



**“Enabling Students to Accomplish their Academic Goal”**

## **Consumer Protection Policy and Implementation Framework**

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## **1. Introduction**

Bellmont College is committed to ensuring that all students are treated fairly, transparently and lawfully throughout their relationship with Belmont College. Belmont College recognises that students are consumers for the purposes of consumer protection legislation and that higher education providers provide students with clear, accurate and accessible information, fair terms, effective support, and fair routes for complaints and redress.

This policy explains how Belmont College protects students from misleading information, unfair contractual terms, avoidable disruption, poor communication and unclear decision-making. It is intended to be practical as well as regulatory: it shows how consumer protection is applied at each stage of the student journey, from first enquiry and application through to enrolment, delivery, assessment, complaints, student voice and completion.

Bellmont College currently delivers higher education provision in collaboration with Liverpool Hope University as an awarding and academic partner. Under this partnership, students may receive teaching, support and local services from Belmont College while the award, academic regulations and elements of academic oversight are governed through Liverpool Hope University arrangements, depending on the programme and the applicable partnership framework (*Liverpool Hope University Terms and Conditions*) (*Liverpool Hope University Student Guide to Regulations and Policies*).

Bellmont College is also progressing its own institutional development and regulatory approvals with the Office for Students, including arrangements relating to direct funding and independent regulatory status. Belmont College recognises that future regulatory developments may lead to changes in governance arrangements, funding structures, quality assurance responsibilities and partnership delivery models. 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.

## **2. Purpose of the Policy**

The purpose of this policy is to establish a clear, coherent and institution-wide framework for protecting students' legal rights, academic interests and continuation of study. It brings together information provision, recruitment, admissions, student contracts, programme delivery, fees, complaints, appeals, student voice, equality, data protection, student protection and governance oversight into one readable framework.

The policy also explains how consumer protection responsibilities are implemented through Belmont College's committee structure. Consumer protection is not treated as a separate compliance exercise. It is embedded into operational planning, quality assurance, committee reporting, complaints monitoring, student engagement, risk

management, partnership oversight and annual review (*QGP1 Belmont College Quality Assurance Handbook*).

The policy supports Belmont College in demonstrating that student interests remain central to institutional decision-making. It helps ensure that students are treated fairly, receive accurate and accessible information, are protected from unreasonable changes, understand the policies that apply to them, and have clear routes for raising concerns or seeking redress (*QGP3 Belmont College Student Handbook*) (*CAP3 Belmont College Complaint and Appeal Policy and Procedure*).

The operational purpose of this policy is to give staff, committees, students, applicants, partners and third parties a clear statement of how Belmont College acts when communicating with, contracting with, teaching, supporting and protecting students. It is intended to support consistent practice across academic and professional services teams.

Staff and committees are required to act honestly, fairly and professionally in all dealings with applicants and students. Information is checked before it is published, student-facing wording is clear, changes are justified and communicated, and concerns are escalated through the correct governance route.

This policy also provides a bridge between Belmont College’s current collaborative partnership responsibilities and its future regulatory development. Where Liverpool Hope University regulations, contracts, complaints routes or academic procedures apply, students are signposted clearly to the relevant Liverpool Hope University documents. Where Belmont College contracts directly with students in the future, Belmont College ensures that its own terms, student protection arrangements and procedures are fair, transparent and legally compliant (*RAP2 Belmont College Student Contract*) (*CAP1 Belmont College Student Protection Plan and Policy*).

### 3. Regulatory and Legal Framework

Belmont College applies the following regulatory and legal framework to consumer protection practice:

<b>Framework</b>	<b>Application to this policy</b>
Office for Students Conditions C1-C4	Clear information, fair treatment, complaints scheme cooperation, student protection planning and response to student protection directions.
Consumer Rights Act 2015 and Consumer Contracts Regulations 2013	Fair contractual terms, cancellation information, transparent fees and proportionate refund or compensation arrangements.

