



HIGHER EDUCATION: TERMS & CONDITIONS OF REGISTRATION, STUDENT INFORMATION AND PROTECTION PLAN

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2. OVERVIEW

This document constitutes Lincoln College's overall terms and conditions for Higher Education students. Section A describes matters relating to the obligations of students and the College in relation to registration, the offer of a place to study at the College, tuition fees, the conduct of students, students' professional status and the standards, academic misconduct, withdrawal and interruption of study, equality and diversity, data protection and other matters. Section B sets-out the provisions designed to ensure that students' consumer rights are protected. It also describes the information that students shall expect to receive in order that they can make informed decisions about their choice of study.

3. STUDENTS DECLARATION

All students are required to read the statements listed below prior to completing the enrolment process. By completing the enrolment process in full students are agreeing to abide by the undertakings, practices and requirements contained within the document. Definitions of the terms in italics are contained in Appendix A.

**SECTION A:
TERMS AND CONDITIONS**

4. CONDITIONAL OFFERS

I understand that my offer of a place, along with an invitation to enrol, is made on the basis that the information supplied in my application is true and complete, and that I hold the qualifications that I claim to hold. I understand that I may be asked at enrolment stage to produce satisfactory evidence of my previous qualifications, and that the College reserves the right to accept original documents only. I understand that if I am found, at any stage, to have misrepresented my circumstances the offer and subsequent enrolment will be deemed null and void.

I understand that my place on a course will be subject to me meeting the conditions identified in the offer email that will be sent to me. I understand that these conditions may require particular qualifications and/or legal requirements e.g. immigration clearance.

5. ENTRY REQUIREMENTS

I understand that Students who are non-native English speakers or who have not studied the final two years of school in English must demonstrate capability in English at a standard commensurate with *IELTS* 6.0 - with a minimum of 5.5 in each component.

I understand that applicants may be required to complete an additional entry assessment to demonstrate their competency levels in written English.

I understand that admissions tutors may deem it necessary to request that some students complete the Lincoln College 'Study Skills for HE' short course in order to demonstrate sufficient academic study skills for successful study on their selected programme. This may be the case for applicants with non-standard entry requirement or applicants that have taken a significant break between study periods. This is a full cost course that is available to all prospective HE students.

6. INCOMING STUDENT TRANSFER REQUESTS

Students wishing to transfer to Lincoln College from an alternative Higher Education provider are supported to complete this process by the HE Administration team. I understand that, should I wish to transfer to study at Lincoln College, I will be required to provide:

- Evidence of previous academic attainment (including any credit awarded by a Higher Education provider)
- Evidence of any approved student loan arrangements (where applicable)

I understand that I may be liable for tuition fees during the academic term that the transfer takes place. In order to make a transfer request.

I understand that I must contact the HE Administration team (HE@lincolncollege.ac.uk) in order to initiate the formal process.

7. DISCLOSURE OF CRIMINAL CONVICTIONS

I understand that as part of the admissions and enrolment processes I am required to disclose any unspent criminal convictions or relevant spent convictions. I understand that for some programmes (e.g. Sports Coaching, Sports Therapy, pGDE, CertEd, Acupuncture, Clinical Herbalism,

Complementary Healthcare & wellbeing) I may be required to disclose all convictions and cautions - whether spent or unspent (with the exception of Protected Convictions and Cautions as defined by the Rehabilitation of Offenders Act 1974) and to undergo a Disclosure and Barring Service (DBS) application. I understand that the pre-course information will identify courses where this is a requirement. I understand that I am required to inform the College of any changes to my circumstances which may affect my DBS status and my position regarding the conditions of my offer or place on a programme.

8. FITNESS TO PRACTICE

I understand that if I am studying on any of the *programmes* listed below that I am to conform to the Lincoln College Fitness to Practice policy as this is a requirement from the professional body that accredits my qualification. I understand that failure to comply with the fitness to practice policy could result in exclusion from my *programme*.

BSc Clinical Herbalism

BSc Acupuncture

FdSc Sports Therapy and Rehabilitation

9. YOUR RIGHT TO CANCEL

I understand that my offer of a place at Lincoln College will be confirmed to me by email (in addition to the electronic confirmation received through UCAS for full time courses). I understand that this email of confirmation forms a legal contract between me and the College on the basis of the terms and conditions set out in this document and within my offer email. I understand that the College may end this contract if I fail to meet the conditions required or fail to comply with the terms and conditions set.

I understand that I have the right to cancel this contract under the Consumer Contract (Information, Cancellation and Additional Payments) Regulations 2013 within 14 days without the need to provide any reason.

I understand that this cancellation period will expire 14 days following receipt of my acceptance of an offer of a place on a Lincoln College *programme of study*.

I understand that I will be reimbursed any payments made prior to the cancellation. I understand that if I have commenced my studies within the 14 day cancellation period, I will be charged an amount proportionate to the services received prior to the communication of my intention to cancel.

10. STUDENT SUPPORT

I understand that I am advised to discuss any support needs or disabilities which may affect my ability to study on my selected *programme* with Student Services and the relevant *programme leader*. I understand that the College will always endeavour to make any reasonable adjustments required and I understand that ongoing support is available throughout my study with the college.

I understand that the College offers a range of financial support mechanisms and student bursaries and that I will be contacted by the HE Administration Team regarding automatic eligibility. In order for payments to be processed, I understand that I may be required to provide further information or

supporting evidence within a designated time frame. I understand that payments cannot be backdated to previous academic years.

