



“Enabling Students to Accomplish their Academic Goal”

OfS Initial Condition C5: Treating Students Fairly

DOCUMENT CONTROL

Document Number: CAP6

Version: 1.0

Date: February 2026

Owner: Head of Quality and Operations / Senior Management Committee (SMC)

Approved by: Board of Directors

Next Review: February 2027

Address: 1st Floor, 9 Lymington Avenue, Wood Green, London N22 6EA

Email: info@bellmontcollege.co.uk

Tel: +44 (0)20 3959 7784 / +44 (0)20 3840 9294

Website: www.bellmontcollege.co.uk

February 2026

Contents:

1. Executive Statement.....	3
1.1 Belmont College’s C5 Commitments.....	3
1.2 How This Document Is Read.....	4
2. Regulatory and Legal Framework.....	4
3. How Belmont College Interprets OfS Initial Condition C5.....	5
3.1 What Fair Treatment Means at Belmont College.....	5
3.2 C5 Risk Areas Considered by Belmont College.....	6
4. Belmont College’s Fair Treatment Framework across the Student Journey.....	7
5. Current Liverpool Hope University Partnership Provision.....	8
5.1 Responsibility Model.....	8
5.2 Fair Information and Recruitment for LHU Provision.....	9
5.3 Fair Delivery, Support and Assessment for LHU Provision.....	10
5.4 LHU Partnership Governance and Escalation.....	11
5.5 Practical Fairness Safeguards for LHU Students.....	11
6. Future Provision with Other Awarding Bodies.....	12
6.1 Approval Before Recruitment and Launch.....	12
6.2 Operating Principles for Awarding Body Provision.....	13
6.3 Pearson Higher National Provision.....	13
6.4 Other Awarding Organisations.....	14
7. Future Belmont College-Designed Validated Provision.....	14
7.1 Fairness Controls for Belmont College-Designed Validated Provision.....	14
7.2 Specific Commitments for Belmont College-Designed Validated Provision.....	15
8. Governance and Accountability.....	16
8.1 Assurance Cycle.....	17
9. Preventing Prohibited Behaviour and Student Detriment.....	18
9.1 Controls to Prevent Prohibited Behaviour.....	18
9.2 Student Detriment Assessment.....	19
10. Complaints, Appeals, Redress and OIA Signposting.....	20
11. Implementation and Monitoring Plan.....	20
12. Declaration.....	21

1. Executive Statement

Bellmont College is committed to treating every prospective, current and former student fairly in all activities connected with the provision of higher education and ancillary services. Fair treatment is embedded in Belmont College's governance, quality assurance, consumer protection, admissions, student support, assessment administration, complaints, student voice and student protection and continuity arrangements. (*QGP1 Belmont College Quality Assurance Handbook; CAP2 Belmont College Consumer Protection Policy and Implementation Framework; QGP5 Belmont College Information Governance, Public Information and Transparency Policy; RAP1 Belmont College Recruitment, Selection and Admission Policy; BCP2 Belmont College Business Continuity Plan; CAP3 Belmont College Complaint and Appeal Policy and Procedure*)

Bellmont College's approach is designed for its current stage of development. Belmont College currently delivers higher education through a franchise partnership with Liverpool Hope University. It is also planning measured development with other awarding bodies, including ATHE, Pearson Higher National qualifications and other future awarding organisation provision, and may in the future expand franchised provision through Liverpool Hope University and/or other universities or progress to validated provision, subject to the relevant external approvals and internal launch-readiness controls. In all cases, Belmont College ensures that students receive clear information, fair terms and processes, accessible support, accurate signposting, reliable local delivery, proper escalation routes and protection from avoidable detriment. (*LHU Liverpool Hope University Student Contract Terms and Conditions; LHU Liverpool Hope University Student Protection Plan; LHU Liverpool Hope University Academic Quality Handbook: Academic Partnership Handbook; LHU Liverpool Hope University Access and Participation Plan*)

Bellmont College's core commitment is that fairness operates in practice, not only in written policies. This means that Belmont College ensures that students understand what they are applying for, that they know who awards the qualification, which regulations apply, what fees and support arrangements apply, how assessment and progression decisions are made, how concerns can be raised, and how they are protected if changes or disruption occur.

1.1 Belmont College's C5 Commitments

- Clear and Accurate Information: throughout the student journey from initial enquiry through studies and to completion, students and applicants are given information that is accurate, accessible, timely, not misleading and consistent across website, printed materials, applicant communications, induction and programme documentation.
- Fair Contractual and Policy Terms: student terms, variation clauses, refund and compensation arrangements, complaints procedures and policies with contractual effect are reviewed for fairness, clarity and proportionality.
- No Avoidable Detriment: Belmont College identifies, assesses, mitigates and monitors risks that may cause likely or actual detriment to students, including risks arising from marketing, admissions, delivery, support, assessment, fees, material changes, partnership arrangements or operational disruption. (*BCP1 Belmont College Risk Management Policy; BCP2 Belmont College Business Continuity Plan; HSP1 Belmont College Safeguarding and PREVENT Policy*)
- Correct Responsibilities and Signposting: where Liverpool Hope University or another awarding body retains academic standards, award, appeal or regulatory responsibilities, Belmont College explains this clearly to students under the relevant partnership and does not override partner or awarding body procedures.
- Controlled Growth: no new provision, delivery mode, location, material change or direct recruitment activity is launched until external approval, internal

launch-readiness, staffing, resources, student support, assessment arrangements, public information controls and governance sign-off are confirmed and evidenced.

- Evidence-Led Monitoring: Belmont College retains documentary evidence showing how fairness controls are implemented and monitored. This includes and is not limited to public information approvals, admissions records, student communications, complaints and appeals logs, student voice evidence, annual monitoring, action logs and Board assurance records.

