

# EDA COLLEGE



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## Student Protection Plan<sup>1</sup>

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|                             |                                |
|-----------------------------|--------------------------------|
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<sup>1</sup> Prepared in accordance with OfS condition C3

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## 1. Introduction and Purpose

This Student Protection Plan (SPP) sets out the measures EDA College has in place to protect the interests of its students should a risk to the continuation of their studies materialise. It is designed to give students confidence that EDA College takes its responsibilities to them seriously and has made appropriate arrangements to safeguard their education and financial interests.

This SPP applies to all students enrolled at EDA College on higher education programmes, including those funded through the Student Loans Company (SLC) via the Birmingham Newman University franchise arrangement.

*“EDA College is committed to ensuring that no student’s education is put at risk by circumstances outside their control. This plan sets out exactly what we will do to honour that commitment.”*

This document will be reviewed and updated annually and whenever a material change in circumstances occurs that affects its content. It will be published on the EDA College website and submitted to the OfS as part of the College’s registration application.

## 2. Legislative and Regulatory Context

This SPP has been prepared in accordance with:

- Office for Students (OfS) Regulatory framework for higher education in England, as revised, condition C3 (Student protection plan) and initial condition C5 (Treating students fairly)
- The Higher Education and Research Act 2017
- The Consumer Rights Act 2015 and CMA guidance for higher education providers
- The Competition and Markets Authority (CMA) guidance on consumer protection law in higher education
- OfS guidance on Student Protection Plans (updated 2021)

OfS condition C3 requires all registered providers to:

- Assess the range of risks to the continuation of study for each course they offer
- Identify measures to mitigate those risks
- Set out what will happen in the event that a risk materialises, including what students can expect in terms of continuation, transfer, compensation and refunds
- Have the SPP approved by the OfS and publish it on their website
- Implement the SPP if required and comply with its terms

## 3. Scope of This Student Protection Plan

This SPP covers all students enrolled on higher education programmes at EDA College, including:

| Programme / Student Group                                                                                                                                                                                 | Awarding Body                | Funding Route                 | Covered by SPP                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|-------------------------------|--------------------------------|
| <b>Foundation Year (Business)</b>                                                                                                                                                                         | Birmingham Newman University | SLC / Student Finance England | Yes                            |
| <b>BSc Business Management</b>                                                                                                                                                                            | Birmingham Newman University | SLC / Student Finance England | Yes                            |
| <b>The College’s own provision from 2027/28 (NCC Education Level 4 and Level 5 Diplomas in Business (HTQ), subject to registration; the College was accredited by NCC Education on 10 September 2026)</b> | NCC Education                | SLC / Self-funded             | Yes (updated SPP to be issued) |

*This SPP will be updated whenever new programmes are introduced or new awarding body or awarding organisation arrangements are established.*

## 4. Risk Assessment: Risks to Continuation of Study

EDA College has assessed the following risks to the continuation of study for its students. Each risk has been assessed for likelihood and potential impact, and appropriate mitigation measures are set out in Section 5.

| Ref | Risk                                                                               | Description                                                                                                                                                                                   | Likelihood | Impact |
|-----|------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------|
| R1  | Termination or material change to Birmingham Newman University franchise agreement | The franchise agreement under which EDA College delivers its higher education programmes could be terminated by either party, or materially changed in a way that affects programme delivery. | LOW        | HIGH   |
| R2  | Financial failure of EDA College                                                   | EDA College could become financially unviable, making it unable to continue delivering its programmes.                                                                                        | LOW        | HIGH   |
| R3  | Withdrawal or suspension of a specific course or programme                         | A specific programme may be withdrawn due to low enrolment, curriculum restructuring, loss of professional accreditation, or OfS intervention.                                                | MEDIUM     | MEDIUM |
| R4  | Loss or closure of EDA College campus / premises                                   | EDA College's physical premises in Shirley, Solihull could become unavailable due to fire, flood, lease termination or other unforeseen event.                                                | LOW        | MEDIUM |
| R5  | Significant staff loss affecting programme delivery                                | The unexpected departure of key academic or leadership staff could affect the quality or continuity of programme delivery.                                                                    | MEDIUM     | MEDIUM |
| R6  | OfS intervention or suspension of registration                                     | The OfS could take regulatory action against EDA College, including suspension of registration, in the event of a serious failure to meet conditions of registration.                         | LOW        | HIGH   |
| R7  | Loss of Student Loans Company (SLC) designation                                    | EDA College's ability to recruit SLC-funded students could be suspended or withdrawn, affecting student funding and the College's financial position.                                         | LOW        | HIGH   |
| R8  | Pandemic, major incident or force majeure event                                    | An unforeseen major incident (e.g. pandemic, natural disaster, cyber attack) could disrupt programme delivery for a significant period.                                                       | LOW        | HIGH   |

