

## Annex D: Template for a student protection plan

Provider's name: Kendal College

Provider's UKPRN: 10003558

Legal address: Milnthorpe Road, Kendal, Cumbria, LA9 5AY

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**Student protection plan for the period [2018-19]**

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

The risk that the provider as a whole is unable to operate is very low because our financial performance is designated by the ESFA as satisfactory is predicting a surplus of 3% in 2019-20. The Governing Body has robust plans for address a situation where the College is unable to operate, which include shared services and merger with another institution. However, at this time the risk of the College being no longer able to operate is considered to be extremely low.

The College does not, and does not intent to apply to, hold degree awarding powers.

The College has 30 years' experience of teaching Higher Education and in this time has never been unable to complete any courses and allow students to finish their course. The College has never had validation removed on any Higher Education programme.

There are currently no intentions to reduce any of our locations or to close any of our departments delivering subject areas. Should any such considerations be made in the future this would be a planned exit and, the College has committed to "teaching out" existing students.

The majority of Higher Education courses are validated by Uclan. There is an extremely low risk that validation will be lost for any of the courses. Our periodic course review period has been extended to 2020, our external examiner reports identify no concerns, our data is good and HEFCE agreed full confidence in the college at our annual review.

HNC/HND are validated by Pearson and the College has successfully undergone its annual external moderation visit annually for all programmes except HNC/HND music, where the first moderation is yet to take place.

All courses are delivered at the Milnthorpe site and this site will be available in 2018-19. There are no plans for the College to cease trading from this site.

The College commits to "teaching out" all students, seeing them to the end of their course currently registered on a course in 2018-19. This ensures that any students with protected characteristics will be able to continue on the course and location of their choice.

The College does not deliver highly specialised programmes and since Higher education is predominantly delivered by suitably qualified permanent members of staff who also teach on other types of programme the possibility of lack of delivery staff is minimised. There are no programmes delivered that rely solely on one member of staff, therefore, the risk of being unable to deliver courses because of lack of teaching staff is extremely low.

There is a very low risk of industrial action. There has been no industrial action taken at the College within the last 8 years. Industrial relations are good.

The greatest risk to delivery of courses published on our website is due to low student recruitment, and this is a high risk. However, this is mitigated by our system. We inform learners during May where we feel courses may be a risk of not starting. Courses at greatest risk are cancelled by 15<sup>th</sup> May, where courses may still recruit we keep prospective students informed of the situation with our final day for cancellation being 17<sup>th</sup> August. The cycle for applications at Kendal College is relatively late and the cancellation date reflects offering the opportunity for recruitment including A level results and clearing.

Kendal College has been judged by Ofsted and Matrix as providing an excellent level of independent advice and guidance and this is available where any prospective student is unable to undertake the course of their choice.

The vast majority of our students are local and do not use accommodation. Many of them would not apply to other institutions. We do run courses on very small numbers (8 and above) and thus courses are only cancelled where very few applications are received.

Where a course commences we guarantee to provide the second year (and third year for part time) to students to allow them to complete the award for which they originally registered. In 30 years of delivery this has always been achieved.

Kendal College fully complies with the Equality Act of 2010. We will consider protected characteristics whenever we are unable to continue to deliver a course. As we committed to teach out our students this approach best meets the needs of a variety of students as they can continue on the course of their choice, with the support agreed. When a course does not run due to insufficient applications we offer advice and guidance from trained advisors who will consider any implications for those applications with protected characteristics. For example, where waiting a year to commence a course at Kendal College might affect the ability to access student loans due to age.

An assessment has been completed for all programmes delivered during 2018-19 at Kendal College

Course	Risk	Mitigation
Fd Children, Young People and their Services (validated by UCLan)	<ol style="list-style-type: none"> <li>1. <u>Student Recruitment</u> This course will not be withdrawn due to student recruitment. There is a commitment by the college that the 2<sup>nd</sup> year of Fd will be delivered irrespective of numbers.</li> <li>2. Inability to provide suitable lecturing staff</li> <li>3. Loss of Validation and lack of quality</li> </ol>	<ol style="list-style-type: none"> <li>1. Delivered for 15 years and has run every year with good recruitment</li> <li>2. Varied teaching team including external specialists, so there is no likelihood of insufficient staffing.</li> <li>3. Periodic course review in 2020. Excellent reports from external moderators and close scrutiny of quality. Excellent student feedback with high levels of satisfaction.</li> </ol>
BA top-up Children, Schools and Families (validated by UCLan)	<ol style="list-style-type: none"> <li>1. <u>Student Recruitment</u> This course will not be withdrawn due to student recruitment in 2018-19. There is an extremely low risk that the top-up may not be available in future years.</li> <li>2. Inability to provide suitable lecturing staff</li> <li>3. <u>Loss of Validation and lack of quality</u> There is an extremely low risk of losing validation in 2018-19.</li> </ol>	<ol style="list-style-type: none"> <li>1. Student recruitment is good for the top-up in 2018-19. For students who may want to progress in future years if Kendal College is unable to offer the top-up post 2019, students are able to top-up at the awarding university UCLan.</li> <li>2. Varied teaching team including external specialists, so there is no likelihood of insufficient staffing. Successfully delivered for 4 years with no quality issues.</li> <li>3. Periodic course review in 2020. Excellent reports from external moderators and close scrutiny of quality.</li> </ol>

