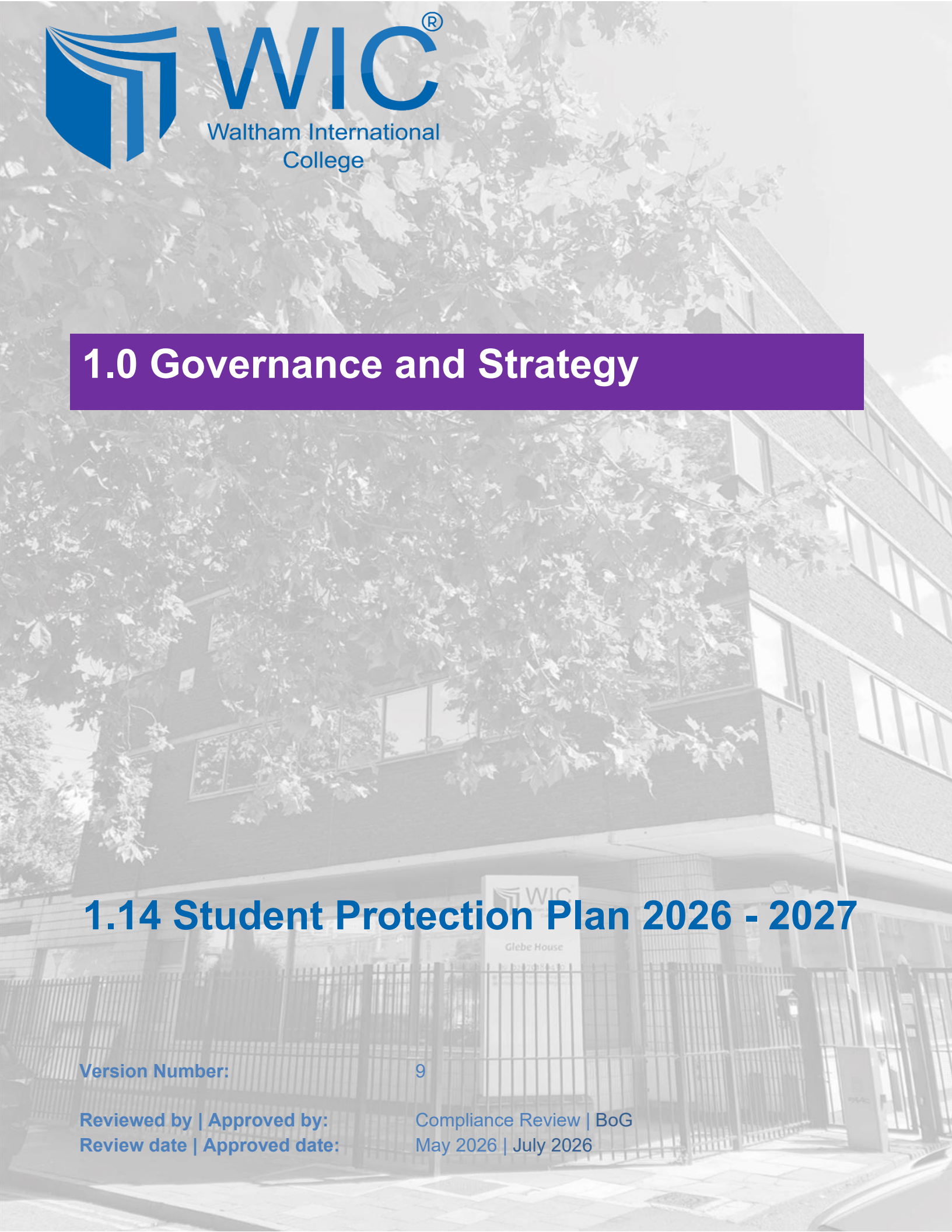
Waltham International College

1.0 Governance and Strategy



1.14 Student Protection Plan 2026 - 2027

Version Number:	9
Reviewed by | Approved by:	Compliance Review | BoG
Review date | Approved date:	May 2026 | July 2026

Compliance Alignment Statement

This version of the Student Protection Plan has been aligned to current UK and Office for Students requirements as of May 2026. The substantive changes are listed below.

