HIGHER EDUCATION – STUDENT PROTECTION PLAN

Achieving sustainable economic and social impact through high quality responsive education and training, we are;

- Partnered by employers;
- Defined by our communities;
- Enriched by our staff;
- Inspired by individual success.

Student Protection Plan for the Hertford Regional College

Purpose

This plan sets out measures by Hertford Regional College for the Protection of Students prior and during their study. Therefore, Hertford Regional College (the “College”, “We”), and its validating partners, will take in order to protect the student interest and assure continuity of study in the event of Course, Campus or College change or closure. This plan has been approved by our Governing Body and contains the measures in place to your statutory rights, which remain unaffected.

Hertford Regional College is registered with the Office for Students. The Office for Students requires all registered institutions to have an approved Student Protection Plan.

As detailed by the Office for Students, the student protection plan 'is intended to provide assurance to your current and future students, and to us, that you have in place appropriate arrangements to protect the quality and continuation of study for your students' [*Office for Students: Regulatory Advice 2 – Registration of Current Providers for 2019-20, p14*].

We publicise this plan on the College website and reference it in the Student Terms and Conditions, Student Handbook and the College prospectus.

We inform all staff of this plan through the HE Staff Handbook and reference it within the Fee Policy and the College’s Validation and Change of Approval handbooks.

We will review the Student Protection Plan annually at Senate, which contains representation from across the institution, including from students.

Summary

This Student Protection Plan provides a summary of the assessment of the following risks to the continuation of the College’s students undertaken by the Hertford Regional College:

1. No longer able to operate
2. Revocation of degree awarding powers by the Office for Students
3. No longer able to deliver in a particular location
4. No longer able to deliver a particular course/courses
5. No longer able to deliver material components of particular courses
6. No longer able to deliver in a particular mode of study
7. No longer able to recruit/teach particular kinds of students

This plan covers students directly registered with Hertford Regional College.

Risk Assessment

The Colleges Board of Governors has assessed the likelihood of the following risks occurring, and their severity were they to occur, as follows:

Risk	**Severity**	**Likelihood**
No longer able to operate	High	Low
No longer able to deliver in a particular location	Medium high	Low
No longer able to deliver a particular course/ courses	Low for institution High for students on that particular course	Low
No longer able to deliver material components of particular courses	Low for institution High for students on that particular course	Low
No longer able to deliver in a particular mode of study	Low for institution Medium for students studying via that mode of study	Low
No longer able to recruit/teach particular kinds of students	Medium	Low

A full risk register, including the rationale for determination of severity and likelihood, can be found in Appendix 1 of this plan.

Mitigation of risk

Notwithstanding the College's assessment that the likelihood of the any of the above risks occurring is low, the College has put in place mitigation as follows:

1. The college employs staff with responsibility for ensuring compliance with external requirements, including those associated with Ofsted, QAA,OFS, HESA, CMA and others. Continued compliance protects the College's continued status as a registered organisation of the OFS.

2. The college employs staff with responsibility for managing partner arrangements. This ensures effective management of those partnerships to support the student experience.

3. Through its programme approval, development and review processes and its workload planning arrangements, the college seeks to limit any instances where a course or one of its material components is made vulnerable by reliance on a single source of expertise. For 2019/20, no such reliance exists on any course.

4. The college utilises effective course management processes, including around validation, development and review, to ensure continued viability of courses. Where courses may be targeted for deletion, in all normal circumstances the college will teach out courses to students studying on them as a minimum where those students complete within the standard period of time. Where students for whatever reason cannot complete within the standard period of time, the college will work with those students to determine an appropriate plan for those students to complete an award of the college and will identify other options where this might not prove possible.

5. The college engages in tightly controlled, centralised and effective budget management to ensure the ongoing financial stability and health of the institution. The college also works to ensure diversity of income streams to spread financial risk.

6. The college will seek to maintain arrangements with other local higher education institutions by another HEI should the college no longer be able to operate (temporarily or permanently).

7. The College will explore alternative institutional locations for students on specific courses should a course no longer be able to be delivered. In doing so, the College will have regard to various factors to seek to ensure its students are not disadvantaged. These will include, but are not limited to, location; travel links; institutional standing; course content and possibilities for credit transfer; institutional Access and Participation Plans.

Compensation and refunds

Hertford Regional Colleges approach to compensation and refunds where provision ceases to run, or where provision cannot be delivered as per the advertised information, is set out in the Hertford Regional College Refund and Compensation Policy

Appendix 1 – Risk Register, Student Protection Plan, Hertford Regional College 2019/20

#	Risk	Severity	Rationale for severity categorisation	Likelihood	Rationale for likelihood categorisation	Mitigation
1	No longer able to operate	High	Students would be unable to complete awards	Low	The College's finances are stable and its budget is expected to make a small surplus in the 2019/20 academic year.	Effective internal budgeting

3	No longer able to deliver a particular course/ courses	Low for institution High for students on that particular course	If delivery of a course ceased immediately, students on that course would no longer be able to complete their chosen award	Low	The College's policies allow for portfolio development, including the deletion of programmes. However, the Colleges' policy on Amending and Cancelling Programmes of Study has a principle that in normal circumstances current students will be taught out on the existing programme for a minimum of the standard length of that programme. There are no programmes considered to be vulnerable to circumstances that would prevent us from completing a current cohort.	Continued management oversight of portfolio through institutional quality and management processes
5	No longer able to deliver material	Low for institution High for students on that particular course	If delivery of that component of a course ceased	Low	The College has no courses where components are vulnerable to the	Continued management oversight of

TEF Silver
QAA
UK Quality Assured

#	Risk	Severity	Rationale for severity categorisation	Likelihood	Rationale for likelihood categorisation	Mitigation

	components of particular courses		immediately, students on that course would no longer be able to complete their chosen award		sudden departure of an individual. Nor are there any College courses where components of a course might be put at risk by matters that the College did not control or could not mitigate	portfolio through institutional quality and management processes Continued management of staffing to ensure spread of staffing load and expertise
6	No longer able to deliver in a particular mode of study	Low for institution Medium for students studying via that mode of study	If delivery of that mode of study ceased immediately, students on that course would no longer be able to complete their chosen award	Low	The College's modes of study are all considered to be secure. Moreover, the College's focus on active blended learning, where online and face-to-face learning work interactively together to provide a complementary learning experience for students, protects the College's students from temporary issues with access to a campus (e.g. during severe weather)	Continued development and maintenance of active blended learning across all courses
7	No longer able to recruit/teach particular kinds of students	Medium	If delivery to particular kinds of students ceases, particular kinds of students would no longer be able to complete their chosen award	Low	No Concerns have arisen	Continued institutional oversight of compliance with external requirements to ensure college remains compliant