

Provider's Name: Birmingham Christian College (BCC)

Provider's UKPRN: 10007810

Legal address: Crowther Hall, Hamilton Drive, Selly Oak, Birmingham B29 6AJ.

Contact for enquiries: The Registrar at the above address.

A Student Protection Plan is a document that is approved by the Office for Students (OfS) that every University/College is required to have in place. It explains what actions we would take in the event that a risk to the continuation of your studies arose, as well as how we would communicate with you about this. Examples of events that could trigger the Plan include:

- the discontinuation of a subject or discipline;
- department, location or campus closure;
- unanticipated or unforeseen changes which may affect our ability to provide the course (e.g. Pearson HN course, MA, BA (Hons) etc.) to you.

Who does the Plan cover?

If you are receiving teaching or supervision from Birmingham Christian College (BCC) and are expected to earn a recognised qualification, of the college or the validating institutions, Birmingham Newman University and Pearson, you are likely to be covered by this Plan.

Even if you would normally be covered by the Plan, it will not apply to you if you have had your registration terminated for any of the following reasons:

- at your request;
- in the normal completion of your course;
- as a result of student conduct, non-payment of tuition-related fees, academic misconduct, academic failure or other similar matters.

As an applicant, if you have accepted an offer to study at the College but have not yet registered, we will notify you if the Plan is triggered and will likely affect you. In such cases, we would inform you of any changes and would try to minimise their impact by offering suitable alternative arrangements. For example, we would help you to find an alternative course or provider, or we would help you to defer your place for a year if this was appropriate.

Introduction

1. While BCC is small, in terms of the overall higher education sector, is one of the independent Christian theological colleges in Europe that is a subsidiary to The Church of Pentecost which provides it with a wider customer base. Our BA and MA programme which started in 2020 and 2022 respectively are validated by Birmingham Newman University. The HN levels 4 and 5 qualifications are awarded by Pearson.
2. BCC has been delivering university-accredited programmes in theology at the undergraduate level since 2020 and started offering postgraduate programmes in the 2022/23 academic year. We also offer NCFE-customized accredited courses, including the Certificate in Christian Ministry and Leadership (CCML) and Introduction to Christian Counselling (ICC). While maintaining a focus on core undergraduate BA (Hons) and MA Applied Theology degrees, BCC has successfully integrated these with other vocational disciplines. This integration includes the provision of BTEC HN Business programmes and

Counselling & Psychotherapy Central Awarding Body (CPCAB) qualifications, including the Level 2 Certificate in Counselling Skills, Level 3 Certificate in Counselling Studies, and Level 4 Diploma in Therapeutic Counselling.

Our CertHE/DipHE/BA Theology (Biblical & Pastoral Theology) and CertHE/DipHE/BA Theology (Theology & Missional Leadership) programmes represent a step-by-step progression, allowing students to earn certificates or diplomas along the way.

3. BCC's Masters level programmes, which started in 2022 include postgraduate taught programmes (MA in Pentecostal/Charismatic Missions, MA in Pastoral Theology, and MA in Strategic Leadership) has provided progression routes for undergraduate students as well as postgraduate opportunities for students studying in a professional or vocational context.
4. BCC is well equipped with modern facilities and very highly qualified and experienced staff for both administrative and academic roles. Our lecturers have many years of teaching and research experience at HE levels from other HE institutions before joining us. Many of them are practitioners, who can bring the practical experience of running business, church planting, running churches and nurturing disciples, into contemporary discourses and relevant theological reflections in class to enrich your learning experience. Other facilities such as IT and Wi-Fi connectivity, library and classrooms on campus are adequate for student numbers envisaged over the next 5 years. There is more room for the expansion of any facility on campus and BCC will carry out development of facilities as student numbers grow.
5. The following data sets the above in context (2024-2025):
 - Number of faculty staff – FTE (including visiting lecturers): 1 FT employee+ 2 part time + 1 FT on secondment + 27 VLs.
 - Number of administrative or support staff – 3 FT and 9 volunteers
 - Number of students (all students): For current students on 2024/25 academic year (please see the table below).
 - Turnover: £763,025 (as of 31st Dec 2024)
 - Total Net Assets: £2,204,137 (as of 31st Dec 2024)

