



LONDON ACADEMY FOR APPLIED TECHNOLOGY (LAAT)

Student Protection Plan

For Internal Governance Review

Field	Details
Document title	Student Protection Plan
Document reference	LAAT-SPP-2026
Version	Version 1.0 Draft
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Date prepared	June 2026
Prepared by	Student Experience Department
Document owner	Student Experience / Registrar / Governance - to be confirmed internally
Parent body	Board of Governors
Partner institution	Plymouth Marjon University
Campuses covered	Tower Hill, Brentford and Croydon
Status	Draft for internal review and approval
Review cycle	Annual, or earlier if a material change occurs
Confidentiality notice	Internal governance document until formally approved for publication

Important note: This document is a detailed draft prepared for internal review. Any items marked as "to be confirmed" should be completed by the relevant LAAT authority before approval, publication or submission as regulatory evidence.

1. Overview

This Student Protection Plan sets out the arrangements that London Academy for Applied Technology (LAAT) will use to protect students if there is a risk that they may not be able to continue or complete their studies as planned. The Plan is intended to be clear, practical and student focused. It explains the main risks that could affect continuation of study and the actions that LAAT will take to reduce disruption, communicate with students and support fair outcomes.

LAAT delivers higher education programmes in partnership with Plymouth Marjon University. Current information published by LAAT confirms that awards are conferred through Plymouth Marjon University and that LAAT operates across Tower Hill, Brentford and Croydon locations. The Plan therefore considers risks linked to partnership arrangements, programme delivery, campus availability, regulatory status, financial sustainability and significant operational disruption.

The guiding principle of this Plan is that students should not be unfairly disadvantaged by events outside their control. LAAT will seek, wherever possible, to enable students to continue and complete their studies, either through normal delivery, teach-out arrangements, transfer support, alternative delivery, or other appropriate student protection measures.

2. Purpose and Scope

2.1 Purpose

The purpose of this Plan is to provide a structured approach for protecting students if a significant risk to continuation of study arises. It sets out how LAAT will identify risks, manage disruption, communicate with affected students, support academic continuity, protect student records and consider refunds or compensation where appropriate.

The Plan supports LAAT's commitment to fair treatment of students, effective governance, academic continuity and transparent communication. It should be read alongside LAAT's student-facing terms and conditions, complaints procedure, academic appeals policy, refund and compensation arrangements, programme information, student support processes and safeguarding arrangements.

2.2 Scope

This Plan applies to students enrolled on LAAT higher education programmes delivered in partnership with Plymouth Marjon University, including students studying at Tower Hill, Brentford and Croydon campuses, and students studying through any approved blended or hybrid delivery arrangements.

The Plan covers institutional or programme-level events that may affect groups of students. Individual student circumstances, such as illness, personal difficulty, attendance concerns or extenuating circumstances, are normally managed through LAAT's separate student support, extenuating circumstances, attendance, complaints and appeals procedures.

3. Provider Information

Item	Detail
Provider name	London Academy for Applied Technology (LAAT)

Trading name	LAAT
Website	www.laat.ac.uk
Partner institution / awarding body	Plymouth Marjon University
Campuses	Tower Hill, Brentford and Croydon
Programmes referenced in this Plan	BSc (Hons) Business, BSc (Hons) Business with Foundation Year, BSc (Hons) Business Top-Up, Certificate of Higher Education in Business, MBA Top-Up and any other programmes formally approved for delivery by LAAT and its partner institution.
OfS registration category	To be confirmed internally before final approval
UKPRN	To be confirmed internally before final approval
Approval body	Board of Governors, following appropriate internal governance review
Publication location	LAAT website, student handbook, VLE / Moodle and applicant information channels - to be confirmed internally

Before final approval, LAAT should confirm the legal entity name, UKPRN, OfS registration category, current course list, and the final publication location. These details should be checked by the Registrar, Governance lead or other responsible senior officer.

4. Office for Students Regulatory Context

The Office for Students (OfS) expects registered higher education providers to protect the interests of students and to have clear, accessible arrangements in place where risks to continuation of study arise. This Plan has been drafted to support OfS compliance and to demonstrate that LAAT has considered the main risks that could affect students and the measures that would be used to protect them.

