

Student Protection Plan

Student Protection Plan (SPP) for Nova Training College

Introduction

The Student Protection Plan (SPP) is a comprehensive guide that outlines NOVA Training College's approach to safeguarding the interests of its students in the event of any incidents or unforeseen circumstances that may affect the college's ability to continue its higher education provisions.

This plan provides assurance to students that Nova Training College is committed to providing high-quality education and that we have taken necessary steps to ensure that our students' academic progress and welfare is protected at all times.

Purpose:

The Student Protection Plan (SPP) is a comprehensive framework designed to manage the impact of any potential interruption to the operations of Nova Training College. The purpose of the SPP is to ensure that our students can complete their studies or receive appropriate refunds in the event of the College's closure.

The SPP serves as a clear and transparent guide for our students, staff, and stakeholders on the measures that we would take to protect our students' interests in the event of an unforeseen event that affects our ability to deliver the agreed educational services.

At Nova Training College, we are committed to providing our students with high-quality education and training services. The SPP is an essential component of our commitment to maintaining our standards and providing the necessary assurances to our students, staff, and stakeholders.

The SPP is designed to provide clear guidelines on how we would respond to a range of potential scenarios, such as financial instability, natural disasters, or other unforeseen events that could impact our ability to operate as a college.

In summary, the SPP serves the following purposes:

- To ensure that our students can complete their studies or receive appropriate refunds in the event of the College's closure
- To provide a clear and transparent guide for our students, staff, and stakeholders on the measures we would take to protect our students' interests
- To maintain our standards and provide the necessary assurances to our students, staff, and stakeholders
- To provide clear guidelines on how we would respond to potential scenarios that could impact our ability to operate as a college.

Scope:

The SPP applies to all our students who are enrolled on any of our courses or programmes, regardless of their mode of study or location.

Governance:

The Student Protection Plan (SPP) is an integral part of the College's governance framework, which is overseen by the senior management. The senior management is responsible for ensuring that the College operates in compliance with the law and our values, and this includes overseeing the implementation and effectiveness of the SPP.

Financial Arrangements:

Nova Training College places significant importance on ensuring the financial stability and sustainability of the organization. We have implemented appropriate financial controls and risk management processes to identify and mitigate the risk of financial difficulty.

In the unlikely event of the College's closure, we have a range of measures in place to ensure that students can complete their studies or receive appropriate refunds. The College's financial arrangements include:

Robust financial management: Our finance team closely monitors our financial position and forecasts to ensure that we maintain appropriate levels of financial reserves to mitigate the risk of financial difficulty. We regularly review and update our financial policies and procedures to ensure that they are in line with best practices.

Clear communication: We recognize that any potential interruption to our operations can cause anxiety and concern among our students. In the event of any potential closure, we will communicate clearly and regularly with our students to provide information and support.

Overall, our financial arrangements and contingency plans provide assurance to our students that we are committed to ensuring their academic success and financial protection.

Communication:

We will communicate with our students regularly to keep them informed about the College's financial situation and any potential risks to their studies. We will also provide students with clear guidance on what they should do in the event of the College's closure.

In order to ensure effective communication, we will use a variety of channels, including email, social media, and the College's website. We will also provide regular updates on the SPP and any changes to our financial arrangements. Additionally, we will provide students with contact details for relevant staff members who can answer any questions or concerns they may have.

As part of our commitment to transparency, we will also provide regular financial statements and reports to our students and stakeholders, outlining the College's financial position and any risks that may impact our operations. This information will be presented in a clear and understandable manner, to ensure that our students have the information they need to make informed decisions about their studies.

Monitoring and Review:

The SPP will be regularly reviewed and updated to ensure that it remains effective and relevant. The College's Quality Assurance team will be responsible for monitoring the implementation of the SPP and making any necessary improvements.

The monitoring and review of the SPP will be an ongoing process to ensure its effectiveness and relevance. The senior management team will regularly review the SPP and identify any areas that require improvement.

The College will also seek feedback from students, staff, and other stakeholders to identify areas where the SPP can be improved. This feedback will be taken into account when updating the plan.

In addition, the College will regularly assess the effectiveness of its financial controls and risk management processes to ensure that they remain appropriate and effective. The results of these assessments will be used to inform any necessary updates to the SPP.

The SPP will be reviewed at least once a year, and any necessary updates will be made in a timely manner to ensure that the College's students are adequately protected.

Nova Training College's commitment to Student Protection

At Nova Training College, we believe that safeguarding our students is a fundamental aspect of providing high-quality education. We are committed to ensuring that our students' welfare and interests are protected, and we have put in place appropriate measures to guarantee this.

The College assessment of risk to non-continuation will be considered for a period of four years, equivalent to the normal pattern of study of its taught provision.

The College will use its system of risk management to calculate the risk to non-continuation. The systematic process of risk management and mitigation is summarised visually using a 5-point Likert Scale as shown in Table 1 to measure the probability of the risk to non-continuation. Each risk identified is given a score 1-5 for likelihood and 1-5 for impact, with 1 being very low and 5 being very high. These two factors of likelihood and impact are multiplied together to provide the overall degree of risk. Risks and their likelihood of crystallisation will be reviewed on an annual basis. A summary of the risk to non-continuation and their likelihood can be found in Appendix 1.

