

# Student Protection Plan

Academic Year 2025/26

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# Student Protection Plan

## 1. Introduction to the Student Protection Plan

Oak Hill College ('the College') is a theological college in North London, training men and women for ministry in the Church of England and other spheres of Christian service. Its validated programmes have been developed and are delivered and assessed by the College; they are awarded and quality assured by Durham University. The Kingham Hill Trust ('the Trust') is the registered charity that owns Oak Hill College and which has contributed spiritually, financially and practically to the College's development. The Trust has delegated responsibility for the operation of the College to the College Council and to the Leadership Team. All College teaching activity is delivered from its single campus in Southgate (London N14).

This Student Protection Plan aims to set out the actions that the College and the Trust will take in the event of a material change in circumstances (such as a major incident) to protect the student's interest and to ensure that students are able to complete their programmes. In so doing, the College and the Trust will work together with the University and the Church of England to ensure that students are able to achieve the best possible outcomes. Although the College has voluntarily withdrawn from the Office for Students Register,<sup>1</sup> this Plan has been designed to comply with OfS requirements and should be read in conjunction with the College's Refunds & Compensation Policy.

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<sup>1</sup> The College voluntarily withdrew from the 'Approved' category of the Office for Students Register on 31 August 2021, but will continue to be subject to 'saving provision' (a small number of conditions of registration) until 365 days after the last student who was enrolled on 31 August 2021 has graduated (i.e., until July 2026). Although the maintenance of a Student Protection Plan is not one of those conditions, the College will retain and continue to update this document as a valuable planning tool.

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## 2. Measures we will take in Specific Situations

In the tables which follow, a number of risks and changes of circumstance are identified along with the actions that the College and Trust will take in order to protect students' continuity of study should those risks/changes crystallise. In each case, we have tried to take account of differences in students' needs, characteristics and circumstances. Arrangements for students who wish to transfer to another institution to complete/continue their studies are set out towards the end of this document, along with information about how refunds may apply.

### **Abbreviations (used in the tables below)**

ELQs	Equivalent-Level Qualifications
ILLs	Inter-Library Loans
OfS	The Office for Students
SCR	Student Common Room (Committee)
SLC	The Student Loans Company
SpLDs	Specific Learning Difficulties
TEI	Theological Education Institution
VLE	Virtual Learning Environment

## 1. FINANCIAL AND MARKET RISKS

Risk to Continuation	Mitigating Actions	Level of Risk	Potential Severity/ Impact on Continuation
1. The College experiences a significant loss of market, leading to a sustained loss of income and ultimately a decision to close	The College will suspend admissions and will discontinue use of the University logo: applicants who have already accepted an offer will be permitted to withdraw their acceptance and will be provided with a list of alternative TEIs.	Moderate: While the College operates in a specialist vocational area, making significant market loss unlikely, all TEIs are presently seeing a drop in admissions. The College's finances are underwritten by the Trust, which has a clear reserves policy and assets that could be liquidated or mortgaged if the need arose	High: Students' programmes may have to be curtailed to the nearest exit point; the quality of the learning experience might be affected if there were a need to use recordings for teach-out
2. The College is no longer able to meet its financial obligations and is forced to exit the higher education market	The Trust will use its reserves or, if necessary, liquidate/ mortgage Trust assets to cover operating costs and ensure that the College can be closed in an orderly fashion. Students will be taught out to the nearest exit point for their programme: depending on the reason for and speed of the closure, this may be done in person (face-to-face/on Zoom) or through the administration of recordings on the Learning Hub.		
3. The Trust experiences financial failure, directly affecting the College's position			

<p>4. The College is adversely affected by a wider economic downturn and/or by uncertainty within the higher education sector at large</p>	<p>The College will continue to offer bursary support to those students who (notwithstanding their own fundraising activity) find that they have a shortfall in funding because of the wider economic situation; the College will also look to expand its own income generation activity (in particular with regard to growing its College Bursary Fund) and to maximise use of its facilities.</p>	<p>Moderate: a range of issues have increased economic uncertainty in the UK</p>	<p>Moderate: Individual students may experience increased difficulty with fundraising in an adverse economic climate</p>
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## 2. COLLABORATIVE AND REGULATORY RISKS

