



Student Protection Plan 2025 v12

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



1. Introduction

1.1 This Student Protection Plan sets out the policies and procedures the College has in place to ensure the continuity and quality of your study, from your enrolment through to the completion of your studies. It tells you what measures the College will take to protect your interests and assure continuity of your study in the event of course, Campus or College change or closure.

1.2 The Plan is reviewed and refreshed on a regular basis by the College in collaboration with our student body. Variations are agreed by the Board of Governors.

1.3 This Plan covers you if you are a current student at the College at any level of study with our validating partner, the University of Derby that also has its own Student Protection Plan which can be found [here](#).

These two plans both cover you and are related to the collaborative arrangements we have.

1.4 The measures contained in this Plan are in addition to your statutory rights, which remain unaffected. The College retains the right to make minor adjustments and improvements to programme and module content year-on-year, and these in themselves will not trigger student protection measures. We will take reasonable steps to avoid implementing change during an academic year or making changes close to the start of an academic year.

1.5 Should this Plan need to be triggered; a project team will be established to follow the necessary processes and timescales. The team will include senior staff from the College, the Partner University and at least one student representative.

1.6 In addition to these two Student Protection Plans, should the need for closure of a Campus or the College itself be necessary, the College and the University of Derby will agree a specific *Collaborative Closure Action Plan* (CCAP) that will outline how closure will be managed in order to secure continuation of study for all students. It will show the possible consequences for students and the planned responses by the College and University of Derby, so that students will be supported in all possible scenarios. Student consultation will be essential in drawing up the CCAP, which will be made available to students within one month of a closure decision being made.

2. Risk Assessment

2.1 The College considers potential risks to the continuation of your education regularly. We keep an institutional risk register to record, monitor and mitigate against the risks we identify. Any actions and risks are prioritised annually, and on a continuous basis throughout the year. This allows us to update the impact levels and likelihood of each risk and implement new ways of reducing or overcoming risks.

2.2 The College's Board of Governors actively monitor risks, and the register is available for scrutiny by the College's external auditors.

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



2.3 The key areas of the College's risk register include: People, External Agents, Resources, Health and Safety, Regulation and Compliance, Strategic Planning, Finance and Engagement. The register is presented to the College Board of Governors for approval annually.

2.4 As a key part of this Plan, the College reports on risks we have identified that could result in a failure to provide you with continuity and quality of study. These are risks we take very seriously and consider regularly. As such we have in place mitigations to help to reduce any impact on you, and the broader student body, if any of these risks should eventuate.

2.5 Possible risks, and our assessment of the likelihood of their occurrence, are provided below:

2.5.1 Risk: The College becomes unable to operate / closes completely

It is our assessment that our current financial position means the risk we will become unable to operate is **high**. A major reason for this is that the number of new students entering H.E. has fallen following the recession and a slow economic recovery. The number of students opting to study osteopathy, and therefore the numbers at the College, have fallen. As a small, specialist institution our college is particularly vulnerable to sudden, falling application rates for new academic years, given that we offer a single, professionally orientated, Honours programme.

The College offers students the option of studying at 2 campuses, one in SE England, near London, and the other in the Midlands. Most HE institutions offering osteopathy are only situated in SE England and this decline has adversely impacted student recruitment at our southern campus over the last 3 years, with a lesser impact at our Midland Campus.

The College, as evidenced in its financial statements and projections, can call upon sufficient contingency and other funds to support current cohorts, and finances are monitored on a regular basis by the Finance Subcommittee (FSC) who report directly to the Board of Governors. This committee has ring-fenced finances to support Student Protection activities.

- The College has a partnership agreement with the University of Derby. Within this, there is a Teach-Out Agreement and a Collaborative Closure Action Plan (CCAP), initiated by the University should the College be unable to operate or be at risk of closure. In either circumstance, it is important to realise that all our students are registered with the University of Derby, our validating partner, and that we would work with them to ensure that all our students continue to be taught and have access to learning materials for the duration of the BOst.
- The College has an agreement with other members of the Council of Osteopathic Educational Institutions (COEIs) to support the transfer of osteopathic students between these institutions if one institution is unable to operate. Student consultation would be key to the successful organisation and delivery of this strategy.