Higher Education and Research Act 2017	Regulatory framework for higher education oversight and student protection.
Competition and Markets Authority guidance for higher education providers	Accurate pre-contract information, fair terms, clear communication and fair complaints handling.
Equality Act 2010	Non-discrimination, accessibility and reasonable adjustment considerations.
Data Protection Act 2018 and UK GDPR	Lawful, fair, secure and transparent processing of student information.
Office of the Independent Adjudicator Good Practice Framework	Fair complaint and appeal handling and escalation after internal procedures are complete.
Office for Students guidance on student engagement and student outcomes	Student voice, continuation, completion and progression monitoring.
Liverpool Hope University collaborative partnership obligations	Applicable partner academic regulations, quality processes, student information and complaints or appeals routes.

**4. Scope of the Policy**

This policy applies to:

- prospective students
- applicants
- enrolled students
- former students with ongoing complaints or claims
- sponsored learners where applicable
- students studying through blended or campus-based delivery models
- collaborative provision learners where applicable

The policy also applies to all staff, contractors, consultants, academic partners and third parties acting on behalf of Belmont College. Anyone involved in educational delivery, recruitment, admissions, student support, registry, finance, marketing, communications, policy management, complaints handling or committee reporting complies with this framework.

The policy applies across the whole student journey. This includes marketing, recruitment, admissions, offer-making, enrolment, induction, programme delivery, assessment, tuition fee administration, public information, student support services, complaints handling, academic appeals, refunds, compensation, quality assurance, student protection and institutional communications.

## 5. How this Policy Protects Students Across the Student Journey

Bellmont College recognises that consumer protection is easiest to understand when it is viewed through the student journey. Each stage creates different risks and therefore requires different controls. The table below summarises how the policy works in practice.

<b>Student stage</b>	<b>What students can expect</b>	<b>Implementation route</b>
Enquiry and marketing	Students receive clear and accurate information about the course, award, delivery location, entry requirements, fees, additional costs and support.	Recruitment, Admissions and Registry Committee; Quality Committee
Application and offer	Applicants understand what they are applying for, what the entry conditions are, who awards the qualification, what the fees are and what policies apply.	Admissions checks; offer review; applicant communications; ( <i>RAP1 Belmont College Recruitment, Selection and Admission Policy</i> ).
Enrolment and induction	Students receive clear signposting to key policies, terms, complaints routes, appeals routes, attendance expectations and student support.	Registry and student support; induction records; ( <i>QGP3 Belmont College Student Handbook</i> ) ( <i>RAP2 Belmont College Student Contract</i> ).
Teaching and assessment	Delivery, assessment, feedback, academic support and learning resources reflect the information given to students and are monitored for quality.	Learning and Teaching Committee; Quality Committee; module review and student feedback.
Change or disruption	Material changes are justified, communicated, consulted on where appropriate, and supported by mitigation, continuation or redress options.	Learning and Teaching Committee; Senior Management Committee; Board oversight for material risk; ( <i>CAP1 Belmont College Student Protection Plan and Policy</i> ).

<b>Student stage</b>	<b>What students can expect</b>	<b>Implementation route</b>
Complaints and redress	Students have fair, accessible and timely routes to raise concerns and receive evidence-based decisions, with escalation to the OIA where applicable.	Complaint handling; Quality Committee and SMC trend review; ( <i>CAP3 Belmont College Complaint and Appeal Policy and Procedure</i> ).
Completion and progression	Student outcomes, continuation, completion and progression are monitored so that recurring issues lead to improvement.	Quality Committee; Board assurance; annual monitoring; ( <i>QGP1 Belmont College Quality Assurance Handbook</i> ).

**6. Core Consumer Protection Principles**

Bellmont College is committed to the principles of fairness, transparency, accuracy, accessibility, accountability and timely communication. These principles apply to all student-facing activities and are considered before information is published, contracts are issued, programme changes are approved or student concerns are noted.

