



“Enabling Students to Accomplish their Academic Goal”

Student Protection Plan and Policy

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1. Introduction

Bellmont College is committed to protecting the continuity, quality and completion of study for all students enrolled on its higher education provision. Bellmont College recognises that students invest significant time, financial resources and personal commitment into higher education and are therefore protected, supported and appropriately informed where risks arise that may affect their continuation of study.

This Student Protection Plan and Policy explains how Bellmont College identifies, assesses, manages and monitors risks that may affect students' ability to continue or complete their studies. It sets out the measures Bellmont College uses to minimise disruption, maintain academic standards, support continuation, provide clear communication and ensure fair treatment where institutional, academic, operational, financial, digital, regulatory or partnership-related change occurs.

Bellmont College currently works with Liverpool Hope University as an awarding and academic partner for relevant higher education provision. Under this partnership, students may receive teaching, learning support and local services from Bellmont College while the award, academic regulations and elements of academic oversight are governed through Liverpool Hope University arrangements, depending on the programme and applicable partnership framework. Bellmont College is also seeking Office for Students approval for its own funding arrangements and future institutional development. This may affect future processes, responsibilities and governance arrangements, but Bellmont College continues to protect student interests, maintain transparency and ensure that students are not disadvantaged by transition, regulatory change or partnership development.

This policy has therefore been written to operate within the current Liverpool Hope University partnership and to remain suitable for future independent or revised regulatory arrangements. Where Liverpool Hope University regulations, procedures or student protection arrangements apply, Bellmont College signposts students clearly and works with Liverpool Hope University to protect students' academic interests. Where Bellmont College assumes direct responsibility under future arrangements, it updates this policy and related procedures so that students remain protected.

2. Purpose of the Policy

The purpose of this policy is to establish a clear, practical and institution-wide framework for protecting students where risks arise that may affect continuation of study, academic quality, student support or completion. It brings together risk management, academic quality assurance, business continuity, partnership oversight, public information, student consultation, refunds and compensation, equality, wellbeing, safeguarding and governance reporting into one readable framework.

The policy is intended to ensure that Bellmont College can demonstrate how student protection is implemented in practice. It is not only a statement of intent. It describes the

controls, committees, responsibilities, escalation routes and evidence used to identify risks early and to respond proportionately when they arise.

The policy supports Belmont College in ensuring that:

- students are able to continue and complete their studies wherever reasonably possible;
- academic standards, learning outcomes and assessment integrity are maintained;
- students receive accurate and timely information about material risks or changes;
- student consultation is meaningful where decisions materially affect students;
- continuity planning is connected to wider risk management and business continuity;
- students are supported fairly if disruption occurs;
- appropriate refund, compensation or financial support arrangements are considered where continuation cannot reasonably be preserved;
- committees receive evidence and assurance that student protection controls are working.

Staff, committees and partners are expected to use this policy when planning programmes, reviewing risks, considering material changes, responding to disruption, preparing student communications or making decisions that could affect the student experience.

3. Scope of the Policy

This policy applies to all higher education students studying at Belmont College, including students studying under collaborative arrangements with Liverpool Hope University. It also applies to prospective students and applicants where information, admissions decisions or material changes may affect their decision to apply, accept an offer or enrol.

The policy applies to:

- current students enrolled on Belmont College higher education provision;
- prospective students and applicants, where student protection information may affect decision-making;
- students studying under Liverpool Hope University partnership arrangements;
- former students with continuing complaints, appeals, refund, compensation or transfer issues;
- staff, directors, contractors, consultants, partners and third parties acting on behalf of Belmont College;
- academic, operational, financial, digital, estate, safeguarding, equality and partnership matters that may affect continuation or completion of study.

This policy covers the full student journey, from recruitment and admissions through to enrolment, induction, teaching, assessment, student support, progression, completion, complaints, appeals, transfer, teach-out and closure arrangements. It applies to campus-based, blended, digitally supported and partner-supported delivery models.