Risk to Continuation	Mitigating Actions	Level of Risk	Potential Severity/ Impact on Continuation
<p>1. Although the College has successfully completed validation with Common Awards, there is a risk that it may not meet the required conditions and recommendations (which have a specified time restriction) set by Common Awards for a successful transition to the partnership in Autumn 2025.</p>	<p>The College has a comprehensive Implementation Plan in place to ensure that all conditions and recommendations are completed in a timely manner, prioritizing those that have a time restriction. The Common Awards administrative team have also requested for monthly updates on progress with these requirements to ensure that they can support any areas where there may be delays. This enables any potential contingencies to be identified by both parties and resolved well in advance of the final implementation deadline.</p>	<p>Low: The contract has now been signed as of 29 August 2025. All of the conditions and some of the time-restricted recommendations have been completed. The outstanding recommendations requiring completion by the mid-point of this Semester are in progress and are on track to be completed. The contract has already been signed so Common Awards have requested for evidence that the outstanding recommendations are in progress, which has been provided.</p>	<p>Low: Although the risk of the partnership not going ahead as planned is low, the impact would be high if it did not come to fruition (as the signing of validation agreement is contingent on the necessary conditions and recommendations being met). However, given that we are at the point where the contract has been signed, the impact is minimal at this stage.</p>

<p>2. The OfS takes action against the College (Trust) because of a breach of its 'saving provision' conditions and, as a result, the College loses student loan support for 'teach-out'.</p>	<p>Current students (i.e., those who were already enrolled prior to voluntary withdrawal from the OfS Register on 31 August 2021) who are directly affected by the loss of teach-out loan support will be supported to completion through the College Bursary Fund (underwritten by reserves) and/or will be assisted in their search for alternative sources of support.</p>	<p>Low: The College has good governance and financial management procedures in place and, as such, is unlikely to breach its conditions of saving provision.</p>	<p>Low: The majority of students were already ineligible for loan support because of ELQs; as such, the Bursary Fund will have sufficient reserves to support the small number who are directly affected</p>
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### 3. RISKS CONCERNING THE COLLEGE'S ESTATE

Risk to Continuation	Mitigating Actions	Level of Risk	Potential Severity/ Impact on Continuation

In all of the situations set out below, the following mitigating actions will apply:

- Immediate actions will be taken in line with the College's Critical Incident Plan.
- Wherever possible, the College will continue to deliver its programme content face-to-face; however, depending on the nature and extent of the loss, it may be necessary for some content to be delivered online (via Zoom and using the Learning Hub) or, if necessary, by using recordings from the most recent module run (usually the preceding academic year). Students will be kept fully informed of how content will be delivered.
- Funds for additional expenditure (e.g., travel, accommodation, assistive technology, essential IT equipment/internet connectivity) and ultimately for the work of rebuilding the College will come primarily from insurance; additional funds may also be available from the Trust.

<p>1. The Main House becomes unusable because of fire (or similar) or as a result of structural/other risks associated with listed building status: this assumes a consequent loss of accommodation, study and administrative space</p>	<ul style="list-style-type: none"> <li>Those affected will be accommodated locally: depending on individual situations, this may be in hotels/B&amp;Bs, with other on-site residents, or with local church families. <ul style="list-style-type: none"> <li>Study space (e.g., informal use of the Beech Room) will devolve to the Library/other parts of the site; on-site/local students may be asked to work at home if possible, to maximise the space available for others.</li> <li>Administrative staff will work from temporary locations (e.g., portakabins or locally-rented space); some staff may work from home if they are not directly needed on site.</li> </ul> </li> </ul>	<p>Low: as determined by regular fire risk assessments and by the terms of the College's insurance</p>	<p>Moderate: Although the College will make every effort to ensure that students can continue their studies, the learning experience of a small number of students will inevitably be affected by the loss of accommodation and study space</p>
<p>2. The Academic Centre is lost because of fire (or similar): this assumes a consequent loss of teaching space (LR1, LR2, SR3, SR4 and SR5), study space and the College Library</p>	<ul style="list-style-type: none"> <li>Where face-to-face delivery is considered essential, lectures will move into the Main Building or locally-rented space (schools, hotels, church halls, portakabins); the timetable may be extended outside of normal hours. Where delivery online is an option, this will be provided via Zoom. <ul style="list-style-type: none"> <li>Given the significant loss of study space, on-site/local students will be asked to work at home if possible, to maximise the space available for others.</li> <li>For recovery of Library stock, please see no.3 below.</li> </ul> </li> </ul>	<p>Low: as determined by regular fire risk assessments and by the terms of the College's insurance</p>	<p>High: Although the College will make every effort to ensure that students can continue their studies, the learning experience will inevitably be affected by the loss of face-to-face teaching space/the Library</p>