Fairness means that Bellmont College does not use terms, processes or decisions that create a significant imbalance between the rights of the student and the rights of Bellmont College. Transparency means that students understand the essential features of their programme, the responsibilities of Bellmont College and Liverpool Hope University, the fees and costs involved, the support available, and the procedures that apply to them. Accuracy means that information reflects the actual provision available to students and is not misleading, exaggerated, ambiguous or incomplete.

Accessibility means that information is written and presented in a way that students can reasonably understand and use. Where students require adjustments or alternative formats, Bellmont College responds appropriately (*SWP2 Belmont College Equality, Diversity and Inclusion Policy*) (*SWP1 Belmont College Reasonable Adjustment and Special Considerations Policy*). Accountability means that decisions, actions and risks are recorded and monitored through the relevant committee structure.

Timely communication means that students and applicants are not left to discover important changes indirectly. Where a significant matter affects their studies, Bellmont College communicates clearly, explains the issue, sets out available options, identifies sources of support and provides realistic timescales.

**7. Information Provision, Marketing and Public Information**

Bellmont College ensures that all published and student-facing information is clear, accurate, current, accessible and consistent with approved programme and partnership arrangements. This includes website content, marketing material,

prospectus information, course pages, fee information, admissions communications, programme specifications, student handbooks, induction information and policy signposting (*QGP5 Belmont College Information Governance, Public Information and Transparency Policy*).

Bellmont College recognises that prospective students rely on information when making significant financial, academic and personal decisions. Information about programme titles, awarding bodies, duration, mode of delivery, campus location, learning resources, assessment methods, attendance expectations, entry requirements, professional accreditation, fees, additional costs and support services is checked before publication and reviewed regularly.

Marketing information reflects the actual provision available to students. It does not create unrealistic expectations about employment outcomes, facilities, assessment methods, delivery patterns or support arrangements. Where information relates to the Liverpool Hope University partnership, Belmont College ensures that it is consistent with approved partnership arrangements and relevant Liverpool Hope University information (*LHU QH13 Liverpool Hope University Recruitment and Admissions Policy*).

Designated staff are responsible for reviewing public information and removing outdated or inaccurate material promptly. The Quality Committee receives evidence of public information review and monitors any action plan arising from website, marketing, admissions or policy audits.

In practice: before information is published, the team responsible checks and seeks approval on whether it is accurate, complete, understandable, consistent with the approved programme and partnership position, and capable of being reasonably relied upon by a student when deciding whether to apply, accept an offer or continue studying.

## **8. Recruitment, Admissions, Offers and Enrolment**

Consumer protection duties begin before a student enrolls. Belmont College ensures that recruitment, admissions, offer-making and enrolment processes are fair, transparent, consistent and accessible. Admissions staff give applicants the information they need to make an informed decision and apply entry requirements and selection criteria consistently (*RAP1 Belmont College Recruitment, Selection and Admission Policy*).

Applicants understand the nature of the programme, the awarding body, the place and mode of delivery, the duration of study, entry requirements, fees, additional costs, attendance expectations, support available, complaints arrangements and cancellation or refund rights where applicable. If a programme is delivered under Liverpool Hope University partnership arrangements, applicants are also informed how Belmont College and Liverpool Hope University responsibilities are divided (*Liverpool Hope University Terms and Conditions*).

Offer information is clear and reliable. If material information changes after an offer has been made but before enrolment, affected applicants are informed as soon as reasonably practicable and given an opportunity to consider the change. Where the change is significant, Belmont College considers whether additional support, alternative options, deferral, withdrawal or refund arrangements are required (*CAP4 Belmont College Fees, Refunds and Compensation Policy*).

Registry processes maintain accurate records of applications, admissions decisions, student status, enrolment, attendance, engagement, assessment submission and progression. Accurate records are essential because they support fair decision-making, student support, complaints handling, regulatory reporting and partnership responsibilities.