4. Regulatory, Legal and Quality Assurance Framework

Bellmont College applies the following regulatory, legal and quality assurance framework to student protection decisions:

Framework area	Student protection relevance
Office for Students Conditions C1-C4	Consumer protection, complaints cooperation, student protection plans and directions.
Higher Education and Research Act 2017	Higher education regulation and student protection.
Consumer protection law and CMA expectations	Clear information, fair terms, communication, complaints and material changes.
UK Quality Code for Higher Education	Quality, standards, student engagement and partnerships.
Equality Act 2010	Non-discrimination, accessibility and reasonable adjustments.
Data Protection Act 2018 and UK GDPR	Lawful, fair and secure use of student information.
Office of the Independent Adjudicator Good Practice Framework	Good practice for complaints and appeals.
Counter-Terrorism and Security Act 2015 and Prevent duty	Safeguarding, welfare and Prevent-related risk response.
Health and Safety at Work etc. Act 1974	Safe premises, health and safety and continuity.

Liverpool Hope University partnership requirements	Academic regulations, partnership handbooks, terms, complaints, appeals, transfers and course changes.
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Bellmont College recognises that regulatory requirements may change, including through OfS reforms to consumer and student protection. The Senior Management Committee monitors relevant developments and ensures that this policy is updated promptly where changes affect Belmont College responsibilities, Liverpool Hope University partnership arrangements or student-facing processes.

5. Core Student Protection Principles

Bellmont College operates according to the principle that student interests remain central to institutional decision-making. Students are normally able to complete their studies in a manner reasonably expected at the point of enrolment unless circumstances outside Belmont College’s reasonable control make this impossible.

Bellmont College’s student protection approach is based on the following principles:

- continuation of study is protected wherever reasonably possible;
- risks are identified early, assessed honestly and managed proactively;
- students receive clear, accurate, accessible and timely information;
- students are consulted where material changes may affect their studies;
- academic standards and quality are maintained during disruption or transition;
- decisions are fair, evidence-based and proportionate;
- students are not unfairly disadvantaged by institutional decisions, partnership changes or regulatory transition;
- equality, accessibility, safeguarding and wellbeing impacts are considered in risk assessment and mitigation;
- governance bodies receive sufficient evidence to test whether student protection controls are effective.

Student protection is a whole-provider responsibility. It requires coordination between academic leadership, professional services, student support, IT, finance, safeguarding, admissions, quality assurance, risk management, partner liaison and governance. Belmont College does not treat student protection as a standalone compliance document that is reviewed only annually.

6. Institutional Risk Assessment and Student Protection Framework

Bellmont College uses its institutional risk management arrangements to identify and manage risks that may affect students. Student protection risks are recorded, assessed, assigned to owners, monitored through committees and escalated where they may affect continuation, academic standards, student support, finance, regulatory compliance or public confidence (*BCP1 Belmont College Risk Management Policy*).

The framework supports the identification, assessment, monitoring and management of risks affecting:

- students and continuation of study;
- academic quality, standards and assessment reliability;
- student outcomes, continuation, completion and progression;
- financial sustainability and organisational resilience;
- partnership delivery and awarding body arrangements;
- staffing, learning resources and academic support;
- digital infrastructure, cybersecurity and data protection;
- campus, premises, health and safety and business continuity;
- safeguarding, wellbeing and student support;
- public information, consumer protection and regulatory compliance.

Risks are assessed by likelihood and impact, with specific attention given to the possible effect on students. Risk assessment considers not only institutional impact but also student impact, including whether a risk could delay completion, reduce access to teaching, prevent assessment submission, affect wellbeing, create additional costs, affect disabled students disproportionately or reduce confidence in the quality of the award.

Risk level	Meaning	Expected response
Low	Unlikely to occur except in exceptional circumstances.	Managed through routine operational controls and normal committee monitoring.
Medium	Reasonably possible or capable of occurring periodically.	Requires active mitigation, named owner, review date and reporting to the relevant committee.
High	Likely to occur, already emerging or requiring urgent attention.	Requires Senior Management Team oversight, escalation to the Board of Directors where material, and a student protection action plan.

Each significant risk has a designated owner, mitigating controls, residual risk rating, review date, escalation route and evidence of action. Where risk levels increase materially, the matter is escalated to the Senior Management Team and, where appropriate, the Academic Committee and Board of Directors.