1.2 How This Document Is Read

This document is read alongside the following related documents: *(CAP2 Belmont College Consumer Protection Policy and Implementation Framework; QGP1 Belmont College Quality Assurance Handbook; ISP1 Belmont College Quality Plan; ISP2 Belmont College Access and Participation Statement; RAP2 Belmont College Student Contract 2025-26; CAP1 Belmont College Student Protection Plan and Policy; CAP4 Belmont College Fees, Refunds and Compensation Policy; CAP3 Belmont College Complaint and Appeal Policy and Procedure; CAP5 Belmont College Academic Appeals Policy; RAP1 Belmont College Recruitment, Selection and Admission Policy; QGP5 Belmont College Information Governance, Public Information and Transparency Policy; SWP2 Belmont College Equality, Diversity and Inclusion Policy; SWP3 Belmont College Disability Policy; SWP4 Belmont College Mental Health and Wellbeing Policy; LTP9 Belmont College Attendance, Retention and Submissions Policy; BCP2 Belmont College Business Continuity Plan; LHU Liverpool Hope University Academic Regulations; LHU Liverpool Hope University Student Guide to Regulations and Policies).*

2. Regulatory and Legal Framework

Requirement	Relevance to Fair Treatment
Office for Students Initial Condition C5	Requires fair treatment of prospective, current and former students in higher education and ancillary services.
Office for Students Conditions B1, B2, B3, B4 and B5	Support academic experience, resources, student outcomes, assessment reliability and sector-recognised standards.
Office for Students Conditions C1, C2, C3 and C4	Support consumer protection, complaints scheme access, student protection planning and student protection directions.
Office for Students Condition E6	Requires credible arrangements for preventing and responding to harassment and sexual misconduct affecting students.
Higher Education and Research Act 2017	Provides the statutory framework for higher education regulation in England.
Consumer Rights Act 2015 and Consumer Contracts Regulations 2013	Require fair terms, clear information, cancellation rights where applicable and proportionate remedies.

Competition and Markets Authority expectations for higher education providers	Require accurate information, fair terms, fair complaints handling and appropriate redress.
Equality Act 2010	Requires non-discrimination, fair access and reasonable adjustments.
UK GDPR and Data Protection Act 2018	Require lawful, fair, secure and transparent processing of student information.
UK Quality Code for Higher Education	Supports quality, standards, student engagement, partnership oversight and enhancement.
Office of the Independent Adjudicator Good Practice Framework	Supports accessible, timely, evidence-based complaints and appeals handling.
Liverpool Hope University partnership and awarding body requirements	Apply where responsibility sits with the University, an awarding body or a validated partner arrangement.

3. How Belmont College Interprets OfS Initial Condition C5

Bellmont College understands that Initial Condition C5 applies broadly. It covers the provider's relationships with students, provision of higher education, ancillary services, and higher education provided by or on behalf of a provider. Additionally, it takes into consideration arrangements to attract, encourage or communicate with prospective students including marketing, recruitment, applicant communications, website information and draft or proposed information.

Bellmont College also understands that C5 applies regardless of how tuition or related fees are paid, and whether the student is studying for personal, business, trade or professional purposes. It applies to offering the provision of higher education and ancillary services as well as to delivery. Belmont College therefore treats fairness as a whole-student-journey responsibility from first enquiry through to completion and where relevant, former-student complaints or continuing relationships.

3.1 What Fair Treatment Means at Belmont College

Fairness Element	Bellmont College Interpretation
Fair Information	All information from Belmont College whether on website, advertisements, written or through other formats is checked, version controlled, approved and consistent. Information supplied identifies the award, awarding body, delivery location, fees, additional costs, support, entry criteria, delivery mode, assessment expectations and applicable policies.
Fair Decisions	Admissions, attendance, engagement, support, assessment administration, complaints, appeals and other student-facing decisions are evidence-based, consistently applied and in

Fairness Element	Bellmont College Interpretation
	line with awarding body requirements, recorded and subject to escalation or review where appropriate.
Fair Terms	Bellmont College ensures that all contractual terms, policies and variation clauses are transparent, fair and proportionate, and do not create a significant imbalance between the rights and responsibilities of students and Belmont College. Students are clearly signposted to the relevant College policies and the applicable policies of the awarding body under which they are registered.
Fair Access to Support	Students are signposted to academic, disability, wellbeing, safeguarding, digital, financial and progression support in ways that reflect Belmont College's student profile, including mature learners, commuter students, students in work or with caring responsibilities, EAL learners and disabled students.
Fair Change Management	<p>At Belmont College, material changes are avoided wherever possible. Where necessary, they are objectively justified, approved, clearly communicated, and consulted on where appropriate.</p> <p>Bellmont College mitigates any adverse impact and supports students through continuation, transfer, refund or compensation options where justified. For programmes involving awarding bodies or partners, including Liverpool Hope University where applicable, relevant external requirements and approval processes are also followed</p>
Fair Redress	Students can raise concerns through accessible, timely and transparent complaints and appeals routes, with clear signposting to partner/awarding body processes and the OIA where applicable.

3.2 C5 Risk Areas Considered by Belmont College

- Misleading, inaccurate, incomplete or inconsistent public information.
- Unclear responsibility between Belmont College and Liverpool Hope University or other awarding bodies.
- Unfair terms, broad discretion to change courses, ambiguous refund arrangements or unclear complaints routes.
- Recruitment or admissions activity that does not apply criteria consistently or that gives applicants an inaccurate impression of the course, awarding body, entry requirements or support available.
- Programme changes, disruption, staffing/resource issues or delivery limitations that could cause avoidable academic, financial, wellbeing or progression detriment.
- Incorrect handling of assessment, attendance, mitigation, appeal or misconduct matters where the partner or awarding body procedure applies.

