WTC
STUDENT PROTECTION PLAN

SEPTEMBER 2025

WTC Student Protection Plan	
Purpose	To protect the interests of students and enable them to complete their studies in the event of a material change in circumstances.
Enquiries	Enquiries about the SPP should be directed to the Chief Operating Officer (Nigel Langford) at coo@wtctheology.org.uk
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Approved by	Board of Trustees
Next Review	October 2026
Staff member responsible for update	Chief Operating Officer

1. Introduction

WTC is a not-for-profit, interdenominational, charismatic theological college with the vision of taking rigorous and accessible Kingdom Theology into the heart of the local church across the UK.[1] Our goal is to equip and empower people of all ages and backgrounds for leadership, mission, and discipleship and, through this, to effect personal and community transformation. We offer part-time, university-accredited qualifications in theology to around 220-250 students per year.[2] We work in partnership with local churches who share our vision where our local learning communities (Hubs) are established.

Our courses are delivered via a pioneering blend of in-person teaching, web learning and video-conferencing. All WTC students start the academic year with a five-day, residential, intensive teaching block in September (held at the University of Nottingham), with a second Residential in early January. For a further twenty weeks a year, undergraduate students study in local Hubs and postgraduate students attend their Hub for 2-3 Saturday teaching days during the academic year. This model enables our students to remain at home and study locally, in community, around their existing commitments. We welcome students from all church streams. WTC's primary constituency is the independent church sector, which has no dedicated theological colleges. Our students are UK-based.

2. Purpose

The purpose of the Student Protection Plan (SPP) is to preserve the continuation and quality of study for all WTC's students in the case that a risk to their continued study arises. The SPP sets out the actions that WTC will take in the event of a material change in circumstances to protect the student interest and ensure that students can complete their programmes. To do this WTC will work with our validating universities to ensure that students are able to achieve the best possible outcomes. The SPP has been designed to comply with the requirements of the Office for Students and should be read in conjunction with WTC's Refund and Compensation Policy.

WTC seeks to maintain and enhance the quality of the learning experience for all our students. We are committed to ensuring that there are appropriate arrangements in place to protect the quality of the student experience and its continuance in circumstances where these could be adversely affected.

[1] WTC is a registered charity (No 1123573) and a company limited by guarantee (Reg No 6506007).

[2] Starting from September 2023, all new WTC students and most continuing students will have their degree-level programme validated by Birmingham Newman University. Some continuing students are remaining with the University of Chester as the validating university.

WTC is a values-led organisation. This means that our values guide every aspect of college life and teaching, and this SPP has been formulated in alignment with our values which are on the website: https://wtctheology.org.uk/about-us/vision-values/

3. Overview

The Student Protection Plan (SPP) exists to:

- help protect the interests of WTC students
- set out clearly the measures which WTC will take to protect the quality and continuation of study for current and future students in the event of exceptional situations, including if their programme of study or WTC were to close
- offer clear and accessible information to current and prospective students on the likelihood of material changes to the programmes WTC offers, or if the college closes, and explain how WTC monitors that likelihood
- outline the actions WTC will take in the event of a material change or closure
- ensure that our actions in assessing risk and in the event of material change or closure are in the student interest
- explain how WTC will inform and consult students should such events occur so that student rights and the responsibilities of WTC are clear
- commit WTC to consult, inform and work with students as early as possible, setting our clear information and options

The Higher Education and Research Act (2017), which requires Higher Education providers to have an SPP, defines significant material changes as those which would affect the quality and/or continuation of a student's studies, including, but not limited to:

- disruption of programme delivery
- the unanticipated departure/unavailability of key members of staff
- the cessation of programme delivery, likely cessation, or change of delivery mode
- major changes in programme content during an academic year
- a decision to close a Hub or Residential location in which WTC's university accredited programmes are delivered
- cessation of partnership with a validating university

The SPP is triggered by material changes, particularly those which could affect students' continued participation in their chosen programme of study.[3] Should any aspect of the SPP need to be triggered, as far as is under WTC's control, we will take steps to avoid implementing changes during the academic year or making changes close to the start of an academic year.

The SPP does not apply to minor changes, such as any changes to optional modules being offered within the programme, module options as part of a programme offered in different years, or situations covered by staff illness.

The SPP relates to all students studying degree level programmes with WTC. It also identifies arrangements which will be made with our validating universities, Birmingham Newman University and the University of Chester. It involves any member of staff providing information, advice and guidance to prospective and current students. This includes professional (finance, IT, and registry), academic (Faculty and Learning Development tutor) and senior management staff.