## 5. Risk Mitigation Measures

| Ref | Risk                  | Mitigation Measures                                                                                                                                                                                                                                                                                                                                             |
|-----|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| R1  | Franchise termination | Maintain positive relationship with Birmingham Newman University. Annual partnership review meetings. Deliver the College's own provision as an accredited partner centre of NCC Education from 2027/28, subject to registration with the OfS. Teach-out plan maintained and ready to activate (see Section 6). SPP triggers activated immediately upon notice. |
| R2  | Financial failure     | Annual Financial Sustainability Plan approved by Board. Finance Board reviews financial KPIs termly. Minimum cash reserves policy maintained. Income diversification strategy reduces single-stream dependency. OfS notified immediately if financial viability at risk.                                                                                        |
| R3  | Course withdrawal     | All course withdrawals require Board approval. Affected students notified at earliest opportunity. Teach-out offered as default (see Section 6). Transfer support provided where teach-out not possible.                                                                                                                                                        |
| R4  | Campus/premises loss  | Buildings and contents insurance maintained at full replacement value. Business continuity plan in place. Blended and online delivery capability means rapid transition to remote teaching possible. Alternative venue arrangements pre-identified.                                                                                                             |
| R5  | Key staff departure   | Succession planning for all senior academic and leadership roles. Staff handbook                                                                                                                                                                                                                                                                                |

|           |                         |                                                                                                                                                                                                                   |
|-----------|-------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                         | and curriculum documentation maintained and version-controlled. Visiting lecturer network maintained. Relationship with Newman University provides backstop academic support.                                     |
| <b>R6</b> | OfS intervention        | Proactive regulatory compliance culture. OfS Registration Action Plan maintained. Regulatory risks reviewed at every Board meeting. Legal advice sought at earliest sign of regulatory concern.                   |
| <b>R7</b> | Loss of SLC designation | Compliance with all SLC and OfS requirements maintained. Financial contingency plan to manage reduced income. Explore self-funded and employer-funded routes as income diversification.                           |
| <b>R8</b> | Force majeure           | Business Continuity Plan (BCP) in place and tested annually. VLE (Moodle) enables rapid switch to online delivery. GDPR-compliant data backup systems maintained. Critical incident response protocol maintained. |

## 6. Course Closure and Teach-Out Arrangements

EDA College's preferred approach in the event of a course closure is to offer a teach-out: to continue teaching the affected programme to all students already enrolled until they have had a reasonable opportunity to complete their studies. The following principles govern teach-out arrangements at EDA College:

### 6.1 Teach-Out Principles

- Teach-out will be offered as the default option to all students enrolled at the time of a course closure decision
- Students will be given a minimum of one full academic year's notice wherever possible before a course ceases to recruit new students
- The quality of teaching and assessment during a teach-out will be maintained to the same standard as normal delivery
- Students will be supported throughout the teach-out period and kept regularly informed of progress
- Financial support arrangements (including SLC funding) will be maintained throughout the teach-out period
- The awarding body (Birmingham Newman University) will be notified immediately and will be involved in quality oversight of the teach-out

### 6.2 Teach-Out Timeline

| Stage                       | Action                                                                                                     | Timeline                             |
|-----------------------------|------------------------------------------------------------------------------------------------------------|--------------------------------------|
| <b>Decision</b>             | Board of Governors approves course closure. Principal notifies OfS, Birmingham Newman University and SLC.  | Immediately upon decision            |
| <b>Student notification</b> | All enrolled students notified in writing of closure decision, teach-out arrangements and their options.   | Within 5 working days of decision    |
| <b>Staff briefing</b>       | Academic and support staff briefed on teach-out plan and their responsibilities.                           | Within 5 working days of decision    |
| <b>Teach-out delivery</b>   | Normal programme delivery continues for all enrolled cohorts until final examination and assessment.       | Until final cohort completes         |
| <b>Closure confirmation</b> | Academic Registrar confirms all students have completed or have been appropriately transferred / refunded. | Upon completion of last cohort       |
| <b>OfS notification</b>     | Principal confirms closure complete and all student outcomes resolved to OfS.                              | Within 30 days of closure completion |

## 7. Campus Closure Arrangements

In the event that EDA College's Shirley, Solihull campus becomes unavailable, the following arrangements will be activated:

- Immediate transition to online delivery via the Moodle VLE for all teaching and learning activity

