

Policy name: Student Protection Plan for Higher Education

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Higher Education Student Protection Plan 2026-27

Barnet and Southgate College is a large college in London with over 13,000 students, delivering more than 20 subjects across three main campuses. We offer a range of higher education (HE) courses at the College, which can enhance career pathways or enable study at a higher level.

The Student Protection Plan is a document that is approved by the [Office for Students](#) (OfS) that every higher education provider needs to have. It explains what measures we have in place to protect you, as a student at Barnet and Southgate College, should a risk to the continuation of your HE studies occur. It also states how we would communicate with you about this. Barnet and Southgate College is currently completing the OfS requisition process. If you wish to discuss any aspect of the Student Protection Plan, please contact us via email at info@barnetsouthgate.ac.uk

If you are receiving HE teaching from Barnet and Southgate College and are expected to gain a recognised HE qualification through the College, you are likely to be covered by this Plan.

What risks could affect HE students and their courses?

Our Student Protection Plan explains to you what action we would take in the event that a risk to the continuation of your HE studies occurred and how we would communicate this to you.

Examples of circumstances that may activate the plan include:

- The discontinuation of an HE programme.
- Closure of a department, study location or campus.
- Unanticipated or unforeseen changes which may affect our ability to provide the course to you.
- Termination of an agreement with one or more of our HE partners.

Barnet and Southgate College is not considering the closure of any campuses. The Plan is applicable to all current and potential HE students. If you have had your enrolment terminated, the plan will not apply to you.

The risk that the College as a whole is unable to operate is **very low** because our financial performance is robust and there is a Risk Management Strategy which forms part of the FE student protection measures in place, plus business continuity plans to deal with mergers, insolvency, etc.

The risk that we will no longer deliver courses at our main campuses in the next three years is **minimal** because we are not considering the closure of any campuses. This poses a very low risk to you.

The risk that we are no longer able to deliver programmes in highly specialised areas in the next three years is **moderate** because the College works with various recruitment agencies who would be contacted to fill replacement posts in specialised areas of your study.

The risk that we are no longer able to deliver a course due to low recruitment is **medium** because we are dependent on a successful recruitment plan based on local labour market intelligence. The risk that we are no longer able to deliver programmes from a validating HE partner is **low** due to the existence of time-bound agreements in place and with more than one validating partner.

What we have put in place to mitigate risks to HE students?

The risk that we are no longer able to deliver HE programmes to you is **low** as risks are minimised through:

- Liaison with recruitment agencies to ensure specialist staff are in place.
- Programme delivery plans that are based on local labour market intelligence.
- Time-bound agreements that are in place and with more than one validating HEI partner. These agreements commit to supporting you, through the completion of a Closure Plan process, to support you, the registered student, to complete the award for which you were registered with the partner HEI.

The risk of our HE partners losing their Degree Awarding Powers (DAPs) is **low**. The Office for Students (OfS) regulatory framework ensures that all HEIs are continuously monitored. Barnet and Southgate College shall also continue to undertake thorough due diligence checks before going into a collaborative partnership; the outcomes of the initial due diligence are also monitored annually to assess further risks associated with HE education delivery.

The risk of a course or programme cancellation is **moderate**. This may occur if the minimum number of students is not recruited or in situations where a strategic decision is made to discontinue an HE programme. In the event of insufficient student recruitment of viable student numbers on future programmes, you will be kept informed of the situation, with minimal impact on the applying students. In situations where a decision is made to discontinue an HE programme, Barnet and Southgate College are committed to teaching out those HE programmes with the agreed awarding partner and offers to new entrants will not be made. The risk that the College is no longer able to deliver components of courses to you is moderate, as each curriculum area has contingency plans in place to mitigate the impact of any loss of a specific skill set that is dependent on only one member of staff.

If we are unable to deliver, HE courses to you at any of our campuses, we will put in place a procedure which will include the following:

- Contact with you in writing if you have enrolled or applied to a programme that is affected, followed up by a conversation with you.
- An independent careers interview, with a level 6 qualified careers advisor, will be made available to you.
- For programmes relocated to a different campus, the College will provide transport for you via a College minibus to the different campus.
- For programmes with low student numbers, we will plan a revised, flexible timetable which would enable more students to enrol enabling the programme to go ahead.

Information about fees and refunds

The [Barnet and Southgate College website](#) publishes extensive information relating to fees and refunds.

The College has a Fee Policy, which is updated every academic year. It provides information for you regarding fees and refunds. The policy is made available on the College website and internal extranet. Outstanding fees are collected from students who withdraw from any course, and refunds will only be available if the College cancels a course. Fees will only be refunded in exceptional circumstances. Fees and other relevant costs are payable where it is not possible to preserve the continuation of your studies. Compensation will be considered on a case-by-case basis.

You can find policies on the College's website: <https://barnetsouthgate.ac.uk/collegepolicies>

We will publicise our student protection plan to current and future students by displaying it on the College website, on the internal extranet, in programme handbooks, the student handbook and through the College digital channels.

We will ensure that staff are aware of the implications of our student protection plan when they propose course changes through the HE Committee as part of the College's Quality Cycle for HE.

The HE Committee ensures that students are consulted and student interests are protected both via the Learner Voice process, where each HE programme elects a Student Representative per year. We will review our Student Protection Plan every twelve months; students will be invited to contribute as part of the curriculum area student representative meetings and the wider HE Committee meetings.

We will review our student protection plan by asking the HE course representatives to contribute to its development as part of Learner Voice. Our students will be involved in our review by attending the course representative meetings and HE committee meetings.

We will inform our students if there are to be material changes to their course by writing to them with the details, followed up by a verbal conversation, ideally in person or over the telephone. We will give students at least 10 working days' notice when we need to make material changes to their course.

If we need to implement the measures in our student protection plan, we will inform them in writing, discuss this with them and refer students for a careers interview to review alternative courses or providers. We will put in place a careers interview to ensure that our students have access to independent advice if we need to implement the measures in our student protection plan. Independent career interviews can be booked by visiting the reception desk in the campus libraries or by contacting the HE Manager.

If students have cause to complain, they can access the College's Complaints and Compliments procedure by filling out an online form:

<https://www.barnetsouthgate.ac.uk/the-college-and-campuses/compliments-and-complaints-form>