2.5.2 Risk: Losing our validating partner.

As this Student Protection Plan covers current students on the programme validated by the University of Derby, the College considers that there is a **low** risk of loss of our validating partner (University of Derby). This is because:

- The programme has been successfully revalidated (May 2024) and our partnership development has resulted in excellent working arrangements and a formal agreement of a broader Memorandum of Co-operation.

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



- The College has a good-quality partner that follows a process of financial and academic due diligence. This oversight reduces the risk of the partnership ending.
- The collaborative agreement also contains 'teach-out' provisions to protect students in the event of the partnership ending. These provisions state that the College and the partner will teach-out the students affected.

2.5.3 Risk: Losing our accreditation from the General Osteopathic Council (GOsC)

All providers of osteopathic education are required to have accreditation from the GOsC. This accreditation is referred to as a "Recognised Qualification" (RQ) and all osteopathic students must graduate from a programme that has RQ status. The College considers the risk of us losing our accreditation (RQ status) is **low**. This is because:

- The College is a specialist and experienced provider and has been providing high quality education and training, as well as integrated osteopathy services to the public, since 1948.
- The RQ is monitored on an annual basis by the General Osteopathic Council. Their role is to identify any potential problems in the course provision and work with us to resolve them with an action plan which is continuously monitored by the General Osteopathic Council's Policy and Advisory Committee.

2.5.4 Risk: Reduction to quality that results in serious breach of standards and withdrawal of programme delivery or validation arrangements.

The College considers that it is highly unlikely, and therefore has a **low** risk, that it would become responsible for serious breaches of standards that might result in withdrawal of programme delivery, validation, and/or franchise arrangements. This is because:

- The College has been providing high quality education and training, as well as integrated osteopathy services to the public, and high-quality graduate osteopaths to the industry, since 1948.
- The College has ongoing registration with the General Osteopathic Council and quality partnerships with the Institute of Osteopathy, the National Council for Osteopathic Research (NCOR) and is a member of the Council for Osteopathic Educational Institutions (COEI). Our university partnership ensures appropriate scrutiny due to the University of Derby's academic oversight and role as a degree awarding body.
- Registration with the Office for Students (OfS) requires quality standards to be maintained and monitored to retain registration.

2.5.5 Risk: The College is no longer able to deliver material components of its courses

The College considers that the risk that we would no longer be able to deliver material components of our courses is **medium**. The measures below have been developed to ensure reliable delivery of high-quality osteopathic education:

- We have a partnered teaching and learning approach, which spans education providers, teaching clinics, osteopathic organisations, and private practice; we provide additional options for academic and clinical delivery. We continue to engage with our qualified graduates, many now working as osteopaths, who offer alumni engagement and teaching options.

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



- Our modules and practice are developed and taught by integrated teams that include professionals in practice, which provides an excellent student learning experience.

However, the delivery of the BOST on two separate Campuses in England carries with it additional challenges in ensuring high quality and equal learning experiences, both in the classroom and during clinical practice, for the students at both sites. Additionally, our partner institution is based in Derby and the College's main administration is in Borehamwood in SE England, sometimes making rapid communication more difficult. For these reasons, we identify a **medium** risk for this aspect of our BOST, rather than low.

However, in our collaboration with the University of Derby, our liaison with them aims to ensure that our all our students have the same high quality learning experience and that all are able to successfully complete their studies. This might in some circumstances offer students the option to transfer onto other University of Derby courses (see later).

2.5.6 Risk: Updating occurs to programme content, regulations or policies.

The College considers that there is a **medium** risk related to the updating that occurs to programme content, regulation and policies. Our partnered approach with the University of Derby, and the ongoing changes to the regulation in higher education, means that programme content, regulations and policies might be updated from time to time. This is the ongoing commitment by the College, and its validating partner, to professional enhancement and quality assurance. Therefore, we assess this risk as being **medium**.

We regularly review our academic provision through our Annual Monitoring Report process with the General Osteopathic Council. One of the strengths of this process is that our BOST can be updated to reflect changes in professional osteopathic practice. These reviews may sometimes result in changes to course provision and in opting to identify a medium, rather than low risk here, we are acknowledging that changes to curriculum and content may be disruptive when implemented across 2 campuses simultaneously.