7. Student Protection Risk Strategy and Risk Appetite

Bellmont College’s student protection risk strategy is to maintain a low appetite for risks that could prevent students from continuing or completing their studies, compromise academic standards, create avoidable financial disadvantage or undermine trust in Belmont College and its partnership arrangements. Belmont College recognises that some operational change is unavoidable in higher education, but such change is planned, justified, communicated and supported by mitigation.

Bellmont College uses the following strategic approach:

- avoid or reduce risks that could lead to course closure, sustained non-delivery or loss of academic standards;
- treat material student protection risks through clear action plans and governance oversight;
- transfer or share risk through appropriate partnership, supplier, insurance or contingency arrangements where lawful and suitable;
- accept residual risk only where it is reasonable, documented, proportionate and approved at the correct level;
- review risk appetite after significant incidents, complaints, student feedback, audits, regulatory updates or partnership changes.

The Senior Management Committee ensures that student protection risk is considered in strategic planning, budgeting, staffing, estate planning, IT planning, partnership management and programme portfolio decisions. The Board of Directors receives assurance on high-level student protection risks and challenges whether student interests have been adequately considered.

8. Course Closure, Suspension or Discontinuation

Bellmont College recognises that course closure, suspension or discontinuation can have serious academic, financial and personal consequences for students. Bellmont College seeks to avoid sudden closure through programme monitoring, recruitment analysis, quality assurance, resource planning and partnership oversight (*QGP1 Bellmont College Quality Assurance Handbook*).

Course closure, suspension or discontinuation may arise because of:

- changes in recruitment patterns or programme viability;
- regulatory or awarding body requirements;
- Liverpool Hope University partnership decisions;
- professional, statutory or regulatory body requirements;
- curriculum redevelopment or replacement;
- staffing, resources, estate or operational constraints;
- quality, standards or student outcome concerns requiring intervention.

Where closure or suspension is proposed, Bellmont College prepares a student protection impact assessment before a final decision is made. This assessment considers the number and profile of affected students, stage of study, academic implications, equality impact, financial impact, teach-out feasibility, transfer options, partnership requirements, communication needs and complaints or redress routes.

The preferred protection measure is normally teach-out, enabling existing students to complete their studies under the arrangements reasonably expected at enrolment. Where teach-out is not possible, Bellmont College considers transfer, replacement pathways, alternative delivery, support from Liverpool Hope University or another

appropriate provider, and refunds or compensation where justified (*CAP4 Belmont College Fees, Refunds and Compensation Policy*).

9. Programme Modification and Material Change

Programme changes may be necessary to maintain quality, update curriculum, respond to employer or sector expectations, improve delivery or comply with Liverpool Hope University or regulatory requirements. However, material changes are handled carefully because students rely on information provided before and during enrolment.

A change is likely to be material where it could significantly affect:

- programme title, award, awarding body or professional recognition;
- core modules, learning outcomes or assessment methods;
- mode of delivery, campus location, timetable pattern or placement arrangements;
- duration of study or expected completion date;
- fees, additional costs or funding implications;
- access to specialist resources, facilities, staff expertise or support services;
- student visa, disability, caring, travel or employment commitments.

Material changes are assessed through the appropriate academic and governance route. Where Liverpool Hope University approval is required, Belmont College follows the relevant Liverpool Hope University process and does not implement a change in a way that conflicts with partnership requirements. Students are consulted where appropriate and informed clearly about the reason for the change, likely impact, options available, support arrangements and routes for complaint or redress.

10. Loss of Professional, Statutory or Regulatory Accreditation

Where a programme relies on professional, statutory or regulatory accreditation, recognition or external approval, Belmont College treats any risk to that status as a student protection matter. Loss, suspension or amendment of accreditation may affect professional recognition, progression routes, placement opportunities, curriculum content or employability.

Where concerns arise, Belmont College works with Liverpool Hope University and any relevant professional, statutory or regulatory body to understand the issue, protect students, maintain academic standards and communicate appropriately. Belmont College considers curriculum amendments, corrective action, transitional arrangements, teach-out, transfer, academic advice and careers guidance.

