

L A I N E

THEATRE ARTS

STUDENT PROTECTION PLAN
2024

Provider's name: LAINE THEATRE ARTS LIMITED

Provider's UKPRN:1003746

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Student protection plan 2025/26

As a registered provider with England's higher education regulator the Office for Students, Laine Theatre Arts is required to publish a Student Protection Plan ('the Plan').

The purpose of the Plan is to provide assurance to applicants and enrolled students that Laine Theatre Arts has put in place appropriate and sustainable arrangements to ensure the continuation of study and a high-quality experience for all students. The Plan sets out the key risks to the continuation of study for our students that have been identified by the Board of Directors and Senior Management Team of Laine Theatre Arts and explains the action Laine Theatre Arts will take to minimise the impact of these events should they happen.

The Plan applies to all applicants to, and enrolled students on, Laine Theatre Arts' undergraduate higher education courses with effect from 1st August 2025.

1. An assessment of the range of risks to the continuation of study for your students, how those risks may differ based on your students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise

Risk Assessment Methodology

In identifying and assessing risks to the continuation of study for our students, we have used the following methodology:

Categorisation of risk

- *Risk*: what might happen
- *Likelihood*: probability of it happening
- *Impact*: the effect on the applicant and/or student if it happens

The *likelihood* of the risk is based on the following scale:

- *Low*: less than 10% probability of happening
- *Medium*: between 10% and 49% probability of happening
- *High*: between 50% and 100% probability of happening

The *impact* on students has been assessed on the following basis:

- *Low*: Resolution would require the involvement of the College's Senior Management Committee. There would be no requirement to implement the Student Protection Plan.
- *Medium*: Resolution would require the involvement of the College's Senior Management Committee and potentially escalation to the Board of Directors. There is unlikely to be a requirement to implement the Student Protection Plan.
- *High*: Resolution would require the involvement of the Board of Directors, potentially the Holding company, and the Office for Students and the implementation of the Student Protection Plan.

Risks to the continuation of study for students

We have identified and assessed the following key risks to the continuation of study for our students. The assessment of the risks is aligned with our Institutional Risk Register which is considered by the Audit and Risk Committee at each meeting and any updates are reported to our Board through the minutes.

Risk 1: Loss or suspension of registration with the Office for Students resulting in UK domiciled students not being able to access student finance.

The likelihood of the risk arising of losing our registration with the Office for Students is *low*. We have put in place a rigorous governance and management structure that will ensure compliance with the ongoing conditions of registration. The Board of Directors, supported by the Academic Board and the Audit and Risk Committee, formally monitors Laine Theatre Arts' compliance with the ongoing conditions of registration and receives regular updates from management on changes to the regulatory framework.

Laine Theatre Arts is committed to maintaining the highest quality and standards of the student experience and outcomes. Responsibility for academic matters is delegated by the Board of Directors to the Academic Board, which meets at least four times a year and reports to the Board of Directors through its minutes and specific annual reports. The Academic Board is chaired by the Principal and Artistic Director.

The risk applies to the majority of applicants and students who are UK domiciled and eligible to apply for or are in receipt of student finance.

The impact of the suspension or loss of registration with the Office for students resulting in UK domiciled students not being able to access student finance is *high* as students may have their eligibility for student finance removed at relatively short notice.

Risk 2: Reduction in demand for courses resulting in financial instability leading to a course or courses being discontinued or Laine Theatre Arts having to close.

The likelihood of the risk arising of a reduction in demand for our courses is *low* because evidence shows that demand for our courses has remained consistent and in line with targets during the last 5 years. Achieving Office for Students registration has resulted in our courses being more financially accessible to UK students due to the availability of student finance which should result in increased enrolments.

2. The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise

Our assessment of the likelihood of the risks identified in Section 1 above crystallising is *low* in six of the nine scenarios, with only two risks assessed as having a *medium* likelihood of crystallising (loss of IT/online learning infrastructure, and the College being unable to deliver its courses effectively due to access restrictions being imposed in the event of a pandemic). The following sets out the measures we have put in place to preserve continuation of study for our students for each of the risks identified.

Risk 1: Loss or suspension of registration with the Office for Students resulting in UK domiciled students not being able to access student finance.

Should this risk crystallise:

- Laine Theatre Arts would work closely with the Office for Students to make all reasonable attempts to implement as quickly as possible any actions required to maintain or reinstate registration and safeguard the best interests of our students.
- Should it not be possible to maintain or reinstate our registration, Laine Theatre Arts would seek agreement with the Office for Students and our Awarding Institution to allow us to teach out our courses to enrolled students so that they can complete their studies within their existing funding arrangements and achieve the award they enrolled on, or secure an agreement with our Awarding Institution or another registered provider to enable our students to transfer to another institution to complete their studies within their existing funding arrangements and receive an award equivalent to that which they enrolled on.
- Laine Theatre Arts would discontinue recruitment to courses impacted by the crystallisation of the risk and provide tailored advice for applicants on alternative courses, working with other providers as necessary to secure places for all applicants holding an offer of a place.

Risk 2: Reduction in demand for courses resulting in financial instability leading to a course or courses being discontinued or the entire School having to close.

