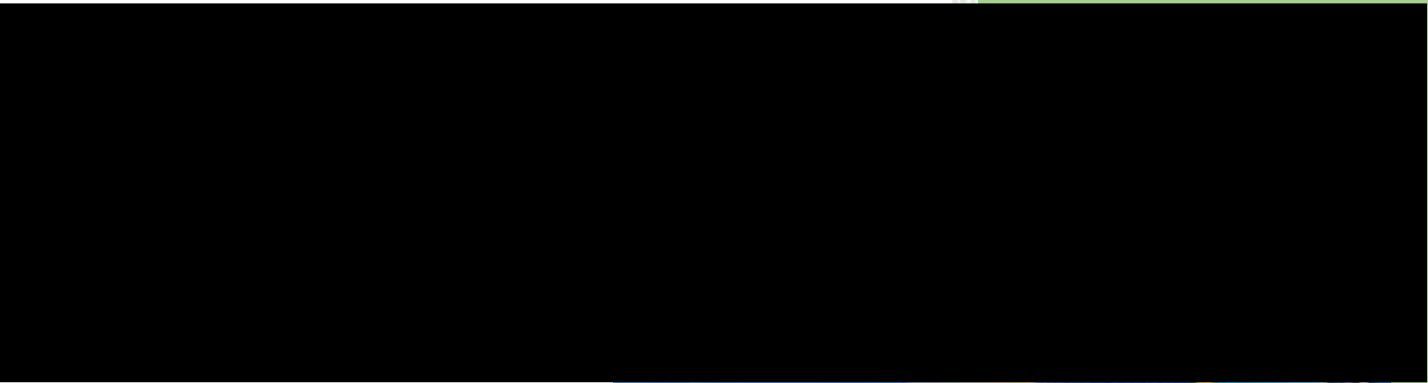


University of Bolton Student Protection Plan 2023-24

Please note:

Students who are enrolled on a University of Bolton programme with a collaborative provision



University of
Bolton

STUDENT PROTECTION PLAN (INCORPORATING REFUNDS &
COMPENSATION POLICY)

University

8. Collaborative Provision

Issue:

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HEFCE over the last few years as satisfactory.

The University experienced good recruitment of UK Home students in 2016-17, 2017-18, 2018-19, 2019-20, 2020-21, 2021-22 and 2022-23 to its undergraduate programmes in the majority of the academic areas. For example, the University experienced strong demand for its programmes in areas such as Nursing, Health & Social Care, Dental Technologies, Psychology, Special & Visual Effects (SVFX). Additionally, there has been growth in

Likelihood: Low

Evidence: There are no implications for existing University of Bolton students. HE students in the College were taught out for the remainder of the 2018-19 academic year, as the last cohort of HE students contracted directly to the College. After that date any HE students taught at Bolton College will be contracted to the University. The governance, planning and funding arrangements for the enlarged group have been reviewed and approved by the Department of Education, having previously been endorsed by HEFCE and the ESFA.

Mitigation: The University and Bolton College worked collaboratively and discussed and shared documents in relation to Student Protection issues in Spring and Summer 2018. There is a high level of awareness of the needs of HE students who are taught at the College and there can be confidence that any difficulties for these students will be noticed early and dealt with swiftly and effectively between College and University. More generally the University has been in dialogue with student representatives on issues such as shared sports facilities to ensure that the merger promotes enhanced opportunities for both university and college students.

Section Two - Measures Put in Place (Mitigation)

12. We do not foresee circumstances that are 'reasonably like to crystallise' where we would be unable to deliver programmes at any of our sites. However, if any **site** became unusable for an extended period of time we would seek to relocate teaching as soon as it is practicable to one of our other sites as all three of our sites are in or near central Bolton.

13. We do not foresee circumstances where we-247(wh)6restn0.000008881 0.0000610356B5hIBT/Fs6w0

access to campuses of other providers). We will also give customised support for students with any mobility or other special needs to ensure they have full and fair access to continued educational opportunity. In all cases students would be supported to find the most appropriate educational arrangement to effect continuity of study, and funding would be available to ensure that no student is unreasonably disadvantaged in accessing such arrangements (for example students