- Insufficient evidence that potential unfair terms, misleading information, adverse findings, undertakings or enforcement issues have been assessed and addressed at root cause, rather than merely removed from a document or website.

4. Belmont College's Fair Treatment Framework across the Student Journey

Bellmont College uses a student journey framework to identify and manage fair treatment risks at each stage of the student relationship. The same principles of fairness, transparency and accountability apply across Liverpool Hope University provision, and any future provision, with responsibilities adjusted according to the relevant delivery and awarding model.

Stage	Fair Treatment Control	Core Evidence
Enquiry and Marketing	Clear information about course title, award, awarding body, delivery location, entry criteria, fees, additional costs, duration, support and delivery mode. Marketing and website material checked before publication; partner approval obtained where required.	<ul style="list-style-type: none"> • Public information approvals • Website screenshots • Prospectus/course page records • Partner approval emails • Marketing checklists.
Application and Offer	Consistent admissions criteria, documented interviews/assessments where required, clear offer conditions, eligibility checks, controlled applicant communications and escalation of non-standard matters to the relevant partner/awarding body.	<ul style="list-style-type: none"> • Admissions records • Interview notes • AEA records • Offer audit trail • SIS records • Escalation evidence.
Enrolment and Induction	Students receive policy signposting, student contract/terms information, complaints and appeals routes, attendance expectations, support routes, VLE/system access and explanation of Belmont College and partner/awarding body responsibilities.	<ul style="list-style-type: none"> • Induction schedule • Registration task for Liverpool Hope University • Photo task for Liverpool Hope University student photocard • Attendance records • Student handbook • Policy list • Vle access checks • Linking to university email • Induction feedback.
Teaching and Support	Delivery follows approved and relevant awarding documentation. Academic, digital, disability, wellbeing, safeguarding, attendance and progression support is monitored and responsive to student profile and risk.	<ul style="list-style-type: none"> • Timetables • Lesson Plans • Support Referrals • Back On Track Records • Learning Resources • Staff Approval And CPD Records.
Assessment and Progression	Students receive clear assessment information. Belmont College follows Liverpool Hope University or awarding	<ul style="list-style-type: none"> • Assessment briefs • Submission records • Moderation/verification

Stage	Fair Treatment Control	Core Evidence
	body regulations where applicable and approves Belmont College-controlled assessment only through governance and external approval where required.	<ul style="list-style-type: none"> • Evidence feedback • Logs • Board records • Academic integrity guidance.
Change or Disruption	Any material change is justified, approved, communicated, consulted on where appropriate and mitigated. Students are offered reasonable continuity, transfer, refund, compensation or support options where justified.	<ul style="list-style-type: none"> • Change approval papers • Risk assessments • Student consultation records • Communications • Student protection and continuity actions • Board and Senior Management Committee (SMC) minutes.
Complaints, Appeals and Redress	Students can use accessible complaints and appeals routes. Belmont College explains whether Belmont College, Liverpool Hope University or the awarding body procedure applies and supports correct signposting and escalation.	<ul style="list-style-type: none"> • Complaints/appeals log • Outcomes • Completion of Procedures letters where applicable • OIA signposting • Trend reports • Action plans.
Completion and Former-Student Matters	Continuation, completion and progression outcomes are monitored. Former students with ongoing complaints or claims are treated fairly and their records are retained appropriately.	<ul style="list-style-type: none"> • Annual monitoring • Outcomes data • Alumni/progression records • Complaints records • Data retention evidence.

5. Current Liverpool Hope University Partnership Provision

Bellmont College's current live higher education delivery arrangement is the franchise partnership with Liverpool Hope University for BA (Hons) Business Management (with Foundation Year), delivered locally at Belmont College.

Bellmont College treats students fairly in this model by clearly separating University responsibilities from Belmont College local delivery responsibilities and by ensuring that local practice does not conflict with University-approved requirements.

5.1 Responsibility Model

Area	Responsibilities
Liverpool Hope University Retains Responsibility for	<ul style="list-style-type: none"> • Academic standards and award integrity; • Approved programme and module specifications; • Academic regulations; • Assessment framework; • External examining;

Area	Responsibilities
	<ul style="list-style-type: none"> ● Progression and award boards; ● Final confirmation of awards; ● University complaints/appeals processes where applicable; ● Approval of relevant public information and programme changes.
<p>Bellmont College is Responsible for</p>	<ul style="list-style-type: none"> ● Local teaching delivery in accordance with approved documentation ● Local recruitment ● Applicant support and admissions administration within approved parameters ● Attendance and engagement monitoring ● Student support ● Local academic administration ● Learning resources ● Student communications ● Staff recruitment/approval evidence ● Evidence gathering; and local escalation through partnership governance. <p>Bellmont College supports the applicant journey locally, but Liverpool Hope University makes the final offer, confirms acceptance and registration, with its Student Contract Terms and Conditions applying to the University award.</p>
<p>Shared or Coordinated Activity</p>	<ul style="list-style-type: none"> ● Partnership governance ● Student number planning ● Quality monitoring ● Annual review and enhancement ● Assessment administration evidence ● Complaints/appeals signposting ● Student support referrals ● Public information checks ● Material change management ● Student protection.