In line with our values, WTC is committed to the provision of comprehensive, open and transparent information ensuring accurate, relevant and current procedures are followed enabling students to make informed decisions. The SPP is publicly available on our website, and on the student portal (MyWTC) for enrolled students, and the Faculty portal. Applicants will be made aware of the SPP when they receive an offer of a place to study,[4] and the attention of continuing students is drawn to the SPP each year. The SPP is included in staff training.

4. Risk Analysis and Mitigation

The table below lists possible circumstances which could arise which could undermine WTC's ability to follow through on our commitments (risk), the likelihood of such circumstances happening (level of risk), the measures we have put in place or will put in place to protect student interests (risk mitigation).

For the most part, the time horizon in which these concerns are considered is between three to nine years, the maximum length of time an individual student may require to complete a programme of study with WTC.

[3] Programmes of study are constructed to enable students to progress through the credit levels and, on achievement of the learning outcomes and credit requirements associated with each stage of the programme, to qualify for a validated award.
[4] A link to the SPP is included in the Student Contract, sent to applicants with their offer.

Risks to continuation of study	*Risk level likelihood*	*Risk mitigation*	*Severity/ impact on students being able to continue studying*
Institutional Operation			
Decision by the trustees to close WTC	Low	The trustees are all committed to WTC's long term calling to serve the church through the provision of rigorous academic theology. Given that WTC's primary constituency is the independent churches which have no dedicated theological colleges, and that these are the fastest growing sector of the UK church, and that student numbers have been stable or risen year on year for the past eight years, the future looks positive.	Low impact because if this decision were to be made (which is very unlikely) it would be after a number of years of consideration and an exit plan would be put in place to ensure that all existing students were taught out before closure.
Closure of college for financial reasons e.g. significant drop in student numbers and therefore fee income	Low	WTC returns audited accounts each financial year. The Board Committee on Finance and Risk scrutinises these accounts and the budgets and regular cash flows and reports to the Board of Trustees four times a year, to ensure that the college is financially viable. Our strategic and financial plans anticipate an increase in student numbers from the current c. 220 to c. 300 fee paying students over the next 3-5 years based on increasing the number of Hubs to a total of 14. This is based on a generally upward trajectory of student numbers over the past 8-9 years; and a steady growth in strong Hubs including new Hubs opening in South London and Cardiff in September 2027, WTC has applied for Office for Student registration so thatWTC students will be able to access government student finance which, we believe based on a recent financial survey of students, will enable more students to study, who are presently are not able to study because of financial constraints given the increase in the cost of living.	Low impact because if the decision was made to close the college for financial reasons, this would not be a quick decision, but would have been something the Board were monitoring for a couple of years, and putting in place measures to reduce the impact on existing students. The teaching model means that students are home based and WTC has proved during the pandemic that the college can deliver our programmes with a high degree of student satisfaction entirely online if necessary.

		Income is also received each year from regular individual and trust fund donors (for both unrestricted and restricted funding). Over the past 9 years, our donor funding base has significantly diversified and increased and we have a number of donors (both individual and trust donors) who have committed funding for multiple years. We anticipate that this will continue and are working to ensure this continues to be the case.	
Unanticipated absence of leadership, registry or operational staff	Low	WTC runs the college highly efficiently with a small staff team. Should one or two staff members be unable to work or resign, the staff team has in place a back-up system by which all the roles can be covered temporarily by other members of staff while a replacement is recruited into the role.	Low impact because, apart from some changes in who delivers modules, students should not be aware of staff changeovers or absences.
Withdrawal of conference facilities by the Residential hosting university	Low	We have signed an agreement with Nottingham University to host our two annual Residential weeks of intensive teaching until January 2029. We therefore consider that this risk is very low. However, if Nottingham decided to breach their contract and did not provide an alternative site for WTC to meet, we would find another suitable venue for the two weeks residential teaching of each academic year.	Low impact for the reasons set out.
Withdrawal from Hub partnerships by Hub churches	Low	Our Hub churches are our closest partners. Churches partner with WTC because they share WTC's vision to resource their regions with rigorous theological study. Our Hub Agreements include a 24 month notice period for Hub churches who wish to withdraw from the partnership, which provides WTC with sufficient time to identify and establish partnerships with other churches in the region, and for most students to finish the programmes on study they are enrolled on. Several Hubs are partnerships between 2-3 churches and WTC. In these cases, where one church withdraws the others will continue to support the Hub.	Low impact because the process of a Hub closing always involves discussions between the partner organisation and WTC on how to put in place the best solution to support students still studying. In the past WTC has taken over financial responsibility for Hubs temporarily unable to pay running costs to ensure continuity until the Hub partner could fund the Hub, and has identified another Hub partner in the same region (within a radius of 1.5 hours travel time)

