



Student Protection Plan

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Author	Venus Training Ltd	Approved By	Director / Governing Body
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Applicable Legislation	OfS Student Protection Expectations		
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1. Introduction

1.1 Venus Training Ltd has established this Student Protection Plan to ensure that appropriate, structured, and effective arrangements are in place to protect students' continuation of study in the event of disruption to academic provision, operational delivery, institutional activities, or partnership arrangements.

1.2 The Student Protection Plan forms an important part of the institution's commitment to safeguarding student interests, maintaining academic continuity, supporting student wellbeing, and ensuring that students are able to continue and complete their studies within a stable, supportive, and professionally managed educational environment.

1.3 Venus Training Ltd recognises that students make significant personal, professional, financial, and educational commitments in order to access Higher Education opportunities. The institution therefore recognises the importance of proactive risk management and appropriate



contingency arrangements to minimise disruption to students' academic progression and educational experience.

1.4 This Plan outlines the potential risks that may affect continuation of study and explains the measures implemented by the institution to reduce, manage, and mitigate such risks appropriately.

1.5 The Plan reflects the institution's commitment to:

- academic continuity;
- student wellbeing and safeguarding;
- transparency and fairness;
- effective communication;
- quality assurance and risk management;
- student-centred support and protection;
- regulatory and partnership compliance.

1.6 Venus Training Ltd is committed to ensuring that, where disruption occurs, students are supported through clear communication, appropriate academic arrangements, safeguarding support, reasonable mitigation measures, and access to institutional guidance and support services.

1.7 The Student Protection Plan operates alongside the institution's wider framework relating to quality assurance, safeguarding, student support, risk management, complaints handling, business continuity, and operational governance.

2. Purpose of the Plan

2.1 This Student Protection Plan establishes a structured framework through which Venus Training Ltd identifies, assesses, manages, and mitigates risks that may affect continuation of study, academic delivery, student support, safeguarding arrangements, or institutional operations.



2.2 The purpose of the Plan is to ensure that students are protected appropriately in the event of disruption affecting programmes, facilities, staffing, partnership arrangements, regulatory matters, learning resources, or operational delivery.

2.3 The Plan aims to:

- protect students' continuation of study;
- minimise disruption to academic delivery and progression;
- support student wellbeing and safeguarding;
- maintain clear communication with students;
- establish mitigation and contingency arrangements;
- support fair and transparent decision-making;
- maintain institutional accountability and operational resilience.

2.4 The Plan also supports institutional commitments relating to quality assurance, safeguarding, student support, student success, accessibility, equality, diversity, inclusion, and continuous improvement.

2.5 Venus Training Ltd recognises that effective student protection arrangements contribute positively to student confidence, safeguarding, institutional stability, student satisfaction, retention, progression, and overall educational experience.

3. Scope

3.1 This Plan applies to all students enrolled on programmes delivered by Venus Training Ltd including classroom-based, blended, online, and partnership-related provision.

3.2 The Plan applies to institutional, academic, operational, safeguarding, staffing, partnership, financial, technological, and external risks which may affect continuation of study or access to educational provision.



3.3 The Plan applies across all institutional activities including teaching and learning, assessment, student support, safeguarding arrangements, operational delivery, academic administration, facilities management, online learning provision, and partnership activities.

3.4 The Plan applies to all staff involved in academic delivery, administration, safeguarding, student support, operational management, quality assurance, and institutional governance activities.

3.5 The institution recognises that different students may be affected differently by disruption and therefore aims to consider individual circumstances, accessibility requirements, safeguarding concerns, and student support needs appropriately where reasonably practicable.

4. Institutional Commitment to Student Protection

4.1 Venus Training Ltd is committed to protecting the academic interests, wellbeing, safeguarding, continuation, progression, and overall educational experience of all students throughout their studies.

4.2 The institution recognises that students make significant educational, personal, professional, and financial commitments when undertaking Higher Education studies and therefore aims to ensure that appropriate protection, continuity, and support arrangements are maintained at all times.