5.2 Fair Information and Recruitment for LHU Provision

Bellmont College uses controlled and approved course information for Liverpool Hope University provision. Staff use approved programme titles, entry requirements, fees, delivery arrangements, student support information, duration, assessment information and other applicant-facing information confirmed through the partnership approval process. Any public information using the University's name, logo, course title or programme details is not published by Belmont College until University approval is obtained. Belmont College retains version-controlled evidence of approvals. *(QGP5 Belmont College Information Governance, Public Information and Transparency Policy; LHU Liverpool Hope University Student Contract Terms and Conditions; LHU Liverpool Hope University Recruitment and Admissions Policy)*

All applicants for the Liverpool Hope University programme are assessed against the same approved entry criteria and admissions requirements regardless of route. *(RAP1 Belmont College Recruitment, Selection and Admission Policy; LHU Liverpool Hope University Recruitment and Admissions Policy)*

- Belmont College supports local screening, interview arrangements, written assessments where required, document checks, eligibility verification, internal quality checking, onboarding and enrolment support.
- Liverpool Hope University retains final admissions review, quality checks, confirmation of acceptance and registration.

Non-standard admissions matters, recognition of prior learning and credit transfer queries are escalated to Liverpool Hope University before confirmation is given to the applicant. *(RAP4 Belmont College Accreditation of Prior Learning Policy; LHU Liverpool Hope University Policy on Recognition of Prior Learning)*

Following the initial year of Belmont College recruitment, Belmont College has aligned with Liverpool Hope University's requirement that recruitment for its provision is no longer undertaken through agents. Current recruitment is therefore undertaken directly by Belmont College and, where applicable, through documented in-house student referral activity, using the same fair and documented admissions checks.

5.3 Fair Delivery, Support and Assessment for LHU Provision

- Belmont College teaches and supports students in accordance with approved Liverpool Hope University programme and module documentation. *(LTP1 Belmont College Learning, Teaching and Assessment Strategy)*
- Belmont College does not amend University-approved programme content, learning outcomes, assessment requirements, academic regulations or award arrangements without University approval. Any proposed change would be submitted through Liverpool Hope University's partnership governance including the Academic Oversight Group and Strategic Oversight Group and would take effect only if University approval is granted and any required student consultation, communication and mitigation steps are completed.
- Students are informed which regulations and policies apply and are signposted to Liverpool Hope University terms, academic regulations, student contract information, complaints routes, academic appeals routes and student protection arrangements where applicable. *(QGP3 Belmont College Student Handbook; RAP2 Belmont College Student Contract 2025-26; LHU Liverpool Hope University Academic Regulations; LHU Liverpool Hope University Student Contract Terms and Conditions; LHU Liverpool Hope University Student Protection Plan; LHU Liverpool Hope University Academic Appeals Policy; LHU Liverpool Hope University Student Complaints Policy and Procedure)*
- Attendance and engagement monitoring is used to identify risk early, contact students, offer support, arrange Back on Track meetings where appropriate and escalate concerns through the correct routes. Attendance and engagement are monitored closely. *(LTP9 Belmont College Attendance, Retention and Submissions Policy; LHU Liverpool Hope University Student Guide to Regulations and Policies)*
- Assessment administration is locally supported but governed by University arrangements. Belmont College retains records of assessment communication, submissions, feedback, moderation evidence, mitigating circumstances information, misconduct referrals and board-related evidence where held locally. *(LTP2 Belmont College Assessment and External Examining Policy; LTP4 Belmont College Internal Verification Policy; LTP5 Belmont College IQA Sampling Plan & Record Policy and Procedure; LTP8 Belmont College Mitigating Circumstances Policy; LTP6 Belmont College Academic Integrity and Misconduct Policy; LHU Liverpool Hope University Academic Regulations; LHU Liverpool Hope University Academic Appeals Policy; LHU Liverpool Hope University Academic Misconduct Policy; LHU Liverpool Hope University Mitigating Circumstances Policy)*

- Annual Review and Enhancement reports, student voice, complaints/appeals trends, partner feedback and action logs are used to monitor whether students are being treated fairly in practice. (*QGP1 Belmont College Quality Assurance Handbook; ISP1 Belmont College Quality Plan; LHU Liverpool Hope University Academic Quality Handbook: Academic Partnership Handbook*)

5.4 LHU Partnership Governance and Escalation

Bellmont College’s internal committees receive and consider relevant information from Liverpool Hope University partnership governance, including Strategic Oversight Group, Academic Oversight Group and Operational Group outputs. (*LHU Liverpool Hope University Academic Quality Handbook: Academic Partnership Handbook; QGP2 Belmont College Management, Committee Structure, Organogram and Terms of Reference*)

Action logs, risk updates, student number information, assessment matters, attendance and engagement data, student support issues and resource matters are reported into the appropriate Belmont College committee or senior management route.

This ensures that partner oversight and local governance are connected and that student fairness matters are not lost between organisations.

5.5 Practical Fairness Safeguards for LHU Students

Fairness Safeguard	How it Operates
Student knows who Awards the Qualification	Course pages, offer communications, induction and programme documentation identify Liverpool Hope University as awarding institution for the current franchise provision.
Student knows what Belmont College Provides Locally	Students are clearly informed about the local teaching, support, attendance monitoring, communications, facilities and student services provided by Belmont College, from initial enquiry through induction, returning induction upon progression to the next level and the wider student journey.
Student knows which Rules Apply	Students are signposted to the relevant Liverpool Hope University regulations and Belmont College local policies following induction and throughout their academic journey. Where responsibilities are split, this is clearly explained so students understand which rules apply and where to seek guidance.
Student is not Misled by Local Marketing	Marketing material using University information is checked internally and approved by LHU where required before publication.
Student Concerns go to the Right Route	Bellmont College triages complaints and appeals and signposts to Liverpool Hope University or Belmont College routes depending on the matter.
Student is Protected from Avoidable Detriment	Local risks are identified through attendance, engagement, student support, student voice, complaints, annual monitoring and partnership escalation.