Students receive clear information about the nature of the accreditation issue, likely implications, continuation options, support arrangements and any impact on future progression. Where accreditation cannot reasonably be maintained, Belmont College considers whether refunds, compensation or alternative arrangements are appropriate (*CAP4 Belmont College Fees, Refunds and Compensation Policy*).

11. Partnership Changes, Awarding Body Arrangements and LHM Provision

Bellmont College currently delivers relevant higher education provision in collaboration with Liverpool Hope University. Belmont College recognises that partnership arrangements are central to the student experience, academic standards, quality assurance, complaints and appeals routes, student protection and the award students receive.

The risk of sudden partnership termination or significant partnership change is considered low because partnership provision is subject to oversight, quality monitoring, academic governance and contractual arrangements. Nevertheless, Belmont College recognises that changes may arise through strategic developments, regulatory changes, academic restructuring, operational considerations or institutional priorities.

Where partnership changes, termination or amendment of awarding body arrangements occur, Belmont College works with Liverpool Hope University to protect continuation of study and maintain academic standards. This may include:

- continued delivery through teach-out arrangements;
- delivery under revised governance or quality assurance arrangements;
- transfer or progression support;
- alternative awarding arrangements where lawful, approved and appropriate;
- clear confirmation of which academic regulations, complaints, appeals and assessment arrangements apply;
- joint communication and student support arrangements where needed.

Students studying under Liverpool Hope University partnership arrangements are told clearly which responsibilities sit with Belmont College and which sit with Liverpool Hope University. Where Liverpool Hope University regulations, policies or student protection arrangements apply, students are signposted to those documents and supported to understand the appropriate route.

12. Institutional Financial Sustainability and Organisational Change

Financial sustainability is essential to protecting students. Belmont College monitors financial and organisational risks through planning, budgeting, management accounts, cash-flow review, risk reporting and Board of Directors oversight (*BCP1 Belmont College Risk Management Policy*).

Financial or organisational risks may include recruitment shortfalls, retention risks, rising operational costs, loss of key income, supplier failure, estate costs, regulatory change, partnership transition or wider market pressures. Where such risks could affect students, the Senior Management Committee assesses likely impact and identify mitigation before students are adversely affected.

Where institutional restructuring, governance change or operational transition occurs, Belmont College prioritises continuation of study, continuity of academic support, protection of student interests, maintenance of academic standards and transparent

communication. Any future move to independent funding or revised regulatory arrangements is governed carefully and communicated to students where it affects their studies.

13. Campus Closure, Building Disruption or Change of Location

Bellmont College recognises that physical learning environments are important to student experience, accessibility, community and academic engagement. The risk of permanent campus closure is considered low, but temporary disruption may arise from building maintenance, safety concerns, environmental events, landlord issues, transport disruption, public health incidents or unforeseen emergencies.

Bellmont College uses business continuity arrangements to maintain teaching, learning, assessment and student support wherever reasonably possible (*BCP2 Belmont College Business Continuity Plan*). Where premises become unavailable, Belmont College may implement temporary relocation, revised timetabling, online or blended delivery, alternative teaching rooms, additional student support or adjusted assessment arrangements.

Where a change of location or delivery mode is proposed, Belmont College considers the impact on travel, disability access, caring responsibilities, employment commitments, student costs, wellbeing and learning resources. Students receive timely communication about expected timelines, temporary arrangements, support and any options available.

14. Public Health Emergencies and Civil Contingencies

Public health emergencies and civil contingencies may significantly affect delivery, assessment, student wellbeing, access to premises and operational continuity. Belmont College responds through health and safety, business continuity, safeguarding, wellbeing and academic quality arrangements (*HSP2 Belmont College Health and Safety Policy*) (*BCP2 Belmont College Business Continuity Plan*).

In such circumstances, Belmont College may implement temporary online or blended learning, adjusted timetables, revised assessment arrangements, restricted access to campus, enhanced wellbeing and safeguarding support, temporary extension arrangements or alternative communication channels.