2.5.7 Risk: Campus closure or service reduction

The College considers the risk of any Campus closure or reduction of service at our campuses to be **high**. The College has been developed to offer osteopathic education to part-time students, who are often returning to studies after a first career. Typically, they are mature and have family or work commitments during the course of their osteopathic studies. This has required us to be flexible in the delivery of our BOST programme: in the timetabling of student studies, means of delivering teaching and geographical location of studies.

This flexibility has enabled the College to offer more than one location for students to attend teaching and clinical practice by offering enrolment at one of two College Campuses; teaching is in parallel at both campuses, where attendance is predominantly at weekends except for clinical practice. The impact of Campus closure on the 2 principal components of the learning experience of students, teaching and clinical practice, at one Campus could be offset by them travelling to the other Campus. This arrangement would also be available should there be a service reduction, for example closure of a clinic. If this option was chosen, the students concerned would be offered financial support for their travel costs to their alternative Campus; there might also be the opportunity for 'transporting' the student group to the other Campus.

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



However, other options would also be offered:

Face-to-face teaching sessions could be replaced by online teaching, building on current expertise in online delivery, developed during COVID19 'shut down'.

Offsetting of service reduction manifesting in reduction in clinical practice would be managed by the Clinic Manager, who overviews both Clinics. Fluctuations in the number of available clinic sessions for students depends on patient availability and this is already routinely managed by the College on a weekly basis; this expertise mitigates the threat of clinic service reduction and consequent reduction in supervised clinic hours for students. Complete closure of a clinic might require the College to arrange with osteopathic practices known to the College to provide supervised student placements; these may be in practices established by alumni but would still be monitored by the College for quality assurance. These placements will be put in place if students are unable to attend a clinic at the other Campus.

The small size of our student cohorts enables the College to rapidly consult all affected students in order to offer student guidance in making choices of alternative options.

2.5.8 Risk: The College does not proceed with an intake at a particular site.

The College considers the risk of not proceeding with a new intake at one or both of our campuses to be **high**. The College of Osteopaths offers only a single, flexible Honours programme for our part-time students. This means that if a decision is taken not to accept applicants for an academic year at a Campus, it is taken reluctantly because of the impact on the student body at the relevant Campus. In such circumstances, our priority will be to mitigate the impact on the quality of teaching and support offered to current students.

Whilst the strength of the College is that its staff can prioritise engagement with the osteopathic profession to enhance student employability, we acknowledge the risk of offering only one course: a fall in recruitment may rapidly have an impact on the College's stability and sustainability.

The College has a timely process for any decision not to recruit to a Campus so that:

- Any decision is ratified by the Board of Governors on the recommendation of the College's Senior Leadership Team. Discussion takes place with our validating partner on a strategy for communicating with students. The decision will then be communicated to prospective students within 4 weeks of the start of the programme, giving students time to seek alternative options.
- Students are encouraged to consider study at our alternative campus if at all possible.
- Full liaison with our validating partner is prioritised, keeping them informed in a timely manner and agreeing how this decision is communicated to prospective students.

3. Risk Mitigation Measures

3.1 As described above, the College has rated the risks to the continuity and quality of the student experience on both Campuses of our BOST programme.

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



3.2 In this Student Protection Plan we are outlining the measures that have been developed and put in place to reduce the impact as far as possible of the risks outlined in section 2 above. In this part of the plan, the College wishes to present the significant risks (rated as *medium* or *high*), and the related mitigation measures put in place to offset these risks. All risks are continually managed by the College Senior Leadership Team and Board of Governors to prevent disruption to the teaching and learning on the BOst.

3.3 Our risk mitigation measures listed below follow the same order as the risks assessed in section 2.

3.3.1 Risk: The College becomes unable to operate/closes completely: high.

The failure of our College to operate, or its complete closure, would herald an uncertain time for our students. To mitigate against the potential effects of this is a priority for us. The College in the first instance would have been in contact with both our validating partner and our students. We would also be mindful of the need to inform our professional body, the General Osteopathic Council, so that it is able to support us with the planning of our students' future studies.