All information regarding bursaries and financial support can be found on the Lincoln College website: <https://www.lincolncollege.ac.uk/courses/university-centre-degrees/>

11. INTERNATIONAL

I understand that if I require a visa to study in the UK I must comply, by the deadlines set, with all requests for information and documentation to support my application in order to obtain a Certificate of Acceptance for Studies (CAS) from the College. I understand that the College is under an obligation to report to the UK Visas and Immigration, any student who does not enrol on their nominated *programme*, students absent from their *programme* without permission, students who withdraw in the middle of the programme, students whose enrolment is terminated by the College and/or students in violation of their visa conditions. I understand that it is my responsibility to ensure that I comply with the terms of my student visa whilst studying in the UK, including any arrangements made regarding my rights to work.

For further information regarding immigration issues and International applications, please see the links below:

[Student Visa Information](#)

[Visas and Immigration – UCAS guidance](#)

[Visas and Immigration – Home Office Guidance](#)

I understand that the international *department* also requires the following from all international students:

- Deposit of 50% of tuition fee is required to be paid before CAS can be issued
- Full tuition fees (minus the deposit paid) are required to be paid in full on enrolment
- Keep the college updated of the contact details

12. PAYMENT OF FEES, CHARGES and DEBT

I understand that the offer email that I receive will confirm the tuition fees payable for my chosen *programme*, along with any additional fees that may be required. I understand that I need to read the section G of the Lincoln College Fees Policy for further information regarding payment and requirements. I understand that failure to make payments by the agreed date may result in revoked access to library and computing facilities, termination of my enrolment and/or withholding of awards.

I understand that tuition fees set at the start of my *programme of study* will remain fixed for the duration of my *programme*.

Employer funded programmes

I understand that if my tuition fees are paid by my employer the college will provide my employer with regular updates regarding my progress and attendance.

Books

I understand that most courses expect me to read around and research my subject. I understand that I will probably have some recommended key texts for each *module*. I understand that the Library aims to have some copies of key texts in stock (in print or online) for students to borrow. We recommend that you consider purchasing your own copy of some titles; University level textbooks generally cost between £30 - £50 but can cost more, but you may be able to source them second hand at a lower price.

Printing and photocopying

I understand that all students receive £20 of printing/photocopying credit each year. I understand that if I use all my allocation, I can request additional printing/photocopying credit via my tutor.

Library overdue charges

I understand that all library loans are subject to charges for the late return of items borrowed. I understand that the cost varies depending on the type of loan ranging from 10p – 50p per day per loan. I understand that no charges are due if items are returned or renewed by their due date.

I agree that if library resources are damaged or lost whilst on loan to me, I am liable to pay the replacement cost plus any administrative charges.

Interlibrary loan charges

I understand that students may request journal articles and books not available in the Library through the interlibrary loan service. I understand that interlibrary loan requests are subject to a quota linked to the year of my course. I understand that once you have used my free quota, charges are payable. I understand that where there is a charge, the charge ranges from £1 to the full cost of obtaining the item. Please email library@lincolncollege.ac.uk for more detailed information.

Binding assignments and dissertations

I understand that I may be required to bind and present assignments and dissertations. I understand that binding kits are available to purchase from The Library if I wish to utilise this service.

Specialist printing

I understand that I may be required to utilise specialist print services for some assignments e.g. large posters. I understand that the college is not able to provide this service, so I will need to find an external supplier and pay for this service.

Recognition of Prior Learning (RPL)

I understand that students who successfully have an *RPL* claim awarded are eligible for a refund or fee remission of 0.8 of the *module* or unit cost value.

Re-sit Fees

I understand that all students taking resit examinations and/or assessments must pay a one-off fee of £85. I understand that this resit fee is only payable by those resitting examinations or assessments as a second or third attempt, as determined by the Board of Examiners. I understand that the resit fee is a one-off payment of £85 regardless of the number of examinations and/or assessments being undertaken.

Re-take Fees

I understand that all students re-taking any *modules* will be charged a fee based on the weighting of the *module credits*.

Debt

I understand and accept that the college has the right to withhold my award certificate and that I may be excluded from attending an awards ceremony until such time as any *tuition fee* debt is cleared. I understand that I will be unable to re-enrol onto the subsequent year of study if there are tuition fee debts outstanding.

13. INTELLECTUAL PROPERTY

Intellectual property created whilst you are a student at Lincoln College will ordinarily be owned by you, with the exception of limited circumstances.

Where the College is required to protect its charitable status. Once an offer is accepted for a place at the College, you are accepting the College's rights of ownership and rights to use and copy.

14. ACCOMMODATION

I understand that Lincoln College does not offer student accommodation of its own. I understand that I will receive, in addition to my offer email, an information pack regarding student accommodation in Lincoln.

15. MUTUAL RIGHTS

I understand that Lincoln College is committed to providing me with a high quality learning experience that will support and enable me to progress, develop and achieve. I understand that in order to achieve and maintain a positive learning environment that is conducive to this experience both staff and students are expected to treat each other with mutual respect and dignity at all times.

