

**Provider's name:** Kendal College

**Provider's UKPRN:** 10003558

**Legal address:** Kendal College, Milnthorpe Road, Kendal, LA9 5AY

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## **Student protection plan for the period 2025-2027**

### **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**

The risk that the College as a whole is unable to operate is extremely low because our DfE financial health is rated as 'Good', and we have strong risk management procedures and plans in place.

Our governance committees and Senior Leadership Team meet at least termly to ensure strategic risks to the institution are monitored, reviewed and action planned on a regular basis.

Strategic risks and control measures to mitigate these are recorded on College Risk Register and scrutinised by the Audit and Risk Committee.

The risk that our partnership with our awarding bodies, the Universities of Lancashire and Cumbria will be dissolved is extremely low because we have developed a trusted and mature working relationship with the Universities over many years of partnership.

The risk that poor quality or student outcomes will result in the termination of higher education at the College is low because we have a long track record of delivering high quality higher education programmes that meet the requirements of the relevant external bodies and robust processes in place to ensure that the quality of our higher education provision is maintained.

The risk that we are no longer able to recruit to particular subjects due to low demand is moderate as we do have small cohorts and falling HE numbers.

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

In the rare event of a decision to suspend recruitment to, or close a course, the College fully recognises, and accepts its responsibilities towards any applicants and continuing students.

In the event of a decision to suspend recruitment to a course we fully recognise our responsibilities to any applicants who have been made offers for admission to the course and will support the applicants to transfer to another course, either at the College or another provider. In these circumstances, we will contact the applicants to discuss appropriate alternative courses or transfer arrangements.

It is expected that, in the rare event where courses are proposed to be suspended or withdrawn, the existing cohorts will be taught-out and continuing students will be able to continue the course on which they have enrolled until the completion of their studies.

Exceptionally, changes may be required to ensure a smooth closure and, in this case, must be proposed and approved using the University Course/Module amendment process, which will involve consultation with students and will seek to minimise the impact on students affected by changes and closures.

If, in extremely exceptional circumstances, teaching-out of the course at the College is not possible, the College will work with the students and the Universities to explore the following options:

- Opportunities to offer alternative courses within the College or University
- Providing support for students to transfer to other providers, including transfer of credit and academic progress.
- Where teaching cannot be completed or where none of the proposed options are acceptable to the student, the student may request a refund of all or part of paid fees depending on the amount of credit/academic progress achieved.

### **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**

Where teaching cannot be continued or where the continuation arrangements are not reasonably acceptable to the student arrangements that will be made to refund fees and other relevant costs in the event that we are no longer able to preserve continuation of study for a course. The proportion of the fee to be repaid will be proportionate to the benefit received by the student towards their original goals.

Details of how tuition fees are calculated in the event of discontinuation of studies are outlined in our Fees Policy.

Where students are in receipt of tuition fee loans from the Student Loans Company or a sponsor, any such refund will be transferred via the Student Loans Company or sponsor.

We recognise that there are a wide range of scenarios that may require specific arrangements for individuals or cohorts depending on the circumstances of the discontinued study and these will be dealt with on a case-by-case basis. Such arrangements may include (but are not limited to):

- Compensation for maintenance costs and lost time where it is not possible to preserve continuation of study.
- Compensation for tuition and maintenance costs where students have to transfer courses or provider.
- Commitments to honour student bursaries where students have to transfer courses or provider.
- Payment of additional travel costs for students affected by a change in the location of their course.

Our assessment of risk identifies only moderate risk that we are no longer able to continue to recruit to particular subjects due to low demand and therefore this does not apply directly to the risk to not being able to continue to study and 'teach out' these courses. As such, any instances where we are unable to preserve continuation of study are likely to be only those courses with very small cohorts and the overall financial implications of our refund and compensation policy to the College are likely to be low. Additionally, our DfE financial health is rated as 'Good', and we have sufficient cash reserves to provide refunds and compensation for those the students on courses that we have identified as moderate risk.

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

We recognise the importance of providing assurance to current and future students regarding their studies, and our student protection plan will be published on the College website.

It is expected that over time, course teams will need to make amendments to courses and modules, for example to implement enhancements identified by the course team, develop the curriculum based on latest subject based and pedagogic research, respond to feedback from students and external examiners, develop the curriculum on to reflect employer input, reflect changes in the external environment, developments in the subject area and incorporate changes required by accrediting bodies. For all changes to courses or modules, the University Course/Module amendment process is followed. The University form for proposed changes to a module or course requires course teams to consider the implications for current students when they are proposing course changes.

We will review our student protection plan by close monitoring of recruitment patterns, feedback on the student experience and student success and progression outcomes to identify any factors that might indicate a change to the assessment of risk or measures to mitigate risks and inform the development of our student protection plan.

At course level, Staff:Student Liaison Meetings are held each semester with course representatives where any issues that might present a risk to their studies will be discussed and action plans will be put in place to mitigate against those risks.

At institutional level, the development of the student protection plan and monitoring of performance and outcomes that may inform the student protection plan will be discussed at Senior leadership meetings.

In the unfortunate event that we need to implement the measures in our student protection plan, we will support students collectively and individually and ensure that they have access to independent advice through our student support services.

If a student wishes to make a complaint about the Student Protection Plan or its implementation, the full Complaints and Compliments Policy Procedure can be found on our website.