In collaboration with the University of Derby, and in line with the university's own Student Protection Plan, specifically *section 2.5 'Students on our partnership provision'*, we would work closely to ensure continuation of study for our students. In drafting an Action Plan with them, we would prioritise assisted transfer to another provider (see below,) a University of Derby mode of delivery or the possible transfer of students to another of its courses. Our agreement with the University of Derby includes a CCAP that will be initiated by the University in the event of the College's failure to operate or closure, after consultation with the College and students.

The Council of Osteopathic Educational Institutions collates a list of Osteopathic Educational Institutions (OElS) signed up to an agreement that are willing to receive osteopathic students from another institution to enable them to continue their studies. Under this scheme, appropriate reasons for accepting students from another signature institution include business failure. The students would be supported in reviewing the possibility of such a transfer by both the College and University of Derby and when considering key factors including mode of delivery, geographical location, and duration of course up to graduation.

At the earliest possible stage in the College's failure to operate or closure, we acknowledge that communication and consultation with students is essential. We would like to stress here that the College, both because of its small student cohort and its closeness of working with students in the clinical setting, would be able to offer speedy and appropriate communication to all students in all years of the course. This mitigates the risk of any failure to communicate with students in two geographically separate sites across England. The University of Derby's closure action plan further details how the student experience will not be compromised.

3.3.2 Risk: Losing our validating partner: low.

This is deemed low. This iteration of our Student Protection Plan for 2025-26 relates to current students and the collaborative partnership agreement between the College and the University of Derby. However, given the dependent nature of this arrangement, the College wishes to record here the following:

- The existing relationship and UK Collaborative Contract between the College and the University of Derby formalises the partnership more broadly and has established good relationships and engagement, which provide a positive and

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



secure platform for ongoing Validation arrangements. It sets ongoing intentions to collaborate and partner and includes clauses for resolution of any disputes. The Collaborative Contract also includes a section specifying the processes of renewal and termination; should either of these occur, the withdrawal or non-renewal will be in line with the College's agreement with the validating institution.

In the unlikely event of withdrawal from or non-renewal of the College's validation agreement with the University of Derby, current students registered with the University will normally be permitted to complete their intended studies at the College subject to normal maximum timescales. Maximum timescales are deemed to be the normal duration of the programme plus a further two years to complete your studies within the maximum registration period. This period includes 'catch-up' periods of study whereby students who have previously suspended studies will seek to rejoin the BOST as part of a later cohort. If College closure occurs, however, students may lose this option if their 'fall-back year(s)' correspond to years where closure results in no available cohort to join. If this is the case, the College will work with our validating partner within our collaborative agreement to ensure alternative studies are offered. These include:

- Transfer to an alternative osteopathic provider that is a signatory to Protection Plan of the Council of Osteopathic Educational Institutions
- Transfer onto another University of Derby course.
- Each student will be advised during a one-to-one consultation and assisted with understanding of academic regulations, which might also include considering the application for an intermediate award such as a relevant HE Diploma or Certificate if they wish to withdraw from the course without further studies.

The University of Derby has a detailed closure process and will manage a collaborative closure action plan (CCAP), agreed by both partners, which ensures any closure is effective and secures continuation of study for affected students. The CCAP will detail how student consultation will be managed, how students will be supported to complete their programmes of study and how the closure will be monitored and by whom, thereby ensuring that the student experience is not compromised during any teach-out. This information is available from the University of Derby partnership office.

3.3.3 Risk: Losing our accreditation from the General Osteopathic Council: low.

As reviewed in 2.5.3 previously

3.3.4 Risk: Reduction to quality that results in serious breach of standards and withdrawal of programme delivery or validation arrangements: low.

As reviewed in 2.5.4 previously

3.3.5 Risk: The College is no longer able to deliver material components of its courses: medium.

On both Campuses, our BOST is delivered by integrated teams containing professional osteopaths and experienced tutors; these are overseen by the Course Leader who ensures equality of student experience at both sites. The use of IT for delivering some teaching and tutorial sessions enables staff to offset any risk posed by changes to staff timetabling at weekend sessions.

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



The management of clinics at both sites is overseen by the College's Clinic Manager to ensure minimal 'patient number variability', in other words to match student requirements for clinical practice with the number of patients attending these clinics. It is this component of the BOst programme that requires the College to identify medium risk. The importance of the role of our Clinic Manager in mitigating the risk of any reduction in quality and quantity of our students supervised clinical experience is further discussed in section 3.3.7 below.