<p>3. The College Library is destroyed because of fire (or similar): while the Library is located within the Academic Centre, the assumption here is that only the Library is destroyed</p>	<ul style="list-style-type: none"> <li>• A full list of holdings is maintained by the Librarian, from which the most urgently required texts can be identified using Module Narratives / book lists on the Learning Hub.</li> <li>• The College has considerably expanded its portfolio of e-resources in recent months and is able to provide scans of certain module-specific texts within copyright rules.</li> <li>• Otherwise, immediate replacement costs will be funded through insurance. Depending on the nature and extent of the losses, other theological libraries in the area may also be approached for short-term assistance (e.g., ILLs).</li> <li>• Study space in the Library will be temporarily lost; as such, on-site/local students will be asked to work at home.</li> </ul>	<p>Low: as determined by regular fire risk assessments and by the terms of the College's insurance</p>	<p>Moderate: while the College will work to make good the losses as soon as possible, and is expanding its suite of e-resources, replacement of the collection will take time and will put short-term pressure on the availability of learning resources</p>
<p>4. Some of the free-standing accommodation is lost because of fire (or similar)</p>	<p>Affected students will be allocated temporary accommodation for the remainder of the academic year (as set out under no.1); new accommodation will then be considered as part of the next cycle unless there are mitigating circumstances which mean that this needs to be done sooner.</p>	<p>Low: Most College accommodation consists of (semi-) detached housing and there are few blocks of flats</p>	<p>Low: Although there will be some disruption, the College's ability to deliver its programmes will not be affected</p>

<p>5. Two or more of the Main House, Library, Academic Centre, and/or free-standing accommodation are lost (e.g., major disaster)</p>	<p>Actions will follow the pattern set out in nos. 1-4 above with respect to teaching space/online delivery, study space, accommodation and replacement of Library resources.</p>	<p>Low: The free-standing accommodation and other buildings are separate from each other</p>	<p>High: Although the College will make every effort to ensure that students can continue their studies, the learning experience will inevitably be affected by the loss of teaching space/other facilities</p>
<p>6. The College network is destroyed e.g., fire in the IT room, multi-site fire, unplanned power outage (unplanned shut down/re-boot) or malware</p>	<p>In the event of fire/power loss in the IT Room (Main Building), the College's support contract will enable the purchase/ installation of new equipment, and IT staff will be able to restore data from back-ups in the Academic Centre or off-site back-up systems. If the fire/power-loss were to be in the Academic Centre, new back-up equipment would be installed as a matter of urgency. If BOTH IT Rooms were lost, additional WiFi points would be set up to ensure that students could continue to access teaching materials through the (cloud-based) Learning Hub while other systems/networks were restored. Malware risks are being managed through firewall and client security and, as above, by the ability to spread risk through back-up recovery and cloud-based storage systems.</p>	<p>Low for fire, whether single or multi-site (see nos. 1-5 above); moderate for malware and for power outages/shut downs</p>	<p>Moderate: There will be a degree of disruption while equipment is replaced and data is restored, but this should be short-lived, unless as a result of an extreme malware activity; risks here will be managed via a mixture of data-storage solutions</p>

<p>7. The College's estate (or a significant part of it) is destroyed through an Act of Terrorism</p>	<p>Actions will depend on the extent of the losses (both in terms of students and staff, and in terms of damage to the physical estate). Actions will be broadly similar to the above, albeit with an increased likelihood of teach out by means of recordings and (where possible) online delivery if losses are extensive.</p>	<p>Variable depending on the political situation</p>	<p>High: albeit dependent on the extent of the losses</p>
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#### Special Arrangements in the case of Risks Concerning the College's Estate

1. Where additional expenditure is required for students (for example, transport costs if alternative teaching space is needed offsite, or reasonable support for the purchase of essential IT equipment/internet connectivity to access online delivery) the College will provide support to help students meet the extra costs involved: please refer to the Refunds & Compensation Policy for details.
2. Where alternative accommodation/teaching spaces are required, care will be taken to ensure that there is appropriate access for students with mobility problems or disabilities.
3. Alternative provision will be offered to those whose care responsibilities (e.g., childcare) mean that they cannot attend classes outside of normal teaching hours: for example, this may include allowing them to study by means of recordings or by synchronous online delivery.
4. Depending on the nature of the events, we will fund (or provide internally) counselling and support for those who need it.