## **9. Student Contracts, Terms and Conditions**

Bellmont College requires student contracts to be fair, transparent and accessible. Under the current Liverpool Hope University partnership model, students may enter into contractual arrangements governed by Liverpool Hope University terms and academic regulations while receiving local teaching and services through Belmont College. In such cases, Belmont College ensures that students are signposted to the relevant Liverpool Hope University terms, policies and regulations and that local communications do not conflict with those arrangements (*Liverpool Hope University Terms and Conditions*) (*Liverpool Hope University Student Guide to Regulations and Policies*).

Where Belmont College recruits students directly or operates under future independent regulatory arrangements, students receive clear contractual information before accepting an offer. The student contract is written in clear language and explains material information, fees, additional costs, cancellation rights, refund arrangements, programme delivery, assessment arrangements, support services, variation clauses, complaints routes and student protection arrangements (*RAP2 Belmont College Student Contract*).

Bellmont College does not rely on broad or undefined variation clauses that allow unrestricted changes to programmes, fees, locations, assessment arrangements or services. Any power to make changes is narrowly defined, objectively justified and exercised fairly. Where changes are necessary, Belmont College acts reasonably, consults students where appropriate, reduces adverse impact and considers alternative arrangements, transfer, refund or compensation where justified (*CAP1 Belmont College Student Protection Plan and Policy*) (*CAP4 Belmont College Fees, Refunds and Compensation Policy*).

## **10. Fees, Cancellation Rights, Refunds and Compensation**

Students and applicants receive clear information about tuition fees, payment obligations, additional costs and any financial conditions connected with their

programme. Fee information is provided before students make binding decisions and is consistent across offer letters, course pages, student handbooks and finance communications (*CAP4 Belmont College Fees, Refunds and Compensation Policy*).

Where cancellation rights apply, students are informed clearly of those rights and any relevant process or deadline. Belmont College ensures that refund and compensation arrangements are transparent, reasonable and proportionate. Refunds or compensation are considered where students experience financial or academic disadvantage as a result of course closure, failure to deliver promised services, misleading information, material disruption or significant institutional change (*CAP1 Belmont College Student Protection Plan and Policy*).

Where a programme is delivered under Liverpool Hope University partnership arrangements, relevant Liverpool Hope University regulations or procedures may also apply. Belmont College signposts students clearly and cooperates with Liverpool Hope University where fees, refunds, compensation, continuation or transfer arrangements require partnership coordination (*Liverpool Hope University Terms and Conditions*) (*Liverpool Hope University Student Protection Plan*).

## **11. Programme Delivery, Learning, Teaching, Assessment and Support**

Bellmont College delivers programmes in line with the information provided to students at the point of application, offer, enrolment and induction. The quality of teaching, learning opportunities, assessment arrangements, feedback, academic support and learning resources is monitored through Belmont College's quality assurance framework (*QGP1 Belmont College Quality Assurance Handbook*).

Students receive clear information about assessment methods, submission requirements, feedback expectations, academic integrity, academic support, attendance expectations and learning resources. Where Liverpool Hope University academic regulations apply, Belmont College signposts students to the relevant Liverpool Hope University regulations and explains how local support is provided (*Liverpool Hope University Student Guide to Regulations and Policies*).

The Learning and Teaching Committee reviews delivery, assessment, feedback, student performance, learning resources, academic support and student experience. It ensures that delivery remains aligned with approved programme arrangements and that concerns are escalated to the Quality Committee where they may affect quality, standards, student outcomes or consumer protection.

Where individual students require support, Belmont College ensures that students are signposted to appropriate academic, wellbeing, accessibility or reasonable adjustment arrangements. Support arrangements are part of consumer protection because students are able to understand and access the services that were represented to them during recruitment and enrolment (*SWP1 Belmont College Reasonable Adjustment and Special Considerations Policy*) (*SWP2 Belmont College Equality, Diversity and Inclusion Policy*).

## **12. Material Changes, Programme Modifications and Course Closure**

Bellmont College recognises that students are normally able to complete their studies in a manner reasonably expected at the point of enrolment. However, there may be circumstances where changes to programme content, delivery arrangements, assessment methods, location, timetable, staffing, partnership arrangements or course viability become necessary.