Students Data for 2024/25 Academic year

Year Group/Course	Part-time	Full-time	Total St	FTE
BA Level 4	37	2	39	20.5
BA Level 5	11	0	11	5.5
BA Level 6	0	0	0	0
MA	18	4	22	11
TOTAL	66	6	72	37
CPCAB L2	14	0	14	6
CPCAB L3	7	0	7	3
CPCAB Level 4	8	0	8	4

TOTAL	29	0	29	13
CCML (6 cohorts)	269	0	269	108
ICC (2 cohorts)	56	0	56	5.5
TOTAL	325	0	325	113.5
TOTAL ALL	420	6	426	163.5

Documents available for review:

- Birmingham Newman University Re-Validation approval letter-2025
 - Partnership/collaboration Agreement between BCC and Newman University.
 - Newman University and BCC Annual Programme annex-2023/2024
 - Newman University validation approval letter for the MA Programmes 2021
 - Pearson BTEC HN approval documentation
6. Over the years, most BCC students studied on campus until the Covid-19 pandemic, which forced us to switch our programmes online. However, we have resumed a blended learning approach this academic year. The following are the range of study modes offered:
- On-campus – face-to-face.
 - Online (MS Teams) – with input from a lecturer and the Virtual Learning Environment (VLE).
 - Residential – condensed on-campus delivery with the possibility of earning academic credit.
 - Blended – students studying through a combination of on-campus and on-line delivery.

Pearson BTEC HN Programme Validation

7. The Pearson BTEC HN in Business, for which the awarding body is Pearson, also offers progression routes to qualifications offered by various professional bodies in the business sector. This validation relationship is particularly important in the context of your protection arrangements with us. Though we are currently being regulated by the Quality Assurance Agency (QAA) and OfS, we are closely being monitored by Pearson which is an institution that manages a programme of ongoing financial and quality due diligence so that Pearson is always aware of our financial and quality standing. Oversight of this process is through Pearson's Collaborations Sub-Committee.
8. We are required to submit an Annual Monitoring Report which Pearson uses to assess a range of risks, including those in relation to continuation of study for our students. Pearson has appointed a Quality officer from the collaborative provision unit who manages the

relationship between the two institutions and who has oversight of the academic standards and quality of the collaborative programmes on a day-to-day basis. Our Institutional Link staff is the Registrar and the Academic Dean.

9. The Pearson BTEC HNC in Business is a one-year programme of specialist work-related study that covers the key knowledge, understanding and practical skills required in the business sector. The units selected at Birmingham Christian College have been chosen specifically to develop higher-level skills and also to give a thorough underlying knowledge of business functions, areas and concepts. Successful completion of the Pearson HN in Business can act as a pathway directly into employment, or learners can choose to progress onto the Level 5/6 in Business.

Birmingham Newman University Validation

10. Since 2020, our accredited undergraduate programmes have been validated by Birmingham Newman University with whom we are currently offering postgraduate or MA Applied Theology programme with three pathways in September 2022. This validation relationship is particularly important in the context of your protection arrangements with us. Though we are currently being regulated by the Quality Assurance Agency (QAA). We are closely being monitored by Newman University which is an institution that manages a programme of ongoing financial and quality due diligence so that Newman is always aware of our financial and quality standing. Oversight of this process is through Newman University's Collaborations Sub-Committee. We are required to submit an Annual Monitoring Report which Newman University uses to assess a range of risks, including those in relation to continuation of study for our students. Newman University has appointed a Quality officer from the collaborative provision unit who manages the relationship between the two institutions and who has oversight of the academic standards and quality of the collaborative programmes on a day-to-day basis. Our Institutional Link staff is the Registrar and the Academic Dean.
11. Our agreement with our validating institutions, including Pearson and Birmingham Newman University, includes contingency planning that outlines the arrangements to be implemented should we close or face failure due to financial or other issues. This contingency planning is designed to protect your interests as our students and aims to ensure arrangements are in place that would allow you to complete identical or similar awards at other institutions.