I understand that as a student I will be provided with academic tuition, support and pastoral care whilst studying on my programme. I understand that the following Lincoln College policies and procedures form more detailed additions to the terms of offer, and I agree to ensure that I am familiar with these prior to accepting my offer of a place on a *programme of study*:

(all available via the following link: <https://www.lincolncollege.ac.uk/important-policies-documents>)

Admissions Policy

Criminal Disclosure Policy

Customer Complaints and Grievance Procedure

Fees Policy

Fitness to Practice Policy

Student Assessment and Appeals Policy

Conduct procedure for Higher Education

Learner Involvement Strategy

Malpractice and Maladministration

Recognition of Prior Learning Policy

Safeguarding Policy

Searching, Screening and Confiscation Policy

I understand that failure to comply with these requirements may result in the College taking action against me which could lead to the termination of my enrolment or revoking of my award.

16. VALIDATED AND FRANCHISED PROGRAMMES

I understand that Lincoln College currently work with a number of *partners* who validate Higher Education courses that they deliver. I understand that these courses are clearly distinguishable by the presence of the relevant University logo, along with clear signposting within the course-specific information. I understand that validated and franchised courses have been approved by the applicable University for delivery by Lincoln College, with the final award being issued by the University partner. I understand that students on validated or franchised *programmes* are recruited by and funded directly to Lincoln College. Some of the key responsibilities of both the College and our *partners* can be found below.

Responsibilities of the *validating and franchise partners*:

- Assure the overall quality and academic standards of the programme by appointing an External Examiner to conduct an annual review
- Manage student complaints where the Lincoln College procedures fail to produce a satisfactory outcome

I understand that *Validating and franchise partner institutions* work with Lincoln College in a variety of different ways under the terms of the individual partnership agreements in place. Please see the *validating partner* documentation that applicants will also be signing up to for each individual provider below via the following link: <https://www.lincolncollege.ac.uk/important-policies-documents>

Bishop Grosseteste University

University of Lincoln

University of Derby

The Open University

The University of Hull

Pearson

Responsibilities of Lincoln College:

- Enrolment of students and maintenance of accurate student records
- Register students with the validating partner
- Provide teaching staff with sufficient qualifications to deliver the validated *programmes*
- Deliver all aspects of teaching and assessment
- Provide learning opportunities appropriate to the achievement of the academic standards required by the *programme*
- Provide appropriate premises, library resources, IT and materials to deliver validated *programmes* and support students
- Provide academic support and student welfare services
- Provide opportunities for students to give feedback about their *programme*
- Participate in second marking and moderation activities, as required by the University

17. ENROLMENT

I shall retain details of completing the college's enrolment process, and where applicable the enrolment process of my *programme of study's* validating Higher Education Institution, for the whole of the *academic session* and note that the identification number shown is my unique College student ID number which will be quoted on all college documents. I understand that I am required to enrol in each *academic year* that my *programme of study* runs and that my enrolment should be completed within two weeks of the start of my *programme of study*. I further understand that the college is entitled to terminate my enrolment if I fail to complete the process in full, which includes tuition fee payment; Disclosure and Barring Service (previously known as Criminal Records Bureau) and medical health clearance where required; verifying my identity and previously attained qualification documents.

I understand that if I have accepted an 'Offer of Place' at the college and I subsequently wish to change the conditions of this offer, for example change the *programme of study, mode of study, or my tuition fee status*, the college reserves the right to refuse such a request.

I shall at the scheduled place and time, produce my passport (or other identification documentation) and original education qualifications and enrol for my college student ID card which will include my photograph.

If I am supported by Student Finance England, its regional equivalent, or another *approved sponsor* I shall provide full details and verification at enrolment. If I am not so supported, I understand that I am responsible for the payment of my own *fees*, which I shall pay either annually at enrolment or in instalments during the *academic session* as described in the section B of the Fees Policy (available on the college website). Arrangements for the refund of *fees* are described in section E of the Fees Policy (available on the college website).

18. CHANGE IN PERSONAL DATA

I understand that the information given during the college's enrolment process and where applicable the enrolment process of my *programme of study's* validating Higher Education Institution will be used in many areas of my college experience, including details that will appear on my award certificate.

I agree that I will update my address and any other details I have provided during the enrolment process as and when they change via email to admissions@lincolncollege.ac.uk or by visiting the enrolment counter in Monks Building at the Lincoln Campus or by visiting the Main reception at the Newark Campus.

I understand that a change of name must be supported by documentary evidence e.g. marriage certificate, deed poll.

I understand that the college will not be liable for any out of date information or incorrect information that I have provided and that I will be responsible for any consequences (such as the cost of reissuing documents or certificates, if the college is able to do so) of not keeping my information correct and up to date.

19. FULL-TIME STUDENTS

I understand that full-time Students are expected to take 120 *credits* within an *academic session*.

I understand that if I take more than the prescribed *modules*, only those *modules* included in my *programme of study* will be used for formal assessment and progression purposes and contribute to my final award.

I understand and accept that fees in respect of any *modules/credits* which are additional to the *programme of study* agreed between myself and the *programme leader* for a named award will be funded by me and payable to the college. Details of the *modules* required to complete any individual course and the grading scheme can be found in the *programme* specification.

I understand that I am required to keep my *programme leader* informed if I undertake additional studies or work that may impact on my ability to study.

20. PART-TIME STUDENTS

I understand that the *fees* charged for part time study are calculated at a fractional proportion of the full time fee chargeable (as described in section G of the Lincoln College fees policy).

21. MALPRACTICE AND MALADMINISTRATION

I understand that the college and its validating Higher Education partners take the offence of plagiarism, *malpractice* and *maladministration* to be of a serious nature, as set out in the malpractice and maladministration policy.

I understand that the college may take measures to ensure that plagiarism is detected and dealt with through external agencies such as Turn It In. I understand that the college will undertake an investigation and subsequently any disciplinary action deemed appropriate.

