



BROOKSBY MELTON COLLEGE

UKPRN: 10000952

STUDENT PROTECTION PLAN 2018-19

May 2018

1. Introduction

Brooksby Melton College has assessed the potential risks associated with the cessation of the Higher Education offer at the college.

The overall risk has been assessed as Low across seven identified areas listed in section 2 below.

Details of how these risks will be mitigated to support applicants and students on programme are outlined in section 2 of this document.

2. Assessment of Risk

Brooksby Melton College has undertaken an assessment of potential risks and has identified mitigating actions for each of those risks.

RISK 2.1

A decision is taken to close the College due to financial performance
Low risk and likelihood assessed as unlikely <ul style="list-style-type: none">The College is graded as satisfactory by the ESFA for financial health. The College is forecast to meet its bank covenants. External and Internal audits highlight no substantive issues.
Risk Mitigation <ul style="list-style-type: none">In the event of closure, the Education and Skills Funding Agency (ESFA) as the principal FE financial regulator will assume responsibility.

RISK 2.2

One of the College campuses is forced to close due to an incident
Low risk, but likelihood assessed as possible <ul style="list-style-type: none">The Brooksby Campus is at risk of agricultural closure and the Melton campus is exposed to town centre risks.The College has dealt with a major weather incident in the past affecting both campuses, student study was not affected.Each curriculum area details business continuity actions as part of their termly Performance Management documentation.
Risk Mitigation <ul style="list-style-type: none">The College has business interruption and additional working insurance in place to move the provision to an alternative location base either.This would be either within the other campus or with a third party location to enable the continuation of study.The College would ensure all transport requirements were in place if provision is moved off the campus.

RISK 2.3

Strategic decision to close a course
Low risk and likelihood assessed as unlikely <ul style="list-style-type: none">Assessed as low risk and unlikely.The Higher Education courses run by the College provide progression from its specialist FE provision and are not stand alone curriculum areas.
Risk Mitigation <ul style="list-style-type: none">The University of East Anglia (UEA) would see out the current applicants and students on programme in line with past practice.BMC would also seek to support students by helping them transfer to another institution with an exit award.

RISK 2.4

Infrastructure not adequate to meet the needs of the course
Low risk and likelihood assessed as unlikely <ul style="list-style-type: none">• The College over the last 5 years has seen significant investment in its specialist facilities but needs to ensure it has sufficient funds to meet ongoing maintenance costs..
Risk Mitigation <ul style="list-style-type: none">• The College would create a partnership with a third party to ensure continuation of study.• The College would ensure all transport requirements were in place if provision is moved off the campus.

RISK 2.5

Unexpected departure of key members of staff
Low risk, but likelihood assessed as possible <ul style="list-style-type: none">• Staff turnover is 9%, lower than the national average for the sector.• HE courses are designed to allow delivery that is not dependent upon staff specialisms. The majority of modules can be taught by multiple lecturers.
Risk Mitigation <ul style="list-style-type: none">• In the event of extant staff being unable to take over module delivery, then temporary lecturers would be hired to undertake teaching and student support.

RISK 2.6

The University of East Anglia (UEA) Validation Arrangement Terminated
Low risk and likelihood assessed as unlikely <ul style="list-style-type: none">• Currently in year 3 of a 5 year agreement. At least 12 months notice is required to terminate the agreement.• The recent Partnership review expressed confidence in the BMC delivery.
Risk Mitigation <ul style="list-style-type: none">• BMC would actively seek to establish a validating arrangement with new partner.• UEA would see out the current applicants and students on programme in line with paragraph 15.4 of the validation agreement with BMC.• BMC could also seek to support students by helping them transfer to another institution with an exit award.

RISK 2.7

The University of Bolton (UoB) Franchise Agreement Terminated
Low risk and likelihood assessed as unlikely <ul style="list-style-type: none">• At least 12 months notice is required to terminate the agreement.• Recent Partnership review expressed confidence in the BMC delivery.
Risk Mitigation <ul style="list-style-type: none">• BMC would actively seek to establish a franchise agreement with a new partner.• UoB would see out the current applicants and students on programme in line with past practice.

3. Policy to Refund Fees

The HE Fees Policy and HE Terms of Conditions provide details of how refunds will be calculated and processed in the event that the College is no longer able to preserve continuation of study.

<http://www.brooksbymelton.ac.uk/wp-content/uploads/2018/08/Higher-Education-Tuition-Fees-Policy-2018-2019.pdf>

<http://www.brooksbymelton.ac.uk/wp-content/uploads/2018/08/HE-Student-Terms-and-Conditions-2018-2019.pdf>

Consideration will be given to all compensation claims on a case by case basis.