23. We will ensure that **staff** are aware of the implications of our Student Protection Plan when they propose course changes by incorporating the need to advise students into our documentation and our University committees, executives and officers who approve and manage such changes. In terms of initial awareness raising we will use all-staff emails and the staff induction programme. In terms of ongoing awareness we will also reference the SPP on the

to communicate clearly with students as to the nature of the changes, the actual or potential impact on them, the reasons for the changes and what their options are. Individual support on academic aspects will be provided by personal tutors and pastoral support will be available through our **Student Services** team including specialist psychological support from our on-site cognitive behavioural therapy service. Working closely with the Students' Union, **Student Services Funding Advisors** will be available to help students understand the funding implications of

Appendix 1

Refunds and Compensation Policy – University of Bolton

Statement by the University of Bolton Students' Union

The University of Bolton Students' Union was consulted on this policy when it was originally developed and is involved in reviewing it on an annual basis.

The Students' Union is part of the SPP Review Group and is involved in assessing the SPP and improving it year-on-year as necessary.

The Students' Union considers this policy to be fair and proportionate, in line with best practice across the UK and the requirements of the Office for Students. The Students' Union will continue to work in partnership with the University in order to ensure that the interests of all students are taken seriously, responded to effectively and, where appropriate, and if there is no satisfactory alternative, that there

1. Introduction

We seek to make our policies and practice in relation to refunds and compensation, fair, **consistent**, **clear** and **accessible**

In order to make a claim for Refunds or Compensation students should go through the University's standard complaints procedure and complete the forms available at

<https://www.bolton.ac.uk/student-policy-zone/student-policies-2023-24/student-complaints->

The focus in all situations will be on ensuring that students receive the education that they are entitled to expect based on their contract. However, in some circumstances it may be necessary to consider whether compensation, refunds or other forms of non-financial redress are

- the basis for a claim – such as loss of teaching time or material impact on learning outcomes and future prospects
- consider the fact that in the case of a reduction to a student's tuition fee which is covered via a loan from the Student Loans Company (SLC), the institution will need to complete a Change of Fee Notification with the SLC. The student's loan repayments will then be altered to reflect the reduced amount.

4. What happens in relation to refunds for students in receipt of tuitions fee loan from the Student Loans Company?

Where the University is the direct provider or franchises its degrees to a third party or validates the higher education of a third party, it will seek to provide continuity of study through course teach out or by transfer of students to another HE provider or to itself as appropriate.

The University will ensure that it supports the student and the SLC to transfer future fee loan arrangements for the continuation of study to the new provider. The University will not compensate students in relation to prior loans unless it would be unreasonable not to do so (eg it would be unreasonable to expect the student to continue with their studies at the new provider).

example in a validation arrangement (where the programmes of a third party are validated for academic credit and awards by the Univ8TQJETQq0.000008881061035 595.98 842.52 reW*nBT/F1 10.5 Tf1 0 0

additional travel costs for students affected by the change or provide travel support (eg through a timetabled minibus service).

8. What happens in relation to student bursaries which have been awarded by the University?

In the unlikely eventuality of failure to preserve continuation of study and the student transfers to a different provider, the University will ensure that the bursary arrangements are honoured, either by the new provider or by the University.

9. In the context of non-continuation of provision, what happens in relation to compensation for maintenance costs and lost time where it is not possible to preserve continuation of study?

We will reimburse students a reasonable proportion of additional maintenance costs and lost time where it is not possible to preserve continuation of study where these are not covered elsewhere (eg by existing SLC maintenance grant or loan) and directly attributable to the non-continuation.

10. In the context of non-continuation of provision, what happens in relation to compensation for tuition and maintenance costs where students have to transfer courses or provider?

The University will endeavour to ensure that students can transfer to a different provider and will pay reasonable additional costs to ensure a smooth transition. In line with its existing policies the University will consider compensation payment for disruption and distress in line with the UUK principles highlighted under the section above 'Considering claims for compensation or refunds'

11. General Considerations and Principles

- a. Refunds or compensation will not be made in respect of modules or years or stages of a programme for which academic credit has already been awarded

Version Control

STUDENT PROTECTION PLAN (inc Refunds and Compensation Policy)	
Policy ref: SEO/SPP1	
Version number	2.1
Version date	160323
Name of Developer/Reviewer	Patrick McGhee
Policy Owner (Group/Centre/Unit)	SEO
Person responsible for implementation (postholder)	AVC (OfS)
Approving committee/board	Executive Board
Date approved	24 June 2019 with updates last approved 20 June 2022
Effective from	1 September 2023
Dissemination method e.g. website	