BCC risk management

12. We have robust management and governance arrangements and specific arrangements in place for monitoring institutional risks including continuation of study. The trustees review major potential risks that the College faces on a regular basis. Our institutional risk of 'market exit' (meaning that the College closed completely) is extremely low. The Birmingham Christian College finances are very healthy considering our small size: our total income in 2023/24 alone was £753,963 of which £598,000 was generated from our operations in cash and £142,700 was surplus. We have, moreover, a significant asset base

of over £2m, of which £119,512 was held as cash in 2023/24, and plan for a 5 year period to manage our investment levels. The College is, therefore, able to absorb market shocks. Should the event not be covered by the above, the college is confident that its partnership with the Church of Pentecost provides it with a legally binding financial support which is more than adequate to cover any eventuality.

13. Culturally, BCC is a risk averse institution; policies and processes that underpin risk management in relation to continuation of study include:
 - a. Complaint's procedures that cover both academic and non-academic issues.
 - b. Student engagement in formal deliberative structures (Academic Board and Board of Trustees) as well as through informal engagements with the Dean, the Principal, and the senior Management Team members.
 - c. Student feedback mechanisms through module feedback and faculty reviews.
 - d. Robust budget setting and management processes as well as regular reporting to the Trustees through sub-committees of the Board of Trustees (Academic Affairs Committee and Finance & Remuneration Committee).
 - e. Consideration of a risk management matrix at each Finance & Remuneration Committee and Board of Trustees meeting which matrix considers the impact and likelihood of risks across the following areas:
 - I. Finance.
 - II. Student recruitment.
 - III. Compliance.
 - IV. Institutional mission.
14. In addition to the above, BCC is bound by all its validating institutions such as Birmingham Newman University and Pearson regulations regarding the approval of new programmes, amendment of programme content and discontinuation of programmes.
15. Although under review, BCC currently considers its risks against the following measures:

Impact

- None.
- Think.
- Act.
- Warning bell.
- Very serious.

Likelihood

- Not likely.
- Possible.
- Reasonable.
- Very likely.
- Extremely likely.

16. This Student Protection Plan is written in the context of the above and is based on BCC's current assessment of risk (2024-2025).

17. Table 1 sets out the risks that BCC has identified in relation to continuation of study.

Table 1 – Continuation of study

Risk	Likelihood
Institutional Risks:	
BCC fails to meet student recruitment targets such that the overall viability and sustainability of the institution is impaired.	This risk is reasonable and would impact all students regardless of particular characteristics and may result in the closure of a module, programme or campus. BCC considers this risk to be 'possible' given the contraction in the market for theological education.
The College ceases to operate through no choice of its own	It is extremely unlikely that the College would cease to operate through no choice of its own. In the event that this is crystalise it would impact all students regardless of particular characteristics and may result in the closure of a module, programme or campus.
The College loses the right to provide the course or qualification including BTEC HN, BA and MA programmes as a result of the validating institution, e.g. Pearson or Birmingham Newman University withdrawing the validations.	This risk is possible and would impact all students regardless of particular characteristics and may necessitate BCC finding alternative validating arrangements.
The College loses its UKVI Tier 4 sponsor's licence.	This risk is possible and would impact all international students that the college sponsors. Whilst in most cases affected students would be able to complete their courses it may necessitate BCC assisting some students to find alternative courses with alternative sponsors. It is envisaged that, only in extremely exceptional circumstances, would a student be required to return home to make a new visa application.
GDPR (General Data Protection Regulations) compliance failure that may impact BCC's overall viability and sustainability of the institution.	This risk would impact all students regardless of particular characteristics and may result in the closure of a module, programme or campus. BCC considers this risk to be 'reasonable' given the significant operational changes and challenges that the new legislation requires for such a small organisation.
Research, teaching and learning:	
BCC fails to maintain credible academic standards and so fails in its educational mission and duty to students.	This risk would impact all students regardless of particular characteristics and may result in the closure of a module, programme or campus. BCC considers this risk to be 'low' given the

