



# Student Protection and Material Changes Policy

| Field                     | Detail  |
|---------------------------|---|
| Policy no.                | SLCC 6.13   |
| Version no. & date        | Version 1.0 – March 2026  |
| Author                    | Director of Governance, Quality and Student Success   |
| Last review date          | March 2026  |
| Next review due           | March 2028  |
| Responsible Committee     | College Management Team   |
| Approved by & date        | College Management Team – March 2026  |
| External reference points | <ul style="list-style-type: none"><li>• Consumer Rights Act 2015</li><li>• Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013</li><li>• Competition and Markets Authority Guidance for Higher Education Providers on Consumer Protection Law</li><li>• Office for Students Regulatory Framework and Conditions of Registration</li><li>• Office for Students Guidance on Student Protection</li><li>• Higher Education and Research Act 2017</li><li>• UK Quality Code for Higher Education</li></ul> |
| Linked policies           | <ul style="list-style-type: none"><li>• SLCC 6.1 UKCBC Terms and Conditions</li><li>• UKCBC Tuition Fee Refunds and Compensation Policy</li><li>• SLCC 6.3 Complaints Policy and Procedure</li><li>• SLCC 6.8 Attendance and Engagement Policy</li></ul>  |
| Audience                  | Students  |

## 1. Purpose

This policy sets out the approach adopted by United Kingdom College of Business and Computing (UKCBC) in relation to material changes affecting courses, modes of study, and teaching locations. It establishes the principles, governance arrangements, and processes through which such changes are considered, approved, and communicated.

The policy is designed to ensure that changes are managed in a manner that is transparent, proportionate, and fair, and that protects the legitimate interests of students. It reflects the College's obligations under consumer protection law, including guidance issued by the Competition and Markets Authority, and supports compliance with the Office for Students regulatory framework.

This policy forms part of the broader student contract framework and must be read alongside the UKCBC Terms and Conditions and the Tuition Fee, Refund and Compensation Policy, which together define the rights and obligations of both the College and its students.

## 2. Scope

This policy applies to all higher education provision delivered by UKCBC. It is relevant to prospective students, applicants, offer holders, and enrolled students.

It applies to changes affecting course content, structure, delivery, mode of study, and teaching location, whether such changes arise before enrolment or during a student's period of study.

The policy applies to programmes delivered directly by UKCBC and to those delivered in partnership with awarding or validating bodies, subject to the provisions set out in Section 3.

## 3. Relationship with Terms and Conditions and Partner Institutions

This policy operates within the framework of the UKCBC Terms and Conditions, which constitute the legally binding agreement between the student and the College. In the event of any inconsistency between this policy and the Terms and Conditions, the Terms and Conditions will take precedence.

Where a programme is delivered in partnership with an awarding or validating institution, students may also be subject to the policies, procedures, and academic regulations of that institution. These may include

requirements relating to programme structure, assessment, progression, and changes to academic provision.

In such cases, UKCBC does not have sole discretion over all aspects of programme delivery. Certain changes, particularly those affecting academic standards or programme design, may be determined or required by the awarding body. UKCBC will implement such changes in accordance with approved partnership arrangements.

UKCBC will ensure that students are informed, prior to enrolment, of:

- the identity of the awarding body
- the respective roles and responsibilities of UKCBC and the partner institution
- the policies and regulations that apply to their programme

Where partner institution policies apply, these will be signposted and made available to students as part of the material information provided before contract formation.

## 4. Definitions

A material change is a change which a reasonable student would consider important in deciding whether to apply to, accept an offer for, or continue studying on a course. This includes changes that alter the fundamental nature, quality, or expected outcomes of the educational experience.

A non material change is one which does not significantly affect the overall character or expected outcomes of the course and would not reasonably influence student decision making.

Detriment refers to any disadvantage experienced by a student as a result of a change, including financial cost, disruption to study, or impact on progression or outcomes.

## 5. Principles

In managing changes, UKCBC is guided by principles of fairness, transparency, and proportionality.

The College will only make changes where there is a clear and legitimate reason, and where doing so is consistent with the contractual terms agreed with students. Any contractual rights to vary provision will be

exercised reasonably and not solely for institutional convenience where this would result in material disadvantage.

Students will be provided with clear, accurate, and timely information at all stages of the student lifecycle. Particular care will be taken to ensure that information provided prior to enrolment is sufficient to support informed decision making.

Where changes are necessary, the College will take all reasonable steps to minimise disruption and disadvantage, and to ensure that students are treated fairly.

## 6. Nature of Changes

Changes covered by this policy may relate to course content, mode of study, or teaching location.

Changes to course content may include revisions to modules, assessment methods, or programme structure. More significant changes may include programme closure, substantial redesign, or changes to awarding arrangements.

