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MONT ROSE®
COLLEGE

Student Protection Plan

2025 - 2027

1. Introduction

1.1. Mont Rose College of Management and Sciences (MRC; The College), along with all other higher education providers registered with the Office for Students (OfS), is required to publish a Student Protection Plan approved by the OfS. The Plan outlines the arrangements in place to safeguard students in the event of material change (e.g., programme, campus, or institutional closure), ensuring that students can continue and complete their studies with as little disruption as possible if any of these risks crystallise or will be compensated if that is more suitable.

1.2 The College will consistently implement effective mitigation measures to ensure that students' experiences remain unaffected during their studies. In unforeseen circumstances, if any of the risks outlined in this Plan materialise, the College will publish information on its website and notify students via email, SMS, or letter within five working days of the change becoming known. Students will be invited to attend meetings to discuss the changes. The Welfare Officer will be designated to contact students who report having special needs or circumstances that require additional support.

1.3 We have examined the likelihood and impact of the risks (Section 2) and the measures to mitigate them (Section 3). At present, the likelihood of the risks described in the Plan occurring has been classified as “low” or “very low”.

2. Risk Assessment

2.1 Market Exit

2.1.1 The likelihood that MRC exits the market is very low. However, if such a risk materialises, the impact would be severe. Mont Rose College's strategy is to expand its operations and course portfolio. The College maintains its finances to ensure healthy liquidity levels and provide the necessary resources for students to continue their studies and enjoy the student experience.

2.1.2. The College reported a total revenue of £12.863 million for the financial year ending 31st August 2025. The financial liquidity at the close of the year was 192 days. The liquidity remains adequate to support smooth operations. Consequently, the College considers the risk of institutional financial failure to be very low.

2.2 Closure of Campus

2.2.1 The likelihood that one or more College campuses will close is very low. The impact on students if such a risk materialises is low.

2.2.2 The College campuses-Mont Rose House and Shakespeare House-are within a one-mile radius.

2.2.3 The College does not plan to close any campuses in the short, medium or long term. The premises are maintained and inspected on an annual basis or when required. It is unlikely that any campus would be closed due to health and safety concerns. The College has the experience and a good track record in running its operations and managing academic programmes effectively.

2.3 The Withdrawal of OfS Registration

2.3.1 The likelihood that the OfS withdraws the College's registration is low. However, the impact, if such a risk materialises, would be severe.

2.3.2 The College maintains robust internal controls (IC) and governance arrangements to ensure compliance with all legal, regulatory, and awarding body requirements, hence significantly reducing the likelihood that such risk crystallises. It has an Audit Committee (AC) responsible for overseeing the effectiveness of internal controls and adherence to statutory and regulatory standards, including the OfS conditions of registration. The Board of Governors (BOG) regularly reviews the effectiveness of internal controls and risk management, offering recommendations for improvements to relevant departments.

2.4 Closure or Suspension of Programme

2.4.1 The likelihood of closing or suspending any of the College's programmes, which would prevent students from continuing and completing their studies, is low. However, if such a risk materialises, the impact would be medium.

2.4.2 Programme planning is part of the Academic Quality Assurance Board (AQAB)'s responsibilities. All programme managers are involved. The programme calendar and projected student numbers for each programme are reviewed well in advance of the start to ensure a smooth beginning and continuity of studies.

2.5 Withdrawal of Pearson Accreditation

2.5.1 The likelihood of Pearson accreditation withdrawal is very low. However, if such a risk materialises, the impact would be severe.

2.5.2 The College has a strong record of meeting Pearson's requirements and implementing robust quality monitoring processes; therefore, it is unlikely that Pearson will revoke its accreditation.

2.6 Loss of Key Staff

2.6.1 The College has plans in place for key staff successors. The likelihood of losing a key staff member, which could impact student teaching and learning, is considered low. If such a risk materialises, its impact is low.

2.7 Partner University Agreement Withdrawal

2.7.1 The College is bound by a contractual agreement with Buckinghamshire New University. The likelihood that the University might withdraw from the agreement is low, given the College's longstanding record of excellent teaching quality and compliance. The impact, if such a risk materialises, is medium.

2.8 Changes to Programme Content

2.8.1 In the case of Pearson HNDs, the Learning and Teaching Committee may occasionally approve changes to course modules or assessments to improve quality. The likelihood of these changes affecting student courses is low, as such decisions are generally made and implemented well before the course start dates. If such a risk does materialise, the impact would be medium.