	policies put in place to safeguard academic quality as provided in our academic quality manual.
The College decides to discontinue your specific course and is able to teach out	This risk is reasonable and would impact some specific students on specific course regardless of particular characteristics and may result in the closure of a module or programme.
The College decides to discontinue your specific course but is unable to teach out.	This risk is not likely but if it crystalises it would impact some specific students on specific course regardless of particular characteristics and may result in the closure of a module or programme.
Low morale and motivation of faculty and administrative staff.	This risk would impact all students regardless of particular characteristics and may result in a reduction in student satisfaction. BCC considers this risk to be 'reasonable' and believes that it may result in a loss of faculty and administrative staff which may, in turn, result in a loss of institutional knowledge that is important to a small organisation.
You face long term disruption to your course as a result of extreme circumstances outside of the College's control, which continuously and materially affects your course teaching for many months.	This risk is possible and would impact all students regardless of particular characteristics and may result in a reduction in student satisfaction. BCC considers this risk to be 'reasonable' and believes that it may result in a loss of faculty and administrative staff which may, in turn, result in a loss of institutional knowledge that is important to a small organisation.
Closure of a teaching facility	
The College closes the location in which the course is taught and is able to find suitable premises at a nearby location.	While this risk is unlikely, BCC considers it to be 'reasonable' and believes it may lead to a loss of student satisfaction and disruption of studies.
The College closes the location in which the course is taught but is unable to find suitable premises at a nearby location	Although this risk is unlikely, BCC considers it to be 'reasonable' and believes it may result in a loss of student satisfaction and disruption of studies. This risk could also impact student continuation, progression, and award.
Student satisfaction and performance:	
Failure of on-line BA (Hons) Theology programme to improve the student experience.	This risk would impact students studying through the online mode of delivery; this may well be mature students, students with a disability, students with caring responsibilities. This risk may well impact student continuation as well as progression and award. BCC considers this risk to be 'reasonable'.
Failure of on-line MA Applied Theology programme to improve the student experience.	This risk would impact students studying through the online mode of delivery; this may well be mature students, students with a disability, students with caring responsibilities.

	This risk may well impact student continuation as well as progression and award. BCC considers this risk to be 'reasonable'
Failure of on-line BTEC HN programme to improve the student experience.	This risk would impact students studying through the online mode of delivery; this may well be mature students, students with a disability, students with caring responsibilities. This risk may well impact student continuation as well as progression and award. BCC considers this risk to be 'reasonable'.
Low morale and motivation of students.	This risk is possible and would impact those students who may find it difficult to stay engaged with higher education due to having a long break in their academic studies; in the case of BCC, this may well be students who are not living on campus, mature students, students with family and caring responsibilities and students who need to work. BCC considers this risk to be 'reasonable' because the study of theology can be challenging given the mix abilities of students in the class.

Preserving students' continuation of study

18. In the event that the Student Protection Plan is triggered we will take one or more of the following measures to protect your continuity of study. Individual measures in the Plan can be used at any time, if this would reduce the impact or likelihood of any interruption to your studies. If these measures are effective in enabling you to continue your studies, there may be no need to trigger the Plan. The College would always try to 'teach out' in the first instance. Teaching out means that we would continue to teach your course until the currently registered students on that course have finished their studies. In the detailed Action Plan that follows later in this section, you can see what measures would be taken in each circumstance if teaching out were not possible.
19. Table 2 sets out the measures that we have put in place to mitigate the risks described above. For completeness, all risks have been included, with those considered 'reasonable' clearly highlighted.
20. Also included in the table below is a statement of the measures we will put in place if the risks materialise, and the mitigations are unsuccessful.

Table 2 – Mitigations and response

Risk	Mitigation & Response
Institutional risks: Unable to provide the course for any other reason	
BCC fails to meet student recruitment targets such that the overall viability	BCC considers this risk to be 'possible' and so has implemented additional reporting of progress against