## 4. RISKS RELATING TO AN OUTBREAK OF SIGNIFICANT INFECTIOUS DISEASE

Risk to Continuation	Mitigating Actions	Level of Risk	Potential Severity/ Impact on Continuation
<p>Many of the mitigating actions set out below were established during the Covid-19 pandemic (2020-2022). These can be tailored to inform a response plan to any future significant health concerns.</p>			
1. The capacity of lecture rooms is reduced because of social distancing	<ul style="list-style-type: none"> <li>Classes will be delivered face-to-face (in appropriately-spaced rooms) and through synchronous Zoom, so that students can study together live regardless of where they are based or whether they are isolating/unable to travel.</li> </ul>	Variable depending on the national situation	Low at present: Experience since March 2020 has shown that synchronous delivery works well and facilitates continuation of study for those who need to engage online either short term (e.g., during isolation) or over a longer period (e.g., if they cannot travel)
2. Travel restrictions mean that commuter students are unable to come onsite for face-to-face teaching	<ul style="list-style-type: none"> <li>All classes will be recorded so that students with additional responsibilities (such as childcare, in particular if schools are closed) have the option to watch recordings later on via the Learning Hub if live participation is not possible.</li> </ul>		
3. Individual students become unwell and/or choose to self-isolate because of health risks	<ul style="list-style-type: none"> <li>Other mitigations are available to take account of individual circumstances (such as assessment extensions for students who experience significant illness/disruption).</li> </ul>		
4. Full national lockdown restrictions require the suspension of face-to-face delivery for all students	The systems which have been put in place for synchronous live delivery can be used to support full online delivery by means of remote access software (to operate room-based equipment): this includes remote delivery by teaching staff.	Variable depending on the national situation	Low: While face-to-face teaching is preferred, this will allow uninterrupted continuation of study

5. Library access is disrupted for some/all students because of travel/lockdown restrictions	The College continues to expand its portfolio of e-resources and is able to provide scans of certain module-specific texts within copyright rules.	Variable depending on the national situation	Low: Care has been taken to ensure that sufficient e-resources are available to allow all students to meet their TLOs without having to visit the Library itself
6. Teaching or administrative staff are required to work from home for safety (e.g., personal vulnerability) or due to local/national restrictions	Support has been provided so that teaching and administrative staff can work safely from home when their own health or local/national restrictions require: this includes IT equipment (e.g., webcams, microphones), software/server access (e.g., via VPNs) and office equipment where required (e.g., office chairs).	Variable depending on the national situation	Low: The majority of core tasks can be completed remotely if need be

#### **Special Arrangements in the case of Risks Relating an Outbreak of Significant Infectious Disease**

1. Where additional expenditure is required for students (e.g., for the purchase of essential IT equipment/internet connectivity for online delivery) the College will provide support to help students meet the extra costs involved: please refer to the Refunds & Compensation Policy for details.
2. Alternative provision will be offered to those whose particular circumstances (e.g., caring responsibilities) mean that they cannot attend classes face-to-face or via live synchronous zoom: for example, this may include allowing them to study by means of asynchronous recordings via the Learning Hub.
3. Support for students with short-term additional needs (such as households in isolation) will be provided through the Fellowship Group network.
4. Additional support/practical arrangements for students with SpLDs, physical disabilities or mental health difficulties will be considered on a case-by-case basis with input from the Director of Pastoral Care, the Academic Office, the Site Team and other staff as required.