		Excellent student feedback with high levels of satisfaction
FdSc Health & Social Care (validated by UCLan)	<ol style="list-style-type: none"> <li>1. <u>Student Recruitment</u> This course will has been withdrawn due to student recruitment in 2018-19.</li> <li>2. It may not recruit again due to the introduction of the Degree Apprenticeship in nursing. An appraisal will be completed by August 31<sup>st</sup> as to whether to offer it in 2019/20.</li> <li>3. There is a commitment by the college that the 2<sup>nd</sup> year of Fd will be delivered irrespective of numbers.</li> <li>4. Inability to provide suitable lecturing staff</li> <li>5. <u>Loss of Validation and lack of quality</u> There is an extremely low risk of losing validation in 2018-19.</li> </ol>	<ol style="list-style-type: none"> <li>1. No students have been made an offer of a place for this course. There is a very varied teaching team including external specialists, so there is no likelihood of insufficient staffing to deliver year 2.</li> <li>2. Successfully delivered for 4 years with no quality issues.</li> <li>3. Periodic course review in 2020. Excellent reports from external moderators and close scrutiny of quality. Excellent student feedback with high levels of satisfaction</li> </ol>
FdSc British Animal Management and Wildlife Rehabilitation (validated by UCLan)	<ol style="list-style-type: none"> <li>1. <u>Student recruitment</u> We will not run a new cohort in 2018-19 due to low recruitment.</li> <li>2. One learner has chosen to suspend study and there is a risk that he may not be able to continue his studies at Kendal College.</li> <li>3. Inability to provide suitable lecturing staff</li> <li>4. <u>Loss of Validation and lack of quality</u> This course will definitely be delivered in 2018-19</li> </ol>	<ol style="list-style-type: none"> <li>1. Two applicants have been informed and options discussed and additional support and guidance offered. There is an opportunity to transfer to the University of Cumbria to take the course. The college commits to delivering the second year, even if there are very low numbers. Delivery may need to be adjusted if there is any further reduction in progression. Suspended student is able to transfer to University of Cumbria to complete FdSc.</li> <li>2. Varied teaching team available including an HE specialist, so there is no likelihood of insufficient teachers.</li> <li>3. This course was developed in collaboration with UoC. The first year has run</li> </ol>

		successfully with no quality issues.
HNC/HND Performing Arts (validated by Pearson)	<ol style="list-style-type: none"> <li>1. <u>Student Recruitment</u> This is a new course and there may not be sufficient numbers to run. There is an extremely low risk that the top-up may not be available in future years.</li> <li>2. Inability to provide suitable lecturing staff</li> <li>3. <u>Loss of Validation and lack of quality</u> There is an extremely low risk of losing validation in 2018-19.</li> </ol>	<ol style="list-style-type: none"> <li>1. Three applications have been received. All 3 students are local and have not applied to other institutions. All 3 students have been informed that the course is unlikely to run. A decision will be made by end June if no further applications are received and applicants will be offered advice and guidance if required.</li> <li>2. There is currently sufficient staff planned for 2018 and this is an extremely experienced team.</li> <li>3. This is a new and recently validated course. This course is validated by Pearson and the first moderation visit will take place in 2019. Kendal College is extremely experienced in delivering Btec HNC/HND and the risk of unsuccessful moderation resulting in withdrawal of approval is extremely low.</li> </ol>
HNC/HND engineering (validated by Pearson)	<ol style="list-style-type: none"> <li>1. <u>Student recruitment</u> This course will run in 2018-19</li> <li>2. Inability to provide suitable lecturing staff. The risk of not being able to provide suitable staff is higher for this course than any other at the College. This is due to the difficulty in recruitment should current members of the team resign.</li> <li>3. <u>Loss of Validation and lack of quality</u> There is an extremely low risk of losing validation in 2018-19.</li> </ol>	<ol style="list-style-type: none"> <li>1. <u>Student recruitment</u> The College usually has two intakes on this course. There are sufficient applications (from an employer) to ensure at least one groups will run.</li> <li>2. There is currently sufficient staff planned for 2018. An additional suitably qualified member of staff begins in Sept 2018. The College has built up effective relationships with relevant agencies should there be any unforeseen emergencies.</li> <li>3. <u>Loss of Validation and lack of quality</u> 3. This course is validated by Pearson and</li> </ol>