<p>and sustainability of the institution is impaired.</p>	<p>recruitment targets in this cycle. Additional resource has been allocated to support recruitment through a new marketing campaign strategy that is aimed at commissioned based agency recruitment across the globe which is set up for the purpose of marketing our products as well as setting up Training Coordinators otherwise known as BCC Champions Group on leading on student engagement from the recruitment to the alumni phase.</p> <p>Besides the above, BCC also has a large customer base from its parent company (The Church of Pentecost) who has always engaged the services of BCC for the training of its ministers and lay leaders, most of whom progress onto the BA and MA programmes.</p> <p>The Board of Trustees is engaged with this issue through reporting at the Trustee board meetings.</p> <p>Should the above steps not achieve the desired result then BCC will review the budget for 2025-2026 considering confirmed student numbers (at all levels) and take actions as appropriate to reduce expenditure and maximise other sources of income (such as through conferences and events).</p> <p>Our institutional risk of 'market exit' (meaning that the College closed completely) is extremely low. The Birmingham Christian College finances are very healthy: our total income in 2023/24 alone was £753,963 of which £598,000 was generated from our operations in cash and £142,700 was surplus. We have, moreover, a significant asset base of over £2m, of which £119,512 was held as cash in 2023/24, and plan for a 5 year period to manage our investment levels.</p> <p>The College is, therefore, able to absorb market shocks. In the event that the college is unable to absorb any market shock, we have legally binding obligations of financial support from the parent organisation, The Church of Pentecost to take care of any eventualities.</p>
<p>The College ceases to operate through no choice of its own.</p>	<p>It is extremely unlikely that the College would cease to operate through no choice of its own.</p> <p>The College is a fully owned subsidiary of the Church of Pentecost, a global Church which is financially stable and of significant regional and national economic importance. Given this, whilst any provider could potentially close, it is possible that we would continue to operate under the Church of Pentecost as a provider of educational services to its members and leadership.</p>
<p>The College loses the right to provide the course or qualification including Pearson BTEC HN, BA and MA programmes as a result of Pearson or Birmingham Newman University</p>	<p>BCC considers this risk to be 'low' because the BA programme has just been re-validated by Birmingham Newman University and has entered into a Partnership Agreement for another 5-year period (BCC and Newman University collaboration agreement 2024-2025). Should Birmingham Newman University wish to</p>

<p>withdrawing their validation of HE programmes.</p>	<p>withdraw validation of BCC's UG and PG programmes (prior to the end of the 5-year contract) then Birmingham Newman University is required to give BCC not less than 12 months' notice. This 12 month-period is considered by BCC to be sufficient time to find and decide with a new validating partner, if BCC has not been successful in securing Degree Awarding Powers by this point. This also applies to our Pearson BTEC HN programmes.</p> <p>If the above fails we would help facilitate your entry, or help you explore, another provider.</p> <p>Reasonable adjustments and application of the Refund and Compensation Policy would be applied on a case by case basis.</p>
<p>The College loses its UKVI Tier 4 sponsor's licence.</p>	<p>BCC considers this risk to be 'possible' but robust student admissions and monitoring processes are in place to reduce this risk as much as possible. The College complies with UKVI requirements and will track the engagement of its sponsored students to ensure they continue to meet their visa requirements. However, if the College were at risk of losing its licence, we would proactively work with affected students and applicants to minimise disruption and we would work with the UKVI to enable enrolled students to complete their studies.</p> <p>Student route visa sponsored students would be contacted to advise them whether they could continue their studies under existing sponsorship arrangements or advise them that alternative arrangements would need to be made. Where Student route visa regulations permit, the College would provide support to any affected students to enable them to transfer to an alternative appropriate programme with an alternative sponsor. It is envisaged that, only in extremely exceptional circumstances, would a student be required to return home to make a new visa application.</p>
<p>GDPR (General Data Protection Regulations) compliance failure that may impact BCC's overall viability and sustainability of the institution.</p>	<p>BCC considers this risk to be 'reasonable' and so has appointed a GDPR Project Team (led by the Registrar). Additional short-term staffing resources and funding have also been committed to ensure that GDPR compliance is achieved. External consultancy will be engaged to provide expertise in this area. Should BCC experience a compliance failure then, BCC would likely access its' reserves to pay any fines owing.</p>