4.3 Venus Training Ltd is committed to maintaining effective governance, quality assurance, safeguarding, operational oversight, risk management, and student support arrangements in order to minimise disruption to academic provision and institutional activities.

4.4 The institution is committed to taking all reasonably practicable steps to:

- maintain continuity of teaching and learning;
- support student progression and completion;
- minimise disruption to academic delivery;



- maintain safeguarding and wellbeing arrangements;
- provide clear and timely communication to students;
- implement appropriate contingency and mitigation measures where necessary;
- support fair, transparent, and student-centred decision-making.

4.5 Venus Training Ltd is also committed to ensuring that student protection arrangements operate alongside institutional policies relating to safeguarding, quality assurance, student support, equality and diversity, business continuity, attendance monitoring, complaints handling, and operational management.

4.6 The institution recognises the importance of maintaining flexibility, resilience, accessibility, and responsive support arrangements in order to protect students effectively during periods of operational, academic, regulatory, technological, staffing, or external disruption.

4.7 Venus Training Ltd is committed to ensuring that student protection considerations are integrated within institutional planning, partnership management, operational oversight, risk assessment, safeguarding arrangements, and continuous improvement activities.

5. Risk Assessment and Risk Management

5.1 Venus Training Ltd has established a structured approach to identifying, assessing, monitoring, and managing risks that may affect continuation of study, academic delivery, safeguarding, student support, operational activities, or institutional stability.

5.2 The institution recognises that risks may arise from academic, operational, financial, staffing, partnership, technological, safeguarding, regulatory, environmental, or external factors and therefore maintains risk management arrangements designed to minimise disruption and protect students appropriately.

5.3 Risks are assessed in relation to:

- likelihood of occurrence;



- potential impact on students;
- impact on continuation of study;
- safeguarding and wellbeing considerations;
- operational and academic implications;
- availability of mitigation and contingency measures.

5.4 Venus Training Ltd is committed to implementing appropriate mitigation measures, contingency planning, safeguarding arrangements, communication procedures, and operational controls in order to reduce risk and support continuity of educational provision.

5.5 Risk assessment and management activities may include:

- institutional monitoring and oversight;
- quality assurance and governance review;
- safeguarding and wellbeing monitoring;
- operational and facilities review;
- staffing and workforce planning;
- business continuity arrangements;
- partnership oversight;
- digital and technological risk management;
- student support and engagement monitoring.

5.6 The institution reviews risks periodically as part of institutional governance, operational management, safeguarding oversight, quality assurance, and continuous improvement processes to ensure that risk management arrangements remain effective, appropriate, and responsive.

6. Types of Risks Covered

6.1 This Student Protection Plan covers a range of institutional, academic, operational, safeguarding, technological, financial, partnership, and external risks which may affect continuation of study or the student experience.



6.2 Risks considered within this Plan may include:

- course, programme, or campus closure;
- disruption to teaching and learning activities;
- loss of key staff or academic resources;
- partnership or validation changes;
- financial or operational instability;
- safeguarding or wellbeing-related disruptions;
- public health emergencies or external incidents;
- disruption to digital systems or learning resources;
- regulatory or compliance-related matters;
- facilities or infrastructure disruption;
- environmental or emergency situations.

6.3 Venus Training Ltd recognises that risks may affect students differently depending on personal circumstances, accessibility requirements, safeguarding considerations, mode of study, programme type, or stage of study and therefore aims to implement proportionate and student-centred mitigation measures where reasonably practicable.

6.4 The institution is committed to maintaining appropriate monitoring, communication, safeguarding, contingency, and support arrangements in order to reduce the likelihood and impact of risks affecting students and institutional operations.

7. Risks Relating to Course, Campus or Programme Closure

7.1 Venus Training Ltd operates within a dynamic educational and regulatory environment in which programmes, delivery arrangements, campuses, partnership activities, or operational provision may periodically require review, modification, restructuring, suspension, or discontinuation.



7.2 The institution recognises that course, programme, or campus closure may present risks to continuation of study, safeguarding, progression, student wellbeing, academic planning, and overall student experience if not managed appropriately.

