

LEARNER PROTECTION PLAN

Policy Review Date: 1 April 2026

Next Review Date: 1 April 2026

1. Purpose

This Learner Protection Plan outlines how FSOB will ensure that learners are protected in the event of:

- Centre closure
- Withdrawal of qualification approval
- Significant disruption to delivery

The plan ensures that learners can:

- Continue their studies
- Achieve their qualifications
- Avoid disadvantage

2. Scope

Applies to all learners enrolled on FSOB programmes and all qualifications delivered under awarding organisation approval.

3. Principles of Learner Protection

FSOB commits to:

- Prioritising learner completion and achievement
- Ensuring fairness and continuity
- Providing clear and timely communication
- Minimising disruption and disadvantage

4. Risk to Learners

Potential risks include:

- Withdrawal of centre or qualification approval

- Staff shortages affecting delivery
- Loss of premises or facilities
- Financial instability
- IT or data failures

5. Protection Measures

5.1 Teach-Out Arrangements

Where possible, FSOB will:

- Continue delivery for existing learners
- Provide additional support to ensure completion
- Extend deadlines if required

5.2 Transfer to Alternative Providers

If teach-out is not viable:

- Learners will be supported to transfer to an approved centre
- FSOB will liaise with the awarding organisation
- Learner records and evidence will be transferred securely

5.3 Certification of Achievement

Where learners have partially completed:

- Units achieved will be certificated where possible
- Recognition of prior learning will be supported

5.4 Financial Protection (if applicable)

- Learners will not incur additional costs due to centre failure
- Refunds or compensation will be considered where appropriate

6. Communication with Learners

In the event of disruption, FSOB will:

- Inform learners within **48 hours**
- Provide clear guidance on next steps
- Offer individual support and advice

Communication methods include:

- Email
- Phone
- VLE announcements

7. Support for Learners

FSOB will provide:

- Academic guidance
- Pastoral support
- Progression advice

Additional support will be provided for vulnerable learners.

8. Roles and Responsibilities

Centre Manager:

- Overall responsibility for implementation

Quality Lead:

- Liaison with awarding organisation
- Oversight of learner arrangements

Tutors/Assessors:

- Provide ongoing learner support

9. Collaboration with Awarding Organisation

FSOB will:

- Notify NCFE immediately of risks

- Follow awarding body guidance
- Provide access to learner records

10. Monitoring and Review

This plan is reviewed:

- Annually
- Following any major incident
- After EQA feedback

11. Publication

This Learner Protection Plan will be:

- Available to learners upon request
- Published on the centre website (if required)