Where a proposed change is minor and does not materially affect students, it is managed through normal academic and operational processes. Where a proposed change is material, Belmont College considers the impact on students, explains the reason for the change, consults affected students where appropriate, and identifies mitigation or alternative arrangements. This may include teach-out, revised delivery, transfer options, additional support, refunds or compensation where justified (*CAP1 Belmont College Student Protection Plan and Policy*).

Programme modifications are reviewed through the Learning and Teaching Committee and Quality Committee, with Senior Management Committee and Board oversight where the change is strategically significant, financially significant, partnership-related or likely to affect continuation of study. Where Liverpool Hope University approval or consultation is required, Belmont College works with Liverpool Hope University in accordance with the applicable academic quality process (*LHU QH4 Liverpool Hope University Review of Existing Courses*) (*LHU QH5 Liverpool Hope University Approval of Modification to Existing Provision*).

Course closure, suspension or discontinuation is treated as a significant student protection matter. Belmont College protects continuation of study wherever reasonably possible and communicates with affected students promptly, clearly and compassionately. Students are told the nature of the change, reasons for the change, likely timelines, continuation options, support arrangements and available complaints or redress routes (*CAP1 Belmont College Student Protection Plan and Policy*).

## **13. Complaints, Appeals, Redress and OIA**

Bellmont College is committed to maintaining a complaints framework that is accessible, transparent and fair. Students are able to raise concerns without fear of disadvantage or retaliation. Complaints are handled consistently, confidentially and within clear timescales, with decisions based on evidence and communicated in a way that explains the reasons for the outcome (*CAP3 Belmont College Complaint and Appeal Policy and Procedure*).

Academic appeals are distinct from complaints and are managed through the relevant academic appeals route. Where Liverpool Hope University procedures apply, students are signposted to Liverpool Hope University academic appeal arrangements and supported in understanding which process is relevant to their circumstances (*Liverpool Hope University Academic Appeals Policy*) (*CAP5 Belmont College Academic Appeals Policy*).

Applicant complaints or appeals are managed through the appropriate applicant process, depending on whether the matter concerns Belmont College admissions activity, Liverpool Hope University admissions activity, or a partnership arrangement (*Liverpool Hope University Applicant Appeals and Complaints Procedure*) (*RAP1 Belmont College Recruitment, Selection and Admission Policy*).

Where internal procedures are exhausted and the matter falls within the relevant scheme, students are informed of their right to refer the matter to the Office of the Independent Adjudicator. Complaint and appeal outcomes are reviewed for themes so that recurring issues inform staff training, public information review, student support, academic enhancement and policy improvement.

#### **14. Student Voice, Consultation and Partnership**

Bellmont College recognises students as partners in the enhancement of their academic experience. Student voice is an essential part of consumer protection because students are often the first to identify unclear information, changes in delivery, assessment concerns, resource gaps or support issues. Belmont College gathers and responds to student feedback through student representatives, surveys, focus groups, forums, module evaluation, committee representation and Student Staff Committee arrangements (*QGP1 Belmont College Quality Assurance Handbook*).

The Student Staff Committee provides a formal route for students to raise programme-level issues and receive responses. Actions arising from student feedback are recorded, monitored and communicated back to students through 'You Said, We Did' or equivalent communication. Student representatives are supported to contribute effectively to academic and institutional governance.

Where material changes may affect students, consultation is meaningful. Students receive sufficient information to understand the proposed change, why it is being considered, how it may affect them, what options are available, and how their views are considered before decisions are finalised. Where Liverpool Hope University student voice or partnership mechanisms apply, Belmont College works with those arrangements as appropriate (*Liverpool Hope University Student Guide to Regulations and Policies*).

#### **15. Student Protection and Continuity of Study**

Bellmont College is committed to protecting the continuity, quality and completion of study for all students. Student protection is closely connected to consumer protection because students rely on Belmont College and its partner arrangements to provide the educational service promised to them. Belmont College identifies, assesses and manages risks that may affect students' ability to continue or complete their studies (*CAP1 Belmont College Student Protection Plan and Policy*).