22. STUDENT COMMUNICATIONS

I note that the college will channel all formal student communications through the email address provided by myself at enrolment. This could include information about tuition fees, registration, examinations and notification of formal results. I note that my college student email account will be terminated after I leave the college.

I understand that important announcements and information will be broadcast on the college Student Portal (Canvas). You are advised to check *Canvas* on a regular basis to keep yourself informed on college matters.

23. WITHDRAWAL, INTERRUPTION OF STUDY AND TRANSFERS

I understand that I am required to abide by the colleges procedures on withdrawal/interruption of study described later in this document, should the situation arise.

I understand that if I am not maintaining sufficient attendance to achieve satisfactory academic progress without notifying my department, the college reserves the right to withdraw me from my *programme of study*. I also note that in such circumstances I will be charged for tuition I have received as per the Fees Policy and the guidance outlined later in this document.

I understand that I must inform the College as soon as possible in order for them to support me with a transfer request to an alternative provider. I understand that I must inform Student Finance England of the transfer and that I will be liable for the tuition fees charged by the College up to and inclusive of the final term of study. I understand that, on request, the College will provide me with the necessary documentation (ie. transcripts, references and confirmation of fee payments) to support a transfer request by contacting the HE Administration Team on HE@lincolncollege.ac.uk.

24. EQUALITY AND DIVERSITY

I understand that the college values the diversity of its staff and students and I will agree to act in accordance with the Equality and Diversity policy available on the college website. I understand I have a responsibility as part of the college community to promote equality of opportunity and diversity and to help eliminate unlawful discrimination.

25. COPYRIGHT

I agree to use all photocopying facilities within the law and to follow any copyright restrictions on materials. I agree to follow the guidance provided in the notices displayed by the relevant machines.

26. DATA PROTECTION

I understand that Lincoln College has a Student GDPR Privacy Notice that describes what personal data Lincoln College collects, processes, shares and retains during the application and enrolment processes and during my period of study. The Lincoln College Privacy Policy, including the student privacy notice, can be found via the following link: <https://www.lincolncollege.ac.uk/privacy-policy>

27. DISCLAIMER

The College makes all reasonable efforts to deliver the programmes of study, additional opportunities and other services and facilities described in this publication and other College documents.

However, the College may in some circumstances be required to:

- make reasonable variations to the content and/or syllabus of programmes of study
- alter the timetable, location, number of classes and/or method of delivery of programmes of study and methods and timings of assessments, provided such alterations are reasonable and necessary make reasonable changes to its regulations, policies and procedures combine programmes of study suspend, discontinue or not provide programmes of study

The College may be required to take the actions outlined above in the following circumstances and/or for the following reasons:

- if the College reasonably considers this to be necessary in order to appropriately manage its resources and/or provide continuous improvement in the best interests of students
- to comply with the requirements on an awarding, validating or accrediting body / HEI
- because a key member of staff is unwell or leaves the College and/or because too few students apply to join a programme for it to be viable
- due to developments in theories or practices in academic and professional areas, which will be in the interests of students
- to comply with changes in law or comply with the instructions of the College's regulators or a professional body
- in order to implement enhancements recommended by the College's External Examiners or identified through quality assurance processes, for example Academic Programme Review or Validating/ Awarding organisation requirement / recommendation
- to respond to any changes in external funding arrangements
- to ensure compliance with best practice in the sector in the interests of students

If the College chooses to exercise its right to make changes in accordance with the above, it shall take all reasonable steps to notify the affected students and minimise any disruption to their studies.

In the unlikely event that the College discontinues, fails to provide a programme of study or significantly changes the content or syllabus of a programme, method of delivery or method of assessment of a programme or the location at which a programme is taught, (in each case either before or after a programme begins):

- the College will consider and implement any mitigation measures it concludes are reasonable and proportionate in the relevant circumstances, to minimise any disruption to students' studies
- the College will tell the relevant individuals at the earliest possible opportunity
- the College will seek to offer the individual a suitable replacement programme at the College for which the individual is qualified (and subject to the individual student meeting relevant conditions for the programme)

If the individual does not wish to accept the College's offer of a replacement programme or the College is unable to offer a replacement programme, an individual will be entitled to:

- withdraw his / her application
- withdraw from the programme

In the event that the individual student withdraws, the College will make an appropriate refund of tuition fees and deposits paid in line with the Lincoln College Fees Policy.

The College will provide students with educational services with reasonable care and skill.

The College will also provide you with a range of pastoral and support services in addition to the services being provided under these Terms.

Please note that the availability and scope of these pastoral and support services are subject to change during your programme of study for a variety of reasons, including, but not limited to, in response to funding arrangements and the needs of students.

The College therefore maintains discretion to vary and/or amend the availability and scope of pastoral and support services at any time.

The College will not be liable to you for any failure or delay in the delivery of provision outlined in this document if it is due to any event beyond our reasonable control eg. Strikes / industrial action, acts of God, National emergencies.

SECTION B:
STUDENT PROTECTION PLAN

STUDENT PROTECTION PLAN

2022/23

1. Risks to continuation of study

The overall risk of the College being unable to operate is low as our financial position, as recently assessed by ESFA, is Good (October 2021). The College maintains a centralised risk register (4Risk) which includes detailed risk management and continuity plans across the following areas:

- Strategic
- Academic
- Business and commercial development
- Business facilities
- Business systems and Information Technology
- Disaster planning
- Finance
- Governance
- Human resources
- Marketing and communications
- Quality improvement

The Business Continuity Plan and 4Risk software includes detailed information regarding the mitigating actions for whole-campus disasters / outages along with a range of actions for implementation should an event such as this occur.