3.3.6: Risk: Updating occurs to programme content, regulations or policies: medium

The College, the University of Derby, and the General Osteopathic Council are all committed to quality enhancement and assurance and so programme content, regulations, and policies will be updated periodically through established quality management processes. Changes to regulations and policies may be prompted by the validating partner or the College's own processes. Central to the mitigation of any disruption will be the mechanisms whereby the College consults and communicates with the student body about any risk of disruption to studies. The College will:

- In particular, the College will consult with our student body to assess and address any potential impact. This will ensure that the impact of changes is considered and addressed within the context of that change effecting learners with specific needs or from specific under-represented groups.
- Seek to limit any disruption and the implementation of changes 'in-year' and just before the start of the academic term.
- Consider the impact of any specific changes on the student population, including any perceived differential impact on specific student groups, e.g. access and participation target groups and students with protected characteristics.
- Ensure that any changes are thoroughly considered in a timely way by the Senior Leadership Team, Programme Committee, and Subcommittees that report to the Board of Governors. Students are also represented at all levels across the College, providing student voice into this process.
- Explain new or revised policies / regulations to all students from the start of the academic term that follows the approval by the Curriculum and Standards Sub-Committee or Senior Leadership Team of the College.
- Implement a robust student communication plan, ensuring timely, accessible, and clear information regarding any changes, the reasons for these changes and the potential impact on students (if any).

3.3.7 Risk: Campus closure or service reduction: high

The College offers part-time study at two geographically distinct sites in England, providing the benefit of small group work in clinical practice and tutorials. This strength also carries with it risk that we are required to mitigate against. Parallel course delivery at both campuses is composed of part-time teaching, assessment and tutorials at weekends and supervised clinical sessions during the week, with appropriate administrative support. The Course Leader coordinates teaching and assessment across both sites to mitigate against the risk of differences in the student experience and to ensure teaching is in synchrony.

Closure of either Campus or significant reduction in service, in particular clinical training, would only occur after consultation with students and the development of a Closure Action Plan (for Campus closure) with the University of Derby and so following their closure management procedures and guidelines for student support.

The risk to student experience of a Campus closure is mitigated in part by our emphasis on online teaching and tutorials: this delivery can be supplied to students from the Campus not being closed.

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



However, an important impact that must be mitigated against might be closure of the clinic facilities (each site runs its own clinic for local patients whereby our students are offered supervised clinical training in osteopathy). Students could be supported to travel to attend clinical practice at the other site that remains open. This is articulated in the collaborative agreement with our validating partner. However, this is unlikely to be a preferred option even though this would form part of any student consultation before closure of a Campus.

A second mitigation against the effect of clinic closure on a Campus, will involve the use of the student protection offered by the Council of Osteopathic Education Institutions (COEIs), as already mentioned in 3.3.1 above. Our College is a signatory to this plan whereby students might be supported to participate in clinical training at another osteopathic institution that is geographically convenient. The process for supporting students in this process follows that outlined under the same agreement in section 3.3.1 above, which addresses full course transfer rather than clinical studies alone as indicated here.

Any risk of 'service reduction' for our students is most likely to occur in our clinics. As previously indicated in 3.3.5, the Clinic Manager for both sites manages the balance between patients registering for clinics and the availability of students, who require 'patient contact hours' as a required part of their training. The role of the Clinic Manager who 'matches patients with students' and consults with students prior to any necessary adjustments to 'clinic hours' is an important mitigation. For teaching and tutorials at both Campuses, Service Level Agreements (SLAs) are in place for the provision of estates and facilities for students and teaching staff. These SLAs are robust and have been negotiated to ensure appropriate space and facilities for students and tutors. They are reviewed on a timely and regular basis.

