Student Protection Plan 2026/27

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1. Purpose and Regulatory Context

This Student Protection Plan (SPP) sets out how AA London College Ltd protects the interests of its students in the event of risks that may affect the continuation of study. The Plan demonstrates the College's commitment to safeguarding students and ensuring fair outcomes should material changes occur. This Plan is prepared in line with the Office for Students' regulatory framework and supports compliance with:

- Condition C (Consumer Protection)
- Condition B (Quality, Academic Standards and Student Outcomes)
- Condition E (Management and Governance)

The Plan applies to all students enrolled on higher education programmes delivered by the College.

2. Overview of Risk Assessment

AA London College undertakes systematic and proportionate assessment of risks that could impact students' ability to continue and complete their studies. Risk assessment takes account of institutional, programme-level, and student-specific factors and is reviewed regularly as part of governance and risk management processes.

Key risk areas considered include:

- Institutional continuity
- Course or programme closure
- Staffing and teaching capacity
- Operational disruption
- Programme delivery risks
- Student-specific needs and circumstances

3. Identified Risks and Mitigation Measures

3.1 Institutional Continuity

Risk: Disruption to the College's ability to continue operating.

Mitigation:

- Strong governance and experienced leadership
- Financial planning and monitoring to support sustainability
- Scenario planning and contingency arrangements
- Board oversight of institutional risk

3.2 Course Continuation and Closure

Risk: Suspension or closure of a programme.

Mitigation:

- Regular academic review of programme viability, quality, and demand
- Early identification of risks to continuation

- Commitment to teaching out students wherever possible

Where closure is unavoidable, the College prioritises enabling students to complete their programme or achieve appropriate interim outcomes.

3.3 Staffing

Risk: Loss of key teaching staff.

Mitigation:

- Use of appropriately qualified and experienced staff
- Access to a pool of associate and sessional staff
- Workforce planning and succession arrangements
- Ongoing staff development and CPD

These measures support continuity of teaching and assessment.

3.4 Operational Disruption

Risk: Temporary disruption due to unforeseen events (e.g. facilities, IT, or emergencies).

Mitigation:

- Business continuity planning
- Alternative delivery arrangements where appropriate
- Clear communication with students during disruptions

3.5 Programme Delivery

Risk: Inability to deliver specific modules or components as planned.

Mitigation:

- Flexible curriculum design
- Academic oversight and monitoring
- Adjustment of delivery methods while maintaining academic standards

3.6 Student-Specific Needs

Risk: Individual circumstances affecting continuation of study.

Mitigation:

- Academic advice and guidance
- Reasonable adjustments for students with disabilities
- Signposting to appropriate support services

4. Student Protection Measures

Where risks materialise, the College will implement appropriate protection measures, which may include:

- **Teach-out arrangements** enabling students to complete their programme
- **Modified delivery** (for example, alternative modes or schedules)
- **Support for transfer** to another provider where continuation is not possible
- **Recognition of academic credit** for completed study

The College works constructively with validating partners and other providers to support student continuity where required.

5. Refunds and Compensation

AA London College maintains clear and accessible Refunds and Compensation and Fees Policies, published on its website.

Where continuation of study cannot reasonably be preserved, refunds or compensation may be considered. This may include:

- Tuition fee refunds
- Compensation for additional study-related costs incurred
- Guidance on funding implications and liaison with external funding bodies where applicable

The College maintains contingency funding to support its obligations under this Plan.

6. Communication with Students

AA London College is committed to transparent communication regarding the Student Protection Plan and any potential changes that may affect students' studies. Measures include:

- **Accessibility of Policies:** All relevant policies, including the Refund and Compensation Policy and Fee Policy, are published on the College website.
- **Direct Communication:** Students will be informed personally and in writing if there are material changes to their course. This includes details of the changes, potential impacts, and advice on available support.
- **Open-Door Policy:** Students may speak directly with College management to discuss changes or concerns and receive one-to-one guidance.
- **Notice Period:** Students will be provided with at least 30 days' notice of any material changes to their programme.
- **Student Feedback:** Feedback from students is actively sought through regular meetings and reviews, ensuring that the Student Protection Plan remains relevant and effective.
- **Staff Awareness:** Key staff are briefed on the Student Protection Plan to ensure consistent support and guidance is provided to students at all times.

7. Governance, Oversight, and Assurance

- **Senior management** is responsible for implementing this Plan
- **Academic management structures** oversee academic risks and teach-out arrangements
- **The Board of Directors** has ultimate oversight and receives assurance that student protection measures are effective

8. Review and Continuous Improvement

This Student Protection Plan is reviewed annually and updated where necessary to reflect:

- Changes in provision or student profile
- Emerging risks
- Regulatory expectations and good practice

Student feedback and lessons learned from incidents inform ongoing improvement.

This Student Protection Plan is approved by the Board of Directors and forms part of AA London College Ltd's governance, quality assurance, and regulatory compliance framework.