Changes to mode of study may involve transitions between face to face, online, or blended delivery, or changes to the structure or intensity of teaching.

Changes to teaching location may include relocation between campuses, closure of a site, or changes to facilities that form part of the learning experience.

Where programmes are delivered in partnership, changes to academic content, structure, or assessment may be determined by the awarding or validating body. UKCBC will implement such changes in accordance with partnership agreements and approved processes.

The significance of any change will be assessed based on its impact on students, including its effect on decision making, continuation, and outcomes.

## 7. Circumstances in Which Changes May Occur

UKCBC seeks to provide stability in its educational offer. However, changes may be necessary in certain circumstances, including regulatory requirements, quality enhancement, staffing changes, or events beyond the reasonable control of the College.

Changes may also arise as a result of requirements imposed by awarding or validating bodies. In such cases, UKCBC will act in accordance with the partner institution's regulations and approval processes and will not exercise unilateral control over such changes.

All proposed changes are subject to formal governance processes, including assessment of their rationale, impact on students, and alignment with institutional and regulatory requirements.

## **8. Information Provided to Prospective Students**

UKCBC is committed to ensuring that prospective students receive clear and accurate information before entering into a contract.

Where changes are known prior to enrolment, these will be communicated to applicants and offer holders in a timely manner. Where a material change arises after an offer has been made but before enrolment, the applicant will be provided with sufficient information to reconsider their decision and will be given a reasonable period to do so.

Where programmes are delivered in partnership, students will also be directed to the relevant policies and regulations of the awarding body, which may form part of the information relied upon in accepting an offer.

## **9. Communication of Changes**

Where a change affects current students, UKCBC will communicate this clearly and in a timely manner.

Communications will explain the nature of the change, the reasons for its introduction, and the expected impact on students. Where a change is determined by a partner institution, this will be made clear to students, including an explanation of the respective roles of UKCBC and the awarding body.

The timing and method of communication will be proportionate to the significance of the change and will ensure that students have adequate opportunity to consider their position.

## **10. Student Options and Mitigation**

Where a material change is identified, UKCBC will take reasonable steps to ensure that students are not placed at an unfair disadvantage.

Depending on the nature of the change, students may be offered options such as continuation on a revised programme, transfer to an alternative course or location, or withdrawal.

Where a change results in financial impact, refunds or compensation will be considered in accordance with the Tuition Fee, Refund and Compensation Policy .

Where changes are required by a partner institution, UKCBC will work with the awarding body to identify appropriate options and mitigation. The availability of specific options may be subject to the partner institution's regulations and approval processes.

## **11. Consumer Protection and Fairness**

UKCBC will not implement changes where doing so would be likely to result in unfair terms or practices under consumer protection law.

Before any material change is approved, the College will consider whether the change is consistent with the contractual terms agreed with students and whether reliance on those terms is reasonable in the circumstances.

Where a risk of unfairness is identified, the College will modify the proposal or take additional steps to ensure that students are protected from disadvantage.

## **12. Governance and Approval**

All changes are subject to approval through the College's academic and corporate governance framework.

Proposals for change must be supported by appropriate documentation, including rationale, impact assessment, and proposed mitigation. Where applicable, approval from the awarding or validating body will be required before implementation.

Records of decisions will be maintained in accordance with institutional requirements.

## **13. Roles and Responsibilities**

The Director of Governance, Quality and Student Success is responsible for oversight of this policy and ensuring alignment with regulatory and legal requirements.

Academic and professional service teams are responsible for identifying proposed changes and undertaking appropriate impact assessments.

Relevant committees, including the College Management Team, are responsible for reviewing and approving changes in accordance with governance processes.

Where programmes are delivered in partnership, both UKCBC and the awarding body share responsibility for ensuring that changes are implemented appropriately and communicated clearly to students.

## **14. Complaints and Redress**

Students who are dissatisfied with a change or its implementation may raise concerns through the College's complaints procedure.

Where concerns are upheld, remedies may include academic mitigation, refunds, or compensation, in accordance with the Tuition Fee, Refund and Compensation Policy.

Students may refer complaints to the Office of the Independent Adjudicator following completion of internal procedures.

## **15. Monitoring and Review**

The effectiveness of this policy will be monitored through the College's governance and assurance processes.

The policy will be reviewed at least every two years, or earlier where required in response to regulatory or legal developments.

## **17. What this means for students**

UKCBC will inform you of any important changes to your course in a clear and timely way. Where changes may affect your studies, you will be given appropriate information, options, and support so that you can make an informed decision.

Where your programme is delivered with a partner university, some decisions may be made by that institution. UKCBC will explain this clearly and ensure that you understand which policies apply to your course.