2.9 Loss of UKVI Sponsor Licence

2.9.1 The likelihood of losing the UKVI Sponsor Licence is very low, as the College has maintained a strong record of compliance over the years. There will be no impact on students since the College currently has no international students enrolled and has no plans to commence recruitment at this time.

2.10 Industrial Action

2.10.1 The likelihood of industrial action is very low. The College staff frequently have access to senior leadership, which reduces the sense of distance and potential disputes. Issues are often resolved through discussion before they escalate. The impact on students if such a risk materialises is medium.

3. The Measures to Mitigate the Risks

3.1 The likelihood that any of the risks affecting student study materialise is low or very low.

3.2 In the unlikely event that any of the identified risks crystallise, the College will offer all necessary support to the students to mitigate the disruption:

3.2.1 In Case of Market Exit:

- The College will notify students within five working days of the decision to close.
- The College will ensure that affected students are able to complete their courses. It will collaborate with regulators to minimise disruption as much as possible and establish “teach out” arrangements.

- If the 'teach out' is not feasible for any reason, the College will arrange for students to transfer to other providers offering the same courses in Redbridge. We have researched local providers and compiled a list of those we would contact if such risks arise. If any students prefer to select another provider, the College will collaborate with them and assist in transferring to their chosen providers, subject to feasibility.
- The CEO wrote a comfort letter on 17th November 2025 to the BOG to confirm that he will underwrite Mont Rose College of Management and Sciences Limited, Ilford (MRC), up to the value of £2 million, should MRC require funds to maintain its solvency and continue as a going concern, thereby ensuring ongoing liquidity. The transfer of funds will be used solely for core business activities at MRC. The Chair of the BOG issued an acceptance letter on the Board's behalf on 17th November 2025.
- Welfare Officers will always be engaged to ensure that all necessary support is provided, especially to those with special needs or circumstances.
- For students registered at Buckinghamshire New University, the BNU Student Protection Plan will come into effect: the University will, where appropriate, 'step in' and deliver the course directly. If this is not possible, the University will seek education providers in locations relatively close to their current campus. Where appropriate, this may include opportunities to study at BNU or with another educational partner. The University will provide prompt information, advice, and guidance to students and will manage communication directly. Additionally, the University will work with the College to enable student transfers and support students by issuing transcripts that confirm their achievement of awards or credits. University-registered students are advised to access the [BNU Student Protection Plan](#).
- If the change financially impacts students, they will be offered financial compensation if they meet the criteria. They will be advised to read the [Refund and Compensation Policy](#).

3.2.2 In Case of Campus Closure:

- Before deciding to close any of the campuses, whether temporarily or permanently, the College would first consult with the students affected by the change (if possible) and seek their feedback in writing. If the College has no

choice but to close one of the campuses, it will inform students within five working days of the decision. The College will take all necessary steps to ensure that students are not adversely affected. However, if any students experience adverse effects, they will be advised to refer to the College's Refund and Compensation Policy to determine if they qualify for compensation.

- The College will relocate students to another campus within a one-mile radius.
- Additionally, the College will commence the construction of an eight-storey block in 2026, covering 14,263.24 sq. ft, adjacent to the Mont Rose House campus. The project is scheduled for completion in 2028. This extension will provide extra space for workshops, skill development classes, and conference halls, ensuring more students can be accommodated if any of the campuses need to close unexpectedly.
- In unlikely circumstances, if the student is unwilling to relocate to another campus and prefers to transfer to a different provider, then they will be assisted on an individual basis to make the transfer.
- If students are financially affected by the disruption, they will be offered financial compensation if they meet the criteria. They will be advised to read the Refund and Compensation Policy.
- Welfare Officers will always be available to ensure that all necessary support is provided, particularly to those with special needs or circumstances.

3.2.3 In Case of OfS Registration Withdrawal

- In the unlikely event that the College's registration with OfS is withdrawn, the College would appeal the decision.
- The College would contact the affected students within five working days and organise the 'teach out' of the programmes concerned.
- If the 'teach out' option is not approved, the College will support students in transferring to other providers offering these study programmes in Redbridge. We have researched local providers and compiled a list of those we would contact in the event of such risks arising. If any students prefer to select a different provider, the College will work with them individually and help facilitate their transfer to the chosen providers, where possible. The College will advise students to refer to the Transfer Policy, which contains all the information about available support to assist with the transfer.