The senior leadership team have overall responsibility for the areas of risk management within their lines of reporting, and risk owners are required to review the existing controls and actions on a monthly basis.

The College's Risk Management Committee meets three times a year and reports directly to the Audit Committee which in turns reports at each Corporation Board meeting. Risks are managed through the 4Risk software which includes academic risks. The Audit Committee monitors all risks on a regular basis and produces an annual report for the Corporation on the work carried out during the year. The role of the Audit Committee, stated within their Terms of Reference, includes advising the Corporation on the adequacy and effectiveness of the College's assurance framework.

For Higher Education specifically, the risk that we would cease to deliver courses at our Newark campus is low as our strategic ambitions are to grow our provision at this campus in the future.

The risk that we are no longer able to deliver programmes in highly specialised areas, such as Acupuncture, Herbal Medicine and Sports Therapy, over the next three years is moderate. At present these specific areas are not subject to formal regulation and consequently there are changes made by the current professional bodies on a regular basis. Changes to professional standards impact on staff specialism, expertise and availability. At present the vast majority of staff delivering on these programmes holds full or part time contracts with the College, with a small number of specialist staff accessed through agency provision.

The risk that professional bodies may choose to withdraw course accreditation is low because we work closely with these organisations to align the curriculum to the standards required across the sector as part of a formal accreditation process. Mapping to the PSRB standards is an essential part of the course validation process in the first instance and this is monitored annually by the professional bodies in partnership with the course teams. The monitoring and evaluation processes for all HE programmes are overseen by academic managers throughout the academic year and any areas for development are addressed as part of a continual cycle of quality assurance.

The risk that our partner institutions may choose to withdraw their validation arrangements is moderate, as these decisions are taken at a strategic level by partner institutions. The College successfully completed a partnership re-approval process with Bishop Grosseteste University in August 2017 which will be reviewed again by September 2022. The partnership arrangements with the University of Hull are reviewed annually following a PQER (Partner Quality Enhancement Review) in February of each academic year. The strategic partnership is overseen by a Joint Development Board which meets twice per year to discuss collaborative arrangements and to review policies, processes and events relating to the partnership. The partnership arrangements with the Open University received formal approval in 2018 and are due for review in 2023.

The risk that an employer may withdraw from supporting a higher or degree apprentice is low to moderate because there are numerous factors that may contribute to this situation, which are likely to be beyond the control of the College or the student. There is a robust and thorough recruitment process in place which must be fully completed prior to an apprentice commencing a programme of study with an employer. As part of this process the learner, the employer and the College all sign a learning agreement that clearly sets out the roles and responsibilities of each party. Student Services are engaged where a student declares a disability and any individual arrangements are put into place prior to the commencement of study.

We have an ongoing risk assessment relating to COVID-19 which reflects our institutional response to government legislation, guidelines and recommendations. We regularly review our COVID-19 policy and guidance to ensure we are providing a COVID-secure learning environment. The COVID student information document on our website outlines the various stages of mitigation, should they be required, and students will continue to be updated via the communication channels identified in the latter part of this document.

https://www.lincolncollege.ac.uk/assets/downloads/enrolment-documents/HE_delivery_model_LC.pdf

2. Measures in place to mitigate risks

As with all of the Lincoln College campuses, we have business continuity insurance in place, and there are detailed plans set out for business continuity and disaster planning should there be an incident affecting the use of or access to facilities. For short term outages students would be supported to work remotely via the College VLE (Canvas) and for longer term issues an alternative campus would be utilised to enable taught sessions to go ahead. This may pose greater challenges to students who rely on public transport to get to College, but transport would be provided between

campuses in order to mitigate this. For programmes validated by a partner institution the current partnership agreements outline a commitment from the validating institution to 'teach out' any students on programmes that could no longer be delivered by the College. Whilst this eventuality is highly unlikely, due to the multiple campuses available across the Lincoln College group, this arrangement is in place as part of the existing contractual agreements with our partner HEI's. Students would also be offered independent advice and guidance via a meeting with a member of the Guidance Team in order to explore a wider range of options, in the event of non-continuation at a Lincoln College campus. This would include provision at an alternative provider or institution.

If the College was unable to deliver courses within the specialised areas identified, as a result of staff shortage or changes to professional regulation, the following plans would be put into place. The College works hard to maintain strong working relationships with all of the professional bodies concerned, as well as a wide range of current employers, in order to maintain access to professional expertise should any changes be required to the current teaching staff teams. The College would seek to recruit suitably qualified individuals to deliver and support students across the programmes identified in order to maintain academic standards and to secure the long term viability of the course(s). In the event of changes to professional industry regulation the College would again work closely with the accrediting bodies, employers and our validating partners to make the necessary modifications to our academic programmes in order to maintain full industry accreditation and professional recognition. In the unlikely event that any specialised provision could not be continued the College would ensure that there are sufficient resources to 'teach out' any existing cohorts – this includes academic and support staff as well as physical resources and pastoral provision. Should any student wish to transfer to an alternative programme the College would support students to seek alternative provision, as would be the case in the event of any programme being discontinued. As outlined above, the College would continue to work closely with the relevant professional bodies and professionals in practice to ensure the availability of subject specialists as appropriate.

