.</p> <p>Invite all applicants for individual support and guidance with the careers team and subject specialists if appropriate. Support applicants in finding alternative programmes at other institutions which are appropriate to the applicant.</p>
<p><b>Insufficient enrolments render a programme non-viable from an academic, student experience or resourcing perspective and resulting in cancellation of programme.</b></p> <p>All programmes go through comprehensive business planning to ensure viability therefore late cancellation of a programme is unlikely</p>	Unlikely	<p>Teach out the programme until planned end date of delivery.</p>	<p>Contact all applicants no less than 3 months before the original date of enrolment to inform them of this closure.</p> <p>Offer to transfer the applicant to a similar or replacement programme at NCS, where appropriate.</p> <p>Invite all applicants for individual support and guidance with the careers team and subject specialists if appropriate. Support applicants in finding alternative programmes at</p>

		Registered Students	Prospective Students
Risk	Probability	In the event of this happening the College will:	In the event of this happening the College will:
			other institutions which are appropriate to the applicant.

### Financial Compensation

In the event of events resulting in a negative financial impact on students, they should consult the Refund and Compensation Policy which sets out terms under which compensation is available. Our Refund and Compensation Policy is available at:

<http://www.stamford.ac.uk/wp-content/uploads/2015/09/HE-Refund-and-Compensation-Policy-NCS.pdf>

We have appropriate cash reserves, given our high ESFA financial position which would be sufficient to provide refunds and compensation for those students for whom we have identified an increased risk of non-continuation of study. We would anticipate both the number and the likelihood to be very low.

We do not feel it necessary to have insurance in place to cover refunds as our cash reserves are greater than the sums in question.

### Management and publication of Student Protection Plan

This plan will be reviewed annually to re-assess risks and ensure steps to mitigate against said risks continue to be appropriate. This review will be undertaken by Academic Board, where students are represented.

This plan is shared with current and future students by being made available on the NCS website: [www.stamford.ac.uk](http://www.stamford.ac.uk). It is also referred to in the student terms and conditions, which are provided to applicants at interview, and in the Student Handbook which is provided and discussed at induction.

In the event of the College needing to implement any element of the Student Protection Plan then the Students who are affected will be communicated to by email and invited to discuss the matter face to face with a College representative.

This plan is shared with staff and is made available on the NCS website: [www.stamford.ac.uk](http://www.stamford.ac.uk). Heads of Department with Higher Education within their area share ownership of this policy through their membership of Academic Board. Lecturing staff and support staff are made aware of this policy through staff training events and the Learning, Teaching and Enhancement Committee.

In the case of students wishing to make a complaint about the implementation of this Student Protection plan they should follow the complaints procedure set out in the *HE Complaints Policy*.

### **External references**

This policy is cognisant of the guidance published by:

- The Office for Students
- The Office of the Independent Adjudicator

### **Related policies & procedures**

- HE Refunds and Compensation Policy
- HE Fees Policy
- HE Complaints Policy
- HE Appeals Policy

All policies are available at

<http://www.stamford.ac.uk/departments/he-centre/policies-procedures/>