- Students notified within 24 hours of any unplanned campus closure via email, text and the student portal
- All critical student data and curriculum materials are backed up securely and accessible remotely
- Alternative physical teaching venues have been identified in advance and can be activated within five working days for activities that cannot be delivered online
- Assessment arrangements will be reviewed and adjusted to reflect the circumstances, with the agreement of Birmingham Newman University as awarding body
- Birmingham Newman University will be notified immediately of any campus closure and will be involved in contingency planning

*EDA College's investment in digital infrastructure (Moodle VLE, Student Management System, cloud-based administration) is specifically designed to ensure continuity of learning in the event of physical premises disruption.*

## 8. Provider Closure Arrangements

In the unlikely event that EDA College becomes unable to continue operating as a higher education provider, the following arrangements will apply:

### 8.1 Notification

- The Principal will notify the OfS, Birmingham Newman University, the Student Loans Company and all enrolled students and staff at the earliest possible opportunity
- The Board of Governors will convene an emergency meeting to oversee the closure process
- Legal and regulatory advice will be sought immediately

### 8.2 Student Options in the Event of Provider Closure

| Option                              | Description                                                                                                        | EDA College Support                                                                                                                                  |
|-------------------------------------|--------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Transfer to another provider</b> | Students transfer their programme to a partner institution and continue their studies                              | EDA College will actively facilitate transfer to Birmingham Newman University or another suitable provider. Academic credit transfer will be sought. |
| <b>Teach-out (if feasible)</b>      | If sufficient staff and resources remain, EDA College will attempt a teach-out with OfS agreement                  | Teach-out feasibility will be assessed immediately. Birmingham Newman University will be asked to support quality oversight.                         |
| <b>Claim a refund</b>               | Students who have paid tuition fees directly and cannot be offered a suitable alternative are entitled to a refund | EDA College will process refunds in accordance with the Refund Policy (Section 11). SLC-funded students should contact their funding body.           |
| <b>Suspend studies</b>              | Students may choose to suspend their studies and return to higher education at a later date                        | EDA College will provide written confirmation of credit achieved to date and support students in accessing future study.                             |

### 8.3 Academic Records

EDA College maintains all student academic records in its Student Management System (SMS), which is cloud-hosted and backed up daily. In the event of provider closure, academic records will be transferred to Birmingham Newman University who will hold them securely for a minimum of six years, enabling students to obtain transcripts and certification of achievement.

## 9. Birmingham Newman University Franchise Arrangements

EDA College currently delivers all its higher education programmes under a franchise agreement with Birmingham Newman University. The following specific arrangements apply in respect of this partnership:

| Scenario                                                              | Arrangement                                                                                                                                                                                                                                             | Student Outcome                                                                                                                                 |
|-----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Newman University terminates franchise</b>                         | EDA College activates teach-out plan. Affected students are offered the option to transfer directly to Birmingham Newman University or another suitable provider.                                                                                       | Students can complete their degree with Newman University directly or transfer to a suitable alternative provider with full credit recognition. |
| <b>EDA College terminates franchise</b>                               | EDA College provides minimum 12 months' notice to enrolled students. Teach-out offered for all enrolled cohorts.                                                                                                                                        | All enrolled students complete their programme under existing arrangements. No student loses credits earned.                                    |
| <b>Changes to programme content or structure</b>                      | Any material changes to the franchised programme require Birmingham Newman University approval and OfS notification if significant.                                                                                                                     | Students are informed in advance and their programme specification is updated. No material detriment to enrolled students.                      |
| <b>The University withdraws the programme from franchise delivery</b> | EDA College activates the teach-out plan in agreement with the University, which as awarding body remains responsible for the award. Arrangements for future cohorts would be sought with another lead provider or awarding organisation. OfS notified. | Enrolled students complete their programme and receive the University's award. OfS oversight maintained throughout.                             |

EDA College maintains a current copy of all programme specifications, module handbooks and assessment materials independently of Birmingham Newman University, ensuring continuity of academic content in any scenario.

