

# Student Protection Plan Policy

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**Department / Function:** Academic Quality & Standards

**Policy Owner:** Dean – Dr Manoj Ponugubati

**Oversight Committee:** Academic Board

**Approving Body:** Academic Board (Recommended) / Board of Governors (Final Approval)

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**Supersedes:** None

## Regulatory Alignment with Office for Students (OfS) Conditions

The Student Protection Plan Policy forms part of the London Academy for Applied Technology's (LAAT) student protection and risk management framework. The policy ensures that students are protected in the event of circumstances that may disrupt their studies, such as programme closure, institutional failure, regulatory changes, or infrastructure disruption.

The policy aligns with **OfS Condition C3 (Student Protection)** by ensuring that LAAT has a clear plan to protect students' interests and enable them to complete their studies if risks to continuation occur.

The policy also supports: **OfS Condition C1 (Consumer Protection Law)** – by ensuring transparency about institutional commitments to students. **OfS Condition E1 (Public Interest Governance)** – by establishing governance oversight of risk management and student protection. **OfS Condition E2 (Management and Governance)** – by ensuring effective management arrangements for risk mitigation and institutional continuity.

Through this policy, LAAT demonstrates its commitment to safeguarding the academic interests, progression, and wellbeing of students in the event of institutional or programme disruption.

## Terms of Reference

### 1. Purpose

The purpose of the Student Protection Plan Policy is to ensure that students studying at the London Academy for Applied Technology (LAAT) are protected if events occur that may disrupt their ability to continue their studies.

The policy outlines:

- foreseeable risks that may affect the continuation of study
- mitigation measures implemented by LAAT
- actions that may be taken if risks materialise
- arrangements to support affected students

The primary objective is to ensure that students are able to complete their programme of study or receive appropriate academic alternatives where disruption occurs.

## 2. Scope

This policy applies to:

- All students currently enrolled at LAAT
- Students who have received offers to study at LAAT
- Students undertaking reassessment or approved breaks in study
- Students studying programmes delivered directly by LAAT

Where programmes involve collaborative or partner institutions, LAAT will work with those partners to ensure appropriate student protection arrangements.

## 3. Principles

LAAT's Student Protection Plan is guided by the following principles:

- **Student interest first**  
All decisions relating to disruption management prioritise protecting the academic interests of students.
- **Continuity of study**  
LAAT will seek to ensure students can complete their programme wherever possible.
- **Transparency and communication**  
Students will be informed promptly and clearly about any risks or changes affecting their studies.
- **Support and guidance**  
Students will receive advice, academic guidance, and wellbeing support during disruption events.
- **Fairness and equality**  
All actions will consider equality impacts and ensure fair treatment for all students.

## 4. Risks that May Trigger the Student Protection Plan

The Student Protection Plan may be activated if events occur that could significantly affect students' ability to continue their studies.

These risks may include:

#### 4.1 Learning and Teaching Risks

- Closure of a programme or subject area
- Inability to deliver key modules within a programme
- Loss of specialist teaching staff
- Loss of professional accreditation for programmes
- Failure of a collaborative partner institution

#### 4.2 Regulatory Risks

- Institutional inability to operate due to financial challenges
- Loss of degree awarding authority
- Withdrawal of registration with the Office for Students
- Loss of student visa sponsorship licence

#### 4.3 Infrastructure Risks

- Closure or disruption of campus facilities
- Industrial action affecting teaching delivery
- Major IT failure or cyber security incident affecting learning systems

LAAT regularly reviews these risks through its institutional governance and risk management processes.

## 5. Risk Mitigation Measures

LAAT implements proactive measures to reduce the likelihood of disruption affecting students.

These measures include:

- Regular programme review and academic quality monitoring
- Strategic workforce planning and staff development
- Financial monitoring and institutional sustainability planning
- Partnership due diligence and oversight processes
- Business continuity planning for infrastructure and IT systems
- Compliance monitoring with OfS regulatory requirements

These arrangements aim to minimise risk and ensure institutional resilience.

## 6. Implementation of the Student Protection Plan

If a significant risk materialises, the Student Protection Plan may be activated.

The decision to activate the plan will normally be made by the **Dean or Principal in consultation with the Academic Board and senior management.**

An **Implementation Lead** may be appointed to coordinate the response.

Actions may include:

- Establishing a response team
- Assessing the impact on students

- Developing an implementation plan
- Communicating clearly with affected students
- Providing academic advice and student support

The implementation plan will be tailored to the specific circumstances.