7.3 Venus Training Ltd is committed to ensuring that any proposed programme closure, campus closure, suspension of delivery, or significant change to provision is subject to appropriate institutional oversight, risk assessment, safeguarding consideration, operational review, and student impact assessment.

7.4 Where reasonably practicable, the institution will seek to minimise disruption to students through:

- continuation or “teach-out” arrangements;
- phased closure planning;
- transfer to alternative programmes where appropriate;
- flexible delivery arrangements;
- blended or online learning solutions;
- academic and safeguarding support arrangements;
- progression guidance and student communication.

7.5 Where continuation within the original programme structure is not reasonably possible, Venus Training Ltd may consider alternative pathways or progression arrangements designed to support students in continuing their studies with minimal disruption wherever reasonably practicable.

7.6 The institution is committed to communicating clearly and transparently with affected students regarding any proposed changes, closures, operational disruptions, or mitigation arrangements and aims to ensure that students are informed, supported, and able to make informed decisions regarding their studies.



7.7 Academic staff, student support teams, safeguarding representatives, and management staff may provide guidance and support to affected students throughout any closure, transition, mitigation, or teach-out process where appropriate.

12. Risks Relating to Disruption of Learning

12.1 Venus Training Ltd recognises that disruption to teaching, learning, assessment, academic engagement, digital systems, facilities, or institutional operations may affect students' continuation of study and overall educational experience.

12.2 Disruption may arise from operational incidents, public health emergencies, infrastructure failure, technological issues, staffing challenges, environmental factors, safeguarding concerns, or external events beyond the institution's direct control.

12.3 The institution is committed to maintaining continuity of learning and minimising disruption to academic delivery wherever reasonably practicable through appropriate planning, operational oversight, safeguarding arrangements, and contingency measures.

12.4 Mitigation measures may include:

- blended or online learning arrangements;
- alternative teaching or assessment approaches;
- adjusted academic timetabling where appropriate;
- access to digital learning platforms and resources;
- communication and guidance to students;
- safeguarding and wellbeing support arrangements;
- temporary operational adjustments where necessary.

12.5 Venus Training Ltd aims to ensure that students continue to receive appropriate academic support, safeguarding provision, guidance, and access to learning opportunities during periods of disruption.



12.6 The institution recognises that disruption may affect students differently depending on personal circumstances, accessibility needs, safeguarding considerations, mode of study, or programme requirements and therefore aims to implement supportive and proportionate arrangements where reasonably practicable.

13. Risks Relating to Safeguarding, Wellbeing and Student Support

13.1 Venus Training Ltd recognises that disruption to safeguarding, wellbeing, pastoral support, student engagement, or support services may affect student safety, welfare, continuation, progression, and overall educational experience.

13.2 The institution acknowledges that students may experience personal, emotional, financial, safeguarding, mental health, cultural, or wellbeing-related difficulties which may be intensified during periods of disruption or operational uncertainty.

13.3 Venus Training Ltd is committed to maintaining appropriate safeguarding, wellbeing, pastoral, and student support arrangements throughout all institutional activities and during periods of operational or academic disruption.

13.4 Mitigation measures may include:

- safeguarding and welfare monitoring;
- student support and wellbeing communication;
- attendance and engagement oversight;
- referral or signposting arrangements;
- tutorial and pastoral guidance;
- early intervention procedures;
- accessible communication and support mechanisms.

13.5 The institution aims to identify safeguarding or wellbeing concerns appropriately and provide supportive interventions, guidance, referrals, or support arrangements where reasonably practicable.



13.6 Venus Training Ltd recognises the importance of maintaining supportive, respectful, inclusive, and student-centred environments in which students feel safe, valued, informed, and encouraged to seek support where required.

14. Student Communication and Information

14.1 Venus Training Ltd is committed to maintaining clear, accurate, timely, accessible, and transparent communication with students regarding matters affecting continuation of study, academic delivery, safeguarding, wellbeing, operational activities, or institutional arrangements.

14.2 The institution recognises that effective communication is essential during periods of disruption, operational change, safeguarding concerns, partnership developments, or implementation of student protection measures.