This Plan reflects the purpose of student protection planning under the OfS regulatory framework, including the need to assess risks to continuation of study, explain mitigation measures and implement reasonable steps where a risk crystallises. It also recognises the OfS direction of travel towards fair treatment of students and the publication of clear student-facing documents covering course changes, refunds, compensation, complaints and student terms.

4.1 Relevant OfS Expectations

- Students should receive clear and accurate information about the risks and protections relevant to their studies.
- Providers should take reasonable steps to protect continuation of study where delivery is at risk.
- Providers should communicate promptly and clearly with affected students.
- Providers should support teach-out, transfer, exit awards, academic records, advice and guidance where required.
- Providers should consider refunds and compensation where students suffer material disadvantage.
- Governance bodies should monitor risks and ensure that the Plan is reviewed and implemented effectively.

4.2 LAAT Compliance Approach

LAAT will use this Plan as part of its wider student protection and governance arrangements. The Board of Governors will retain overall responsibility for ensuring that student protection risks are appropriately considered. The Student Interest Committee and senior management structures will provide monitoring, review, student impact assessment and escalation where necessary.

5. Assessment of Risks to Continuation of Study

This section identifies the main risks that may affect students' ability to continue or complete their studies. The risk ratings below are draft assessments for internal review. They should be confirmed by the Board of Governors, Registrar, Finance lead and relevant partnership leads before the Plan is approved.

Risk	Likelihood	Impact	Potential Student Impact	Main Mitigation
Loss, non-renewal or material change to Plymouth Marjon University partnership	To be confirmed	High	Could affect all students studying on partner-validated awards	Maintain active partnership oversight, confirm teach-out arrangements, develop transfer options and communicate early with students
Closure or significant change to a programme	Medium	Medium to High	Could affect students on the relevant programme or intake	Teach-out existing students wherever possible; offer transfer or alternative study options
Campus closure or loss of premises	To be confirmed	Medium to High	Could affect students at one campus	Relocate to another LAAT campus, use temporary facilities or approved online / blended delivery
Financial sustainability risk	To be confirmed by Finance	High	Could affect the provider ability to continue delivery	Board-level financial monitoring, contingency planning and escalation to OfS / partner where required
Loss of OfS registration or regulatory restriction	To be confirmed	High	Could affect recruitment, student funding and continuation of delivery	Regulatory monitoring, compliance oversight, action planning and communication with students
Significant operational disruption	Medium	Medium	Could affect timetables, teaching, assessment or access to resources	Business continuity planning, alternative delivery, revised timetables and student support
IT, VLE or learning resource failure	Medium	Medium	Could affect access to teaching	System recovery arrangements, alternative

			materials or student engagement	access routes, communication and learning support
Staffing disruption affecting delivery	Low to Medium	Medium	Could affect specific modules or support functions	Cover arrangements, workload planning, external support and revised delivery plans

5.1 Partnership Risk: Plymouth Marjon University

LAAT's higher education provision is delivered in partnership with Plymouth Marjon University. A material change, non-renewal or termination of this partnership would be a significant risk because it could affect the delivery and award of current programmes. LAAT should maintain clear partnership governance arrangements and ensure that formal contractual terms provide for student protection, teach-out and communication arrangements wherever possible.

- LAAT will maintain regular communication with Plymouth Marjon University through approved partnership channels.
- LAAT will seek early notice of any partnership change that may affect students.
- LAAT will work with Plymouth Marjon University to identify teach-out arrangements for current students wherever possible.
- Where teach-out is not possible, LAAT will support students to transfer to a suitable alternative provider or programme.
- The Registrar or designated partnership lead should confirm notice periods, teach-out clauses and transfer arrangements before final approval of this Plan.

5.2 Programme Closure or Significant Programme Change

A programme may be closed, suspended, restructured or significantly changed because of low recruitment, academic viability, partner decisions, regulatory requirements, resource limitations, quality concerns or strategic review. LAAT will seek to avoid closing a programme for current students wherever possible. If closure or significant change is unavoidable, LAAT will prioritise continuity and fairness for affected students.