If a PSRB was to withdraw from a course accreditation arrangement the College would work closely with employers and industry professionals to maintain the vocational focus of the course in the first instance. Where appropriate and possible an alternative PSRB arrangement would be sought.

In the event of a validation agreement being terminated the College would continue to teach all students currently enrolled on the programme(s) identified for the duration of the validated programme schedule (e.g. 3 years full time). All provision for this delivery would remain unchanged and students would continue to be supported fully by the College. The College would also consider the development of a new programme, in line with the College HE strategy and following extensive employer engagement and market research, in partnership with an alternative validating partner.

If an employer was unable to continue to support a higher or degree apprentice the following actions would be initiated:

- The College would offer full support, via assessors, lecturers and student services, to support the apprentice to re-locate into an alternative role. This may be within the same company.
- The College would support the apprentice to seek an alternative employer if necessary by engaging with other employers and organisations known to the College.
- The apprentice would be offered independent advice and guidance via a meeting with a member of the Guidance Team in order to explore a wider range of options – including alternative programmes from other funding streams (i.e. Taught degree programmes)

The support offered would be timely, as apprentices can only stay enrolled on a programme of study for up to 12 weeks as an unemployed individual.

3. Refunds and compensation

The Lincoln College Fees Policy (<https://www.lincolnCollege.ac.uk/higher-education/terms/>) provides details of refund eligibility in paragraphs 12 and 23. Paragraphs 17 and 19 outline the

information regarding student bursaries for full and part time students. Information regarding claims for compensation can be found in paragraph 24.

This policy is publicly available via the College website and students are also directed to this document within the terms and conditions sent at formal offer stage of the application process. Students are directed to this document again as part of their induction activities on their first day of enrolment.

We have cash reserves of £50,000 which would be sufficient to provide refunds and compensation for all HE students for whom we have identified at risk of non-continuation of study. These cash reserves will be included annually within the Lincoln College budget which will be formally accepted by the Board of Governors in July of each academic year.

There are insurance arrangements in place to provide refunds and compensation for all HE students for whom we have identified at risk of non-continuation of study in addition to the cash reserves outlined above. All insurance policy documentation is held by the Lincoln College Finance department with certificates and policy documentation publicly available to staff via the internal shared drive (T-share).

4. Communication of the student protection plan

Communication

We will publicise our student protection plan to current and future students by 1 August via the following communication channels:

- As a document link on the Lincoln College website
- As a PDF document via email to all students as part of the 'offer' stage of the application process
- As a PDF document via email to all current students
- As a document link on the College VLE within the 'HE Information Centre – 'College Documents and Policies' area

We will ensure that staff are fully informed about the implications of our student protection plan by providing a full briefing at the HE Forum meetings in June, July, August and September. Details of the student protection plan will also be added to the College HE Staff Handbook and the internal communication portal (Workplace).

Student involvement

Students were asked to contribute to the development of the original student protection plan via social media and at course committee meetings. This document was first reviewed by the HE Academic Affairs Committee on 5 June 2018 and a final version of the original document was formally approved by this committee on 29 June 2018. This was signed off by the Quality Standards Committee for the 2018/19 academic year. The protection plan will then be reviewed annually and an updated version will be made available to students via the College website.

Implementation

We will inform our students if there are to be material changes to their course as soon as practically possible in order to provide the maximum amount of time for students to seek alternative arrangements. We will aim to contact students no less than 20 days prior to the material changes being implemented and this communication will be issued via email, posted letter and an

announcement on Canvas. Students will also, where possible, be invited to attend a verbal briefing with members of the course team to allow for more detailed discussions to take place.

If we need to implement the measures in our student protection plan we will ensure that the following actions are undertaken in order to support the students:

- Maintain clear and accurate information across a range of appropriate mediums (College website, Canvas, email, text, local radio, Facebook and twitter)
- Implement support services immediately (e.g. Shuttle bus services between campuses) and ensure that the details of such services are communicated clearly to all students
- Support individual students as required following any contact made with members of the Student Services team (including counselling, mental health, financial support and independent careers guidance)
- In the event of staff sickness or absence, cover will be provided by other specialist teaching staff where possible and any logistical changes (e.g. timetables or assignment submission arrangements) will be communicated to the students via email, the VLE and verbal instruction.

Students will be directed to the College Customer Complaints and Grievance Procedure should they wish to complain about the implementation of the student protection plan.

SECTION C:
STUDENT WITHDRAWAL AND INTERRUPTION OF
STUDY PROCEDURES

Withdrawal Guidance Notes

Withdrawing from studies means that you have decided to stop studying with the college and that you have no intention of returning to continue your programme of study in the future. Withdrawing from studies will have financial implications.

Financial Implications

this applies to all undergraduate students. Students who withdraw from their programme of study or who have an agreed absence, remain liable for a percentage of the fees for the remaining academic year as set out below. Any students thinking of withdrawing should discuss this with their personal tutor.

Term 1

0-2 weeks – 0% of total programme fees

2+ weeks – 25% of total programme fees

Term 2

50% of total programme fees

Term 3

100% of total programme fees

IT IS ADVISED THAT STUDENTS IN RECEIPT OF FUNDING FROM AN EXTERNAL ORGANISATION, INCLUDING THE STUDENT LOANS COMPANY, DISCUSS ANY FUNDING IMPLICATIONS WITH THE RELEVANT FUNDING BODY, BEFORE PROCEEDING WITH THE WITHDRAWAL.