		In cases where a single Hub partner finds themselves financially not able to continue in partnership, WTC takes over the running costs of the Hub for a limited period (usually up to 24 months). This has recently been the situation with one of our Hub partners due to a fall in revenue because of the Covid pandemic, and which has just resumed financial responsibility for the Hub demonstrating how the system works well. In cases where Hubs have closed because of lack of students which is a mutual decision taken together by WTC and the Hub partner, the notice period of 24 months is in place which means that all current students can finish the level on which they are studying. For those on longer courses, WTC undertakes responsibility for ensuring students can complete their programme of study. Alternatively, if there is another Hub within 1.5 hours travel time, they transfer to the other Hub for the duration of their programme. In cases where there is no Hub within 1.5 hours travel time, Graduate Diploma and MA students could transfer to our Flexi model by which they attend the two Residentials each year, and receive all other teaching online.	where continuing students can continue their studies, as part of a learning community. A high priority in reaching the best solution is to provide continuity and the least disruption possible for continuing students.
University Validation			
Loss of validation by our validating university	Low	Our degree level programmes are currently validated by Birmingham Newman and Chester Universities. Following Chester's Partnership Review they gave WTC (and a number of other colleges) notice. WTC negotiated a new validation partnership with Birmingham Newman University starting in September 2023. Should the same situation happen again, we will work with another university to validate our programmes during the	Low. We have negotiated a validating partner with Birmingham Newman University which started in September 2023. All incoming and most continuing students will transfer to Newman at this time. Some students chose to continue with Chester, which has committed to providing the same level of partnership support until all students enrolled with the university have completed their programmes

		notice period.	of study.
Programme Delivery			
Ceasing or suspension of particular programmes of study	Low	WTC makes every effort to deliver the programmes and modules advertised on the website and in the prospectus. All the degrees which WTC offers are in Kingdom Theology which means that there are areas of common expertise across our Faculty and there are no modules dependent on a single member of Faculty to deliver. WTC is committed to delivering the programmes and modules which students have enrolled to complete. If WTC decided to discontinue a programme, this would not be implemented until current students had been taught out and finished their programme. Thus, any discontinued programmes would not be advertised as programmes of study for applicants. As advertised on our website, temporary (1-year) suspension of programmes could occur if there are not sufficient students enrolled on the programme for a particular year, meaning that the pedagogical experience would be of less value to the students. Any students accepted on these courses would be offered places for a subsequent year.	Low/Medium. Delay in delivery of one programme might mean a student needing to delay by one year before studying, which could be inconvenient.
Discontinuation of particular modules of study	Low	The curriculum and modules contained in particular programmes are regularly reviewed to ensure that WTC is offering well rounded, coherent and quality programmes at every level. Following such a curriculum review, individual modules may be discontinued and others included in the programme to enhance the programme. This will be advertised to potential students on the website, in the prospectus and in verbal conversations with the potential	Low. These changes would be planned, would not be implemented mid-year and will be advertised to applicants so they are aware of the modules to be included in the programmes of study they are applying for. So students should not be impacted mid-programme of study.

		applicants. Changes to modules offered within a programme (other than those requiring immediate reaction e.g. caused by Faculty ill health meaning a change of the Faculty member delivering the module) will only occur at the start of an academic year, and will be advertised on our website: https://wtctheology.org.uk/programmes/	
Temporary discontinuation of modules due to Faculty ill health	Low	The college has access to a range of specialists who could be brought in to cover for a Faculty member who is unable to teach, meaning that there will be minimal disruption to students on the course. This situation has happened and been dealt with to ensure that students were taught by replacement Faculty who are well qualified in the subject they are teaching. As appropriate, if the staff member is unable to teach for a prolonged period and another member of Faculty with appropriate skills and experience is not available to cover long term, WTC will move quickly to recruit externally to avoid disruption and cover the gap.	Low. 50% of the course is delivered online via recorded lectures (those not delivered at the twice yearly Residential intensive weeks) and these could be shown as normal, with Residential teaching and virtual tutorials being hosted by another member of staff.
Discontinuation of the medium of study	Low	WTC delivers its programmes through a highly innovative combination of in-person, on-line and recorded media making it possible for students to remain in their home locations while studying at university level, while not suffering the isolation of traditional distance learning. This combination as the bedrock of our regular medium of delivery means that we are able to shift to a fully online delivery which happened in one day during the Covid pandemic in March 2020. We continued to provide fully online programmes until September 2021, with no loss of academic quality.	Very low as was proven during the Covid pandemic. WTC's highly flexible medium of delivery can be used in different combinations to ensure the programmes are delivered and Hub communities maintained (albeit online communities) in emergency situations.