## 5. LEGAL AND REPUTATIONAL RISKS

Risk to Continuation	Mitigating Actions	Level of Risk	Potential Severity/ Impact on Continuation
1. The College is prosecuted by a prospective/current student who believes that they have suffered discrimination or that reasonable adjustments have not been made for their disability	<p>The College has a number of processes in place to prevent discrimination occurring: this includes high-quality Admissions procedures, student support structures, mitigation procedures for student assessment and good staff management. Similarly, the University and College have safeguards in place to ensure that programmes are delivered to students as advertised.</p>	<p>Low to moderate: failure to deliver the advertised programme(s) and/or discrimination are unlikely to occur due to a combination of mitigating factors and safeguards</p>	<p>Moderate to high: depending on the extent of the impact; broadly similar to the <i>Financial &amp; Market Risks</i> table above</p>
2. The College is prosecuted under consumer protection law because of failure to deliver the advertised programme(s)	<p>Beyond this, the College is covered by liability insurance in accordance with the University Partnership Agreement. If required, additional legal costs would be covered by the Trust. If legal action resulted in an adverse finding and severe financial loss/reputational damage, then the mitigating actions listed under <i>Financial &amp; Market Risks</i> might come into play.</p>		

## 6. RISKS ASSOCIATED WITH A LOSS OF PERSONNEL

Risk to Continuation	Mitigating Actions	Level of Risk	Potential Severity/ Impact on Continuation
1. Loss of the Leadership Team (or individual members of it)	<ul style="list-style-type: none"> <li><i>Principal or Vice-Principal:</i> An Acting Principal or Vice-Principal will be appointed from within the Leadership Team while a recruitment process begins; teaching will be covered by other Faculty, by means of a nominated 'reserve educator' or through recordings on the Learning Hub;</li> <li><i>Director of Operations &amp; Finance or Director of Engagement:</i> Likely to be a combination of work covered by other members of the Leadership Team, along with temporary outside assistance sought, while a recruitment process is underway.</li> </ul>	Moderate for individuals	Low to moderate: depending on the teaching and/or administrative load carried by the person concerned

<p>2. Loss of the Faculty (e.g., loss of life at an away day/gathering)</p>	<p>Under the terms of the College's Contingency Plan, the University will be supplied with the following as soon as possible: student information as agreed at enrolment (contact details, the nature of any disabilities/SPLDs, and academic progress); staff details (contact information for those who remain; nominated 'reserve educators' for those who have been lost); placements (with contact details); and access information for learning resources/lecture recordings on the Learning Hub. University and College staff will liaise with the nominated 'reserve educators' and other local TEIs to ensure that students can complete their awards face-to-face or via online delivery wherever possible; where this is not feasible, arrangements will be made to teach out provision using the lecture recordings captured year on year on the Learning Hub.</p>	<p>Low for the Faculty together (as such gatherings are rare) but moderate for individuals</p>	<p>High: Although the College will ensure that students can continue to study via reserve educators and/or content drawn from the Learning Hub, the learning experience (and the learning community itself) will inevitably be affected by such a loss</p>
<p>3. Loss of the Operational Staff (e.g., fire in the main building)</p>	<p>Support will be requested from the Trust to provide cover for key posts until temporary staff can be found and a formal appointments process initiated.</p>	<p>Low because operational staff are spread out across the buildings and there are multiple fire exits which are checked regularly</p>	<p>Low to moderate depending on the extent to which the role is directly student-facing</p>

<p>4. Loss of sole-dependency personnel (ill-health/death/ resignation)</p>	<p>Actions taken will depend on the role in question:</p> <ul style="list-style-type: none"> <li>● <i>Faculty</i>: In the short term, teaching cover will be provided by other Faculty/a nominated 'reserve educator', through recordings on the Learning Hub or by a combination of these.</li> <li>● <i>Operational Staff</i>: In the short term, cover may be sought from the Trust or by means of temporary appointments. Many operational staff have created work process documents which will help with the maintenance of sole-dependency roles until such time as permanent replacements can be found.</li> </ul>	<p>Moderate because there are several sole-dependency staff</p>	<p>Low to moderate: depending on the teaching and/or administrative load carried by the person concerned, the subject areas covered and the position(s) held</p>
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#### **Special Arrangements in the case of Risks Associated with a Loss of Personnel**

1. For those who choose to continue their studies under the terms of the College's Contingency Plan with the University, information about disabilities and SpLDs will be made available confidentially to the University (as agreed with students at enrolment) in order to help the Deputy Dean, the University Link Tutor and other staff to provide the appropriate support.
2. Depending on the situation (e.g., the sudden death of a staff member), the College will fund (or provide internally) counselling and support.