## 10. Student Transfer Arrangements

Where a teach-out is not possible or a student chooses to transfer rather than complete their studies at EDA College, the following transfer arrangements will apply:

- EDA College will provide each transferring student with a formal Academic Transcript showing all credits achieved and assessments completed
- EDA College will write a supporting reference letter for each transferring student upon request
- EDA College will actively identify and contact suitable receiving institutions (starting with Birmingham Newman University) and facilitate introductions
- EDA College will negotiate with receiving institutions to maximise credit recognition and minimise any additional study required
- Transfer support will be provided by a nominated member of the Student Services team for each affected student
- Students will be given a minimum of 30 days to consider their transfer options before a decision is required
- Transfer arrangements will be confirmed in writing to each student before transfer takes place

### Identified Transfer Partners

| Institution                         | Programme Compatibility                             | Transfer Basis                                    | Contact Lead                   |
|-------------------------------------|-----------------------------------------------------|---------------------------------------------------|--------------------------------|
| <b>Birmingham Newman University</b> | All current programmes (existing franchise partner) | Direct transfer; full credit recognition expected | Principal / Academic Registrar |
| <b>University of Birmingham</b>     | Business, Law and Health                            | Credit transfer subject to                        | Academic Registrar             |

|                                                          |                                    |                                                             |                    |
|----------------------------------------------------------|------------------------------------|-------------------------------------------------------------|--------------------|
|                                                          | programmes                         | receiving institution assessment                            |                    |
| <b>Aston University</b>                                  | Business Management programmes     | Credit transfer subject to receiving institution assessment | Academic Registrar |
| <b>Other UCAS-registered providers (Birmingham area)</b> | Subject to programme compatibility | Credit transfer subject to receiving institution assessment | Academic Registrar |

*Transfer partner agreements will be formalised as formal Memoranda of Understanding (MoUs) by the 2027/28 academic year.*

## 11. Refund and Compensation Policy

EDA College's Refund and Compensation Policy is set out in full in the Student Terms and Conditions, which are provided to all students at enrolment and published on the EDA College website. The following principles apply:

### 11.1 SLC-Funded Students

- Students whose tuition fees are paid by the Student Loans Company will have their loans adjusted by the SLC in the event of a course or provider closure. Students should contact Student Finance England directly in the first instance.
- EDA College will notify the Birmingham Newman University (and if required, the SLC immediately) in the event of a course or provider closure and will cooperate fully with the lead provider to facilitate any SLC processes.
- Students who have received maintenance loans and grants will not be required to repay any funding already received in respect of completed periods of study.

### 11.2 Self-Funded Students

- Students who have paid tuition fees directly to EDA College are entitled to a refund of fees paid for any teaching not yet received, calculated on a pro-rata basis from the date of closure notification
- Refunds will be processed within 30 calendar days of a student's request following notification of closure
- Where EDA College is unable to fund a full refund from its own resources (e.g. in the event of insolvency), students will be directed to the relevant statutory protection schemes.

### 11.3 Compensation

- Where a student has incurred reasonable direct costs as a result of a course or provider closure (e.g. non-refundable travel costs, accommodation deposits), EDA College will request the lead provider to consider compensation claims on a case-by-case basis
- Compensation claims should be submitted in writing to the College Registry within 60 days of the closure event
- Students who are dissatisfied with EDA College's or lead provider's response to a refund or compensation claim may raise a formal complaint under the College's Complaints Procedure and, ultimately, refer their case to the Office of the Independent Adjudicator (OIA).

## 12. Student Information and Communication

EDA College is committed to keeping students fully and promptly informed in the event of any risk to their continuation of study. Our communication commitments are:

| Trigger Event                          | Communication Channel                                              | Timeline              | Lead             |
|----------------------------------------|--------------------------------------------------------------------|-----------------------|------------------|
| <b>Course withdrawal decision made</b> | Personal email to all enrolled students + notice on student portal | Within 5 working days | Principal        |
| <b>Campus closure (unplanned)</b>      | Email, text message and student portal notice                      | Within 24 hours       | College Registry |

|                                                  |                                                    |                                            |                             |
|--------------------------------------------------|----------------------------------------------------|--------------------------------------------|-----------------------------|
| <b>Financial difficulty affecting operations</b> | Personal email to all students                     | Within 5 working days of Board decision    | Principal                   |
| <b>Provider closure</b>                          | Personal meeting offer + written letter + email    | Immediately upon decision                  | Principal + Operations Lead |
| <b>Changes to franchise arrangement</b>          | Email to all affected students                     | Minimum 30 days before change takes effect | College Registry            |
| <b>Transfer or teach-out options confirmed</b>   | Personal email and individual appointments offered | Within 10 working days of closure decision | Operations Lead             |
| <b>Annual SPP review</b>                         | Notice on website + student portal                 | Upon completion of annual review           | College Registry            |

All communications will be clear, honest, timely and in plain English. Students will be provided with named contacts for any questions or concerns arising from a closure or disruption event.