- The College will collaborate closely with the regulator to ensure all necessary actions are taken to minimise disruption.
- To ensure the College remains financially viable to fulfil its commitments in these circumstances, the CEO wrote a comfort letter on 17th November 2025 to the BOG confirming that he will underwrite Mont Rose College of Management and Sciences Limited, Ilford (MRC), up to £2 million, should MRC require funds to maintain its solvency as a going concern, thereby ensuring continued liquidity. The transfer of funds will be solely used for core business activities at MRC. The Chair of the BOG issued the acceptance letter on the Board's behalf on 17th November 2025.
- If, due to disruption, students are financially affected, they will be offered financial support if they qualify. They will be advised to read the Refund and Compensation Policy.
- Welfare Officers will be engaged at all times to ensure that all necessary support is provided, especially to those with special needs or circumstances.

3.2.4 In Case of Closure or Suspension of the Programme:

- The College generally does not close a programme with students enrolled. If, for unforeseen reasons, the College decides to close the programme, it will first consult the affected students.
- If the decision is made to close the programme, students will be informed within five working days, and the “teach out” arrangements will be implemented to ensure that all students on the programme can continue and complete their studies.
- If the “teach out” options are not feasible for any reason, the College will organise the students' transfer to a modified version of the course within the institution (if available) or to other providers offering the same programme in Redbridge. If any students prefer to choose a different provider, the College will work with individual students to assist them in transferring to their preferred provider, if possible. The College will advise students to read the Transfer Policy.

- If students are financially affected due to the disruption, they will be offered financial compensation if they qualify. They will be advised to read the Refund and Compensation Policy.
- The Welfare Officers will always be engaged to ensure that all necessary support is provided, especially to those with special needs or circumstances.

3.2.5 In Case the Pearson Accreditation is Withdrawn

- The standard process in this situation would be to inform the students about the material change within five working days.
- The students' achievement records will be uploaded to the Pearson portal as soon as possible, enabling the institution to which the student is transferring to access the data and organise their continuation from where they left off at the College.
- The College will organise for students to transfer to other providers offering the same programme in Redbridge. We have researched local providers and compiled a list of those we would contact in the event of such a risk arising. If any students prefer to select a different provider, the College will work with each student to facilitate their transfer to the chosen provider, where possible. The College will advise students to read the Transfer Policy.
- If students are financially affected due to the disruption, they will be offered financial compensation if eligible.
- Welfare Officers will always be engaged to ensure that all necessary support is provided, especially to those with special needs or circumstances.

3.2.6 In Case of Losing a Key Staff Member

- The College has succession plans in place for key staff. However, in the unlikely event that there is no immediate replacement for a key staff member with the required skills to continue the work, the College would promptly engage with staff recruiters who specialise in recruiting competent Higher Education personnel to fill the gaps as swiftly as possible and avoid disruption.
- The employment contract with the College requires staff to give at least four weeks' notice. If a teaching staff member leaves between academic sessions, the College has arrangements for continuous coverage. The College maintains a "Data Bank" of resources, lecture notes, and handouts to support new staff members.

3.2.7 In Case the Partner University Withdraws the Agreement with the College

- Although it is unlikely, if BNU decides to withdraw its sub-contractual agreement for any reason, the University's own Student Protection Plan would then come into effect for students enrolled in its programmes.
- In the event of withdrawing from the partnership arrangement, BNU will take all reasonable steps to ensure that students continue to receive a high-quality academic experience in accordance with the OfS B Conditions of Registration. In the event of a partner's termination, there is a requirement to teach out programmes as covered in the contract between the University and the Education Partner. Additionally, the University will work with the partner to assess whether BNU leadership or teaching staff should be deployed to ensure a successful teach-out process. The University will collaborate with the College to coordinate information, guidance, and advice. Any commitments outlined in the College's or University's Access and Participation Plan will be honoured.”
- The students will receive all required advice and support from the College's Student Services team regarding the continuation of their programmes. According to their preferences, if necessary, assist them in transferring to another provider smoothly, request transcripts promptly, and liaise with the relevant university on their behalf.
- The Welfare Officer will be available to support the students.
- *“Buckinghamshire New University provides the following reassurance for its students studying through a sub-contractual arrangement with a partner: 'In the event that a Partner college becomes unable for whatever reason to continue to provide the programme to each student in the manner and to the standard which the student and we might reasonably expect, the University is committed to ensuring that each student is able to continue with their programme to the natural conclusion of their studies with the minimum of disruption. The options open to the University in such a scenario depend largely upon the individual circumstances of the Partner but would include providing direct teaching and support services to students at the Partner's teaching premises, securing appropriate teaching accommodation in the appropriate location for such teaching; arranging the transfer of students to study at a University campus on the same or very close programme, or transferring students to such a*

programme at another HEI" (BNU Assurance Letter Sent to MRC on 9th July 2018).

