
Student Protection Statement

This protection statement is in place to address circumstances which may arise and result in the College making changes which may affect current students.

Minor changes will not trigger this plan, but material changes will. Material changes include the costs of the course, qualification, location and other key factors on which the student's enrolment was based on.

The College may have to make changes due to:

- updates to the course content to keep it current
- loss of key staff
- insufficient enrolment, significant reduction in attendance or circumstances beyond our control resulting in course or department closure
- strategic decision to close a centre, discontinue a course or to move the course to better facilities
- restrictions or changes put in place by an external body

Informing students

The College is committed to communicating any changes to students as early as possible, with clear information and options. This will include a letter from the College to explain the changes and to lay out the options. A course meeting or wider consultation with students may also be offered. Students should approach their tutor in the first instance if they have any questions.

Measures to protect students

The College has plans to protect students and minimise disruption to their studies when material changes occur. These may include any one of the following, depending on what is appropriate for the circumstances:

- provision to 'teach out' a course for existing students
- offering students an alternative course, facilities or venue at the College
- making arrangements for affected students to switch to a different provider without having to start their course from scratch
- full or partial refunds will only be considered in special cases where the College is unable to support students with continuation of studies.

Feedback

If the student would like to give feedback regarding the College's management of the process of change, they may follow the College's complaints procedure, which can be found at: <http://www.cityofbristol.ac.uk/about-us/college-policies/complaints-procedure/>

Review frequency: Annual review

Senior manager responsible: Assistant Principal for Higher Education