Version Control Statement

Version	Date	Changes	Reason	Author	Next Review
1	23/05/2018		New Policy	Academic Manager	May 2019
2	23/01/2019	Changes to titles and committees in line with the new Governance structure.	Annual Review. Will need a period review for the next Academic Year.	Director of Studies	August 2019
3	10/07/2019	Alignment to the risk register and full annual review incorporating references to other policies affected and external reference points	Full review	Director of Studies	July 2020
4	July 2020	Inclusion of university partner. Grammar and spelling checks and refinements	Annual Review	Head of HE	July/Aug 2021
5	July 2021	Change of address, Review of risk areas in accordance with the current risk register	Annual Review	Head of HE	July/Aug 2022
6	July 2022	General review in Line with the Risk register	Annual Review	Vice Principal HE	July 2023
7	August 2024	General review in Line with the Risk register and wider sector	Annual Review	Head of HE	Aug 2025
8	Sept 2025	General review in Line with the Risk register and wider sector	Annual Review	Principal	Aug 2026
9	May 2026	- Textual revisions made throughout to bring the policy into compliance with applicable regulations - Summarised information to make it easier to read for students - Changed to new template - Added purpose and scope - Extended Related Policies List	Compliance Alignment 2026 (OfS)	QA Compliance Review	August 2027

External Reference Points

- OfS Condition B3
- Higher Education and Research Act 2017

Related Policies and Documents

Affects all other policy documents. This document should however be read together with the following documents:

- 1.04 Contingency and Business Continuity Plan
- 1.03 Risk Management Policy
- 3.04 Student Contract
- 3.05 Terms and Conditions
- 3.06 Student Fees Policy (including Refunds and Compensation)
- 3.07 Fee Payments, Debts and Sanctions Policy
- 4.06 Complaints Policy

Provider Information

Provider's name:	Waltham International College Ltd
Provider's UKPRN:	10029843
Legal address:	Glebe House, Vicarage Road, Barking IG11 7NR, United Kingdom
Contact point for enquiries about this student protection plan:	info@wic.ac.uk

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1. Purpose

This Student Protection Plan (SPP) sets out the measures Waltham International College (WIC) will take to protect the interests of its students in the event of a significant material change that could affect their ability to continue and complete their studies. The plan fulfils WIC's obligations under OfS Condition of Registration B3 and is designed to ensure that, whatever circumstances arise, students are treated fairly, kept informed, and supported to achieve their intended academic outcomes.

2. Scope

This plan applies to the following:

- All students enrolled at WIC who are studying towards higher education awards, including those on NCC Education and NCFE programmes. Students studying under the Leeds Trinity University (LTU) franchise partnership are excluded from this plan and are protected under LTU's own Student Protection Plan.
- Scenarios and risks covered by this plan include:
    - disruption to teaching or facilities,
    - loss of key staff,
    - changes to or discontinuation of programmes,
    - breakdown of awarding body partnerships,
    - loss of OfS registration,
    - and College closure.
- The plan applies across all WIC campuses (London and Birmingham) and to provision delivered in any mode, including on-campus and blended delivery.
- The plan applies from the point of enrolment and remains in effect throughout a student's period of registration at WIC, including any periods of interruption or leave of absence.

3. Introduction

Waltham International College (WIC) is committed to ensuring that every student who enrols with the College is able to complete their studies and achieve the qualification they enrolled for. The College recognises that unexpected circumstances, whether financial, operational, or structural, can arise in any higher education provider, and that students deserve clear, timely, and fair protection when they do.

This plan has been developed in compliance with OfS Condition of Registration B3 and the Higher Education and Research Act 2017, and is reviewed annually to reflect changes in the College's risk environment. It should be read alongside the College's Risk Management Policy (1.03), Contingency and Business Continuity Plan (1.04), and Refund and Compensation Policy (3.06).