3.2.8 In Case of Changes to Programme Content

- Usually, the required changes to programme content or delivery methods are implemented well in advance, before the course begins. If such a change were to occur, the College will inform students within five working days and invite them to a discussion.
- Any extra support will be provided to ensure that the students are not academically affected.
- The Welfare Officer will be available to support the students.

3.2.9 In Case of Losing the UKVI Sponsor Licence

- The College has no international students enrolled and does not plan to start the recruitment. However, if the College initiates the admission of international students and, in a very unlikely event, the UKVI Sponsor Licence is revoked, the College will assist the affected students in switching to another institution.

3.2.10 In Case of Industrial Action

- In the very unlikely event of industrial action, the College will take appropriate measures to minimise disruption by ensuring the teaching schedule is unaffected. All arrangements will be effectively communicated to students.

4. Monetary Compensation Schemes

4.1. If any decision made by the College causes disruption to studies and affected students are unable to transfer to another course within the institution or to another institution due to special needs, or if the transfer results in a financial loss for the students, they may be entitled to monetary compensation. The students will be advised to consult the College's [Refund and Compensation Policy](#) to determine their eligibility for such compensation.

4.2. The affected students will be contacted by post and email within five working days, with details of the change as well as instructions and information about the claim process and eligibility criteria.

4.3. The students must be able to demonstrate that the change resulted in a financial loss.

4.4. All claims will be evaluated based on the student's circumstances, considering the student's eligibility for compensation and the amount of compensation.

4.5. The Welfare Officers will be notified if any of the affected students have special needs or disabilities. They will assist them with making claims within five working days. This information will also be available on the College website, guiding students with special needs to contact the Welfare Department if necessary.

4.6. After the assessment, eligible students will receive financial compensation within five working days in accordance with the College's Refund and Compensation Policy.

5. Student Information

5.1 The Student Protection Plan will be highlighted through the enrolment/induction process

5.2 The Student Protection Plan will be distributed annually through a communication aimed at raising student awareness.

5.3 The Plan will be updated every March / April and will be available on the College website

5.4 If any of the risks outlined in this Plan materialise, the College will notify students within five working days, providing reasons for implementing the Plan, options available to students, arrangements for accessing support and guidance, and where to find further information.

5.5 Information for prospective students will be accessible on the website and via the admission office.

6. Relevant Policies

6.1 If students are dissatisfied with how the Student Protection Plan is implemented, they can refer to the College's Student Complaint Policy and Procedures, which are available on the website, and submit their complaint.

6.2 Students who need extra support are encouraged to contact the Welfare Officer at welfareofficer@mrcollege.ac.uk to discuss any concerns or requests for assistance.

6.3 Students will be advised to refer to the Refunds and Compensation Policy when changes negatively impact them.

6.4 Students wishing to transfer to another course or institution will be referred to the Transfer Policy.

7. Student Protection Plan Review and Monitoring

7.1. The Academic/Quality Assurance Board (AQAB) reviews the Student Protection Plan annually. Student representatives are members of the AQAB.

7.2. The College maintains an internal control evaluation document to verify the effectiveness of the Student Protection Plan. The staff receive regular training to ensure they are confident in implementing necessary actions if any of the risks materialise. The College's Audit Committee monitors the Students' Protection Plan annually, as part of its internal control evaluation, to determine if it is ready to be implemented in the event of a material change.

OfS approved this Plan on 5th April 2019

OfS reviewed the revised plan on 6th February 2026

Liaised with Buckinghamshire New University on 9th July 2018

Consultation: with the Student Union and Student Representative Committee on 19th July 2018, and annually thereafter. The revised Plan was reviewed on 3rd November 2025 at the Academic/ Quality Assurance Board, where the students were consulted.

The document is published on: www.mrcollege.ac.uk

The document is brought to the attention of students and staff via the website, email, induction materials, and newsletter.

Next review date: 5th February, 2027