



Student Protection Plan

UK Provider Reference Number (UKPRN): 10001467

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We may offer you alternative options:

- the opportunity to move to another programme;
- a modified version of the same programme;
- assistance to switch to a different provider;
- a move to a different campus;
- if continuity of studies cannot be maintained despite all reasonable efforts, as a last resort, a financial refund and/or compensation will be agreed in accordance with our policy [Fees Policy](#).

Where you are required to transfer programme, or move to another site, there may be implications for your student finance arrangements and/ or you may need support from the College to access the new arrangement. If you are affected, the college's Student Services team will contact you and provide detailed information, advice and guidance based on this Plan, the [College Code of Conduct](#), and our [Fees Policy](#).

Disruption of College's Programme delivery.

Where we anticipate changes, which will affect your studies we are committed to:

- Letting you know as soon as possible.
- Where appropriate working with student representatives to discuss the changes.
- Providing you with advice and guidance on the proposed changes and options that you have.
- Applying, where relevant, our [Fees Policy](#).

The likelihood of the risks outlined below of occurring are considered to be low. However, we have considered a wide range of potential scenarios and set out what we will do in each eventuality to(e)2.5 D



Possible risks to your study and how we would manage these:

Risk of notice from our partner institutions; the risk of academic partnership termination is low. Regular



For example, by;

working with relevant funding bodies to allow you to complete your year of study/programme;
if the above is not feasible, assisting your transfer to a suitable program and compensating for demonstrable, material financial loss due to study disruption.
assisting you by providing evidence such as letters in support of continuation of your studies.
if the above is not feasible, assisting your transfer to a suitable programme at another provider, including planning for credit transfer, academic progress information, and, if necessary, financial arrangements.

Changes to our minimum Apprenticeship standards;

The college offers Higher-level Apprenticeships, and changes to minimum standards could impact our ability to deliver apprenticeships if we lose direct claims. The likelihood of this is low due to safeguards in place, including weekly reviews of appr-



If part or all of a site closes

If a College site needs to close or reduce provision, measures are in place to mitigate disruptions for students. With multiple sites across Bristol, if one is affected, delivery can be shifted to another site.

If a site needs to close or becomes unusable, we'll explore remedies such as:

Relocating provision to an alternative site;

Adjusting the timetable to accommodate all scheduled teaching in available facilities, possibly involving sessions outside normal office hours. We'll consult with you and conduct equality impact assessments if this approach is taken.

Delivering programmes or parts of programmes via different delivery modes, such as Distance Learning. Where such an approach is taken, we will consider carefully whether this it is appropriate for the enrolled students who would be affected.

In the outlined scenarios or if, due to our omission, you cannot reasonably continue your studies, our [Fees Policy](#) applies.

How we communicate this plan

We share our Student Protection Plan with students during enrolment and induction, providing essential information. It's also accessible through the college Student Council, on our website and the Virtual Learning Environment. We publicise our [Compliments, Complaints & Feedback](#) hCID 20 BDC-4.4 (a)-0. /Link



We ensure the wider student population can become involved with the review process by publicising and promoting these throughout the year. The Student Protection Plan will be reviewed by the HE Academic Board.

Staff are made aware of the implications of our Student Protection Plan when they propose course changes by a policy impact assessment as part of the process of curriculum planning and programme validation. The Head of Higher Education is responsible for ensuring staff are aware of and implement the Plan.

We reserve the right to amend this Plan from time to time based on legal or regulatory change affecting you or us or best practice in the higher education sector.

Complaints

If you wish to make a complaint about your experience under this plan you should do so by following the College's [Compliments, Complaints & Feedback Policy & Procedure](#).

Approved by:	
Date of approval:	
Date for Review:	
Lead Officer:	
Senior Manager responsible:	

City of Bristol College

Higher Education

Condition C3: Student Protection Plan (HE) | 2024



Appendix 1