14.3 Communication with students may take place through:

- institutional email communication;
- online learning platforms;
- student meetings and tutorials;
- notices and announcements;
- student support discussions;
- academic staff communication;
- student representatives and forums;
- institutional websites or digital communication systems.

14.4 Venus Training Ltd is committed to ensuring that students receive appropriate information regarding:

- disruption affecting programmes or operations;
- mitigation and contingency arrangements;
- safeguarding and wellbeing support;
- changes to academic delivery or assessment;



- progression and continuation arrangements;
- available support services and guidance.

14.5 The institution aims to ensure that communication is respectful, accessible, supportive, and responsive to student needs and circumstances including accessibility requirements, safeguarding considerations, and wellbeing concerns.

15. Student Continuity and Teach-Out Arrangements

15.1 Venus Training Ltd is committed to protecting students' continuation of study and ensuring that, wherever reasonably practicable, students are able to complete their programmes with minimal disruption.

15.2 In circumstances where programme closure, operational disruption, partnership changes, staffing issues, regulatory matters, or other institutional risks affect continuation of study, the institution may implement continuity or "teach-out" arrangements where appropriate.

15.3 Teach-out arrangements may include:

- continuation of teaching and assessment for existing students;
- phased closure of programmes or delivery activities;
- alternative delivery methods including blended or online learning;
- adjusted timetabling or operational arrangements;
- transfer to alternative programmes where appropriate;
- progression support and academic guidance;
- safeguarding and student support arrangements.

15.4 Venus Training Ltd is committed to ensuring that students affected by disruption receive appropriate communication, guidance, safeguarding support, academic advice, and operational assistance throughout any teach-out or continuity process.



15.5 Where continuation within the original programme structure is not reasonably practicable, the institution may consider alternative progression pathways, transfer arrangements, or mitigation measures designed to minimise disruption and support student continuation wherever possible.

15.6 The institution recognises that students may have different personal, financial, accessibility, safeguarding, or wellbeing-related circumstances and therefore aims to consider individual needs appropriately when implementing continuity or teach-out arrangements.

16. Refunds and Compensation Considerations

16.1 Venus Training Ltd is committed to ensuring that students are treated fairly, transparently, respectfully, and appropriately in circumstances where disruption significantly affects continuation of study, access to educational provision, or institutional delivery arrangements.

16.2 The institution recognises that students may make significant educational, financial, professional, and personal commitments in order to undertake Higher Education studies and therefore aims to minimise disruption and adverse impact wherever reasonably practicable.

16.3 Venus Training Ltd prioritises academic continuity and continuation arrangements as the primary response to disruption and aims to implement reasonable mitigation measures before financial remedies are considered.

16.4 Where academic mitigation measures alone are not sufficient, the institution may consider appropriate refunds, compensation arrangements, fee adjustments, or other remedies in accordance with institutional policies, contractual obligations, regulatory expectations, and the specific circumstances involved.

16.5 Refund or compensation considerations may relate to:

- programme closure or discontinuation;
- significant disruption to academic delivery;



- inability to continue educational provision;
- operational or partnership-related disruption;
- exceptional institutional circumstances affecting continuation of study.

16.6 Venus Training Ltd is committed to ensuring that decisions relating to refunds, compensation, fee adjustments, or student remedies are handled fairly, consistently, transparently, and with appropriate consideration of student circumstances.

16.7 The institution aims to communicate clearly with students regarding any applicable remedies, support arrangements, mitigation measures, or procedural processes relating to disruption affecting educational provision.

17. Complaints and Appeals

17.1 Venus Training Ltd is committed to ensuring that students have access to fair, transparent, respectful, and timely procedures for raising concerns, complaints, or appeals relating to academic provision, institutional services, safeguarding arrangements, operational activities, or matters affecting continuation of study.

17.2 Students have the right to raise concerns or complaints where they are dissatisfied with aspects of educational delivery, academic support, operational arrangements, safeguarding provision, facilities, institutional services, or implementation of student protection measures.