Advice regarding the financial implications of withdrawing can be discussed with the Higher Education Admin Team.

Exit Awards

Students may be entitled to an exit award depending on the stage of withdrawal; students are advised to contact their personal tutor regarding eligibility for an exit award.

International Students

Withdrawal from your course is likely to affect your permission to remain in the UK. You are strongly advised to seek advice and guidance from the International Office at the College.

HE Withdrawal of Studies Form

Please ensure that you read carefully the guidance notes attached prior to completing this form.

Section 1 – Your details

Full Name (please print)							
Student ID Number							
Programme of study							
Current year of study				Full or Part-time			

Section 2 – Reasons for withdrawal

Please tick all appropriate

Death	
Health reasons	
Financial	
Personal	
Written off after lapse	
Exclusion	
Gone into employment	
Other reason (<i>please state</i>)	
Last date of attendance	

Section 3 – Declaration

I confirm that I am withdrawing from my programme for the reason(s) given above and have read the guidance notes on withdrawing. I also understand that there may be a tuition charge, payable by myself.

Student signature		Date:	
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Section 4 – Course Leader approval

CL signature		Date	
CL Name and Role			

Head of Learning and Skills		Date	
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HE Admin USE ONLY:

Date received		Received by:	
SRS updated			
SLC updated			

Interruption Guidance Notes

Students who have had satisfactory attendance, submission of work and application to their studies would normally have an application for interruption approved, provided that it is supported by their Course Coordinator. Grounds for interruption can be medical, personal or financial.

Students who have not been satisfactory in terms of attendance, submission of work and application to their studies are normally granted suspension of studies if they can provide compelling evidence of medical and/or compassionate circumstances affecting their performance, and if the Course Coordinator supports the application.

Interruption of studies may also be proposed by a Board of Examiners as a last resort in order to salvage the academic career of a student who appears to have lost motivation due to compelling, compassionate or medical circumstances.

Duration

Interruption of studies will normally be granted for a maximum of one year in the first instance. A second application may be made to extend this period by up to one year if the evidence, medical or other, indicates that the student would benefit from a further period of suspension. Suspension of study shall not prolong the maximum period which is allowable between initial registration on a programme and its completion.

Criteria and Conditions

During a period of interruption the following conditions will apply unless specific permission for a variation has been given:

- You are expected to spend the interruption period away from the College
- Your Library borrowing rights are suspended during this period*
- You are not permitted to attend classes either formally or informally
- You will be unable to access any College IT systems such as email and Canvas

**With regard to Library access, if there is a requirement to produce essays or other written work as a condition of returning to the College, students will be permitted to use the library for a suitable period before their return*

Completion and submission of this form:

Please ensure that all sections of this form are completed before submission, once you have completed sections 1-4 you will need to take the form to your Course Leader and, where applicable, your sponsor or employer for signing. Completed forms should be submitted to the HE Admin team by email at HE@lincolncollege.ac.uk or by handing in to the HE Admin office, which is located on the ground floor of the Deans building.

Returning to Study

Your Course Leader will contact you a month prior to the start of your academic year.

Finance

The College must inform the Student Loans Company when students suspend their studies; you will not be eligible for funding during the period of interruption.

International Students

Temporary withdrawal from your course is likely to affect your permission to remain in the UK. You are strongly advised to seek advice and guidance from the International Office at the College.

Application to Interrupt

Interruption is a means by which you can apply to temporarily withdraw from your studies, usually for a period of one academic year. In many cases a period of interruption can be of great value, enabling you to have time to deal with a specific situation and to organise your resources so that you can return to your studies ready and able to perform to your best ability.

Please ensure that you read carefully the guidance notes attached prior to completing this form.

Section 1 – Your details

Full Name (please print)						
Student ID Number						
Programme of study						
Current year of study				Full or Part-time		

Section 2 – Reasons for interruption

Please tick all appropriate

Financial reasons	
Personal reasons	
Medical reasons	
Other major reason (<i>please state</i>)	
Last date of attendance	
Expected return date	

Details of application

<i>Please provide details of your request for interruption, all details are treated in strict confidence. Please attach all corroborating evidence. Continue on an additional sheet if necessary and securely attach.</i>

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Section 3 – Declaration

I have read the guidance notes on interruption and I understand the implications of temporary withdrawal from my studies at the College.

Student signature		Date:	
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Section 4 – Keeping in touch and returning

Please enter the details below of the address, email and telephone number you wish us to use in all correspondence with you.

House Name/Number			
Street			
Town		County	
Postcode		Email	

Section 5 – Sponsor Support *(If applicable)*

I support/do not support this application *(Please delete as appropriate)*

If applicable indicate the reasons for not supporting this application

Sponsor signature		Date	
Position/Role			

Section 6 – Course Leader Support

I/We support/do not support this application *(Please delete as appropriate)*

If applicable indicate the reasons for non-approval

CL signature		Date	
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I support/do not support this application (Please delete as appropriate)

Head of Learning and Skills		Date	
<i>If applicable indicate the reasons for non-approval</i>			

HE Admin USE ONLY:

