

# Nelson College London

## Student protection plan

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**Provider's UKPRN:** 10030129

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### Student protection plan for the period 2025-26

#### Introduction

Nelson College London's Student Protection Plan sets out the actions the College will take to minimise any impact on the continuity of study for its students. The Plan identifies the risks that may affect students' ability to complete their studies and explains the measures that will be implemented to mitigate those risks.

The Plan applies where continuation of study is put at risk through no fault of the student, including circumstances such as course closure, campus closure, loss of validation or designation, or market exit. It has been developed with consideration of student and staff input and is reviewed annually to ensure that it remains effective, relevant and capable of timely implementation.

This Plan is published on the College website and is available to all current and prospective students. The measures set out in this Plan are in addition to students' rights under consumer protection law.

#### 1. An assessment of the range of risks to the continuation of study for students

Nelson College London has undertaken an assessment of the risks that may affect the continuation of study for its students, taking into account how these risks may differ based on students' needs, characteristics and circumstances, including students with protected characteristics, commuting students, those with caring responsibilities, and those nearing completion of their programmes.

The risk that the provider as a whole is unable to operate and is required to cease the provision of higher education is considered low. This assessment is informed by the College's financial performance, ownership of property assets and diversified income streams. Should such a risk materialise, it would have a significant impact on all students, particularly those in the final stages of their studies and those with limited flexibility to relocate or transfer.

The risk that the College is no longer able to deliver courses due to loss of validation or designation is assessed as low to moderate. Although the College maintains compliance with awarding body and regulatory requirements, there is a degree of reliance on external validating partners. This risk may have a greater impact on students enrolled on validated programmes and those approaching completion.

The risk that the College may no longer deliver courses at a particular campus or location is variable. The risk is low in relation to campuses owned by the College but moderate in relation to leased premises such as the Ilford site. Such a risk may have a greater impact on students with mobility considerations, caring responsibilities or limited access to transport.

The risk that the College is no longer able to deliver specific courses or disciplines is considered low. This risk may arise where student numbers are insufficient to sustain delivery. Students enrolled on low-recruitment or specialised programmes may be more exposed to this risk.

The risk that the College is no longer able to deliver material components of its courses, for example due to staffing or operational constraints, is considered low. The College's flexible staffing arrangements mitigate this risk, although highly specialised modules may present increased vulnerability.

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## 2. The measures in place to mitigate those risks

Nelson College London has put in place measures designed to preserve continuation of study for students in those areas where risks may crystallise. These measures are designed to be implemented promptly and are overseen by senior management, with coordination and monitoring undertaken by a designated internal response group reporting to the College's governance structures.

In circumstances where there is a material risk that the College may cease provision of higher education, the College will initiate a structured Market Exit Plan. This will set out the arrangements for protecting students, including actions to support continuation of study, communication arrangements, and the preservation of academic records. The College maintains an internal framework to enable rapid development and implementation of such a plan.

Where the College is no longer able to deliver courses due to loss of validation or designation, it will engage promptly with awarding bodies to secure arrangements for teach-out. Where teach-out is not feasible, the College will support students to transfer to appropriate alternative providers and will facilitate recognition of academic credit.

Where the College is no longer able to deliver courses at a particular campus or location, provision will be relocated to alternative campuses owned by the College or to suitable nearby premises. Where appropriate, delivery will be supported through online or blended learning. The College will consider the individual circumstances of affected students and will provide appropriate support.

Where the College discontinues a course or discipline, it will ensure that all enrolled students are offered the opportunity to complete their studies through teach-out arrangements wherever possible. Where continuation is not possible, students will be supported to transfer to suitable alternative courses either within the College or at other providers.

In all cases, priority will be given to students who are closest to completion of their studies. The College will ensure that measures are implemented within appropriate and proportionate timescales.

## 3. Information about the refund and compensation policy

Nelson College London maintains a policy on refunds and compensation which reflects both its contractual obligations under its Terms and Conditions and its responsibilities under this Student Protection Plan.

The College's Terms and Conditions set out the contractual arrangements relating to tuition fee liability, including provisions for withdrawal, course changes and cancellation. In addition to these contractual arrangements, the College recognises that there may be circumstances in which students are unable to continue their studies due to events beyond their control, including course closure, loss of validation or designation, relocation or market exit.

Where continuation of study cannot be preserved, the College will ensure that tuition fees are refunded appropriately, including where fees have been paid through the Student Loans Company, by a sponsor or directly by the student. Students will not be required to pay for services that are no longer delivered.

Where students are affected by changes such as relocation of study, the College will provide compensation for reasonable additional travel costs. Where disruption results in additional maintenance costs or financial hardship, the College will consider appropriate financial support. Where students are required to transfer to another provider, the College will provide support to facilitate the transfer and will consider reasonable costs incurred as a result.

Where continuation of study cannot be preserved, the College will consider appropriate compensation for disruption, including loss of time, taking into account the individual circumstances of students. The College will seek to honour bursary commitments where possible or provide equivalent support.

The College will apply these arrangements in a transparent, consistent and proportionate manner and maintains financial reserves and contingency arrangements to ensure that it can meet the financial implications of its refund and compensation commitments.

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## 4. Information about how the College will communicate with students

The College will communicate the provisions of this Student Protection Plan to current and prospective students through publication on its website and inclusion in student-facing materials, including offer documentation and student handbooks. Staff will be made aware of the plan and its implications through training and internal communication processes.

Students are involved in the development and review of the plan through established representative structures. The plan is reviewed annually, and student feedback is taken into account as part of this process.

In the event that the plan needs to be implemented, the College will communicate with affected students as early as possible. Communication will be clear, regular and accessible, using appropriate channels to ensure that students are informed both collectively and individually. Students will be provided with information about the nature of any changes, the options available to them, and the support that will be provided. Where feasible, the College will provide at least three months' notice of material changes, although earlier or immediate communication will be provided where circumstances require.

The College will offer individual advice and guidance and will ensure that appropriate academic and pastoral support is available throughout any period of disruption. Students will also be informed of their right to seek independent advice, including through the Office of the Independent Adjudicator.

## Review and publication

This Student Protection Plan will be reviewed annually to ensure that it remains accurate, effective and aligned with regulatory expectations. The College will ensure that the Plan continues to provide a credible and deliverable framework for protecting students' interests.