		<p>the annual moderation visit for 2017-18 has taken place with approval to continue delivery. Kendal College is extremely experienced in delivering Btec HNC/HND and the risk of unsuccessful moderation in 2018-19 resulting in withdrawal of approval is to affect delivery of the second year is extremely low.</p>
HNC/HND Film	<p>This programme has been withdrawn for 2018-19. There are no current students. An appraisal will be completed by August 31<sup>st</sup> as to whether to offer it in 2019/20.</p>	
HNC/HND Hospitality management, Business management	<ol style="list-style-type: none"> <li>1. <u>Student recruitment</u> This programme traditionally recruits late in the cycle. The programme has run for 10 years. The risk of it running is extremely low.</li> <li>2. Inability to provide suitable lecturing staff</li> <li>3. <u>Loss of Validation and lack of quality</u> This course will definitely be delivered in 2018-19</li> </ol>	<ol style="list-style-type: none"> <li>1. There is a successful infill programme that allows the course to run on low numbers, this is very much appreciated by local employed managers.</li> <li>2. Varied teaching team including external specialists, so there is no likelihood of insufficient staffing.</li> <li>3. <u>Loss of Validation and lack of quality</u> This course is validated by Pearson and the annual moderation visit for 2017-18 has taken place with approval to continue delivery. Kendal College is extremely experienced in delivering Btec HNC/HND and the risk of unsuccessful moderation in 2018-19 resulting in withdrawal of approval is to affect delivery of the second year is extremely low.</li> </ol>
HNC/HND music	<ol style="list-style-type: none"> <li>1. <u>Student recruitment</u> The first intake for this programme ran in 2017-18 it is unlikely that we will run a new cohort in 2018-19 due to low recruitment. There are no current students and appraisal will be completed</li> </ol>	<ol style="list-style-type: none"> <li>1. 3 applicants have been kept fully informed and are aware the course is unlikely to run. They have been offered support and guidance if needed. Year 2 will continue on low numbers and no students wish to suspend studies.</li> </ol>

	<p>by August 31<sup>st</sup> as to whether to offer it in 2019/20.2</p> <p>2. Inability to provide suitable lecturing staff</p> <p>3. <u>Loss of Validation and lack of quality</u> This course will definitely be delivered in 2018-19</p>	<p>2. Varied teaching team available, so there is no likelihood of insufficient teachers.</p> <p>3. This course is validated by Pearson and the first EV visit has yet to take place. Kendal College is extremely experienced in delivering Btec HNC/HND and the risk of unsuccessful moderation resulting in withdrawal of approval is extremely low.</p>

### **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**

Please see attached Higher Education refund and compensation policy. This is now available on our website.

We assess the likelihood as extremely low of the College being unable to deliver all our programmes to an appropriate standard and to programme completion in 2018-19. As HE income constitutes only 6% of the College's income the numbers of students affected, should any programme not run to completion the compensation total (even at full-fee cost) would also be low and will easily be covered by our current reserves/overdraft facilities.

### **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 including this on our new website to be launched in by July 7th 2018

We will ensure that staff are aware of the implications of our student protection plan when they propose course changes by annual training at our Higher Education forum meetings and by our system that any such changes can only be made with the direct approval and involvement of the relevant Head of Schools, who are fully conversant with the refund and compensation plan, the requirements of the CSA Act

We will review our student protection plan annually in April through our Senior Leadership and Management Team meetings.

Our students will be involved in our review by the higher Education student representative receiving the proposed plan and given feedback from their groups.

We will inform our students if there are to be material changes to their course as early as possible but by 17<sup>th</sup> August for changes made before the commencement of the course.

We will give students a minimum of 28 days' notice when we need to make material changes to their course related to hour or days of delivery, although we expect the likelihood of the need to make such changes is extremely low.

If we need to implement the measures in our student protection plan the Director of Curriculum and Quality and the relevant Head of school will meet with all relevant students collectively and individually.