Should this risk crystallise:

- Where a course is discontinued, Laine Theatre Arts would provide a commitment to teach out all students enrolled on the course and take all reasonable steps to provide them with the highest quality experience and provide tailored support and guidance for applicants who have already applied as they seek to secure a place at an alternative provider.
- Where Laine Theatre Arts has to close in its entirety, we would seek agreement with the Office for Students and our Awarding Institutions to allow us to teach out our courses to enrolled students so that they can complete their studies within their existing funding arrangements and achieve the award they enrolled on, or secure an agreement with our Awarding Institutions or another registered provider to enable our students to transfer to another institution to complete their studies within their existing funding arrangements and receive an award equivalent to that which they enrolled on.

Risk 3: Changes in Government higher education policy with regard to tuition fee levels and student finance.

Should this risk crystallise, and the available level of student finance for UK domiciled students be reduced to a lower level than our tuition fees, Laine Theatre Arts would:

- Take all reasonable steps to ensure that there is no financial impact for enrolled students and consider reducing tuition fees for the remainder of their course to the level of the available student finance should the changes take effect for continuing students.
- Put in place flexible payment plans for new students to cover the difference between the tuition fee and the available student finance.
- Provide clear and tailored support and guidance for all applicants and continuing students to ensure that they fully understand the potential impact of the changes.

3. Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that you are no longer able to preserve continuation of study

Provision for refunds and compensation are addressed in Laine Theatre Arts' *Terms and Conditions* and more specifically in the *Refunds and Compensation Policy*. The Refunds and Compensation Policy is published on our website [here](#) and outlines the circumstances in which Laine Theatre Arts will refund tuition fees and other relevant costs to students if we are no longer able to preserve continuation of study. The refund of tuition fees may include amounts payable by the student directly, or via a loan from the Student Loan Company. Laine Theatre Arts will also have regard for any bursaries a student has been offered should that be relevant to an individual's circumstances.

Laine Theatre Arts has historically been able to deliver the financial implications of its refunds policy in full without issue. Refunds have been exceptionally rare to date.

Laine Theatre Arts considers the likelihood of a larger and material refund to a cohort or other group of students to be very remote. It is not possible to calculate with reasonable certainty what any future exposure may be, but Laine Theatre Arts is confident that it is able to underwrite the likely costs with the cash reserves it has.

Given the uncertainty around compensation risk, Laine Theatre Arts will also consider putting in place insurance arrangements to provide refunds and compensation for those students for whom an increased risk of non-continuation of study has been identified. There are no such circumstances identified currently. We will review this annually and either insure in the market or self-insure.

4. Information about how you will communicate with students about your student protection plan

Laine Theatre Arts will publicise its Student Protection Plan to applicants by publishing it prominently on our website [here](#). Additionally, applicants will be directed to the Plan in their offer letter which will include a link to the Student Protection Plan.

Enrolled students will also be able to access the Student Protection Plan through the website and will be directed to it during their induction.

The Plan will be shared with all elected student representatives who will be asked to support Laine Theatre Arts staff by raising awareness of it with the students they represent.

We will ensure that staff are aware of the implications of our student protection plan when they propose course changes by sharing the plan with all key managers via email. Additionally, Laine Theatre Arts' course approval process will require course teams and the committee considering any course amendments to take account of, record and mitigate any potential impact on the Student Protection Plan.

We will review our Student Protection Plan **annually in the Summer term** to ensure it remains fit-for-purpose. The Audit and Risk Committee will undertake the detailed scrutiny of any proposed amendments and make recommendations to the Laine Theatre Arts Limited Board. Any amendments approved by the Board of Directors will be submitted to the Office for Students for approval prior to the revised plan being published on our website. The Student Protection Plan may be reviewed at any time should new material risks be identified by the Board or one of its subcommittees that is deemed to have a potential impact on the student protection plan.

Our students will be involved in any review of the Student Protection Plan through a consultation process that engages with the elected student representatives and feedback from this process will be considered by the Audit and Risk Committee as part of its scrutiny of any proposed amendments.

We will inform our applicants and students if there are to be material changes to their course by email and we will invite them to an online meeting to discuss the changes in more detail.

We will give applicants and students 30 days' notice when we need to make material changes to the structure and/or content of their course and this notice will include information regarding how they can contact us to discuss the implications of the changes.

If we need to implement the measures in our Student Protection Plan, we will do the following to support students collectively and individually:

- Provide as much notice as possible if a course or Laine Theatre Arts has to close to enable:
 - applicants to apply to another course and/or another institution within the application cycle.
 - current students to consider all the options presented to change course and/or institution in line with the mitigation measures offered as part of the implementation of the Student Protection Plan.

- Offer group and individual tailored support and guidance to all applicants and students affected by the implementation of the Student Protection Plan so that they can make an informed decision as to the most appropriate course of action.

We will put in place and publicise arrangements to ensure that our students have easy and timely access to independent advice if we need to implement the measures in our student protection plan. For example, advice from: the Student Loans Company, UCAS, National Students Union, staff and Student Union representatives from our validation partners and/or any other institution(s) we have partnered with to implement our Student Protection Plan.

We welcome feedback from students on our Student Protection Plan at any time and students who wish to discuss the Student Protection Plan and/or its implementation should speak to our receptionist or contact the College using info@laine-theatre-arts.co.uk in the first instance to arrange a meeting with a member of staff.

Students who are unhappy with the content of Laine Theatre Arts' Student Protection Plan or its implementation and wish to register a complaint should follow the College's Student Complaint Procedure which is published on the website [here](#).

Policy reviewed by Board of Directors. Date of next review: September 2027.