Research, teaching and learning:	
BCC fails to maintain credible academic standards and so fails in its educational mission and duty to students.	<p>BCC considers this risk to be 'possible' and so the Snr Management Team is working with the Academic Board to be vigilant about academic standards. The Academic Board has already considered such issues as:</p> <ul style="list-style-type: none"> • Faculty promotion and matrix procedure. • Difficulties with the delivery of the BA (Hons) Theology and MA applied Theology through the on-line mode. • Delivery of BTEC HN programmes online • Faculty representative reports. • Academic Dean reports. • Revised Terms of Reference for the Academic Board. • Registration with the Office for Students. <p>BCC has received an annual monitoring visit report from ASIC in which it is stated that <i>"Birmingham Christian College has many Areas of Strength and Good Practice and in particular has been awarded commendable grades in Areas of Operation A, B, C, D, E and G, and has been deemed to be commendable overall and has thus been designated as an ASIC Premier Institution. Many congratulations on this achievement"</i>.</p> <p>QAA review report also confirms that BCC meets all the essential criteria at high confidence level. These recent events have raised the confidence of the institution, however BCC remains vigilant and committed to a programme of continuous enhancement.</p>
The College decides to discontinue your specific course and is able to teach out.	<p>We would aim to continue teaching on a course until all affected students had completed their studies.</p> <ul style="list-style-type: none"> • By teaching out, we would ensure that you could complete your studies, allowing a further year (or two in the case of part time) for exceptional circumstances or leaves of absence that might extend your course length. • Similarly, your course may be one taught by us and another University and in those circumstances, we would also seek to teach out or find another partner. <p><i>Reasonable adjustments</i> If teaching out was not an appropriate option for you then we would explore this with you on a case-by-case basis; for example, facilitating a transfer.</p>
The College decides to discontinue your specific course but is unable to teach out.	<ul style="list-style-type: none"> • In the event of being unable to teach out, we would aim to provide a suitable alternative, such as facilitating transfer or supporting exploration of another provider. Should we not

	<p>be able to do this, we would explore providing fair and reasonable compensation in line with our Refund and Compensation Policy.</p> <ul style="list-style-type: none"> • In all instances the College would consider reasonable adjustments on a case-by-case basis.
Low morale and motivation of faculty and administrative staff.	<p>BCC considers this risk to be 'reasonable' and so has implemented some initiatives:</p> <ul style="list-style-type: none"> • Additional opportunities for communication through weekly Snr Management meetings. • 'Faculty review days' for training and development purposes. • The introduction of a research hub • The provision of full lunch at faculty review meetings termly. • The hiring of short-term faculty and administrative assistants • Salary increases of staff • The introduction of the College Management Group – a joint faculty and staff committee which facilitates problem solving, decision making and communications across the institution. <p>BCC is a small institution and so low morale is of concern; if the above interventions do not achieve the desired result, then BCC has included a number of further initiatives in the Strategic Plan 2022-2027 which is now being implemented:</p> <ul style="list-style-type: none"> • An annual employee survey – to measure satisfaction. • Work with an external consultant to design and deliver a range of interventions to infuse BCC's virtues in the community so that they may be deeply internalised, expressed, and experienced. • Review employee engagement mechanisms to ensure that the Senior Management Team is able to respond to issues of concern. • A job grading system and a transparent salary scale.
You face long term disruption to your course as a result of extreme circumstances outside of the College's control, which continuously and materially affects your course teaching for many months.	<p>This would include, for example, fire in a key building, civil disorder, global pandemic (e.g. Covid 19) or disruption to your course including circumstances which may affect staff working on campus e.g. if we couldn't communicate with you due to IT being down for an extended period, we will be relocating the staff or provide them with the option of working from home. In the same manner, in the event that there was a fire in Crowther Hall and the IT went down for a</p>