6. Future Provision with Other Awarding Bodies

Bellmont College plans controlled development with other awarding bodies, including ATHE, Pearson Higher National provision and, where appropriate, other awarding organisation provision following OfS registration. Such provision is pursued only after the relevant awarding body application, approval and launch-readiness processes are complete.

Bellmont College treats students fairly by ensuring that no student is recruited, offered a place or enrolled on such provision unless the required approvals, course designation and funding eligibility where relevant are in place. Additionally, Belmont College ensures that contractual arrangements, staff capacity, assessment arrangements, learning resources, student support, public information, continuity arrangements and governance sign-off are in place and evidenced before launch. (*RAP1 Belmont College Recruitment, Selection and Admission Policy; RAP2 Belmont College Student Contract 2025-26; BCP1 Belmont College Risk Management Policy; BCP2 Belmont College Business Continuity Plan*)

6.1 Approval Before Recruitment and Launch

External approval by an awarding body is necessary but not sufficient for launch. Belmont College also requires internal launch-readiness approval. This confirms that the proposed provision is operationally ready, properly resourced, accurately described to students and capable of being delivered without avoidable detriment.

Readiness Area	Fairness Requirement
External Approval	<ul style="list-style-type: none"> ● OfS approval ● Centre approval ● Qualification approval ● Signed partnership or awarding body agreement ● Qualification specification ● Assessment rules ● EQA/standards verification requirements ● Certification requirements.
Internal Readiness	<ul style="list-style-type: none"> ● Board/Academic Committee approval ● Launch checklist ● Risk assessment ● Staffing plan ● Teaching allocations ● Student support plan ● Learning resources ● Systems access ● Admissions and registry readiness ● Public information approval ● Evidence retention plan.
Student Information Readiness	<ul style="list-style-type: none"> ● Course pages ● Offer templates ● Fee information ● Additional costs ● Awarding body name ● Qualification title ● Delivery model and mode ● Assessment requirements ● Progression routes ● Complaints/appeals routes

Readiness Area	Fairness Requirement
	<ul style="list-style-type: none"> Student protection arrangements checked before publication.
Financial/ Funding Readiness	Confirmation of Student Loans Company or other funding eligibility where relevant before making claims or commitments to applicants.

6.2 Operating Principles for Awarding Body Provision

- Bellmont College follows the approved assessment regulations, programme/qualification specifications and module/unit specifications, internal quality assurance requirements, moderation arrangements, external verification requirements, assessment board arrangements and appeal or malpractice/misconduct procedures of the relevant awarding body. (*LTP2 Belmont College Assessment and External Examining Policy; LTP4 Belmont College Internal Verification Policy; LTP5 Belmont College IQA Sampling Plan & Record Policy and Procedure; LTP10 Belmont College Malpractice & Maladministration Policy; LHU Liverpool Hope University Academic Regulations*)
- Bellmont College does not amend assessment requirements, methods, weightings, grading criteria, progression rules, award rules or academic regulations without awarding body approval.
- The division of responsibility between Belmont College and the awarding body are communicated clearly to staff and students.
- Assessment information is explained to students in accessible language through course materials, induction, VLE announcements, tutorials and assessment support. (*LTP2 Belmont College Assessment and External Examining Policy; LTP1 Belmont College Learning, Teaching and Assessment Strategy; LHU Liverpool Hope University Academic Regulations*)
- Any external examiner, external verifier, standards verifier or external quality assurance actions are logged, owned, reported and closed with evidence through Belmont College governance.
- Students are told whether a complaint, academic appeal, malpractice/misconduct matter, special consideration, certification issue or assessment challenge is dealt with by Belmont College, by the awarding body or through a staged process. (*CAP3 Belmont College Complaint and Appeal Policy and Procedure; CAP5 Belmont College Academic Appeals Policy; LTP10 Belmont College Malpractice & Maladministration Policy; SWP1 Belmont College Reasonable Adjustment and Special Considerations Policy*)

6.3 Pearson Higher National Provision

Following OfS registration, Belmont College intends to apply for approval to deliver Pearson Higher National qualifications in subject areas such as Business (Management), Hospitality Management and Health and Social Care/Healthcare Practice, subject to Pearson's current qualification titles, approval requirements and any relevant funding or course designation arrangements.

Delivery commences only once all required approvals and arrangements are in place, including OfS registration, Pearson centre approval, Pearson qualification approval and confirmation of any relevant funding or course designation arrangements.

Bellmont College maintains Pearson-specific programme files for each approved qualification which include approved qualification and unit specifications, assessment and internal

verification plans, external quality assurance records, staff approval evidence, student information materials, and annual programme review records. (*QGP1 Belmont College Quality Assurance Handbook; LTP4 Belmont College Internal Verification Policy; LTP5 Belmont College IQA Sampling Plan & Record Policy and Procedure*)

6.4 Other Awarding Organisations

For any other future awarding organisation provision, Belmont College applies the same C5 fair treatment principles. Recruitment does not commence until Belmont College has confirmed the eligible funding route where applicable and the student contract, public information, approved qualification requirements, assessment/IQA/EQA arrangements, support capacity, complaints and appeals routes and launch-readiness evidence are in place and adequate for delivery. (*RAP2 Belmont College Student Contract 2025-26; QGP5 Belmont College Information Governance, Public Information and Transparency Policy; CAP3 Belmont College Complaint and Appeal Policy and Procedure; CAP5 Belmont College Academic Appeals Policy*)

Any future awarding body's specific requirements are integrated into Belmont College's quality calendar and governance reporting.

7. Future Belmont College-Designed Validated Provision

Bellmont College's future development follows a staged and approval-led model. Its current position is franchised provision with Liverpool Hope University, and any expansion of franchised provision through Liverpool Hope University and/or other universities would require the relevant external and internal approvals before recruitment or delivery.