4. Communication of Student Protection Plan

- I. The College will publicise our student protection plan to current and future students via the HE website.
- II. The College will ensure staff are aware of the implications of our student protection plan when they propose course changes via termly Performance Management meetings, HE forums and monthly Teaching and Learning College Management Team meetings.
- III. The development of the student protection plan will be shared with students through the HE Forum and, where appropriate, via additional student focus groups. The HE Forum is a key part of the Student engagement process. Students and their elected student reps meet three times a year with the HE Quality Manager. Twice in Semester A and once in Semester B. This an opportunity to raise issues of concerns or areas for improvement and for the HE Quality Manager to feedback on progress with agreed actions. Students attend informally at the request of the student reps. Ahead of HE Forum meetings where OfS documents are to be reviewed with feedback sought from the student body, students will be inducted onto the forum and documents will be circulated with time for review ahead of the meeting. If the timing of the HE Forum is not suitable to allow students to fully enact due diligence then a specific HE Student Focus group will be called with the specific purpose of reviewing OfS documentation. The meetings are formally recorded and the minutes are reviewed for accuracy at the beginning of each subsequent meeting. All minutes are then archived within BMC college records.
- IV. The HE Quality Manager Communication will communicate any material changes to courses via the student engagement process. The College will provide students with 90 days' notice of any material changes to their course.
- V. If the College needs to implement any measures in our student protection plan this will be in accordance with the student engagement process as outlined in point 4.iii above.

5. Making a complaint

Should a student or students feel concern or dissatisfaction as a result of any potential disruption resulting from any of the mitigated risks listed in section 2 then a complaint can be made via the following routes.

- I. In the first instance if a student or students raise a concern or complaint, they are directed to speak with their academic tutor or their HE course leader to find a resolution to the problem of concern.
- II. If the issue cannot be resolved at this level, or if the issue requires the support of a more senior college staff member, the student or students can escalate the issue and involve the Director of HE or Vice Principal.
- III. If resolution is not quickly found via these routes the student or students can escalate their complaint to the relevant partner University. Support is available via Student Services and the HE Quality Manager to assist students with this process.
- IV. University of East Anglia Academic Appeals and Complaints Procedure comprises three parts:
 - An informal stage at BMC, the partner institution, which is outlined in points 5.i, 5.ii and 5.iii above.
 - A formal Stage One managed by the relevant partner institution, in which the Appeal/Complaint Reviewer considers the Appeal or Complaint;
 - A formal Stage Two managed by UEA, which a Student may follow if dissatisfied with the outcome of the Stage One Appeal or Complaint.
 - Stage Two Appeals and Complaints are considered by an independent panel of senior academic staff from UEA and the relevant partner institution, with the student

presenting the Appeal or Complaint (with someone to accompany or represent them if they wish) and the Appeal/Complaint Reviewer or a suitable substitute presenting the case for the partner institution. For Stage Two the Academic Appeals and Complaints Panel represents and acts with the full delegated authority of UEA Senate.

University of East Anglia Academic Appeals and Complaints policies and the relevant localised BMC partner policies can be found at the following links:

<http://www.brooksbymelton.ac.uk/wp-content/uploads/2018/08/HE-Academic-Appeals-Complaints-Policy-Procedure.pdf>

<http://www.brooksbymelton.ac.uk/wp-content/uploads/2018/08/Section-3-Academic-Appeals-and-Complaints-Procedure.pdf>

V. University of Bolton Student Complaints Procedure has three stages:

- Stage 1 is an early resolution/ informal stage conducted at BMC, the partner institution and is outlined in points 5.i, 5.ii and 5.iii above.
- If the student is unhappy with the response at Stage 1 of the process, they may take their complaint to the Formal Stage which is Stage 2 of this procedure. The student should submit a Stage 2 Formal Complaint Form and any available supporting evidence to the Standards and Enhancement Office at UoB. The complaint will be assessed and, if within scope, the Complaint Form will be forwarded to the relevant Head of School, Division or Professional Service for investigation by an Investigating Officer. The Investigating Officer will provide a report to the Head of School or Service who will respond to the student in writing within 28 days.
- If the student remains unhappy following the response provided at Stage 2 they may request a review by the Standards and Enhancement Office, who will determine whether there are grounds for a review of the complaint and, if so, a member of the University's Senior Management Team will be appointed as a Review Officer to conduct a review of the complaint and the decision at Stage 2. The decision made at Stage 3 will be communicated to the student in writing and will include a Completion of Procedures letter. These documents conclude the University's complaints process and detail how a student may raise their complaint with the Office of the Independent Adjudicator (OIA) should they remain dissatisfied with the outcome.

UOB Academic Appeals and Complaints policies can be found at the following link:

<http://www.brooksbymelton.ac.uk/wp-content/uploads/2018/08/Student-Complaints-Procedure-2017-18.pdf>

Details of how to make a complaint are included in the student PDF handbook, which also provides links to relevant policy and process documents hosted on the college intranet.