Student Protection Plan

Provider Name: Leeds Trinity University.

Provider: UKPRN 10003863.

Effective from: 01.04.26

Review Cycle: Annually.

Endorsed by: Learning, Teaching and Student Experience Committee (LTSE).

Approved by: Academic Board.

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1. Introduction

Leeds Trinity University is committed to helping students achieve transformative and aspirational outcomes. The University works to protect the student by providing high-quality teaching and learning experience and driving social justice for all.

The University affirms its responsibility to protect the interests of its students and uphold the integrity of its academic provision in accordance with regulatory requirements. This Student Protection Plan (SPP) outlines the University strategies in place to mitigate risks impacting on the student interest in the event of significant change or disruption to study.

The SPP has been developed in accordance with regulatory and sector guidance and builds on the LTU Terms and Conditions [https://www.leedstrinity.ac.uk/courses/student-contract/]

2. Purpose and Scope

The SPP applies to all currently registered on credit-bearing programmes delivered by Leeds Trinity University or one of the partners. This includes foundation years, undergraduate programmes and postgraduate programmes. The SPP seeks to cover a range of foreseeable financial, regulatory and other risks and provides a framework to safeguard student progression and achievement in events such as:

- Challenges to the financial sustainability of the University;
- The loss of ability to award some or all degrees it teaches;
- Failure of a partner institution or the ending of a partnership;
- Loss of professional accreditation;
- Loss of University licence to sponsor international students;
- Delivery site closure or relocation;

- Course or programme closure (incl. viability issues);
- Material changes to course delivery;
- Loss of key staffing, impacting on key student groups;
- Major disruption due to external events (e.g. pandemics, cyberattacks).

3. Governance and Management

The overarching University risk register is monitored and reviewed by the Audit Committee at each meeting or at least tri-annually. Key responsibilities of this committee include:

- Annual review and update of the Assessment and Mitigation of Risk.

The implementation of the SPP is overseen and approved by the Academic Board and monitored by the Learning, Teaching and Student Experience Committee (LTSEC).

Key responsibilities of this committee (LTSEC) are the endorsement of the following to Academic Board:

- Annual review and update of the SPP;
- Reporting unresolved and/or complex student concerns and themes;
- Submission of compliance evidence to the regulator upon request.

4. Monitoring and Review

The SPP is subject to annual review or earlier revision in response to:

- Regulatory changes and outcomes of quality monitoring or investigations;
- Substantial institutional restructuring;
- Sector Advice and Guidance and case-based examples;
- Outcomes from internal audits cascaded from the Audit Committee.

The review is coordinated by The University Secretary, with oversight by the University's Executive Group.

LTU is a multi-campus institution delivering foundation, undergraduate and postgraduate programmes. In addition, the University has substantial franchise and validated arrangements with partners, plus a portfolio of Degree Apprenticeships. The University is the responsible party for the protection of all Leeds Trinity University registered students.

5. Key Risks

Within the SPP, the key identified risks and their mitigations include:

5.1 University Closure or Merger due to Financial instability.

Risk Level: Low

Mitigation

- Multi-year financial business planning and sustainability reporting through Executive and Board of Governors.
- Early warning and recognition of risks reported through Executive groups and reported through risk management to Board of Governors.
- Partnerships with local and regional Higher Education Institutions for contingency transfer.
- Full refund and credit transfer assurance.
- Preventative measures through income diversification, asset sales, restructures and merger opportunities.
- Managed closure procedures.

5.2 The loss of ability to award some or all degrees.

Risk Level: Low

Mitigation:

- Effective governance and compliance arrangements.
- Institutional risk management activity and actioning planning to respond to risks and concerns.
- Robust arrangements for annual quality review processes.

5.3 Failure of a partner institution or the ending of a partnership.

Risk Level: Low to Medium (assessment of risk determined at partner level)

Mitigation:

- Knowledgeable and experienced leadership and oversight.
- Robust pre-contractual and ongoing oversight arrangements for due diligence and quality and standards for partnerships.
- Live and tailored financial, contractual and academic quality and standards monitoring to recognise early warning indicators considering declining student recruitment, performance, outcomes and financial stability, tailored to partner risk profile.
- Teach-out arrangements and enhanced contractual measures for Leeds Trinity University registered students.
- Internal transfers or articulation agreements with partner institutions (where feasible).
- Advance consultation with professional and statutory bodies and students.
- Scenario planning as part of routine and ongoing programme design.
- Assessment of risk is individual to a partner.

5.4 Loss of Professional Accreditation.

Risk Level: Low

Mitigation:

- Regular self-assessment against accreditation requirements.
- Early engagement with external bodies on any compliance issues.

- Support for student transferring to other accredited programmes.

5.5 Loss of University licence to sponsor international students.

Risk Level: Low

Mitigation:

- Internal compliance audit work undertaken to review Student Sponsor Licence duties.
- Basic Compliance Assessment returns to UKVI are monitored regularly, with concerns noted and escalated through International Committee, escalated to Academic Board.
- Offer opportunity to postpone studies for students that have not commenced their studies.
- Support students to move to alternative sponsors.

5.6. Course or programme closure (incl. viability issues).

Risk Level: Medium

Mitigation:

- Annual review of academic portfolio.
- “Teach-out” guarantees for enrolled students.
- Internal transfers or articulation agreements with partner institutions.
- Advance consultation with professional and statutory bodies.
- Robust arrangements for annual quality review processes.

