

## Condition C3: Student Protection Plan

<b>Provider's name:</b>	<b>Cornwall College</b>
<b>Provider's UKPRN:</b>	<b>10001696</b>
<b>Legal address:</b>	<b>The Cornwall College Group, Tregonissey Road, St Austell, Cornwall, PL25 4DJ</b>
<b>Contact point for enquiries about this student protection plan: Dr Jennie Jordan, Head of HE</b>	
<b>Student protection plan</b>	
<p><b>1. An assessment of the range of risks to the continuation of study for your students, how those risks may differ based on your students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise</b></p> <p>The Cornwall College Group delivers higher education in a further education setting to students who, in many cases, have no family history of higher education, with a significant percentage from deprived neighbourhoods and for whom leaving Cornwall to study is challenging due to family commitments or travel constraints. The Group understands how important that commitment to their study is for these students, and makes every effort to avoid any risk to their continuation of study, and to mitigate any risk through careful consideration of all aspects of management.</p> <p><b>Financial risk</b></p> <p>The change to the status of Further Education colleges, means that the Cornwall College Group is now part of the public sector and closely monitored for its financial health by the Department for Education. The Cornwall College Groups most recent DfE financial health rating is requires improvement. However, the college's three-year financial projections demonstrate that the college will be rated good at the end of this period. To maintain this trajectory, the college must operate its provision efficiently and plan its curriculum carefully. A robust curriculum planning process closely aligned to budget planning ensures decisions can be taken in a timely way so as to protect applicants and minimise any impact on students on programme. The viability of campuses and curriculum is an ongoing element of our planning. Any proposed changes would not result in programmes being closed mid programme, although the delivery location may change.</p> <p><b>Risk of programme closure</b></p> <p>The risk that we are no longer able to deliver material components of our programmes is low. This is because we design our programmes and modules to be taught by integrated teams of academic staff. This is verified during both the internal programme approval process and also the validation process with our university awarding bodies, where all resources, including that of teaching staff, are rigorously assessed for suitability, including staff academic qualifications, quality and longevity. Other factors which may result in the need to change, suspend or close a programme are discussed later in this plan.</p>	

## **2. The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise**

### **Risk Management Policy and Process**

The College's Risk Management Policy is a detailed and annually reviewed policy, currently due for review in June 2026. The Policy states, *inter alia*, that the risk management policy forms part of the Group's internal control and corporate governance arrangements and explains the underlying approach to risk management, documents the roles and responsibilities of the Board of Governors, the Senior Post Holders and other key parties. It also outlines key aspects of the risk management process and identifies the main reporting procedures. In addition, it describes the process the Board of Governors will use to evaluate the effectiveness of the Group's internal control procedures. The Audit Committee, in its annual report to the Corporation Board on internal controls, alerts Governors to any emerging issues. In addition, the committee oversees internal audit, external audit and management as required in its review of internal controls. The committee is, therefore, well-placed to provide advice to the Board on the effectiveness of the internal control system, including the Group's system for the management of risk. The Board has responsibility for overseeing risk management within the College as a whole and the following key principles:

- An open and receptive approach to solving risk problems is adopted by the Board of Governors.
- The Senior Post Holders support, advise and implement policies approved by the Board of Governors.
- The Group makes conservative and prudent recognition and disclosure of the financial and non-financial implications of risks.
- Senior Post Holders are responsible for reinforcing the risk management policy in the organisation and communicating its importance.
- Senior and middle managers are responsible for encouraging good risk management practice within their designated managed area on an operational basis.
- Key risks will be identified and closely monitored on a regular basis.

We do not consider there to be a current risk of the College's ability to deliver any higher education programmes of study. However, the HE Terms and Conditions have been compiled with the advice of the College solicitors, and state that while the College makes all reasonable efforts to deliver the programmes of study described in all publications, it may on occasion be necessary to change, suspend or close programmes, for example in order to comply with changes in law or comply with the instructions of the awarding university or organisation, or a professional body.

### **Measures taken in the event of programme suspension or closure**

Should change, or even suspension or closure be deemed necessary, the Terms and Conditions set out the measures the College will take to inform and compensate affected students. It is College policy to 'teach out' all students currently registered on a programme prior to closure, unless this is impossible due to loss of staff or other unforeseen occurrence. Although the circumstances giving rise to the need to 'teach out' are rare, when they do occur, 'teach out' will usually be realistic and achievable. There may be a need for this to be at a different campus. An example of exceptional circumstances where we might

not be able to 'teach out' would be if issues relating to standards or the quality of the academic experience arose, or if a student or students had suspended study and not re-enrolled, but was still within the maximum period of registration according to the academic regulations of the awarding body. In such a case we would seek to protect continuation of study by offering a transfer to a similar or replacement programme or by giving support to transfer to an alternative provider (for example, providing certification of credit or a record of academic achievement). Such instances are necessarily treated on a case-by-case basis, whilst adhering to the College's policies and procedures and the regulatory framework of the awarding bodies or organisation.