## 7. PROGRAMME-RELATED RISKS

Risk to Continuation	Mitigating Actions	Level of Risk	Potential Severity/ Impact on Continuation
<p>The College will not normally make changes outside of the parameters of its Programme Changes Policy. However, on occasions when a major change is required, the College's aim will be to ensure that the stated Programme Learning Outcomes can still be completed satisfactorily by those who have been admitted to any programme.</p>			
<p>1. The College decides to close one of its programmes because of insufficient enrolment; because it has been superseded by other provision; or because it no longer aligns with the College mission</p>	<p>In accordance with any agreed timeframe for teach-out of the affected programme(s), the College will suspend admissions and contact applicants to whom an offer has already been made: offers already accepted will be honoured if the prospective student wishes to enrol on an alternative programme, or on a shortened version of the affected award (e.g., a CertHE or DipHE instead of a BA Hons); otherwise, those holding offers will be allowed to withdraw their acceptance and will be provided with a list of alternative TEIs.</p> <p>All currently registered students will be notified immediately. If they wish to remain at the College, they will be offered the choice of completing their studies through teach-out arrangements or transferring to any new provision.</p>	<p>Low: this kind of decision would normally be taken well in advance (usually as part of a programme review cycle)</p>	<p>Low: this kind of decision would normally be taken well in advance, allowing sufficient time to plan appropriate teach-out arrangements</p>

<p>2. The College is required to make a material change to one or more of its programmes because of a change in regulatory, validation or accreditation requirements</p>	<p>The admissions team will contact applicants to whom an offer has already been made: offers already accepted will be honoured if the prospective student wishes to proceed on the amended programme; otherwise, those who hold offers will be allowed to withdraw their acceptance and will be provided with a list of alternative TEIs. Currently registered students will be notified of the changes and will be consulted as far as possible. They will be sufficiently briefed on the nature of the changes and provided with as much notice as possible. If they wish to continue their studies, they will be supported as normal through to completion.</p>	<p>Low: The College has already undergone a major change to its programmes in the past year and comprehensive planning was put in place to allow students ample time to decide whether to continue with the College, remain with the former validating partner or transfer across to the new programmes.</p>	<p>Variable depending on the nature and extent of the change.</p>
<p>3. The College is no longer able to provide material elements of particular programmes due to a loss of key staff (especially in sole-dependency subjects)</p>	<p>Where appropriate, the College will suspend admissions until such time as information about an amended programme or about teach-out arrangements becomes available. The admissions team will contact applicants to whom an offer has already been made: offers already accepted will be honoured if the prospective student wishes to proceed on the amended programme; otherwise, those who hold offers will be allowed to withdraw their acceptance and will be provided with a list of alternative TEIs. Currently registered students will be notified immediately and will be consulted as far as possible. If they wish to continue their studies, they will be supported to completion of their award through a combination of the mechanisms outlined</p>	<p>Low to moderate: Most core modules could be taught by multiple staff, though some optional modules have tutors with specialist knowledge. Additionally, in most cases, the College is provided with notice of any departures to allow for ample planning time to</p>	<p>Moderate in the affected subject areas but low in the context of programme delivery as a whole (and in particular the delivery of overarching programme learning outcomes)</p>

	under no.4 in Table 6 (contingent upon the precise circumstances).	arrange appropriate cover.	
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## 3. Arrangements for Transfer

If, in any of the above scenarios, an individual student wishes to transfer to another institution to complete/continue their studies, the College will facilitate this by providing credit/achievement information and liaising with alternative TEIs. Further information about the College's arrangements for transferring students may be found in the Student Transfer Policy.

The balance of tuition fee and accommodation costs will be refunded at the College's discretion and in line with its Refunds & Compensation Policy: depending on individual circumstances, funds may be re-paid directly to the student, to the Student Loans Company (SLC) and/or to any third-party sponsors such as the Church of England. Full details of how refunds will be calculated and how payments will be made can be found in the Refunds & Compensation Policy.