Student protection risks may include course closure, campus disruption, staffing disruption, loss of professional accreditation, significant IT or cybersecurity failure,

public health emergencies, financial sustainability risks, regulatory intervention, operational failures or changes to partnership arrangements. Belmont College maintains an institutional risk register and escalates material risks through the appropriate governance route (*BCP1 Belmont College Risk Management Policy*) (*BCP2 Belmont College Business Continuity Plan*).

Where disruption occurs, Belmont College minimises impact through teach-out arrangements, alternative delivery models, transfer arrangements, enhanced academic support, revised timetabling, business continuity planning, contingency planning, student communications and, where justified, refunds or compensation (*CAP4 Belmont College Fees, Refunds and Compensation Policy*).

Within the current Liverpool Hope University partnership, continuation arrangements may involve joint decision-making, Liverpool Hope University academic oversight, Liverpool Hope University regulations, teach-out under Liverpool Hope University oversight or transfer/progression support involving both institutions. Under any future independent regulatory status, Belmont College reviews and updates its student protection responsibilities to ensure that students remain protected throughout the transition (*Liverpool Hope University Student Protection Plan*) (*CAP1 Belmont College Student Protection Plan and Policy*).

## **16. Equality, Accessibility, Data Protection and Confidentiality**

Bellmont College ensures that consumer protection arrangements are inclusive and accessible. Students are able to understand information, access procedures, raise concerns and receive support without discrimination. Belmont College considers the impact of information, changes, complaints processes and student protection measures on students with protected characteristics, disabled students, students with additional learning needs, mature students, commuting students, students with caring responsibilities and students who may be disproportionately affected by disruption (*SWP2 Belmont College Equality, Diversity and Inclusion Policy*).

Where reasonable adjustments or special considerations are required, Belmont College responds in line with the relevant policy and ensures that students are not prevented from accessing information, procedures or support because of avoidable barriers (*SWP1 Belmont College Reasonable Adjustment and Special Considerations Policy*).

Consumer protection work often involves personal data, including admissions records, support information, complaints, academic appeals, attendance, engagement, safeguarding concerns, equality monitoring and financial information. Belmont College processes such data lawfully, fairly, securely and transparently. Committee papers and case records are handled confidentially and stored securely (*BCP5 Belmont College General Data Protection & Regulation GDPR Policy*).

Where cybersecurity or system disruption affects students, Belmont College communicates promptly, protects student data, maintains continuity of teaching and

assessment wherever possible, and provides temporary arrangements where needed (*BCP2 Belmont College Business Continuity Plan*).

## 17. Governance and Committee Implementation Framework

Consumer protection is implemented through Belmont College’s committee and governance structure. The purpose of this structure is to ensure that issues are not only identified but acted on, monitored and escalated. A concern may begin as a student comment, admissions query, website issue, complaint, course change proposal, risk register entry or partnership matter. It then moves through the appropriate committee route until the action is completed and recorded.

The implementation model is: identify the issue; assess the impact on students; assign an owner; take corrective or preventive action; report to the relevant committee; escalate if the risk is material; close the action only when evidence shows it has been completed. This model ensures that consumer protection is not dependent on informal goodwill but is embedded into accountable governance (*QGP1 Belmont College Quality Assurance Handbook*).

Committee / body	How it implements this policy
Board of Directors	Maintains ultimate governance oversight of consumer protection, student interests, regulatory compliance, institutional performance, risk, financial sustainability, quality, standards and student outcomes.
Audit & Risk Committee	Advises the Board of Directors on audit arrangements, internal control, risk management, financial sustainability, regulatory compliance, student protection and business continuity risks.
Academic Committee	Acts as the mandatory Board committee and academic authority. It safeguards academic standards and quality, oversees academic assurance from the Quality Committee and reports to the Board of Directors.
Senior Management Committee	Coordinates operational planning, resourcing, implementation, management reporting, regulatory delivery, material change response and cross-team corrective actions.