- Existing students will normally be taught out to completion where this is academically and operationally possible.
- Applicants and offer-holders will be informed as early as possible if an intake is closed or changed.
- Affected students will receive clear advice about their options, including continuation, transfer or exit awards where available.
- LAAT will work with Plymouth Marjon University to ensure that academic standards and award requirements are protected.
- Any programme closure decision will be reviewed through academic and governance structures before implementation.

5.3 Campus Closure or Loss of Premises

LAAT operates across Tower Hill, Brentford and Croydon. If one campus becomes unavailable due to lease issues, health and safety concerns, emergency closure, building failure or other disruption, LAAT will seek to ensure that affected students can continue their studies with minimal disruption.

- Students may be temporarily or permanently relocated to another LAAT campus where reasonable and practical.
- Teaching may be moved online or delivered through blended learning where academically appropriate and approved.
- Timetables may be adjusted to reduce disruption and support attendance.
- Students will be informed promptly of location changes, travel implications and support arrangements.
- Where additional travel or other reasonable costs arise because of a material campus change, LAAT will consider support in line with its refund and compensation arrangements.

5.4 Financial Sustainability Risk

Financial sustainability is a key student protection risk because financial difficulty may affect a provider ability to continue teaching, maintain services, pay staff, operate campuses or support students. This section requires formal confirmation by LAAT Finance and the Board of Governors before publication.

- The Board of Governors should receive regular financial reports and cash-flow updates.
- Senior management should identify early warning indicators that could affect delivery.
- Where financial risks become significant, LAAT should develop a student protection implementation plan and communicate with the OfS and Plymouth Marjon University where required.
- Any published statement about financial sustainability must be approved by an authorised finance or governance officer.

5.5 OfS Registration or Regulatory Risk

Loss of OfS registration, regulatory restriction, failure to meet a condition of registration, or significant regulatory concern could affect student funding, recruitment or continuation of study. LAAT will maintain governance and compliance monitoring arrangements to reduce this risk and will escalate significant regulatory concerns to the Board of Governors.

- The institution will monitor OfS conditions and regulatory updates.
- Regulatory risks will be considered by appropriate governance committees.
- Students will be informed if a regulatory change materially affects their studies, funding, awards or support.
- Where required, LAAT will work with the OfS and Plymouth Marjon University to protect current students.

6. Student Protection Measures

Where a risk to continuation of study arises, LAAT will select protection measures according to the nature and impact of the risk. The most appropriate measure will depend on the affected students, programme stage, partner requirements, regulatory position and practical feasibility.

6.1 Teach-Out Arrangements

Teach-out means allowing students already enrolled on a programme to complete their studies under existing or equivalent arrangements, even if the programme is no longer open to new applicants. LAAT will seek to use teach-out as the preferred protection measure where possible because it allows students to complete the qualification they started.

- Teach-out plans will include delivery timetable, staffing, assessment, support services and partner approval where required.
- Students will receive clear information about how teaching, assessment and progression will continue.
- Any changes to module delivery or sequencing will be explained and approved through the appropriate academic process.

6.2 Transfer Support

Where teach-out is not possible, LAAT will support students to transfer to a suitable alternative programme at LAAT, at Plymouth Marjon University, or at another provider where appropriate. Transfer support will be practical, timely and student focused.

- Students will receive academic advice about suitable transfer options.
- LAAT will provide transcripts, credit information and records required by receiving institutions.
- LAAT will support students with applications, references and evidence of achievement where possible.
- Credit recognition will depend on the receiving institution, but LAAT will support students in evidencing completed learning.

6.3 Alternative Delivery

Alternative delivery may include temporary relocation to another campus, online delivery, blended learning, revised timetable arrangements, replacement teaching spaces, additional tutorials or revised assessment arrangements. Alternative delivery will only be used where it can maintain academic quality, learning outcomes and student support.

6.4 Exit Awards and Academic Records

Where students cannot continue to the intended award, LAAT will work with Plymouth Marjon University to identify whether an exit award or recognition of credit is available under the relevant academic regulations. LAAT will ensure that academic records are accurate, secure and accessible for legitimate purposes.