Loss of study skills specialist support	Low	WTC has an outstanding study skills/learning development department providing support to all students, and particularly to those with SEN requirements. We have a full suite of detailed study skills resources, available to all WTC students online. We also have a dedicated Learning Development Tutor who is available to meet students 1-2-1 or in groups by appointment.	Low. In addition to our Learning Development Tutor, our Faculty hosts Google Hangouts regularly to help students with the technical aspects of essay writing. The detailed online study skills resources are available to all students at all times.
Parity of programme content	Low	WTC's core values include the biblically based equality of men and women Intentionally looking to recruit faculty from a variety of diverse backgrounds Regularly encouraging faculty to include academics of colour on all module reading lists Specific bibliographies representing diverse views on theology Systematic modules include presentations of early Church Fathers and Mothers from Africa and Near East Faculty intentionally provide a safe and healthy environment for students to engage with a variety of views respectfully	Low. Bibliographies are reviewed each year
Student circumstances			
Students moving their home location	Low	WTC will make every reasonable endeavour to help students continue and complete their studies. Students who move house can relocate and join another Hub and continue their studies with WTC if there is one within 1.5 hours travel time of their new location. For those for whom this is not the case, there are some flexible studying options. If they are moving to an area of the UK which is not within 1.5 hours travel time of another Hub, they can change to become Flexi-students if they are studying for a GradDip or MA. If they are CertHE/BA	Low. This is something which happens periodically and which we are used to supporting students through these situations.

		students the Flexi option is not open but we will find a way to enable them to continue studying to the completion of the programme on which they are currently enrolled.	
Financial constraints for students	Low	A number of students require financial support with fees. WTC has negotiated an agreement to provide student loans with Kingdom Bank, and students are directed to apply to relevant trusts. WTC also offers two bursaries. Some Hubs also establish Hub bursaries. Some students obtain financial support from family, friends and members of their church. Apart from allocation of WTC bursaries, other funding support is the responsibility of students to obtain, although WTC will provide support and advice. In terms of WTC bursary funding, we approach trusts and also initiate fundraising projects to raise funding for our Principal's Bursary Fund which is awarded to students with a recent history of offending or addiction. WTC is applying to the Office for Students for registration which, if granted, will enable our students to apply for government student finance if they meet the criteria, as well as Disabled Student Allowance.	Low/medium depending on the individual student's circumstances. Should individual students find themselves in financial trouble mid-programme, we encourage them to talk to a member of WTC staff to discuss the situation and discuss options for how they can access additional funding to complete their courses, or set up a realistic payment plan. The website includes details of trusts the criteria of which might match their circumstances, and we have many student testimonies of ways in which they have accessed funding to complete their courses which we can share.
Students wishing to transfer to another institution	Low	WTC will facilitate this by providing credit/achievement information to the new HE institution. Should the student wish to transfer mid-academic year, they can withdraw from their programme in line with our policies for withdrawal, and any balance of tuition fees for the year will be refunded in line with WTC Facts About Fees policy on the website. Acceptance of the student by another institution is entirely the decision of that institution and WTC cannot influence their decision.	Low. Processes are in place between HE institutions for students to change between colleges and for providing their record of achievement to the new institution to facilitate admission to the receiving provider so they can continue their course elsewhere.