Bellmont College seeks to maintain continuation of study, protect health and safety, maintain academic standards and communicate clearly with students. It also considers whether certain students are disproportionately affected because of disability, health conditions, caring responsibilities, digital access, commuting arrangements or financial hardship.

15. Staffing Continuity and Academic Delivery

High-quality staffing is fundamental to academic quality, continuity of teaching and student confidence. Belmont College monitors staffing sufficiency, workload, academic

expertise, module leadership, professional development and contingency cover through academic management and quality assurance processes (*QGP1 Belmont College Quality Assurance Handbook*).

Where staffing disruption occurs unexpectedly because of illness, resignation, recruitment delay or other operational circumstances, Belmont College seeks to minimise student impact through alternative staffing, temporary academic cover, adjusted timetabling, additional academic support, use of appropriately qualified associate lecturers and support from Liverpool Hope University where appropriate.

Belmont College ensures that students are not left without essential teaching, assessment support or feedback. Where staffing disruption affects deadlines, tutorials, supervision, assessment marking or student support, actions are recorded and monitored through the relevant committee route.

16. Academic Quality, Standards, Assessment and Student Outcomes Risks

Risks to academic quality, standards, assessment reliability or student outcomes may affect continuation of study and confidence in the award. Belmont College manages these risks through programme monitoring, external examiner processes, moderation, assessment boards, student feedback, complaints analysis, partnership oversight and annual quality monitoring (*QGP1 Belmont College Quality Assurance Handbook*).

Belmont College monitors risks relating to:

- curriculum alignment with approved programme requirements and Liverpool Hope University expectations;
- assessment reliability, submission processes, moderation and feedback;
- student attendance, engagement, continuation, completion and progression;
- learning resources, digital learning access and academic support;
- academic integrity and misconduct risks;
- student complaints, appeals and recurring quality concerns;
- external examiner findings and quality action plans.

Where concerns are identified, the Learning and Teaching Committee and Quality Committee ensure that actions are recorded, owners are assigned and impact on students is considered. Significant academic risks are escalated to the Academic Committee, Senior Management Team and Board of Directors where required.

17. Digital Infrastructure, Cybersecurity and IT Continuity

Digital systems, online learning environments, email, records systems, teaching platforms and information security are essential to modern higher education. Belmont College manages digital and cybersecurity risks through information security, acceptable use, business continuity, supplier management, incident response and data protection arrangements (*BCP4 Belmont College Information Security and Cybersecurity Policy*) (*BCP6 Belmont College IT Acceptable Use Policy*).

Digital or cybersecurity disruption may include ransomware, cyberattack, data breach, loss of access to learning platforms, failure of submission systems, network outage, cloud service disruption, unauthorised access, loss of devices or failure of communication systems.

Where digital disruption affects students, Belmont College may implement alternative communication systems, temporary submission routes, adjusted access arrangements, alternative learning materials, revised timelines, enhanced technical support, data protection actions and incident communications. Where Liverpool Hope University systems are involved, Belmont College liaises with Liverpool Hope University to coordinate communications and support.

Bellmont College takes reasonable steps to protect student data, restore affected systems safely, maintain teaching and assessment continuity and reduce disadvantage. Where disruption affects assessment or student outcomes, academic mitigation is considered through the relevant academic route.

18. Reputational, Regulatory and Public Confidence Risks

Reputational, regulatory or public confidence risks may indirectly affect student confidence, recruitment, partnership arrangements, funding, regulatory relationships and continuation of study. Belmont College manages these risks through accurate public information, quality assurance, complaints monitoring, governance reporting, regulatory monitoring and partnership oversight (*QGP5 Belmont College Information Governance, Public Information and Transparency Policy*).

Where reputational or regulatory concerns arise, Belmont College acts promptly to understand the issue, correct inaccurate information, support students, communicate transparently and escalate the matter through the Senior Management Team and Board of Directors where material. Where a concern affects Liverpool Hope University partnership provision, Belmont College liaises with Liverpool Hope University in accordance with partnership arrangements.