In the event of programme closure, the following process will be enacted (Appendix 1)

5.7 Loss of Key Staffing, Industrial Action and Changes to Course Delivery.

Risk Level: Medium

Mitigation:

- Contingency planning arrangements to meet minimum service level and business continuity.
- Academic workforce planning and skills analysis to redeploy.
- Professional service arrangements.
- Vacancy management systems.

Programme changes, modifications and their impact are considered through the University committee structure and its strategic working groups.

Continuous quality improvement is an integral part of University processes and student voice is included in modification requests.

5.8 Major disruption due to external events (e.g. pandemics, cyberattacks).

Risk Level: Low

Mitigation:

- Institutional Business Continuity and Emergency Response Plans.
- Remote learning platforms, digital library access and virtual student services arrangements.
- IT and cyberattack risk monitoring policy and procedural plans.

6. When the Student Protection Plan is Implemented.

6.1 Student Protection Plan Action Group

The SPP provides a framework for mitigation for specific circumstances that require the implementation of the plan. The plan should be used as a guide and not as a prescriptive list. Where the SPP is activated, in collaboration with the Office for Institutional Equity, the University Secretary will instruct the SPP Action team to create a specific SPP Action Plan, an assessment of risk and an Equality Impact Assessment. As part of the SPP Action Plan, the following communication flow will be enacted:

i) The University Secretary (or nominee) will convene the SPP Action Group with delegated authority to manage the Action Plan that is appropriate in scale and scope to the situation.
ii) The University Secretary (or nominee) will notify relevant stakeholders, such as the Chair of the Board of Governors and the Office for Students, and act as single point of contact throughout the operation of the plan.
iii) Core membership of the SPP Action Group will reflect Senior Leadership for the provision type, from the School, partnership arrangement (if applicable), governance and key professional service areas.
iv) The SPP Action Group will then consider the following steps and options when forming and managing the Action Plan:
    a. Assembly of a response team containing the appropriate skills and authority to act promptly to meet the University's regulatory reporting obligations effectively.
    b. Ensure the development of an appropriately detailed communications plan alongside the SPP Action Plan.
    c. Consider a range of options to protect student interests.
    d. Lessons learnt and reflections from the SPP Action Plan.

6.2 Student Communication and Engagement

The SPP will be published on the external University website under Public Information [Public information - About - Leeds Trinity University]. Students will be signposted to the SPP as part of their registration and contractual agreement [Appendix 2]. Leeds Trinity is committed to student-centred, empathetic and timely communication. In the event of any material change:

- Students will be proactively notified via official and dedicated University channels (email, portal, website, MyLTU).
- Where possible, at least ***3 months' notice*** will be provided for planned closures or changes.
- The University will be transparent in its communication throughout the process.
- Individual consultations will be offered to all impacted students.
- The Students' Union and Student Representatives will be consulted during the SPP action planning and its implementation to ensure the deployment of proactive support for students.

- Student emotional and academic impacts will be prioritised.

6.3. Teach Out Arrangements

In the case of teach-out arrangements, the following considerations will be made:

- Bespoke academic scaffolding to include; alternative assessments, summer schools, additional boards to support award and progression.
- Weekly visits to partners during teach out periods, dedicated email support, and all-student meetings to manage student progression.
- Financial and logistical support for students.
- Student transfer scenario planning to manage the mapping of course content to ensure course continuity.

A list of all programmes which are in teach-out can be accessed on request.

6.4. Support Mechanisms

Students who are affected by significant disruption will be offered:

- **Academic Advice**: Tailored progression planning through Heads of School and the Dean.
- **Pastoral Support**: Access to mental health and wellbeing support during transitional planning. Advice and guidance will be provided throughout this period.
- Students studying at franchise partners will work with the provider leads to develop bespoke pastoral health and wellbeing response plans.
- **Financial Support**: Advice on funding implications bespoke to the circumstances. Additional, specific financial support over and above what would usually be available to be considered under 'refunds and compensation'.
- **Legal Guidance**: Referral to independent student bodies or ombudsman services via the Students' Union.

Refunds and Compensation

The University's approach to refunds and compensation is aligned with consumer protection legislation and is outlined in the Student Refund and Compensation Policy (Appendix 3), which may include:

- Full or partial tuition refunds where material disruption prevents academic delivery and the University is unable to preserve continuation of study.
- Compensation for direct costs incurred (e.g. travel, relocation).
- Equitable, evidence-based case-by-case assessment of impact.

7. General Enquiries and Complaints.

For further information about the SPP, or if you would like to make a complaint, please use the following contact details:

Name: Sarah Reynolds-Golding
Role: Director of Academic Quality and Standards
Email: s.reynolds-golding@leedstrinity.ac.uk
Reporting Line: Governance and Compliance, University Secretary and Registrar.

Appendices

- Appendix 1: Communication Flowchart for Programme Closures [https://www.leedstrinity.ac.uk/media/site-assets/documents/key-documents/pdfs/Course-Closure-Communications-Workflow.pdf]
- Appendix 2: Student Contract [https://www.leedstrinity.ac.uk/courses/student-contract/]
- Appendix 3: Student Refund and Compensation Policy [https://www.leedstrinity.ac.uk/media/site-assets/documents/key-documents/pdfs/Refund-and-Compensation-Policy-Final.pdf]

Owner: Director of Academic Quality and Standards

Last updated March 2026