The next stage may include awarding body provision such as ATHE qualifications or Pearson Higher Nationals, where the relevant awarding body designs, owns and regulates the qualifications, units and assessment requirements. Belmont College would be responsible for approved local delivery and where permitted by the relevant awarding body's requirements, the design, marking, internal verification, quality assurance and administration of assessments.

Any further Belmont College-designed provision would be developed only as validated provision with an appropriate university, awarding body or validating organisation. In that model, Belmont College may design programme or qualification specifications and module or unit specifications for validation and approval by the external body. Belmont College does not make its own academic awards, does not claim or exercise degree-awarding powers, and does not describe itself as a university unless legally authorised.

7.1 Fairness Controls for Belmont College-Designed Validated Provision

Control Area	Bellmont College Requirement
Course Approval	All course design, programme or qualification specifications, module or unit specifications, learning outcomes, assessment strategy, delivery model, student support, learning resources and student protection and continuity arrangements are approved through Belmont College academic governance and, where required, through external validation, awarding body approval or regulatory approval before delivery.
Student Contract	A clear student contract is issued before a binding commitment is made. It explains material information, fees, additional costs, cancellation rights, refunds, compensation, delivery arrangements, assessment arrangements, variation clauses, support services, complaints routes and student protection. Students will also be informed that they are

Control Area	Bellmont College Requirement
	required to follow applicable Belmont College policies, alongside any relevant awarding body or university regulations.
Assessment and Awarding Arrangements	Assessment regulations, moderation and verification, feedback, academic integrity, mitigating circumstances, progression, award recommendations or decisions, complaints and appeals operate only as approved through Belmont College academic governance and the relevant external validation, awarding body or regulatory arrangements. Final award authority remains with the external awarding or validating body unless Belmont College becomes legally authorised to award.
Public Information	No course page, brochure, applicant script, social media material or offer communication are used until checked for accuracy, completeness, clarity, accessibility and consistency with approved documentation, Belmont College policies, applicable awarding body, validating body or university requirements, OfS regulatory expectations and CMA consumer protection guidance.
Material Changes	Changes are narrowly defined, objectively justified, approved through appropriate governance processes, consulted on where appropriate, communicated clearly and mitigated. Broad or unrestricted variation clauses are not used. External approval or notification is obtained where required.
Redress and Protection	Students have clear complaints, appeals, refund, compensation and continuation of study routes, including OIA signposting where applicable. These routes explain the role of Belmont College policies and any relevant awarding body, university or regulatory procedures.

7.2 Specific Commitments for Belmont College-Designed Validated Provision

- For Belmont College-designed validated provision, Belmont College ensures that course titles, award descriptions and marketing terms do not mislead students about the status of the qualification, the awarding or validating body or Belmont College's legal powers.
- Belmont College does not describe itself as a university or suggest degree-awarding powers unless legally authorised.
- Belmont College maintains a register of key student-facing documents, including terms and conditions, contractual policies, course change policies, refund and compensation policies and complaints processes.
- Belmont College reviews key documents for C5 risk before first use and at least annually. Belmont College retains evidence of review, amendments, rationale and approval.

- If a potentially unfair term or misleading statement is identified, Belmont College does not treat removal alone as sufficient. Belmont College records the issue, assess who may have been affected, communicate where required, provide remedies where appropriate and change underlying practice to prevent recurrence. (CAP2 Belmont College Consumer Protection Policy and Implementation Framework; RAP2 Belmont College Student Contract 2025-26; CAP3 Belmont College Complaint and Appeal Policy and Procedure)

8. Governance and Accountability

Bellmont College's governance model considers fair treatment as an institution-wide responsibility. Committees are expected to use evidence to test whether policies work in practice and whether students are receiving fair information, fair support, fair assessment administration, fair complaints routes and protection from avoidable detriment.

Governance Body / Role	C5 Accountability
Board of Directors	Governing body with overall authority for the management of the Company's business. Approves the Governance Framework, scheme of delegation and committee terms of reference, and retains ultimate oversight of academic quality, standards, student outcomes, regulatory compliance, risk, financial sustainability and institutional performance.
Audit and Risk Committee	Mandatory Board committee advising the Board of Directors on audit arrangements, internal control, risk management, financial sustainability, regulatory compliance and assurance over Office for Students requirements.
Academic Committee	Mandatory Board committee and academic authority. Promotes academic and professional work, safeguards academic standards and quality, oversees academic assurance from the Quality Committee and reports to the Board of Directors on delegated authority.
Senior Management Committee	Operational management forum responsible for planning, resourcing, delivery, implementation and management reporting. Provides operational oversight of academic quality, student outcomes, compliance, risk, finance and regulatory delivery.
Quality Committee	Subcommittee of the Academic Committee responsible for academic quality assurance, quality enhancement, student outcomes, assessment standards and academic quality risk monitoring. Escalates operational actions to the Senior Management Committee as required.
Learning and Teaching Committee	Reviews teaching, learning, assessment, student experience, academic support and enhancement matters, and reports relevant academic assurance matters through the Quality Committee and Academic Committee routes.
Recruitment, Admissions and Registry Committee	Oversees fair admissions, registry processes, student data quality, relevant compliance monitoring and accurate student-facing information across the applicant and student lifecycle.
Student Staff Committee	Provides a formal student voice route for communication between students and management, with matters reported through the appropriate quality and academic governance routes.
CEO	Holds executive accountability for implementing the Board-approved strategy and ensuring institutional

Governance Body / Role	C5 Accountability
	leadership, regulatory compliance, financial sustainability, quality assurance and successful student outcomes.
Head of Quality and Operations	Leads and oversees the quality assurance framework, regulatory monitoring, public information controls, policy review cycle and committee reporting through the Senior Management Committee, Quality Committee and Academic Committee routes.
Head of Academic Programmes	Provides academic leadership for programme quality and standards, high-quality learning opportunities, assessment arrangements and positive student outcomes, including continuation, completion and progression.
Head of Professional Services	Oversees professional services that support students across the student lifecycle, including recruitment, admissions, student support, student records, communication and outcomes monitoring.
Head of IT and Human Resources	Ensures robust staff recruitment, staff development and fair employment practices alongside secure, reliable digital systems that support teaching, data management and regulatory reporting.
Programme Coordinator, Tutors and Support Teams	Implement day-to-day delivery, student support, assessment administration, attendance and engagement monitoring, student communication and escalation in line with approved academic and operational processes.