	<p>significant amount of time, we will hire lecture rooms for the residentials sessions.</p> <p>Similar disruption could occur if an overseas location is declared unsafe, or UK based or other staff who make up an entire or majority of the teaching team are denied the right of entry to the relevant location to deliver the course. In each case, the disruption would be long term (many months) and would continuously and materially affect course teaching.</p> <p>In the event of a location being declared unsafe we would consider how long this was likely to be for, before deciding upon options. This would not normally be applicable if only a single member of staff was affected, but where necessary teaching teams were prevented from either entering the country or teaching. If this happened, we would explore teaching the course with local staff.</p> <p>Reasonable adjustments and application of the Refund and Compensation Policy would be applied on a case by case basis.</p>
Closure of a teaching facility	
The College closes the location in which the course is taught and is able to find suitable premises at a nearby location.	<p><i>Sourcing suitable premises nearby</i></p> <ul style="list-style-type: none"> If any of our teaching locations were to close, we would always look to source a suitable premises nearby. For example, if our Selly Oak Campus locations were closed, we would source an alternative location in or around Birmingham. <p><i>Reasonable adjustments</i></p> <ul style="list-style-type: none"> If attending an alternative teaching location was not an option due to special circumstances, we would explore this with you on a case by case basis; for example, facilitating a transfer or applying the College's Refund and Compensation Policy.
The College closes the location in which the course is taught but is unable to find suitable premises at a nearby location.	<p>In the event of being unable to find suitable premises at a nearby location, we would facilitate entry, or help you explore, another provider.</p> <ul style="list-style-type: none"> Reasonable adjustments and application of the Refund and Compensation Policy would be applied on a case by case basis.
Student satisfaction and performance:	
Failure of on-line HE programmes (BA and HNC/D) to improve the student experience.	<p>BCC considers this risk to be 'reasonable' and so will respond robustly as follows:</p> <ul style="list-style-type: none"> The Senior Management Team will present a report to the Academic Board to set out an action plan to address the issues identified in the report.

	<ul style="list-style-type: none"> • A further report will be written to set out some immediate actions to address the challenges of the delivery mode. These actions included: • Reviewing admissions criteria and processes to ensure that students understand the demands of the programme and of studying on-line. • A review of enrolment processes and induction to ensure that students are equipped and supported to succeed from the beginning of the programme. • Consideration of the attendance requirements for on-line study. • Consideration of a proposal to introduce online student advisers to support students through their studies. <p>It is considered highly unlikely that the above initiatives will not achieve the desired result. This matter is high on the institution's agenda and so BCC will work tirelessly to ensure that the issues are addressed. Should BCC be unable to mitigate the risk then consideration will need to be given as to whether to cease delivery through the on-line mode.</p>
Failure of on-line MA programmes to improve the student experience.	<p>The College considers this risk to be 'reasonable' and so have responded robustly as follows:</p> <ul style="list-style-type: none"> ▪ Reviewing admissions criteria and processes to ensure that students understand the demands of the programme and of studying on-line. ▪ A review of enrolment processes and induction to ensure that students are equipped and supported to succeed from the beginning of the programme. ▪ Consideration of the attendance requirements for on-line study. ▪ Consideration of a proposal to introduce online student advisers to support students through their studies. ▪ Development of a study skills module for matured postgraduate students who are not used to on-line learning environment. <p>It is considered highly unlikely that the above initiatives will not achieve the desired result. This matter is high on the institution's agenda and so the college will work tirelessly to ensure that the issues are addressed. Should BCC be unable to mitigate the risk then consideration will need to be given as to whether to cease delivery through the on-line mode.</p>
Low morale and motivation of students.	<p>BCC considers this risk to be 'reasonable' because the study of theology can be challenging given the academic background of some students studying the</p>

	<p>subject. Therefore, the following initiatives are being championed:</p> <ul style="list-style-type: none"> • Increase in proactive engagement with the Student Rep Committee. • Greater involvement of the Student Rep Committee in planning for induction or Freshers' Week. • Greater involvement of the student rep Committee in planning for 2025-2026. • Encouraging Student Representatives to contribute in Programme and Academic Board meetings, as well as providing training to enable them to do so. • Providing students with study skills tutorials • Should the above not achieve the desired result then, BCC will collaborate with the Student Rep Committee to co-create a joint plan of action.
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Complaints, Compensation and Fees refund

21. The College is committed to providing a high quality educational experience, supported by a range of academic and administrative services and facilities. If you have a complaint regarding the Plan, the College provides students with a system for raising concerns and complaints about both academic and non-academic matters. The student's handbook sets out a procedure for dealing with students' complaints fairly, consistently and as quickly as possible.
22. You can also contact the Students reps for support during this process. Students who are dissatisfied with a decision relating to a complaint they have raised may be able to complain to the Office of the Independent Adjudicator (OIA), an independent body which reviews student complaints.
23. Although a small provider in the HE sector, BCC takes seriously its responsibility to ensure that you are completely satisfied with the education you receive and ensures there are multiple ways for you to give feed back to the college on any concerns you may have.
24. You as a student in the first instance, should approach the relevant member of faculty to discuss any concerns you have about the delivery of a course, as each student has a designated Programme Administrator or Head of students support the students can approach to discuss the matter. The College also has an established tutorial system through which feedback can be made. Should you still not be satisfied with the responses received then, we have several documented student Academic Appeal Policies and procedures to turn to.