3.3.8 Risk: The College does not proceed with an intake at a particular site: high.

A decision not to recruit a new student intake at one of our Campuses would be agreed by the Board of Governors on the advice of our Senior Leadership Team. It would be discussed with our validating partner to ensure their existing procedures are followed. Potential students already offered places would be informed of our decision within four weeks of the beginning of the academic year. The impact on these potential students will be mitigated by the College collaborating closely with our validating partner to implement an agreed contingency plan to include:

- Offering new students, the option to study at our alternative Campus
- Offering new students a transfer to another University of Derby course
- Helping students to apply to an alternative provider

The impact on students registering to attend the BOST delivered at the second site that remains open will be minimal since each Campus is self-sufficient for the support and teaching of its students. In the longer term, failure to recruit a cohort at a particular site might affect current students at this location, since it inevitably reduces student numbers. To mitigate against concerns our students might feel, communication to these students will be a priority before the beginning of their next academic year. In particular, the Clinic Manager will ensure the clinic at this site can continue to offer appropriate patient bookings can still be covered following any reduction in student numbers, whilst also ensuring student requirements for their supervised clinical practice are met.

Current students would be permitted to complete studies at the College within the normal registration period, this being the normal duration of the BOST plus a further two-year period for students who may wish to interrupt studies. However,

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



if the College does not recruit a new intake, students who have suspended studies and then wish to join a 'fall back' cohort may lose this option if their 'fall-back' year corresponds to the year of no intake. To offset the risk of this occurring and support their planning, students will be informed of the future implication for their studies at the beginning of their academic year in which a failure to recruit occurs. In unforeseen circumstances, a student may wish to suspend studies during an academic year and then plan to return to study in a later academic year, joining a 'fall back' cohort. There is a possibility that the College's 'failure to recruit' might result in an absence of an appropriate 'fall back' cohort. If this is the case, the College will work with our validating partner in line with the collaborative partnership protocols to ensure alternative study arrangements that might include:

- Transfer to an alternative osteopathic provider that is a signatory to the Protection Plan of the Council of Osteopathic Educational Institutions
- Transfer onto another University of Derby course.

Each student will be advised during a one-to-one consultation and assisted with understanding of academic regulations; this might also include advice on how to apply for an intermediate award such as a relevant HE Diploma or Certificate if a student wishes to withdraw from the course completely.

4. Refund and Compensation Policy

4.1 Under the provisions of the Student Contract the College's Refund and Compensation Policy outlines the circumstances in which the College will refund your tuition fees and any other relevant costs, and provide any necessary compensation, if the College can no longer preserve continuation of your study.

4.2 You can find the College's refund and compensation policy [here](#)

4.3 The Policy covers refunds to you, whether you are in receipt of tuition fee loans from the Student Loans Company (SLC) or if you pay your own tuition fees, or if you have a sponsor.

4.4 The Policy also covers details about payment of additional travel costs that may result from a change to location of your course. Compensation for relevant tuition and maintenance costs and lost time are also provided in the instance that the College is either not able to preserve continuation of your study; or, where you must transfer course or provider.

4.5 We keep this Policy under review on an annual basis, and consider advice and guidance issued by official bodies. These bodies include the Office of the Independent Adjudicator (OIA), the Competitions and Markets Authority (CMA) and the Office for Students (OfS). We also consider guidance from representative organisations such as IHE (Independent Higher Education) as well as our validating university. We periodically review the Policy following relevant case outcomes from the OIA as well as updates to legislation. This is so we can reflect good practice when reviewing the Policy.

4.6 In the unlikely instance of an occurrence that would trigger the need for refunds and compensation, the College assures you that it has sufficient financial reserves to refund and compensate you as appropriate. Reserves available for

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



refund and compensation are factored into our annual budgets. Targeted growth in our retained cash reserves will cover ongoing cost estimations.

4.7 Where refund / compensation is required, the College will agree on a financial package with affected students to ensure you are not disadvantaged academically or financially.

4.8 Where the College is required to refund any student loan payments received, it will follow the guidelines by the Student Loans Company and action refunds through the ‘change of circumstance’ system whereby we change amounts required and this is then deducted from our next payment. With regards to refunding to students or sponsors, the College always confirms whether a student has a sponsor before refunding any payments directly to affected students.

5.Communication with our students

5.1 The College will ensure that the provisions of this Student Protection Plan are widely communicated to you, whether you are a current, or future, student.

5.1.2 If you are a registered (current) student: This Student Protection Plan can be found [here](#) will be available to you via the College website, the Student Contract and the Regulations.

5.1.3 As detailed below, we will also ensure that our staff are aware of the Plan and its implications, so you can also ask staff for further advice or information if you require.