Quality Committee	Monitors academic quality assurance, quality enhancement, student outcomes, assessment standards, public information, complaints themes and consumer protection action tracking.
Learning and Teaching Committee	Reviews teaching, assessment, feedback, learning resources, academic support, programme modifications and academic quality risks.
Recruitment, Admissions and Registry Committee	Monitors recruitment, admissions, offer-making, enrolment, student records, attendance, engagement and data integrity.
Student Staff Committee	Provides a formal student voice route for programme issues, communication concerns, feedback and action updates.

**18. Roles and Responsibilities**

<b>Role</b>	<b>Responsibilities</b>
Chief Executive Officer	Holds executive accountability for Board-approved strategy, institutional leadership, regulatory compliance, financial sustainability, quality assurance and successful student outcomes.
Head of Quality & Operations	Leads the quality assurance framework, coordinates policy review, public information review, committee reporting, regulatory compliance, student outcomes monitoring and consumer protection assurance.
Head of Academic Programmes	Provides academic leadership for programme quality and standards, teaching, assessment, academic support, student engagement, continuation, completion and progression.

Head of Professional Services	Oversees recruitment, admissions, registry, student support and outcomes monitoring, ensuring effective support provision, fair applicant selection and data-informed improvement.
Head of IT & Human Resources	Ensures secure and reliable digital systems, data management support, staff recruitment, staff development and fair employment practices.
Programme Coordinator	Coordinates programme delivery, teaching, learning and assessment at module or block level and maintains alignment with learning outcomes and assessment integrity.
Module Tutors and Academic Support Tutors	Deliver teaching, assessment, feedback and academic support; monitor student engagement and achievement; and escalate concerns that affect students.
Student Support and Wellbeing staff	Provide accessible signposting, wellbeing support, safeguarding referral, disability support and reasonable adjustment coordination.
All staff	Maintain accurate student-facing information, act fairly and professionally, record concerns and escalate issues that affect student rights, continuation, support or experience.

**19. Training, Monitoring, Audit and Evidence**

Bellmont College maintains staff training so that relevant staff understand consumer protection law, fair information provision, student complaints, equality obligations, data protection, accessibility, student protection, public information review, fair contractual practice and partnership expectations. Training is proportionate to staff roles and is recorded.

Monitoring includes policy review, website audit, course information checks, contract review, admissions review, complaints analysis, academic appeals analysis, student feedback analysis, equality monitoring, risk assessment, committee reporting, governance review and partnership review. Where non-compliance or weakness is identified, Belmont College implements corrective action and monitors completion.

Bellmont College retains evidence including training records, committee minutes, reports, action logs, website review records, policy approval records, complaints reports, appeals reports, student consultation records, risk registers, audit findings, legal or compliance advice where obtained, and evidence of corrective action. This evidence demonstrates that consumer protection is implemented through daily practice and governance oversight, not only stated in policy.

## 20. Conclusion

Bellmont College is committed to protecting the rights, interests and academic continuity of all students through a transparent, fair and legally compliant framework. Belmont College recognises that consumer protection and student protection obligations are fundamental components of institutional accountability, educational quality and public trust.

Through this policy, Belmont College undertakes to ensure that students are treated fairly, provided with accurate and accessible information, protected from avoidable disruption, supported through effective complaints and redress mechanisms, consulted where material changes may affect them, and represented through meaningful student voice arrangements.

Bellmont College continues to work collaboratively with Liverpool Hope University to maintain academic quality, standards and continuity of study for students enrolled on collaborative provision. It also recognises that future institutional development and regulatory progression may lead to changes in governance, funding or delivery arrangements, and remains committed to managing any transition carefully, proportionately and transparently.

<b>Bellmont College Consumer Protection Policy and Implementation Framework</b>					
<b>Version</b>	<b>Date</b>	<b>Author(s)</b>	<b>Amendments</b>	<b>Approved by</b>	<b>Next review</b>
1	March 2026	Head of Quality and Operations	New Document	Board of Directors	March 2027