## 7. Student Protection Measures

Where disruption occurs, LAAT will prioritise solutions that allow students to complete their studies.

Possible protection measures include:

- **Teach-out arrangements**  
Students may be allowed to complete their programme under existing academic arrangements.
- **Alternative provision**  
Students may be offered transfer to another LAAT programme where appropriate.
- **Transfer to another provider**  
LAAT may support student transfer to another higher education provider offering similar programmes.
- **Exit awards**  
Where completion is not possible, students may receive an appropriate qualification reflecting completed credits.

## 8. Refunds and Compensation

LAAT's primary objective is to ensure that students can complete their studies.

However, where continuation of study is not possible, LAAT may provide:

- partial or full tuition fee refunds
- compensation where appropriate
- certification of completed academic credits

Refund and compensation arrangements will be consistent with LAAT's **Student Terms and Conditions and Consumer Protection obligations**.

Students who are dissatisfied with outcomes may access the **Student Complaints Procedure**.

## 9. Communication with Students

If the Student Protection Plan is activated, LAAT will communicate with affected students promptly.

Communication may include:

- formal written notification
- student briefings or meetings

- individual academic guidance sessions
- signposting to wellbeing or independent support services

Students will be informed about:

- the reasons for disruption
- available options and support
- expected timelines for resolution

## 10. Monitoring and Review

The Student Protection Plan will be reviewed regularly to ensure that it remains effective and aligned with regulatory requirements.

Oversight will be provided through:

- Academic Board
- Institutional Risk Management Processes
- Board of Governors

The policy will normally be reviewed **annually** or sooner if significant regulatory or institutional changes occur.

## 11. Responsible People / Roles include

- **Dean (Policy Owner) – Dr Manoj Ponugubati**  
Provides strategic oversight of the Student Protection Plan and ensures effective implementation.
- **Programme Leader – Mr Amarjeet Singh**  
Monitor programme viability and report potential risks affecting student progression.
- **Student Experience Lead – Dr Ruchi Singla**  
Coordinates student support, communication, and guidance during disruption events.
- **Student Wellbeing Officer: To Be Appointed**  
Provides pastoral and wellbeing support to affected students.

### List of people and contact

Role	Name	Contact email
Dean	Dr Manoj Ponugubati	<a href="mailto:manoj@laat.ac.uk">manoj@laat.ac.uk</a>
Student Experience Lead	Dr Ruchi Singla	<a href="mailto:ruchi.singla6@laat.ac.uk">ruchi.singla6@laat.ac.uk</a>
Programme Lead	Mr Amarjeet Singh	<a href="mailto:Amarjeet.singh@laat.ac.uk">Amarjeet.singh@laat.ac.uk</a>
Student Wellbeing Officer	To be appointed	To be appointed

## 12. List of Document

- Student Complaints Policy
- Refund and Compensation Policy
- Academic Regulations
- Programme Approval and Review Procedures
- Risk Management Framework
- Equality, Diversity and Inclusion Policy
- Safeguarding and Prevent Policy

## 13. Evidence

- Student communication records regarding disruption
- Programme closure or modification documentation
- Risk assessment and mitigation reports
- Student transfer arrangements
- Refund or compensation records

### Mapping Table for Evidence Items Related to OfS Conditions

Evidence Item	Purpose / What it Demonstrates	Relevant OfS Condition
Student communication records regarding disruption	Demonstrates that LAAT communicates clearly and promptly with students about disruptions, changes to programmes, or risks affecting continuation of study, ensuring transparency and informed decision-making.	Condition C1 – Guidance on Consumer Protection Law
Programme closure or modification documentation	Provides evidence that LAAT has structured procedures for programme closure or modification and that appropriate teach-out arrangements or alternatives are provided to enable students to complete their studies.	Condition C3 – Student Protection Plan
Risk assessment and mitigation reports	Demonstrates that LAAT identifies potential risks to continuation of study and implements mitigation strategies to minimise disruption to students.	Condition E2 – Management and Governance

Student transfer arrangements	Shows that LAAT has processes to support students in transferring to alternative programmes or institutions if continuation at LAAT is not possible.	Condition C3 – Student Protection Plan
Refund or compensation records	Demonstrates that LAAT provides appropriate financial remedies where continuation of study cannot be preserved, in accordance with consumer protection requirements.	Condition C1 – Guidance on Consumer Protection Law