Table 1 Risk Management Scoring

Very Low	Low	Medium	High	Very High
1-5	6-10	11-15	16-20	21-25

For every risk assessed in this Student Protection Plan, the College will justify its reason to ensure transparency for its students and prospective students.

The following section outlines the measures we have taken to safeguard our students:

1. Accreditation and recognition of qualifications

Nova Training College is accredited by a number of regulatory bodies, including Association of Accounting Technicians (AAT) & NCFE. This accreditation ensures that our qualifications meet the standards set by these organizations, providing assurance to our students that their qualifications will be recognized by employers and other academic institutions.

Approved by ASIC as trusted international college.(<https://www.asic.org.uk/>) ASIC is an internationally renowned quality standard for schools, colleges, universities and online learning providers, and is recognised by the UK Home Office.

2. Academic and welfare support

At Nova Training College, we recognize that our students may require additional support during their studies. We provide various academic and welfare support services to help students with their studies, including academic support, counseling, and guidance on personal and professional development.

3. Financial protection

We have put in place a range of financial protections for our students, including offering payment plans and direct debit guarantees. This ensures that our students' fees are protected in the event of any unforeseen circumstances.

4. Academic continuity planning

Nova Training College has put in place an academic continuity plan to ensure that our students' studies are not adversely affected in the event of any unforeseen circumstances. This plan includes provisions for online learning, alternative teaching locations, and assessment arrangements.

5. Complaints and appeals procedure

We have a formal complaints and appeals procedure in place to ensure that our students can raise any concerns or complaints they may have in a timely and appropriate manner. Our staff are trained to deal with complaints and appeals in a sensitive and professional manner, and we are committed to resolving any issues as quickly as possible.

Refund Policy

Nova Training College has a clear policy in place for the refund of tuition fees and other relevant costs to students where necessary in the event that the college is no longer able to preserve the continuation of study.

If this occurs, students will be contacted directly and provided with information about how they can make a claim for a refund of their fees. The college will also make every effort to ensure that students are able to complete their studies through arrangements with other institutions, where possible.

Students will be informed about this policy through various means of communication, including the college website, and student handbook, and during induction and orientation sessions. Any changes to the policy will be communicated to students in a timely manner.

To mitigate the risks that we consider to be reasonably likely to crystallize, Nova Training College has implemented the following measures:

1. **Robust financial management:** We maintain a healthy financial position by managing our finances prudently and ensuring that we have sufficient funds to cover any unexpected financial challenges. Our financial management procedures include regular monitoring of our financial performance, forecasting and budgeting, and maintaining appropriate reserves.
2. **Diversification of income sources:** We have a diversified income stream, which includes income from different courses, government funding, and commercial training contracts. This diversification ensures that we are not overly reliant on any one source of income, reducing the risk of financial instability.
3. **Regular risk assessments:** We conduct regular risk assessments to identify and evaluate potential risks to our operations and put in place appropriate measures to mitigate them.
4. **Effective governance and management:** We have a robust governance and management structure in place that ensures the effective management of our operations. This includes clear lines of responsibility and accountability, regular monitoring of our performance against strategic objectives, and effective decision-making processes.
5. **Effective quality assurance:** We have effective quality assurance procedures in place that ensure the quality of our courses and services, and that we are complying with all relevant regulatory requirements. Our quality assurance procedures include regular self-assessment, external quality assurance reviews, and continuous improvement processes.
6. **Effective student support:** We provide a range of support services to our students, including academic support, personal support, and career advice. This ensures that

our students are well-supported and have the best chance of successfully completing their studies.

Refund and compensation policy :

Refund and compensation policy is available on the college website in quick links section.

[Click here](#) to view the policy.

By implementing these measures, we believe that we are well-positioned to mitigate the risks that we consider to be reasonably likely to crystallize.

As a higher education provider, Nova Training College is committed to ensuring that all students are aware of our Student Protection Plan (SPP) and understand their rights and responsibilities in the unlikely event of a course or campus closure.

To communicate our SPP to students, we use a variety of channels, including:

1. Orientation sessions: During orientation sessions for new students, we provide a detailed overview of our SPP and explain the steps we would take to protect students in the event of an unforeseen circumstance.
2. Emails and announcements: We regularly send emails and announcements to students to inform them of any updates to our SPP or other important information related to student protection.
3. Social media: We use social media platforms to communicate with students and provide updates about our SPP and other important information related to student protection.

Risk Management Scoring

No.	Risk to Non-Continuation	Risk Score		Responsible Committee
1	Institutional closure or Campus closure	Negligible	5	Senior Management Team
2	Loss of eligibility as a registered provider of higher education.	Negligible	5	Academic Board
3	Loss or restriction of validation arrangement with delivery partners.	Negligible	5	Academic Board
4	Major changes to in-year course content or delivery mode.	Negligible	5	Academic Board
5	Industrial action by college staff or third parties.	Negligible	5	Senior Management Team
6	The unanticipated departure of key members of college staff.	Negligible	5	Senior Management Team

We are committed to ensuring that all students have access to clear and accurate information about our SPP and will continue to use a range of communication channels to achieve this.

Conclusion

At Nova Training College, we are committed to providing our students with high-quality education and support. We have taken a range of measures to safeguard our students' academic progress and welfare, and we are confident that our Student Protection Plan provides a comprehensive guide to how we will continue to do so in the future.

[Click here](#) to view this document on the college website.