17.3 Students may also raise academic appeals where they believe that academic decisions or outcomes have been affected by procedural irregularity, administrative error, inconsistency, mitigating circumstances, or other valid grounds in accordance with institutional procedures.

17.4 Venus Training Ltd is committed to ensuring that complaints and appeals are considered fairly, professionally, confidentially, and within reasonable timescales in accordance with institutional procedures.



17.5 The institution recognises the importance of maintaining clear distinction between complaints relating to institutional services or delivery and appeals relating to academic decisions or outcomes.

17.6 Students raising genuine concerns, complaints, or appeals in good faith will not be disadvantaged, victimised, intimidated, or treated unfairly as a result of engaging with institutional procedures.

17.7 Information regarding complaints and appeals procedures, escalation arrangements, timelines, and review processes will be made available to students through institutional communication channels and policy documentation.

18. Equality, Diversity and Inclusion Considerations

18.1 Venus Training Ltd is committed to ensuring that student protection arrangements, mitigation measures, communication processes, safeguarding activities, and continuation arrangements are implemented fairly, inclusively, respectfully, and without discrimination, harassment, victimisation, or unfair treatment.

18.2 The institution recognises that students from diverse backgrounds and circumstances may experience disruption differently depending on personal, educational, financial, cultural, safeguarding, accessibility, wellbeing, or support-related factors.

18.3 Venus Training Ltd is committed to promoting equality of opportunity, widening participation, accessibility, and supportive educational practice throughout all student protection and continuity arrangements.

18.4 The institution recognises the importance of supporting students from underrepresented groups including mature learners, women learners, international students, students with disabilities, and individuals facing educational, social, economic, cultural, physical, or personal barriers to participation or progression.



18.5 Where reasonably practicable, Venus Training Ltd aims to consider individual student circumstances, accessibility requirements, safeguarding concerns, wellbeing considerations, and reasonable adjustment needs when implementing student protection arrangements or mitigation measures.

18.6 The institution is committed to maintaining supportive, respectful, accessible, and student-centred environments throughout all institutional activities and periods of disruption or operational change.

19. Roles and Responsibilities

19.1 Senior Management of Venus Training Ltd is responsible for ensuring appropriate oversight, implementation, monitoring, and review of student protection arrangements, safeguarding measures, risk management processes, continuity planning, and operational mitigation activities across the institution.

19.2 Academic staff, administrative staff, safeguarding representatives, student support staff, and operational teams are responsible for supporting implementation of this Plan within their respective areas of responsibility.

19.3 Staff are expected to:

- support continuity of academic delivery and student engagement;
- maintain safeguarding and wellbeing arrangements;
- communicate appropriately with students;
- identify and escalate concerns where necessary;
- contribute positively to institutional risk management and mitigation activities;
- support implementation of continuity or teach-out arrangements where applicable.

19.4 Students are encouraged to engage positively with institutional communication, support arrangements, safeguarding processes, mitigation activities, and continuation planning where disruption affects educational provision or institutional operations.



19.5 All members of the institutional community are expected to contribute positively to maintaining safe, respectful, supportive, and professionally managed learning environments during periods of operational, academic, safeguarding, or institutional disruption.

20. Monitoring and Review

20.1 Venus Training Ltd will monitor implementation of this Student Protection Plan and review its effectiveness periodically to ensure continued compliance with institutional, safeguarding, operational, partnership, and regulatory expectations.

20.2 The Plan may be reviewed or updated in response to:

- legislative or regulatory changes;
- operational or institutional developments;
- safeguarding or wellbeing considerations;
- partnership or validation changes;
- student feedback outcomes;
- quality assurance activities;
- identified risks or areas for improvement;
- business continuity or operational review activities.

20.3 Risk assessments, safeguarding activities, student feedback, continuation data, progression outcomes, complaints, operational monitoring, and quality assurance processes may contribute to review and enhancement of the Plan.

20.4 Venus Training Ltd is committed to continuous improvement of student protection arrangements, safeguarding measures, continuity planning, operational resilience, student support activities, and institutional risk management processes in order to support positive student outcomes and minimise disruption to continuation of study.