- Students will be provided with transcripts or records of credit achieved where available.
- Records will be retained securely in accordance with data protection requirements.

- LAAT will support students in providing evidence of study to future providers, employers or funding bodies where appropriate.

6.5 Student Support During Disruption

LAAT recognises that disruption may affect student wellbeing, confidence, finances, attendance and academic progress. Affected students will be signposted to appropriate support.

- Student Experience and Student Support teams will provide advice and guidance.
- Personal Tutors or academic staff will provide academic guidance where relevant.
- Safeguarding and wellbeing support will be available where students experience distress or vulnerability.
- Careers and progression advice may be offered where transfer or exit routes are being considered.

7. Communication with Students

Clear communication is central to student protection. LAAT will communicate with affected students as soon as reasonably practicable once a material risk is identified or a decision is made that may affect continuation of study. Communication will be honest, timely and accessible.

7.1 Communication Channels

- LAAT student email accounts and applicant email addresses.
- VLE / Moodle announcements and course pages.
- SMS, phone calls or other direct contact where urgent contact is required.
- Student representative briefings and class announcements where appropriate.
- Website notices where the information is relevant to applicants, current students or the public.

7.2 Minimum Information to be Provided

- What has happened or what change is being proposed.
- Which students or applicants are affected.
- The likely impact on teaching, assessment, support, awards, funding or location.
- The options available to students.
- Who students should contact for academic, welfare or financial advice.
- How students can raise concerns or complaints.
- The expected timeline for decisions and updates.

7.3 Student Consultation

Where there is time to consult before a significant change is made, LAAT will seek views from affected students and student representatives. Consultation may take place through student representative meetings, Student Voice mechanisms, surveys, direct meetings, focus groups or written feedback. LAAT will consider student feedback before final decisions are implemented where possible.

8. Refunds and Compensation

This Plan operates alongside LAAT's Refund and Compensation Policy and does not replace students' statutory rights or contractual rights. The purpose of refunds and compensation is to provide a fair remedy where students experience material disadvantage that cannot be reasonably resolved through continuation, teach-out, transfer or alternative delivery.

8.1 Circumstances That May Be Considered

- Tuition or delivery that cannot be provided and cannot reasonably be replaced.
- Additional travel costs caused by a significant and unavoidable campus relocation.
- Loss of time or reasonable costs caused by provider disruption where no suitable academic remedy is available.
- Costs associated with transfer to another provider where LAAT is responsible for the disruption.
- Other material disadvantage considered through the approved refund and compensation process.

8.2 Student Finance England and Student Loans

Many LAAT students may be supported through Student Finance England or other funding arrangements. If a disruption affects tuition fee liability, maintenance support, attendance confirmation or continuation of funding, LAAT will seek advice from relevant bodies and communicate clearly with affected students. LAAT will work with Plymouth Marjon University and relevant funding bodies where appropriate to protect students from avoidable financial detriment.

8.3 Approval and Decision-Making

Refund and compensation decisions must be made through an approved institutional process and should involve Finance, Registry, Student Experience and senior management as appropriate. Any financial commitments must be authorised by staff with delegated authority. Students will be informed of the decision, the reason for the decision and any right to complain or appeal under the relevant procedure.

9. Governance Responsibilities

Student protection is a governance responsibility as well as an operational responsibility. LAAT's governance structures should ensure that student protection risks are identified, monitored, escalated and acted upon in a timely manner.

Role / Body	Responsibility
Board of Governors	Overall responsibility for approval, oversight and assurance that student protection risks are managed effectively.
Senior Management Team	Operational leadership, risk management, implementation planning and resource allocation.
Student Interest Committee	Oversight of student impact, student experience, student voice, wellbeing, outcomes and escalation of material risks to the Board.
Academic Board / Academic Governance	Oversight of academic quality, standards, programme changes, assessment implications and teach-out arrangements.

Registrar / Registry	Student records, academic administration, communication records, progression data and coordination of formal student processes.
Student Experience Department	Student communication, support, consultation, student voice, welfare signposting and monitoring of student impact.
Finance Lead	Financial sustainability information, refund and compensation implications, fee and funding advice.
Plymouth Marjon University Partnership Lead	Coordination with the awarding body / validating partner, including teach-out, transfer and award implications.