19. Equality, Accessibility, Safeguarding, Wellbeing and Student Support

Student protection decisions consider the different ways in which disruption or change may affect individual students and groups of students. Belmont College considers equality, accessibility, safeguarding and wellbeing impacts when assessing risk and designing mitigation (*SWP2 Belmont College Equality, Diversity and Inclusion Policy*) (*SWP1 Belmont College Reasonable Adjustment and Special Considerations Policy*).

Risk assessments and student protection action plans consider the impact on:

- disabled students and students with additional learning needs;
- students requiring wellbeing, mental health or safeguarding support;
- students with caring responsibilities;
- commuting students and students affected by travel disruption;
- students in financial hardship;

- students nearing completion of their programme;
- students who may be digitally excluded or reliant on College facilities;
- students with protected characteristics under the Equality Act 2010.

Where disruption occurs, Student Support works with academic teams and professional services to provide signposting, wellbeing support, safeguarding referral, disability support, reasonable adjustments, financial guidance or practical assistance as appropriate (*SWP4 Belmont College Mental Health and Wellbeing Policy*) (*HSP1 Belmont College Safeguarding and PREVENT Policy*).

20. Communication, Consultation and Student Voice

Timely, accurate and accessible communication is central to effective student protection. Students do not discover significant changes indirectly or after decisions have already taken effect. Belmont College communicates with students in a clear, honest and practical way whenever a material risk, disruption or change may affect their studies.

Communications normally explain:

- what has happened or what is proposed;
- why the issue has arisen;
- which students are affected;
- the likely academic, practical and financial impact;
- what continuation, mitigation, support or transfer options are available;
- expected timelines and when further updates are provided;
- who students contact for advice;
- how students may raise concerns, complaints or appeals.

Where material changes are proposed, consultation is meaningful. Students are given enough information and time to understand the proposal and provide views before decisions are finalised, unless urgency or legal requirements prevent this. Student representatives, Student Staff Committee, surveys, focus groups, Academic Committee representation and targeted consultation are used as appropriate, depending on the nature of the issue (*QGP4 Belmont College Student Representative Handbook*).

21. Refunds, Compensation and Financial Support

Bellmont College considers refunds, compensation or financial support where significant disruption occurs and continuation of study cannot reasonably be preserved, or where a student experiences financial disadvantage because of non-delivery, material change, course closure, transfer, teach-out failure or institutional error (*CAP4 Belmont College Fees, Refunds and Compensation Policy*).

Possible remedies may include:

- tuition fee refunds or partial refunds;

- compensation for reasonable additional costs directly caused by disruption;
- support with transfer arrangements;
- additional academic support or learning opportunities;
- adjusted deadlines or assessment arrangements;
- guidance relating to Student Loans Company or funding implications where applicable;
- other proportionate remedies based on the circumstances of the case.

Any refund or compensation decision is considered fairly and proportionately, taking account of the nature and duration of disruption, alternative provision offered, academic continuation arrangements, evidence of loss, partnership obligations and the responsibilities of Belmont College and Liverpool Hope University. Students are signposted to complaints and appeals routes where they remain dissatisfied (*CAP3 Belmont College Complaint and Appeal Policy and Procedure*).

22. Governance, Committee Oversight and Implementation Framework

Student protection is implemented through Belmont College’s governance and committee structure. The purpose of this structure is to ensure that risks are identified, actions are owned, evidence is reviewed, students are consulted where appropriate and material issues are escalated. A concern may begin as a student comment, recruitment issue, complaint, quality concern, financial risk, IT incident, safeguarding concern, partnership matter or risk register entry. It then moves through the appropriate governance route until the action is completed and recorded.

The implementation model is: identify the risk; assess student impact; assign ownership; agree mitigation; communicate and consult where required; report to the relevant committee; escalate material issues; monitor completion; review lessons learned. This approach ensures that student protection is embedded in daily operations and governance oversight rather than depending on informal arrangements.

Committee / body	How it implements this policy
Board of Directors	Maintains ultimate governance oversight of student protection, institutional sustainability, risk appetite, regulatory assurance, quality, standards, student outcomes and material partnership or funding changes.
Audit & Risk Committee	Reviews audit arrangements, internal control, risk management, business continuity, financial sustainability, regulatory compliance, cybersecurity and student protection risks, and advises the Board of Directors.