8.1 Assurance Cycle

Bellmont College maintains an evidence-led assurance cycle to ensure that risks to the fair treatment of students under OfS Condition C5 are identified, assessed, mitigated, recorded and reviewed in a consistent and timely way.

Identification

Bellmont College uses a range of evidence sources to identify potential C5 risks, including public information checks, admissions monitoring, student support data, complaints and appeals data, student feedback, partner and awarding body feedback, external quality assurance outcomes and institutional risk registers. (*QGP5 Belmont College Information Governance, Public Information and Transparency Policy; RAP1 Belmont College Recruitment, Selection and Admission Policy; CAP3 Belmont College Complaint and Appeal Policy and Procedure*)

Assessment

Bellmont College assesses each identified issue to determine whether it may cause actual or likely detriment to students, whether responsibility sits with Belmont College, a partner institution or an awarding body and whether any proposed action is reasonable, proportionate and necessary.

Mitigation

Where a risk is identified, Belmont College agrees appropriate actions to reduce or remove the risk. The Senior Management Committee (SMC) is responsible for implementation, the Quality Committee monitors progress and closure evidence and material risks are escalated through Belmont College governance to the Board of Directors for oversight. Actions may include correcting information, student communication, support intervention, process change, partner or awarding body escalation, refund or compensation consideration, or student protection and continuity action where required.

Recording of Evidence

Bellmont College retains clear evidence of each identified issue, including the decision made, rationale, student impact assessment, communications, actions agreed, responsible owners, deadlines and evidence of completion or closure. The relevant operational owner is responsible for maintaining evidence for the issue or action they manage. The Head of Quality and Operations coordinates the central evidence record, monitor completion and ensure that evidence is available for committee reporting. Senior Management will be responsible for ensuring that actions are completed within agreed timescales.

Review

Bellmont College reviews trends, outcomes and closure evidence through the relevant committee structure. The Quality Committee holds primary responsibility for reviewing C5-related trends, closure evidence, complaints and appeals themes, student feedback, quality risks and improvement actions. Senior Management Committee ensures that agreed actions are implemented and resourced.

Material risks, unresolved issues or matters with significant student impact are escalated to the Board of Directors, which retains ultimate oversight and accountability. Findings are used to update policies, procedures, staff training, student information, quality assurance processes and risk controls, supporting continuous improvement in the fair treatment of students.

9. Preventing Prohibited Behaviour and Student Detriment

Bellmont College understands that the OfS may decide that a provider does not satisfy C5 if its actions or omissions fall within the OfS prohibited behaviours list or give rise to likely or actual detriment unless the detriment is reasonable in all the circumstances. Belmont College therefore applies a preventive control model. It does not wait for complaints to arise before assessing fairness.

9.1 Controls to Prevent Prohibited Behaviour

Risk Area	Bellmont College Control
Unfair or Unclear Terms	Student contracts and key policies are reviewed for clarity, balance and proportionality. Broad, undefined or unrestricted powers to change programmes, fees, locations, assessment or services are not used.
Inaccurate or Misleading Information	Course and applicant information is checked against approved programme/qualification documents and partner/awarding body requirements before publication. Version-control evidence is retained.
Ambiguous Responsibility	For partnerships, Belmont College explains who awards the qualification, who registers the student, who holds contractual/academic responsibilities and which complaints/appeals routes apply.
Unreasonable Changes	Material changes require approval, documented rationale, student impact assessment, consultation where appropriate, mitigation and consideration of redress.
Poor or Inaccessible Complaints Routes	Complaints and appeals processes are published, accessible, timely, evidence-based and monitored for trends. Students are signposted to the correct Belmont College, partner or awarding body route at the relevant stage. OIA signposting is provided where applicable after

Risk Area	Bellmont College Control
	the responsible provider/body has completed its internal procedures and issued a Completion of Procedures letter.
Inappropriate Academic Sanctions for Debts	Fee, debt and academic processes are handled proportionately and lawfully. Belmont College avoids aggressive practices and considers student support, hardship and regulatory requirements.
Failure to Address Root Cause	Where a document, term, practice, adverse finding, undertaking or enforcement issue is found to create unfairness risk, Belmont College records corrective action, assesses affected students and changes the underlying process rather than relying on simple removal of wording.

9.2 Student Detriment Assessment

When an issue could cause likely or actual detriment, Belmont College assesses whether the proposed action or omission is necessary, whether the circumstances are within Belmont College's control and whether Belmont College has done everything reasonable to limit detriment.