WTC student profile changing affecting student numbers	Low	WTC students are drawn from a wide educational, professional, geographic and age spectrum. Students come from a wide variety of church backgrounds and denominations. This means that there is no one stereotypical student profile. All WTC students are UK based so there is no risk of international students not being able to study with WTC.	Very low - as explained.
Students with special physical needs	Low	WTC has had three deaf students studying with the college. One is a current student. Because of the medium of programme delivery, 50% of their programme is delivered in the two weeks of residential intensive teaching, and the other 50% remotely in the local Hub location or as a Flexi-student (which is an option open for students on the Graduate Diplomas and MA programmes). The Learning Development Tutor at WTC liaises closely with students with particular needs to ensure they have support they require in place for the Residential teaching weeks. For example, deaf students select the team of interpreters with whom they wish to work at the Residential teaching weeks and remotely in their home locations for the virtual tutorials. WTC subtitles all lectures and virtual tutorials for the relevant programmes. Recordings of lectures and VCs are made available to these students in case they wish to listen to them again. All Hub locations are accessible for students with physical disabilities, as is the Residential teaching week location. Students with particular needs are asked to ensure that WTC is aware of these, so they can be addressed e.g. ensuring students with limited mobility are on the ground floor of the Residential location; deaf students have a 'buddy' who would ensure they were made aware of fire alarms, or a need to evacuate the building during the Residential weeks.	Low. WTC is proactive in making sure that students have the support they need at the Residential weeks. Students need to be proactive in ensuring they have support for the remote element of the teaching in terms of interpreters during the Hub sessions, and WTC ensures that lectures and virtual tutorials are subtitled and available for repeat listening.

Legal and Reputational risks			
Former/current students file a formal complaint about WTC	Low	WTC has a number of processes in place to prevent discrimination and provide individual support to students in their studies. These include high-quality admissions procedures (in line with our Admissions Policy and Procedure), student support procedures, procedures for student assessment which are in line with those of our validating university, and good staff management. WTC delivers the programmes to students as advertised and in line with the terms and conditions of the Student Contract. Beyond this, WTC is covered by liability insurance in accordance with the Partnership Agreement with Newman University. WTC has a Safeguarding Code of Conduct which all staff, Faculty, volunteers and students agree to adhere to. All Hub churches and the Residential location also have safeguarding policies which are operational while students are studying in person during Residential teaching weeks and Hub nights.	Low. Applicants are referred to the Student Contract, setting out the terms and conditions of studying with WTC when they are sent an offer to study. The college also has a number of formal and information feedback channels in place, and welcomes comments and feedback from students throughout their programmes of study. WTC has a Student Complaints Policy which is publicly accessible on the website and to enrolled students on the student portal. This sets out the processes to be followed should a complaint be lodged. The policy is aligned with the OIAHE Code of Good Practice.
Financing WTC's Refund and Compensation Policy			
Inability of WTC to fund the Refund and Compensation Policy	Low	WTC undertakes to maintain sufficient funding to enable refunds and compensation in line with this policy to be made to students who qualify in the event of risks outlined in the Student Protection Plan materialising. This will be achieved through cash reserves or insurance.	Low. WTC's rate of student retention over the past six years is between 93-94%. Financing the Refund and Compensation Policy therefore represents a low financial risk. Published accounts demonstrate that WTC has had a positive cash flow throughout the year for its financial history enabling all refunds to be paid on time and in full. This pattern is expected to continue.

External circumstances			
National lockdowns due to pandemics	Medium	WTC's programme delivery medium combining in-person and remote teaching means that in a national lockdown, the college can transfer all teaching online as soon as a decision is taken. This was tried and proved at the start of the Covid pandemic when WTC moved fully online at 1-days notice in March 2020, 1 week before the first government lockdown demonstrating that the college has all the processes and equipment in place to do this.	Low. During the Covid pandemic (2020-22) WTC moved all teaching, including the 'residential' intensive teaching weeks online. () This transfer was effected with a high degree of student satisfaction. We have all the processes in place to continue to deliver our courses fully online if that is necessary for periods of the academic year while maintaining the academic standards and our distinctive of 'learning in community'. Given that students are home based except for the two Residential weeks per year, the requirement to self-isolate has much less impact on WTC students being able to access learning than were we a fully residential college.

5. Responsibilities for and Monitoring of Identified Risks

WTC monitors the risks identified regularly in the Senior Executive Team (SET) and Board meetings. It is the responsibility of the Principal and SET to consider the consequences of any changes which they may decide to make to programme offerings, university validation, and of the Trustees and SET to monitor institutional and operational risks, legal and reputational risks and external circumstances which may impact students' ability to continue their programmes.

Students are responsible for liaising with staff and Faculty about circumstances which may affect their own ability to continue, and initiate discussions to find a solution which is acceptable to them. A number of informal and formal channels of communication are in place to support regular student feedback to the college including through their Hub Directors, weekly Hub Feedback Forms and elected Student Representatives. WTC places a high value on accessibility and students can approach members of WTC Faculty and staff individually to ask to meet with them - something which is emphasised as part of the college culture.

