

## **Christ Theological College**

### **Student Protection Plan**

Level 5/5 Microcredentials Provision - Validated by Union School of Theology

#### **Document Control**

Version: 1.0

Date Approved: July 2026

Approved By: CTC Leadership Team

Policy Owner: Academic Dean

Review Cycle: Annual

Next Review Date: July 2027

Applicable Programmes: CTC Micro-credentials (Level 4/5)

Applies to: All students registered on CTC provision, and applicants complaining about the handling of an application, including those studying or applying from outside the United Kingdom.

Validating Partner: Union School of Theology

## **1. Introduction**

When a student enrolls on a Christ Theological College (CTC) microcredential, they are making a commitment of time, money and expectation on the strength of what the College has told them it will provide. This plan is CTC's account of what could get in the way of honouring that, and what the College will do about it.

CTC delivers short, credit-bearing microcredentials at Levels 4 and 5, validated by Union School of Theology (UST). Teaching and assessment are delivered entirely online. Student fees are set below cost and subsidised through funds the College raises. That shape brings its own risks, and it removes others. A plan written for a large campus provider would spend pages on buildings, accommodation and industrial action, none of which apply here. What matters for CTC's students is whether the validation holds, whether the tutor is available, whether the platform works, and whether the College remains financially able to deliver what it has promised.

This plan sets out what could realistically interrupt a student's ability to complete a microcredential they have started, what CTC does to reduce that risk, and what CTC will do for students if it happens anyway. It is not a plan required by the Office for Students (OfS); CTC is not registered with the OfS. It is CTC's own commitment to its students, and part of what CTC provides to UST as its validating partner.

Two features of CTC's provision materially reduce risk to students and shape everything below:

- Microcredentials are short. A student's exposure at any point is a matter of weeks or months, not years. Teach-out is therefore usually achievable.
- Credit is banked as it is achieved. A student who cannot complete a full microcredential keeps, and receives a record of, the credit already awarded.

## **2. Assessment of Risks to Continuation of Study**

### **2.1 Loss of the validating partner (low likelihood, high impact)**

CTC's microcredentials are validated by UST. If that relationship ended, CTC could not make further awards under it. The likelihood is low: the partnership is established, subject to periodic review by UST, and both parties have an interest in its continuation. The impact on students part-way through would be significant, which is why the mitigation at 2.1 exists.

## 2.2 Failure to revalidate or non approval of a microcredential (low likelihood, moderate impact)

Microcredentials are approved by UST for a defined period. Non-renewal would prevent new intakes and could affect students mid-study. Because each microcredential is short, the number of students affected at any one time is small.

## 2.3 Availability of teaching staff (moderate likelihood, low to moderate impact)

CTC's teaching is delivered by a small number of associate tutors, most engaged on a consultancy basis. Illness, other commitments or withdrawal by an individual tutor is a realistic possibility. Because CTC runs a limited number of microcredentials and prepares learning materials in advance, the loss of one tutor affects delivery of a specific module rather than the provision as a whole.

## 2.4 Industrial action (negligible)

CTC has no employees engaged under collective bargaining arrangements and no recognised trade union. Industrial action is not a realistic risk to continuation of study.

## 2.5 Financial risk (moderate likelihood, moderate impact)

CTC operates on a small budget. Student fees are set below cost and are subsidised by funds CTC raises; income is therefore partly dependent on donations, which can vary. CTC's fixed costs are low: it has no campus, no residential provision, and employs only part-time administrative and principal roles. The total fee income CTC holds at any one time for students who have not yet completed is small

## 2.6 Failure of the online learning platform or other technology (low likelihood, low to moderate impact)

All delivery is online. Loss of access to the learning platform, or to CTC's records, would interrupt study. CTC's mitigation is set out at 2.5.

## 2.7 Closure of microcredential or of CTC (low likelihood, high impact)

CTC may decide to withdraw a microcredential, for example because of low recruitment. Closure of CTC itself is a low but not zero risk given the funding position described at 1.5.