The assessment is proportionate to the seriousness of the risk and includes student impact, equality/accessibility impact, academic impact, financial impact, wellbeing impact, progression impact and reputational/regulatory impact. *(SWP2 Belmont College Equality, Diversity and Inclusion Policy; SWP3 Belmont College Disability Policy; SWP4 Belmont College Mental Health and Wellbeing Policy; SWP1 Belmont College Reasonable Adjustment and Special Considerations Policy; LHU Liverpool Hope University Reasonable Adjustments Policy; LHU Liverpool Hope University Policy and Procedures for Support for Disabled Students and Apprentices)*

Detriment trigger	Examples considered by Belmont College
Trigger	Examples
Public Information Concern	Incorrect fee, award, course content, delivery location, timetable, entry requirement, additional cost, support service or accreditation statement.
Delivery Concern	Insufficient staffing, room capacity, VLE/resource access, timetable disruption, change to delivery mode, cancelled teaching or assessment disruption.
Assessment Concern	Incorrect brief, inconsistent deadline information, unclear marking criteria, feedback delay, moderation issue, mitigation/ appeal misdirection or academic misconduct process concern.
Support Concern	Delays in disability support, wellbeing referral, safeguarding response, digital access or academic skills support.
Contract/ Policy Concern	Unclear variation clause, refund condition, complaints route, cancellation rights or conflicting Belmont College/ partner policy information.

10. Complaints, Appeals, Redress and OIA Signposting

Bellmont College understands and acknowledges that fair treatment requires students to have accessible, clear and effective routes to raise concerns and seek redress.

Bellmont College's complaints and appeals arrangements are designed to provide timely, evidence-based decisions and to identify systemic issues requiring improvement.

For partnership and awarding body provision, Belmont College signposts students to the correct route and does not replace or override the responsible body's formal procedures.

- Complaints may relate to services, information, support, delivery, facilities, communication or other non-academic matters; the applicable Belmont College, Liverpool Hope University or awarding body route is explained. *(CAP3 Belmont College Complaint and Appeal Policy and Procedure; LHU Liverpool Hope University Student Complaints Policy and Procedure)*
- Academic appeals, mitigating circumstances, misconduct and assessment outcome matters follow the relevant awarding institution or awarding body regulations unless Belmont College has an approved delegated role. *(CAP5 Belmont College Academic Appeals Policy; LTP8 Belmont College Mitigating Circumstances Policy; LTP6 Belmont College Academic Integrity and Misconduct Policy; LHU Liverpool Hope University Academic Appeals Policy; LHU Liverpool Hope University Academic Regulations)*
- Completion of Procedures letters and OIA signposting is issued by the responsible provider/body in accordance with the applicable procedure, normally after the relevant internal complaints or appeals process has been completed. *(CAP3 Belmont College Complaint and Appeal Policy and Procedure; LHU Liverpool Hope University Student Complaints Policy and Procedure; LHU Liverpool Hope University Academic Appeals Policy)*
- Complaints and appeals trends are reviewed through Quality Committee and the Senior Management Committee (SMC) to identify recurring fairness risks and required actions.
- Students are supported to understand routes without being discouraged from raising concerns.

11. Implementation and Monitoring Plan

Control	Action	Owner	Frequency
Public Information Audit	Check website, course pages, social media, applicant scripts, offer templates, fees/additional costs and policy links for accuracy and consistency.	Head of Quality and Operations / RARC	Before each recruitment cycle; after any material change
Partner/ Awarding Body Approval Checks	Confirm approval for use of partner name/logo/course information and for any new provision or change.	Head of Academic Programmes / Head of Quality and Operations/ Head of Professional Services	Before publication or launch
Student Contract/ Key	Review terms, policies with contractual effect, change policies, refund/compensation	Head of Quality and Operations / Legal or external	Before first use; annually; after changes

Control	Action	Owner	Frequency
Document Review	policy and complaints processes for clarity and fairness.	review where required	
Admissions Fairness Monitoring	Check consistency of criteria, interview/assessment records, offer conditions, eligibility checks and non-standard escalations.	RARC / Professional Services Lead	Each intake
Student Support and Engagement Monitoring	Monitor attendance, engagement, support referrals, wellbeing/disability support, Back on Track actions and escalation.	Head of Professional Services / Head of Academic Programmes	Weekly/termly as appropriate
Assessment Administration Fairness	Check deadlines, briefs, feedback, moderation/ IQA, special considerations, misconduct referrals, appeals signposting and assessment board evidence.	Head of Academic Programmes / Quality Committee	Each assessment cycle
Complaints and Appeals Trend Review	Review themes, timelines, outcomes, redress, OIA cases and recurring issues.	Quality Committee / Senior Management Committee (SMC)	Termly and annually
Detriment and Material Change Assessment	Assess potential student impact before material changes or disruption; agree mitigation and communications.	Senior Management Committee (SMC) / Board for material risk	As required
Staff Training and Communications	Train staff on C5, consumer protection, public information, admissions, student contracts, complaints, data protection and partnership responsibilities.	Head of Quality and Operations / HR	Induction and annual refresh

12. Declaration

Bellmont College confirms that it has considered OfS Initial Condition C5: Treating students fairly and has established institutional arrangements designed to ensure that prospective, current and former students are treated fairly in relation to all activities connected with the provision of higher education and ancillary services.

These arrangements apply to the current Liverpool Hope University partnership, and future provision with other awarding bodies.

Bellmont College launches new provision or makes material changes only where required approvals, student information, contractual terms, resources, support, assessment arrangements, governance and student protection and continuity controls are confirmed and evidenced. (*RAP2 Belmont College Student Contract 2025-26; BCP1 Belmont College Risk Management Policy; BCP2 Belmont College Business Continuity Plan; LHU Liverpool Hope University Student Protection Plan; LHU Liverpool Hope University Student Transfer Policy;*

LHU Liverpool Hope University Regulations for the Payment of University Fees and Other Financial Arrangements)

Bellmont College monitors these arrangements through its governance structure and addresses any identified fairness risk through documented root-cause action, student communication, mitigation and redress where appropriate.

Bellmont College OfS Initial Condition C5: Treating Students Fairly					
Version	Date	Author(s)	Amendments	Approved by	Next review
1	February 2026	Head of Quality and Operations	New Document	Board of Directors	February 2027