The protections set out in this plan are in addition to, and do not diminish, students' rights under consumer protection legislation and other applicable law. Where students studying under the Leeds Trinity University (LTU) partnership require similar protection, they are directed to LTU's own Student Protection Plan, available at https://www.leedstrinity.ac.uk.

4. Student Consultation

WIC has developed this plan in consultation with student representatives through the Student Liaison Committee and Academic Board. Student representatives are invited to comment on the plan annually and their views are taken into account in its revision. The plan is published on the WIC website and is communicated to students at induction.

The Governing Body will continue to ensure student representation in any decision-making triggered by this plan, including through the Student Contingency Panel (see Section 7).

5. Risk Assessment and Scenarios

WIC has assessed the likelihood and potential impact of a range of scenarios that could significantly disrupt students' studies. For each risk, this plan sets out the likelihood of occurrence, the mitigation measures in place, and the contingency actions the College will take if the risk materialises.

Risk levels are assessed as:

- Low (unlikely and/or low impact)
- Medium (possible and/or moderate impact)
- High (likely and/or significant impact)

5.1 Disruption to Studies (e.g. premises, IT, teaching disruption)

Risk	Disruption to Studies — e.g., loss of campus access, IT failure, industrial action, severe weather
Likelihood	Low
Impact	Medium — potential loss of teaching time and learning resources
Mitigation	WIC maintains a Contingency and Business Continuity Plan. IT systems have backup provision. Online delivery capability is maintained as a contingency. Staff absences are covered through a pool of qualified academic staff.
Contingency (if triggered)	Activate blended/online delivery. Reschedule teaching sessions. Communicate changes to students within 24 hours. No financial detriment to students for disruption outside their control.

5.2 Loss or Temporary Absence of Key Staff

Risk	Permanent or temporary loss of key academic or managerial staff
Likelihood	Low
Impact	Medium — potential impact on teaching quality and programme delivery

Mitigation	Succession planning in place for key roles. Academic staff contracts include notice periods. Programme delivery is not dependent on single individuals. Staff development ensures breadth of expertise.
Contingency (if triggered)	Interim cover arranged within 5 working days. Students informed if there is any material impact on their programme. If a key module cannot be delivered, the College will either source suitably qualified cover or, where necessary, offer affected students the option to defer or transfer.

5.3 Changes in Curriculum or Programme Content

Risk	Material changes to curriculum, modules, or delivery methods
Likelihood	Low to Medium
Impact	Medium — potential impact on student choice and academic progression
Mitigation	Changes to programmes are considered by Academic Board and approved in advance. Students are consulted on material changes wherever possible. The Student Contract sets out how programme changes are managed.
Contingency (if triggered)	Students are given at least one full academic term's notice of material changes. Where a student's choice of programme has been materially affected, they will be offered the option to continue under original terms, transfer to an alternative programme, or withdraw with an appropriate refund under the Refund and Compensation Policy.

5.4 Discontinuation of Individual Programmes, Modules, or Pathways

Risk	Discontinuation of a programme, module, or pathway currently being studied
Likelihood	Low
Impact	High — direct impact on continuation and completion
Mitigation	WIC maintains a teach-out principle: any student already enrolled on a programme will be offered the opportunity to complete it. Programme discontinuation decisions are made at least 12 months in advance where possible.
Contingency (if triggered)	Students already enrolled will be able to complete their programme (teach-out). If this is not possible, affected students will be: (a) offered a suitable alternative programme; (b) assisted in transferring to another provider; or (c) offered a refund under the Refund and Compensation Policy. Students will be informed in writing with at least one term's notice.