5.2 Communicating with our staff: The College will ensure that the staff are aware of the requirements and implications of our Terms and Conditions which can be found [here](#) and Student Protection Plan which can be found [here](#). This will be undertaken via the Middle Management meetings and Staff Development activities, at regular intervals.

5.2.1 Staff will be aware of the implications of the Plan when any programme, policy or course changes are being considered and proposed, as it will be a standing item for the Board of Governors, Senior Leadership Team and Curriculum and Standards Committee scheduled meetings, and addressed in relevant staff development and training.

6. Your Involvement in the development of the Student Protection Plan

6.1 Students are included, and play an important part, in the College/University Committees. The College will conduct any major review of this Student Protection Plan as appropriate, and at the latest in 2028 for the next publication in 2029, and students will be invited to submit their comments via their student reps at the Programme Committee. The 2025 Plan in the meantime will be reviewed on an annual basis.

6.2 Student involvement in the Programme Committee is by a student representative from each of the College campuses. The Committee meets three times per academic year, and both documented minutes and action items are taken into the Plan review meetings. If appropriate and if students at the Programme Committee are willing, a student representative(s) will be invited to the Plan review meeting, to offer further input and ensure that the discussion from the Programme Committee fully links into the review process of this Plan. In addition, there is the opportunity to feedback concerns, including any points about the Student Protection Plan, in the meetings between your student representatives and the Board of Governors and/or the College’s Leadership Team.

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



6.3 The review process will include a review of the associated risks detailed in the plan (via the College's risk assessment process) and will consider, against the broader context of the College, whether risks identified are deemed to have increased or decreased in impact or likelihood ratings. Mitigation measures will also be reviewed, with a view to identifying whether any further practices can be established to further mitigate any risk, as appropriate. Student comments and input will be considered in the context of risk and mitigation measures, and suggestions taken for strengthening the Plan in respect of content and measures, and clarity, communications and accessibility. Any issues that have arisen will also be considered and addressed in the redevelopment of the Plan.

7. Activation of the Student Protection Plan

7.1 If it is necessary to implement the measures in our Student Protection Plan, a project team will be established with core members of the College and University of Derby and a member of the student body, to follow the necessary College/University processes and associated timescales. The consultation would be designed to help students and inform you if there are to be any material changes to your course. Students would be invited to attend a student briefing.

7.2 In this instance, the College would work closely with the University of Derby to ensure that you are informed as soon as possible of any material changes to your course, with the aim to provide you with details not less than 90 days before these changes occur.

7.3 To ensure that you are fully supported, as an individual student and as part of our collective student body, the College will:

- Inform students of services of our Support Coordinator and Year Leads. The details of their specific roles are available in the Course Programme Handbook. You will also be able to get their details from the teaching clinic Notice Boards.
- Signpost to inform you about how to access further independent advice for example, the University of Derby's Student Union
- Help you access support to develop a Learning Support Agreement to help you with your studies.
- Help you develop a financial plan.

7.4 If you are unhappy with the way we have implemented the plan, they are entitled to make a complaint as per the add link to complaints procedure which is available under the Policies and Procedures tab on the College's main website.

The College of Osteopaths' Complaints Procedure aims to:

- Be easily accessible and support students with a straightforward, appropriate and effective process for resolving complaints.
- Resolve complaints informally at a local level wherever possible.
- To take complaints seriously but also to deal with them in a way that is appropriate to the issue complained about.
- Ensure a full and fair investigation.
- Respect complainants desire for confidentiality wherever possible.
- Provide an effective response and appropriate redress when a complaint is upheld.
- Help us to keep on improving quality of what we do.

Examples of complaints include:

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025



- Standards of service
- Actions or lack of actions by the College or its staff
- Provisions of the College affecting individuals, students, customers or clients of any group

The College will:

- Handle the complaint in a quick, polite and straightforward way.
- Investigate the complaint thoroughly and impartially.
- Endeavour to keep the complainant informed at all stages of the process.
- Ensure that students are not disadvantaged in any way by reason of raising the complaint.

Please also see our complaints policy which can be found [here](#).

Policy Name	Student Protection Plan
Version	12
Date reviewed	September 2025
Next review due	September 2026
Date Uploaded	September 2025