Should any of the risks identified above look likely to materialise, the SET and Trustees will discuss and take actions on reducing the risks, and putting in place appropriate responses.

6. Communication with Students, Staff and Faculty

The SPP is subject to annual review and reapproval by the Board and SET. As part of this process risks are discussed with staff and with Hub Student Representatives. The aim is to ensure that risks remain current and mitigations feasible in the light of changing circumstances.

In between these annual reviews, any student can send comments on the SPP to the Chief Operating Officer, either directly by email: coo@wtctheology.org.uk; or via their Hub Student Representative.

The SPP is available to students on the website and on MyWTC (the student portal) and is drawn to the attention of students and applicants. It is included with staff and Faculty training and induction activities and documentation.

The SPP and other relevant policies/plans are shared with our validating partner.

7. Independent advice for students

The student body at WTC differs from that of many HE institutions, being widely diverse in terms of age, (currently from 23 to 79 years old), church tradition, professional and educational background. All students study part-time around their existing commitments, and 80% of WTC students study around their paid employment/self-employment. WTC has no campus, and students remain in their home locations with access to all their regular support structures and sources of advice. During the Residentials, trained Chaplains are available for individual appointments with students who chose to take advantage of this provision.

8. Student feedback on the SPP

Elected Student Representatives are asked to comment on the SPP when it is reviewed annually. The accessibility of WTC staff, including senior staff, is emphasised to students being introduced to WTC's culture and values at the Residentials and through their Hubs, which place a high value on transparency and accessibility. Students are made aware that they can contact senior

WTC staff to discuss any policy, including the SPP, at any time. Formal and informal feedback mechanisms are in place (as clarified in the Student Complaints Policy,[5] and students can feedback or complain about the SPP, or any aspect of the college.

9. Communication in the Event of Implementation

Should any element of the SPP need to be implemented because one of the risks has crystallised, WTC will act quickly (ideally within two days of the decision to trigger the change) to let the affected students know, to minimise disruption to their studies.

Depending on the situation, all relevant staff, Faculty, Hub Directors and students will be informed by the appropriate channels (phone, zoom, email, in person with public notices posted on the website). Individual students will be supported and advised by their Hub Directors, Faculty, relevant staff members to provide advice, guidance and options.

Where major disruptions cannot be avoided, WTC will ensure that viable alternatives are offered in good time, and students are supported to exercise their statutory rights. All WTC students are also either Birmingham Newman University or University of Chester students, and the universities as well as WTC have an obligation to ensure that students are supported to complete the programmes of study for which they are enrolled.

It is highly unlikely that a programme, or the college will need to close, except due a Force Majeure event which is completely beyond WTC's control. Should such an event take place and the college need to close temporarily, students will be informed as soon as possible, and ideally within 48 hours of the decision. In the case of a planned closure of the college, students will be informed within 7 days of the decision being made, informing them that every effort will be made to continue to the end of the academic year, and ideally to the end of each students' academic programme. If a decision is taken to stop offering a programme, students on the programme in question will be taught out, and no new students admitted to that programme.

With respect to any programme closure or change mid-academic year (which is highly unlikely), students will be informed as early as possible. If programmes change for incoming students, these will be advertised on the Programme section of the website.

WTC will inform the Office for Students within 5 working days of any event (except for the closure of an individual programme) requiring the implementation of any provision of the SPP.

[5] Policies are publicly available on the website and, for enrolled students, via the student portal.

Students who wish to make a complaint about the way in which the SPP has been implemented can follow the Student Complaints Policy (available on the website and MyWTC). Should they be dissatisfied with the outcome of the complaints process, and depending on the nature of the complaint, students may also have recourse to the complaints procedure at Birmingham Newman University or Chester University and the Office of the Independent Adjudicator once all college procedures have been exhausted.

10. Review of Student Protection Plan

The SPP will be reviewed annually by the Board of Trustees in discussion with the SET, following consultation with the Student Representatives on behalf of the student body.

11. Other Relevant Documentation

WTC Refund and Compensation Policy
Access and Participation Statement
Safeguarding Code of Conduct
Student Complaints Policy
The above are available on the website.
WTC Organisational Risk Register (available on request from the Chief Operating Officer: coo@wtctheology.org.uk)