### **3. Measures CTC Has in Place**

#### **3.1 If the validation relationship with UST ended**

CTC would immediately seek to agree a teach-out with UST so that students already registered could complete the microcredential they had started and receive the award. Where a teach-out was not possible, students would receive a record of the credit already achieved, and a full refund of fees paid for any part of the microcredential not delivered. CTC would seek an alternative validating partner before advertising further intakes, and would not enrol students onto provision that was not validated.

#### **3.2 If a microcredential was not revalidated**

Any microcredential due for renewal is advertised as "subject to revalidation" until confirmed. Students already registered would complete under teach-out arrangements agreed with UST. If that were not possible, section 3 applies.

#### **3.3 If a tutor became unavailable**

CTC maintains prepared learning materials and assessment briefs for each microcredential, so delivery does not depend on one person's live input alone. Short-term cover is provided by another associate tutor or by rescheduling sessions, in consultation with the students affected. Where a suitable replacement cannot be found, CTC will agree with students either a deferral to the next intake at no additional cost, or the arrangements at section 3.

#### **3.4 Financial safeguards**

CTC keeps fee income for current cohorts available to meet refunds. Recruitment for each intake is only confirmed once CTC is satisfied it can deliver the microcredential in full. CTC's [Board of Trustees] reviews financial position and reserves annually and considers the effect on current students before approving any new intake.

#### **3.5 Technology and records**

CTC's learning platform currently is Zoom. This will soon change to Moodle. Learning materials and assessment records are backed up frequently. Student records of credit achieved will be held on the CTC intranet until we move to another platform so that they remain available and can be issued to students even if delivery is interrupted.

#### **3.6 If a microcredential is withdrawn or CTC closes**

Students already registered would be taught out wherever possible. Where teach-out is not possible, students receive a record of credit already achieved and the refund set out at section 3. CTC would give students as much notice as possible and would not accept new enrolments once a decision to close had been taken.

#### **4. Refunds and Compensation**

4.1 Where CTC is unable to deliver a microcredential, or a substantial part of one, and no alternative acceptable to the student can be arranged, CTC will refund the fees paid for the part not delivered. Where a microcredential has not started, the refund is in full.

4.2 Students may withdraw and receive a full refund within 14 days of enrolling.

4.3 Refunds are not made where a student withdraws voluntarily after that period, or where an interruption is short-term and the microcredential is completed (for example, a rescheduled session).

4.4 Where a student has incurred direct additional costs as a result of CTC's failure to deliver, CTC will consider reimbursing those costs on presentation of evidence.

4.5 CTC does not hold insurance or third-party guarantees against non-continuation. Its ability to refund rests on the small scale of fee income held at any time and on the reserves position at 2.4. If CTC does hold a guarantee, reserve, or letter of support, state it. If it does not, say so plainly as above rather than implying protection that does not exist.

4.6 Where a refund is sought in connection with a complaint, the [CTC Student Complaints Policy] is followed first.

#### **5. Communication**

5.1 This plan is published on the CTC website at [URL] alongside CTC's other student-facing policies, and is drawn to students' attention at enrolment.

5.2 Students will be told in writing, to the email address held for them, as soon as CTC becomes aware of any change that materially affects their microcredential. CTC will give at least [30] days' notice of a material change wherever it is able to do so.

5.3 If CTC needs to implement any measure in this plan, the Principal will meet the students affected online, as a group and individually, and confirm the arrangements in writing.

5.4 Students may seek independent advice before agreeing to any arrangement under this plan, and CTC will allow reasonable time for them to do so.

## 6. Review

5.1 This plan is reviewed annually by [the Board of Trustees], and sooner if CTC's provision, staffing, funding or validation arrangements change materially.

5.2 A copy of the current plan is provided to UST.

### Version Control

| Version | Author | Date      | Reason for change                                                                                                                                                                | Equality Impact check | Approval date |
|---------|--------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|---------------|
| 1.0     | NMH    | July 2026 | New CTC plan, adapted with permission from the Union School of Theology Student Protection Plan and rewritten for CTC's online, small-cohort Level 4/5 microcredential provision |                       |               |

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