### 13. Student Financial Support

EDA College recognises that a course or provider closure can cause significant financial hardship for students. The following support measures are in place:

- EDA College maintains a Student Hardship Fund to provide emergency financial support to students facing unexpected financial difficulty
- Students facing financial difficulty as a result of a course or campus closure will be prioritised for access to the Hardship Fund
- The Student Services team will provide individual financial guidance and will signpost students to available external support, including the government's Student Support funding and charitable sources
- Students who need to defer or interrupt their studies due to a closure event will not be financially penalised for doing so and will receive a full refund of any pro-rata unused tuition fees
- EDA College will liaise with the Student Loans Company on behalf of students where required to ensure loan arrangements are adjusted appropriately

### 14. Roles and Responsibilities

| Role                                | Responsibility under this SPP                                                                                                                                                         |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Board of Governors</b>           | Approve this SPP annually. Oversee SPP activation if required. Ensure financial reserves are maintained. Receive termly risk reports.                                                 |
| <b>Principal</b>                    | Named responsible officer for SPP compliance. Notify OfS and all stakeholders in event of closure. Lead crisis management team. Activate SPP provisions.                              |
| <b>College Registry</b>             | Day-to-day SPP custodian. Maintain student records securely. Coordinate student communication. Manage transfer and teach-out administration.                                          |
| <b>Finance Lead</b>                 | Maintain financial reserves and insurance. Process refunds. Manage SLC relationships. Report financial risks to Board.                                                                |
| <b>Operations Lead</b>              | Support affected students. Deliver individual advice and financial guidance. Manage transfer support. Operate Hardship Fund.                                                          |
| <b>Academic Board</b>               | Oversee quality of teach-out delivery. Monitor programme risk. Report to Board on academic risks.                                                                                     |
| <b>Birmingham Newman University</b> | Quality oversight of all EDA College programmes. Maintain student academic records. Cooperate with transfer arrangements. Provide backstop support in event of franchise termination. |
| <b>Student Guild (from 2027/28)</b> | Represent student interests in SPP review process. Communicate SPP provisions to student body. Input into annual SPP review.                                                          |

## 15. Monitoring, Review and Governance

This Student Protection Plan will be reviewed and updated in accordance with the following schedule:

| Review Trigger                            | Action                                                                        | Lead                     | Timeline                           |
|-------------------------------------------|-------------------------------------------------------------------------------|--------------------------|------------------------------------|
| <b>Annual review</b>                      | Full SPP review against OfS requirements and any changes in provision or risk | College Registry         | Annual                             |
| <b>New programme introduced</b>           | SPP updated to include new programme risk assessment and arrangements         | College Registry         | Within 30 days of approval         |
| <b>Change to franchise arrangement</b>    | SPP updated to reflect new partnership terms                                  | Principal                | Within 30 days of change           |
| <b>OfS guidance update</b>                | SPP reviewed for compliance with updated OfS requirements                     | College Registry         | Within 60 days of guidance update  |
| <b>SPP activated (partial)</b>            | Post-incident review to assess SPP effectiveness and identify improvements    | Principal + Board        | Within 90 days of event resolution |
| <b>Material change to student numbers</b> | Risk assessment reviewed and mitigation measures updated                      | Finance Lead + Principal | As required                        |

The SPP is approved by the Board of Governors annually. The Academic Board receives a report on SPP risk status at each meeting. Any material activation of SPP provisions is reported to the OfS within five working days.

## 16. Contact Information

Students with questions about this Student Protection Plan, or who need support in the event of a closure or disruption event, should contact:

| Contact                                            | Role                                                                           | For queries about                                                       |
|----------------------------------------------------|--------------------------------------------------------------------------------|-------------------------------------------------------------------------|
| <b>Principal</b>                                   | EDA College, Shirley, Solihull                                                 | General SPP queries, regulatory matters, senior escalations             |
| <b>Registry</b>                                    | EDA College, Shirley, Solihull                                                 | Teach-out arrangements, academic records, transfer support, OfS matters |
| <b>Operations Lead</b>                             | EDA College, Shirley, Solihull                                                 | Personal support, financial hardship, individual circumstances          |
| <b>Finance Lead</b>                                | EDA College, Shirley, Solihull                                                 | Refunds, compensation claims, SLC matters, financial support            |
| <b>Student Finance England</b>                     | <a href="http://www.gov.uk/student-finance">www.gov.uk/student-finance</a>     | SLC loan adjustments in event of course or provider closure             |
| <b>Office of the Independent Adjudicator (OIA)</b> | <a href="http://www.oiahe.org.uk">www.oiahe.org.uk</a>                         | Unresolved complaints about refunds or compensation                     |
| <b>Office for Students (OfS)</b>                   | <a href="http://www.officeforstudents.org.uk">www.officeforstudents.org.uk</a> | Regulatory concerns, OfS student helpline                               |

*Document Ends here!*