Date received		Received by:	
SRS updated			
SLC updated			

28. APPENDIX A: Glossary of Terms

IELTS	IELTS is the high-stakes English test for study.
Academic Year/Session	This refers to a particular year of study and normally will comprise of two semesters. Details of semester dates can be found in course handbooks.
Approved Sponsor	An approved sponsor is permitted to pay tuition fees on behalf of a student. The college will accept letters from approved sponsors such as Local Education Authorities, government departments or employers as a form of guarantee that fees will be paid. Letters of sponsorship from individuals (i.e. parents, relatives, friends etc.) are not acceptable. Please note students are ultimately responsible for any fee payment not made by the approved sponsor.
Credits	Each module is defined in terms of the number of credits obtained by a student who successfully achieves the learning outcomes through the assessment task(s).
Fees	The tuition fees charged for full-time and part-time modules/programmes, as specified on the college website, which is updated annually.
Maladministration	Maladministration is defined as any activity, neglect, default or other practice that results in non-compliance of specified requirements and regulations for delivery of the qualification set out by the awarding organisation
Malpractice	Malpractice covers any deliberate actions, neglect, default or other practice that comprises the integrity of the qualification/certificate
Mode of Study	The mode of study of a student describes the student's attendance on a programme of study. It can be full- time or part-time. Each programme of study is validated for certain modes of study.

Module	A module of study. These are the basic components of your programme. Each module has its own self-contained learning outcomes, teaching programme and assessment criteria. A module has an intended difficulty (level) and a value depending on the programme of the student (credit).
Canvas	The virtual learning environment.
Programme Leader	The academic staff member responsible for managing the programme.
Programme/Programme of Study	A programme or programme of study is the curriculum followed by an individual student to meet the requirements of a named award, ie a collection of validated modules which leads to a named award or awards. The programme of study should satisfy the requirements set out in the Academic Regulations.
Recognition of Prior Learning (RPL)	A method of assessment, leading to the award of credit, that considers whether a learner can demonstrate that they meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and do not need to develop through a course of learning
Validating Partner	A University with which the college has associated institution/college status. The University is the awarding body for a programme of study which is approved for delivery at the college, as an award of the University using the University protocols

Incoming student transfers:

Students wishing to transfer to Lincoln College from an alternative Higher Education provider are supported to complete this process by the HE Administration team. I understand that, should I wish to transfer to study at Lincoln College, I will be required to provide:

- Evidence of previous academic attainment (including any credit awarded by a Higher Education provider)
- Evidence of any approved student loan arrangements (where applicable)

I understand that I may be liable for tuition fees during the academic term that the transfer takes place. In order to make a transfer request.

I understand that I must contact the HE Administration team (HE@lincolncollege.ac.uk) in order to initiate the formal process.

Intellectual property:

Intellectual property created whilst you are a student at Lincoln College will ordinarily be owned by you, with the exception of limited circumstances eg.

Where the College is required to protect its charitable status. Once an offer is accepted for a place at the College, you are accepting the College's rights of ownership and rights to use and copy.

Disclaimer:

The College makes all reasonable efforts to deliver the programmes of study, additional opportunities and other services and facilities described in this publication and other College documents.

However, the College may in some circumstances be required to:

- make reasonable variations to the content and/or syllabus of programmes of study
- alter the timetable, location, number of classes and/or method of delivery of programmes of study and methods and timings of assessments, provided such alterations are reasonable and necessary make reasonable changes to its regulations, policies and procedures combine programmes of study suspend, discontinue or not provide programmes of study

The College may be required to take the actions outlined above in the following circumstances and/or for the following reasons:

- if the College reasonably considers this to be necessary in order to appropriately manage its resources and/or provide continuous improvement in the best interests of students
- to comply with the requirements on an awarding, validating or accrediting body / HEI
- because a key member of staff is unwell or leaves the College and/or because too few students apply to join a programme for it to be viable
- due to developments in theories or practices in academic and professional areas, which will be in the interests of students
- to comply with changes in law or comply with the instructions of the College's regulators or a professional body
- in order to implement enhancements recommended by the College's External Examiners or identified through quality assurance processes, for example Academic Programme Review or Validating/ Awarding organisation requirement / recommendation
- to respond to any changes in external funding arrangements
- to ensure compliance with best practice in the sector in the interests of students
- If the College chooses to exercise its right to make changes in accordance with the above, it shall take all reasonable steps to notify the affected students and minimise any disruption to their studies.

In the unlikely event that the College discontinues, fails to provide a programme of study or significantly changes the content or syllabus of a programme, method of delivery or method of assessment of a programme or the location at which a programme is taught, (in each case either before or after a programme begins):

- the College will consider and implement any mitigation measures it concludes are reasonable and proportionate in the relevant circumstances, to minimise any disruption to students' studies
- the College will tell the relevant individuals at the earliest possible opportunity
- the College will seek to offer the individual a suitable replacement programme at the College for which the individual is qualified (and subject to the individual student meeting relevant conditions for the programme)

If the individual does not wish to accept the College's offer of a replacement programme or the College is unable to offer a replacement programme, an individual will be entitled to:

- withdraw his / her application
- withdraw from the programme

In the event that the individual student withdraws, the College will make an appropriate refund of tuition fees and deposits paid in line with the Lincoln College Fees Policy.

The College will provide students with educational services with reasonable care and skill.

The College will also provide you with a range of pastoral and support services in addition to the services being provided under these Terms.

Please note that the availability and scope of these pastoral and support services are subject to change during your programme of study for a variety of reasons, including, but not limited to, in response to funding arrangements and the needs of students.

The College therefore maintains discretion to vary and/or amend the availability and scope of pastoral and support services at any time.

The College will not be liable to you for any failure or delay in the delivery of provision outlined in this document if it is due to any event beyond our reasonable control eg. Strikes / industrial action, acts of God, National emergencies.