### Special Arrangements in the Case of Student Transfers

1. If a student chooses to transfer to another institution to complete their studies, particular attention will be paid to support for those with mobility issues/physical disabilities and relevant SpLDs.
2. Where students are in receipt of (teach-out) student loan support,<sup>[1]</sup> advice will be provided and arrangements will be made to enter a Change of Circumstance request with SLC, ensuring that funds are transferred to the receiving institution at the appropriate time.
3. In determining refunds and/or financial assistance, the College will take account of students whose maintenance costs will increase through needing to move (accommodation), travel further to reach their new place of study, or put in place additional childcare. Please refer to the Refunds & Compensation Policy for more details.

## 4. Communication with College Staff and Students

### 4.1 Routine Communication

- The Student Protection Plan and the Refunds & Compensation Policy are subject to annual review, as part of which they are discussed with staff (through the Leadership Team) and with students (through the Student Common Room Committee). The aim is to

ensure that risks remain current and mitigations feasible in the light of changing circumstances.

- Once the Student Protection Plan and Refunds Policy have been approved, both internally and by the Chair of the Kingham Hill Trust, both documents are published on the College website and drawn to the attention of staff, students and applicants. They are also shared with external bodies as appropriate.

## 4.2 Communication in the Event of Implementation

Should an element of the Student Protection Plan need to be implemented (because one of the risks has materialised), the following actions will be taken by the College:

- A communication plan will be drawn up, the details of which will be determined by the nature of the problem. In emergency situations, the communication plan will be informed by the College's Critical Incident Plan; in all other circumstances, the plan will be prepared by the Director of Operations & Finance, working with other relevant staff.
- As circumstances allow, appropriate members of the Student Common Room (SCR) Committee will be fully involved in discussions around the implementation of the Plan and communication of any required actions: depending on the situation this may include, amongst others, the Chair, the Vice Chair, the Student Academic Representative, the Part-Time Student Representative, the Diversity Representative and/or the Women's Representative.
- Depending on the situation, individual students will be supported and advised by their personal tutors, programme directors and senior administrative staff. Where traumatic events have taken place, the Director of Pastoral Care will work with personal tutors and other members of Faculty to provide additional support. Students who have declared a Specific learning difference (SpLD) will be supported by the Additional Needs Officer [the Academic Registrar] and (with their permission) by other staff as required.
- With respect to College closure, students will be informed as soon as possible: in line with the Trust's reserves policy, three months' notice will be given as an absolute minimum.
- With respect to programme closure or a material change to one of the College's programmes, students will be informed of the situation as early as possible in line with the Programme Changes Policy and the College's agreements with the University.
- Students who wish to make a complaint about the way in which the Plan has been implemented will be encouraged to follow the College's normal Student Complaints & Grievances Policy (as published

on Acorn under *Study/Policies & Forms* and on the website); depending on the precise nature of the complaint, students may also have recourse to the complaints procedures of Durham University and the Office of the Independent Adjudicator once all College procedures have been exhausted.

## 5. Other Relevant Documentation

Partnership Agreement (with the University)	Specifies the minimum length of time required for either institution to dissolve the partnership
Critical Incident Plan (Oak Hill)	Sets out actions and business continuity measures in the event of critical incidents (such as a major disaster)
Programme Changes Policy (Oak Hill)	Sets out under what circumstances modules, programmes and regulations may be changed, and the processes for doing so
Refunds & Compensation Policy (Oak Hill)	Explains the circumstances in which refunds will be given as well as when compensation will be considered
Student Transfer Policy (Oak Hill)	Sets out how the College will facilitate the transfer of students from Oak Hill to another provider (or vice versa)
Student Complaints & Grievance Procedures (Oak Hill)	Explains how students may make a complaint about particular aspects of their College experience

<b>Title</b>	<b>STUDENT PROTECTION PLAN</b>
<b>Intention</b>	To protect the interests of students and enable them to complete their studies in the event of a material change in circumstances (e.g., a major incident)
<b>Enquiries</b>	Enquiries about this document should be directed to the Director of Operations & Finance at the address below.
<b>Provider Details</b>	The Kingham Hill Trust (Oak Hill College)
<b>UKPRN</b>	10010227
<b>Registered Office</b>	<u>Address for Oak Hill College</u> (where courses are delivered): Oak Hill College, Chase Side, Southgate, London N14 4PS Tel (Reception): (020) 8449 0467 Website: <a href="http://www.oakhill.ac.uk">www.oakhill.ac.uk</a>
<b>Review Dates</b>	Reviewed Sept 2025
<b>Next Review</b>	Spring 2026