### **Transfer to alternative programme or institution**

In this instance, the College will first offer other, alternative programmes from its portfolio to affected students. This may not be an appropriate approach for all students, and the College has a reciprocal agreement with the other Further Education College in Cornwall, Truro and Penwith College, that if a programme were to close and a similar programme was available at the other college, and if learning outcomes were able to be satisfactorily mapped, the other college would agree to a student transfer. Transferring students would be provided with certification of credit achieved or a record of academic achievement to facilitate transfer to the receiving college. Where this can not be accommodated, we would explore a transfer to other providers, for example those who partner with the University of Plymouth.

Financial arrangements between institutions would ensure that the remaining pro rata fee would follow the student, and any difference would be paid by the originating institution. If the option of formal accreditation of prior learning was required, the process would be undertaken by the originating institution. The originating institution would take all responsibility for arranging the transfer and notifying the relevant bodies.

### **3. Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that you are no longer able to preserve continuation of study**

#### **HE Programme Closure, Refund and Compensation Procedure**

The procedure, for which the CEO has responsibility, is designed to ensure continued support/reimbursement to a student in the event that TCCG should make the decision to close a programme, campus or College or relocate a programme unexpectedly which may impact on a student's continuation of study or progression.

#### **Principles of Refunds and Compensation Payments**

In the unlikely event that the College or the Awarding Body or organisation discontinues or does not provide a programme of study or significantly changes the syllabus of a programme, method of delivery or method of assessment of a programme:

- The College will always aim to teach students to the end of their programme unless there is cause to cease teaching midway through due to mitigating circumstances; this may be at an alternative delivery location.
- The College will consider and implement any mitigation measures it concludes are reasonable and proportionate in the relevant circumstances, to minimise any disruption to students' studies and experience.
- The College will inform the relevant individuals at the earliest possible opportunity.
- The College will seek to offer the individual a suitable replacement programme at TCCG, subject to the individual student meeting relevant conditions for the programme.
- If the individual does not wish to accept the College's offer of a replacement programme or if the College is unable to offer a replacement programme, an individual will be entitled to withdraw (i) his or her application; or (ii) from the programme (as appropriate) by notifying the College in writing.
- If the individual student withdraws in the above circumstances, the College will make an appropriate refund of tuition fees, and review any additional payments already made by the student, including any deposits, for example for accommodation.

#### **4. Information about how you will communicate with students about your student protection plan**

We will publicise our student protection plan to current and future students by ensuring it is published on the College website. It will also be included in the student enrolment and induction process, as with other student protection policies, including the Complaints Policy.

We will ensure that staff are aware of the implications of our student protection plan when they propose programme changes by including the plan in all documentation associated with programme and module changes.

We will review our student protection plan annually for each subsequent academic year at the appropriate sub-committee of the HE Academic Board. The HE Academic Board reports to the overarching Board of Governors via the HE Committee. All of these fora have student representation.

Our students will be involved in our review by means of communication to student representatives prior to discussion at the HE Academic Board sub-committee. Student representatives at the committee will be asked to input the views of the overall HE student body.

We will inform our students if there are to be material changes to their programme by means of a written communication and also an in-person communication to the whole group, backed up by one-to-one communication where required, by the programme manager and the Head of Higher Education.

No changes are made in-year. As per the HE Programme Closure, Refund and Compensation Procedure any changes are fully discussed in the relevant fora before a decision to change or close a programme or programme is implemented. It is the College's policy to teach out all currently registered students on a programme before closure, and the HE Terms and Conditions (Student Contract) and HE Programme Closure, Refund and Compensation Procedure are adhered to in all circumstances.

If we need to implement the measures in our student protection plan, we will support students collectively and individually via HE Programme Managers, programme teams and via the Cornwall College Student Experience team.

We will also put in place measures to ensure that our students have access to independent advice if we need to implement the measures in our student protection plan.

#### **Further information**

HE Terms and Conditions – Student Contract  
HE Programme Closure, Refund and Compensation Policy  
HE Programme Transfer Procedure  
Complaints Procedure