25. Depending on the circumstances, a refund of fees/maintenance related costs might be the appropriate course of action; however, this would be determined with due regard to how the fees had been paid in the first place:
 - a. If funded via student loan, the college would work with the Student Loan Company to refund the fees directly to them via a change of fee notification.
 - b. If funded by the individuals, the repayment will go back to them.
 - c. If funded by a sponsor, the sponsor would be contacted to check how they would like to be refunded.
26. Where the solution offered is to deliver the course in a different venue, you would be compensated for any additional costs incurred travelling to the other location or transport would be provided if living onsite.
27. If the solution accepted is to transfer you to an alternative provider, then rather than refund the fees, BCC would pay you over to that alternative provider with any relevant scholarships/bursaries that you had been awarded to ensure that you are not worse off. Depending on the personal needs of each student, the College would also consider awarding compensation for inconvenience/lost time.
28. To offset such costs arising from unforeseen factors impacting the ability of the college to deliver education, the college has business interruption cover of £1,800,000. Should the event not be covered by insurance, the college is confident that its partnership with the Church of Pentecost as a parent organisation provides it with a legally binding obligations of financial support to cover any eventualities.
29. A copy of BCC's Refund and Compensation Policy can be found in the students' handbook and on the BCC website.

Further information about BCC's Student Protection Plan

30. BCC will publish the Student Protection Plan in the following ways:
 - On BCC's website – for current and prospective students.
 - In Programme Handbooks and other course materials – for current students.
31. BCC's Student Protection Plan will be reviewed by the Academic Board on an annual basis. Student Representatives attend Academic Board and so will be involved in the process.
32. Should BCC's Student Protection Plan need to be invoked then, this will be undertaken in consultation with its validating partners Birmingham Newman University and Pearson and the Office for Students, and in compliance with any requirements that Pearson, Birmingham Newman University and OfS may impose to ensure that the interests of students are protected. The following provides important information in this respect:
 - a. Contingency plans agreed with validating partners are designed to allow students to complete identical or similar awards elsewhere by transferring to equivalent or identical programmes delivered through flying faculty or appointment of additional staff in local temporary premises.
 - b. Validating partners will take the lead in managing the implementation of contingency plans. The BCC Senior Management Team will work with all validating

partners to support the transition process for students as far as possible and External Examiners will be notified of any changes.

- c. Communications to affected students will be undertaken as follows:
 - i. Students currently in the recruitment cycle will be notified as soon as possible by the Registrar.
 - ii. Students already studying on a programme will be fully informed of any changes to programme management by validating partners or awarding bodies. The minimum number of days' notice that will be given to a student in the event of a change to the course or course closure will be 10 working days.
- d. The staff from the validating or awarding institutions will typically visit the BCC campus to support transition arrangements. Currently, there is no provision for independent advice to be offered to students in the event of a course change or closure; however, support will be provided, including one-on-one meetings with the BCC Academic Dean and one-on-one support from the Pastoral Support Team to help students consider their options.

Our commitments to you as a student

We commit to:

- being open and transparent with students if any risk to the continuity of your studies arises and inform you in a timely manner.
- taking reasonable steps to protecting your studies if we discontinue a course or discipline, close a location (building or campus) where a course is taught.
- considering the impact upon our students before deciding to implement any substantial changes to a course or discontinuing it or stop teaching a discipline or closing a location.
- taking into consideration the needs of all our students and the impact on them of any proposed changes and protective measures. We will provide a clear rationale for changes that take into account the needs of current and future students with high quality contemporary provision.
- informing the OfS of any changes that may necessitate a review of the Plan or any of the measures contained within it.
- regularly seek students' views on this Plan as part of our student feedback processes.

Who to Contact

If you have any immediate views, concerns or feedback in relation to this Plan, please contact the Academic Registrar: info@bccoll.ac.uk , or speak to the students representative Council.