10. Activation of the Plan

The Plan should be activated where a risk becomes reasonably likely to affect students' ability to continue or complete their studies. Activation may be full or partial, depending on the scale and nature of the event.

10.1 Triggers for Activation

- A decision to close, suspend or significantly change a programme.
- Closure or serious disruption of a campus or teaching site.
- Material change to the Plymouth Marjon University partnership.
- A significant financial or operational risk that may affect delivery.
- A regulatory action or loss of permission that may affect students.
- An emergency that prevents normal teaching, assessment or student support.

10.2 Immediate Actions

- Identify affected students, applicants, programmes and campuses.
- Appoint a senior responsible officer and implementation group.
- Assess academic, welfare, financial, regulatory and communication implications.
- Notify the Board of Governors and relevant governance committees.
- Engage with Plymouth Marjon University and the OfS where required.
- Issue initial communication to affected students as soon as practicable.

10.3 Implementation Log

A formal implementation log should be maintained when the Plan is activated. The log should record decisions, communications, actions, owners, deadlines, student feedback, risks and evidence of completion. This log should be available for governance review and regulatory assurance if required.

11. Student Consultation and Engagement

LAAT will involve students in the review and improvement of this Plan. Student consultation is important because student protection arrangements must be understandable, practical and responsive to the needs of affected students.

- Student representatives may review the Plan through Student Voice structures.
- The Student Governor may provide feedback through Board or committee arrangements.
- Students may be asked to comment on whether communication and support arrangements are clear.
- Feedback from complaints, appeals, surveys and student panels will be considered during review.
- Where a disruption occurs, affected students will be consulted on available options wherever possible.

12. Monitoring, Publication and Review

12.1 Monitoring

The Plan will be monitored through LAAT governance and management processes. Risk registers, programme monitoring, student feedback, complaints and appeals data, partnership updates and financial reports may all provide information relevant to student protection.

12.2 Publication

Once approved, the Plan should be made available to current and prospective students in an accessible location, such as the LAAT website, student handbook, VLE / Moodle and applicant information pages. The published version should be clear and easy to understand.

12.3 Review

The Plan will be reviewed at least annually and earlier where a material change occurs. Material changes include changes to partnership arrangements, programme portfolio, campus footprint, financial sustainability, OfS requirements, student-facing terms, refund and compensation arrangements or institutional governance structures.

12.4 Internal Confirmation Required Before Final Approval

- Legal entity name, UKPRN and OfS registration category.
- Current full programme list and delivery locations.
- Plymouth Marjon University partnership notice periods and teach-out terms.
- Campus lease / tenure status and relocation options.
- Finance-approved statement on financial sustainability.
- Approved Refund and Compensation Policy details.
- Student consultation record and approval route.
- Named document owner and final publication location.

13. Document History and Review

Version	Date	Author / Owner	Summary of Changes
0.1	17 June 2026	Student Experience	Initial structural draft prepared for internal review
1.0 Draft	June 2026	Student Experience	Detailed OfS compliance draft

		Department	prepared using current LAAT draft content and website information; pending internal confirmation and approval
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Next review due: 12 months from formal approval, or earlier if a material change occurs.

Appendix A: Student Protection Implementation Checklist

Step	Action	Lead Responsibility	Timing
1	Identify triggering event and affected students	Senior Responsible Officer	Immediate
2	Notify Board Chair, SMT and relevant committees	Governance / SMT	Immediate
3	Engage Plymouth Marjon University and relevant external bodies	Partnership Lead	As soon as practicable
4	Prepare student communication and FAQ	Student Experience / Registry	Within agreed response timeframe
5	Confirm teach-out, transfer or alternative delivery options	Academic Dean / Registry / Partner	Urgent
6	Assess refund, compensation and funding implications	Finance / Registry	Urgent
7	Provide academic, welfare and practical support	Student Experience / Academic Teams	Ongoing
8	Maintain action and decision log	Clerk / Governance	Ongoing
9	Report progress to Board of Governors	Senior Responsible Officer	At agreed intervals
10	Review lessons learned and update Plan	Governance / Student Experience	After closure of issue