Academic Committee	Acts as the academic authority for oversight of academic standards, quality, student outcomes and academic risks; receives assurance from the Quality Committee and reports to the Board of Directors.
Senior Management Committee	Coordinates operational implementation, resourcing, incident response, transition planning, communications and cross-departmental mitigation.
Quality Committee	Monitors academic quality assurance, quality enhancement, assessment standards, student outcomes, public information, complaints themes and student protection actions.
Learning and Teaching Committee	Reviews delivery, assessment, feedback, learning resources, staffing, academic support and programme-level risks.
Recruitment, Admissions and Registry Committee	Monitors applicant information, offer-making, enrolment, records, attendance, engagement and data integrity risks.
Student Staff Committee	Provides a student voice and early warning route for concerns, consultation feedback and You Said, We Did responses.
Safeguarding Team	Reviews safeguarding, Prevent, welfare and student vulnerability risks that affect continuity or support.
Equality, Diversity and Inclusion oversight	Reviews equality impacts, accessibility, reasonable adjustments and inclusion risks arising from disruption or change.

23. Roles and Responsibilities

Role	Responsibility
Chief Executive Officer	Holds executive accountability for Board-approved strategy, institutional leadership, regulatory compliance, financial sustainability, quality assurance, operational resilience and student outcomes.
Board of Directors	Retains ultimate governance oversight and challenge for institutional sustainability, risk assurance, student protection, regulatory compliance and future regulatory transition.
Head of Quality & Operations	Leads the quality assurance framework, policy review, committee reporting, student protection monitoring, risk coordination, public information review and partnership liaison.
Head of Academic Programmes	Provides academic leadership for programme quality, standards, teaching, assessment continuity, staffing cover, academic support, programme monitoring and escalation of academic risks.
Head of Professional Services	Oversees admissions, registry, finance communications, student support and operational services that support continuation and fair treatment.
Head of IT & Human Resources	Ensures secure and reliable digital systems, staff recruitment, staff development, fair employment practices, information security and continuity of IT services.
Programme Coordinator	Coordinates programme delivery, learning and teaching arrangements, assessment processes, student engagement monitoring and early intervention.

Module Tutors and Academic Support Tutors	Deliver teaching, assessment, feedback and academic support; monitor engagement and attainment; and escalate emerging risks that affect students.
Wellbeing and Safeguarding staff	Provide wellbeing, safeguarding, accessibility, financial guidance, engagement support and referral arrangements during normal operations and periods of disruption.
Data Protection Officer	Advises on lawful, fair and secure processing of student data, including personal data handled during risk assessment, disruption response, complaints, appeals and student support activity.
All staff	Maintain accurate student-facing information, escalate risks promptly, act on concerns and consider student interests when decisions are made.
Students and student representatives	Engage with consultation, raise concerns early, provide feedback and participate constructively in student voice and quality assurance processes.

24. Conclusion

Bellmont College is committed to protecting students’ interests, continuation of study and academic experience through effective governance, operational resilience, quality assurance, partnership working and student support. Bellmont College recognises that student protection requires proactive planning, transparent communication, student consultation, fair remedies and robust governance oversight.

Through this policy, Bellmont College undertakes to identify risks early, assess their impact on students, implement proportionate mitigations, maintain academic quality and standards, protect equality and wellbeing, and provide appropriate routes for support, complaint, appeal, refund or compensation where required.

Bellmont College continues to work collaboratively with Liverpool Hope University to maintain academic standards, quality assurance and continuity of study for students enrolled on collaborative provision. It also recognises that future institutional development and OfS funding approval may lead to changes in governance, funding or delivery arrangements. Bellmont College remains committed to managing any transition carefully, proportionately and transparently, with student interests at the centre of decision-making.

This policy is reviewed regularly so that it remains effective, proportionate and aligned to regulatory expectations, partnership developments, student needs and institutional priorities.

Bellmont College Student Protection Plan and Policy					
Version	Date	Author(s)	Amendments	Approved by	Next review
1	March 2026	Head of Quality and Operations	New document	Board of Directors	March 2027