

# Higher Education Student Protection Plan 2020-21

## Introduction

As a registered provider of higher education, Kendal College must publish a Student Protection Plan (the Plan) which sets out how continuation and quality of study will be preserved for current and potential students if a risk to their continued study occurs. As a long established and respected College, we have a wealth of experience in preserving continuation and quality of study for affected students. This Plan builds on our experience and is intended to assure current and future students that we have appropriate arrangements in place to protect their continuation of study

Kendal College is committed to providing you with a high quality experience, which enables you to complete your course and the chance to gain your qualification as described in the relevant course information sheet. With over 30 years of successful Higher Education experience we aim to provide an excellent learning experience for you. We try to make our course information sheets as accurate as possible, however, there are occasions where we may need to make changes to your course for example:

- Where there is a change of modules made by the degree awarding partner
- Where a low number of applicants mean a course needs to be cancelled or the delivery hours need to be reduced

We will always give you as much notice as possible, but as a minimum 28 days' notice of any significant changes to your course.

One of the benefits of studying at Kendal College is that you are likely to be taught in a small group, for example a named tutor who is available to support you, smaller classes in which you can engage and ask questions, support via email and on a one-to-one basis. However, an implication of this means that we may need to cancel courses because there are not enough students to run it. We do understand the disappointment this can cause. We will be honest and transparent and will keep you informed as much as we are able. If there are a low number of applicants, we will start to give you this information from May onwards enabling you to make decisions about whether to apply elsewhere. For very low numbers courses may be cancelled from 15<sup>th</sup> May. For those courses who we believe might still recruit enough our last date for cancelling will be 17<sup>th</sup> August, 2021. After that date we do commit to run courses and will discuss any changes with you.

We will always discuss any changes with you and you have a right to withdraw your application within 14 days with no financial penalty.

When you start your course at Kendal College and you are suitable to progress, we also commit to continuing to deliver the course until its completion and you have a chance to achieve your qualification.

We will not change the venue for delivery from the one detailed on your course information sheet.

If you feel your course is substandard you have the right to make a complaint. Our complaints policy details how to do this.

This Plan will be regularly reviewed to ensure it continues to be relevant, effective and practical to include feedback from our students. A new reviewed plan will be published annually.

### **Refund and Compensation Policy**

We have a Refund and Compensation Policy which can be found on our website (<http://www.kendal.ac.uk/about-us/our-policies-procedures/>) . It outlines the circumstances in which we will refund tuition fees and other relevant costs and to provide compensation where necessary if we are no longer able to preserve continuation of study. The Policy may be implemented as a result of any of the risks in this Plan occurring.

At all times we are happy to offer you guidance and support either to change to another Kendal College course or to give you advice about other appropriate Colleges or Universities.