5.5 Breakdown of Partnership or Awarding Body Agreements

Risk	Breakdown or withdrawal of partnership agreement with Leeds Trinity University or another awarding body
Likelihood	Low
Impact	High — potential impact on the validity of qualifications awarded
Mitigation	Partnership agreements contain notice and teach-out provisions. WIC monitors the relationship with its awarding bodies regularly. Alternative awarding body arrangements are explored as part of risk management.
Contingency (if triggered)	Where a partnership agreement is terminated, WIC will invoke the teach-out clause to enable enrolled students to complete their qualifications. Students will be supported in transferring to an alternative provider if completion at WIC is not possible. All affected students will be notified in writing within 48 hours of the College becoming aware of the risk. Financial compensation will be considered under the Refund and Compensation Policy.

5.6 Loss of Access to Funding (OfS Register)

Risk	Deregistration from the OfS register or loss of degree-awarding powers
Likelihood	Very Low
Impact	Very High — would affect the ability to enrol new students and potentially affect existing students' qualifications
Mitigation	WIC maintains robust compliance with OfS Conditions of Registration and is subject to regular monitoring. The College's Governance structure ensures oversight of regulatory compliance.
Contingency (if triggered)	Students already enrolled would be supported to complete their studies or transfer to another OfS-registered provider. WIC would cooperate fully with OfS and relevant bodies to protect existing students. Financial compensation will be available through the Refund and Compensation Policy. Students will be informed immediately and given full information about their options.

5.7 Closure of College

Risk	Permanent closure of Waltham International College
Likelihood	Very Low
Impact	Very High — cessation of all provision

Mitigation	WIC maintains financial reserves and has financial management controls. The College is subject to OfS financial monitoring. Business continuity planning is maintained.
Contingency (if triggered)	In the event of closure, WIC will: (a) give students the maximum possible advance notice; (b) work with OfS, awarding bodies, and other HE providers to facilitate transfer of students to comparable programmes; (c) provide full financial refunds for fees paid for services not yet delivered; (d) compensate students for reasonable evidenced losses directly caused by closure; (e) ensure student academic records are preserved and accessible. The Student Contingency Panel will be convened immediately.

6. Refund and Compensation

Where the College is unable to deliver what was promised and a student suffers a material loss or disadvantage, the College will consider providing a refund and/or compensation in line with the College's Refund and Compensation Policy and the Consumer Rights Act 2015.

Refunds will reflect the value of services not delivered. Compensation may also be considered for reasonable, evidenced additional costs incurred by students as a direct result of the College's failure to deliver. The College's liability is limited as set out in the Terms and Conditions (3.05), except where liability cannot be excluded by law.

For students studying under the Leeds Trinity University partnership, students may also seek recourse under the LTU Refund and Compensation Policy.

7. Student Finance Implications

Where a student is required to transfer or change programme, the College will liaise with the Student Loans Company (SLC) to minimise the impact on students' loan entitlement. The Programme Manager will provide individual information, advice, and guidance on the implications for student finance. Students are also encouraged to contact SLC directly.

8. Information and Transparency

WIC is committed to communicating any significant changes to students as early as possible. The College will:

- Publish this Student Protection Plan on its website and ensure it is accessible to all students
- Refer to this plan in the Student Contract (3.04) and at induction
- Provide clear written information to affected students within 24 hours of a triggering event being confirmed
- Ensure the plan is reviewed annually and submitted to OfS as required

9. Student Contingency Panel

If a scenario in this plan is triggered, the Governing Body will convene the Student Contingency Panel, which consists of:

- Senior members of staff (Principal, Head of Campus, and relevant Heads of Department)
- At least two members of the Board of Governors
- Student Representative(s)

The Panel will assess the circumstances, recommend appropriate action, and ensure that students are informed of decisions taken within 24 hours of the Panel's assessment. All decisions will be communicated to students in writing, setting out the options available and the support provided.

10. Activation of This Plan

This plan will be formally activated when a triggering event is identified that has, or is likely to have, a material impact on students' ability to continue and complete their studies. Activation decisions rest with the Principal and Board of Governors.

Upon activation:

- The Student Contingency Panel will be convened within 48 hours
- Students will be notified in writing within 24 hours of the Panel's assessment
- OfS will be notified as required under the College's registration conditions
- The College will publish relevant information on its website

11. Appendices

There are no appendices for this policy.