



VERITAS SCHOOL OF BUSINESS & TECHNOLOGY

STUDENT PROTECTION ARRANGEMENTS OVERVIEW

2026/27 · VERSION 1.0

A controlled overview of the contracts, policies, processes and contingency arrangements that protect prospective and future VSBT students.

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Responsible owner	Principal & Head of Governance and Management
Prepared by	Principal
Approval authority	Board of Directors, following Academic Board and Student Support Committee scrutiny
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Review cycle	Annual and following any material regulatory, awarding-body, premises, financial or delivery change
External referents	OfS initial Condition C5; Regulatory Notice 7; consumer protection law; OIA Good Practice Framework



1. Provider details and institutional position

Field	Current position
Provider	Veritas School of Business & Technology (VSBT)
Company registration number	16467979
UKPRN	10100907
Legal and proposed delivery address	11 Albion Place, Maidstone, Kent, ME14 5DY
Established	2025
Current position	New provider preparing an application for OfS registration in the Approved category; no students are currently enrolled
Proposed provision	Pearson Higher National Diploma provision, subject to all required approvals
Student-protection contact	Principal, Professor John Egan
Website	www.vsbtc.co.uk

ACCURACY CONTROL

This overview describes planned arrangements. It does not imply that OfS registration, Pearson approval, student enrolment or any other approval has already occurred.

2. Purpose and regulatory position

This document provides an overview of VSBT's student protection arrangements. It should be read alongside the student-facing contracts, course-change policies, complaints process, refund and compensation policies and related documents submitted under initial Condition C5.

Initial Condition C5 applies to VSBT's application. For new applications made from 28 August 2025, it replaced initial Conditions C1 and C3. The principal materials assessed by the OfS are VSBT's student-facing contracts, policies and procedures; this overview does not override or reduce any right, remedy or commitment in those documents.

The documents listed in section 4, taken together with this overview, describe how VSBT intends to treat students fairly if advertised provision, qualifications, delivery arrangements, locations, facilities, fees or services need to change.

3. Scope and protection principles

The arrangements apply to prospective students and, once enrolment begins, all students studying VSBT higher education provision. They also guide decisions affecting former students where records, refunds, compensation, complaints or completion documentation remain relevant.

- Provide clear, accurate, accessible and timely information before and after enrolment.
- Avoid material changes wherever reasonably possible and never rely on an unrestricted right to change provision.
- Consult affected students and consider individual circumstances before significant decisions.
- Prioritise continuity, teach-out and completion, particularly for students closest to completing their award.
- Offer fair alternatives, remedies, refunds or compensation when commitments cannot be delivered.
- Give additional and accessible support to students who may experience disproportionate disadvantage.
- Maintain academic records and cooperate with Pearson and other relevant bodies.
- Provide clear complaint and review routes without disadvantaging a student for raising a concern.



4. C5 student-protection document suite

Document	Role in protection arrangements	Expected approval / sign-off
3.1 Terms and Conditions	Contractual relationship, fees, commitments and student/provider responsibilities	Board of Directors
3.7 Recruitment, Selection and Admissions Policy	Fair pre-contract and admissions arrangements	Board of Directors
3.8 Course Modification Policy	Rules, consultation and remedies for changes to provision	Academic Board / Board endorsement
3.9 Course Closure Policy and Procedure	Closure, teach-out, transfer and records arrangements	Board of Directors
3.2 Complaint Policy and Process	Internal remedy, review and external escalation	Board of Directors
3.3 Tuition Fee and Refund Policy	Refund eligibility, calculation, decision and payment	Board of Directors
3.4 Student Compensation Policy	Compensation eligibility, evidence, calculation and review	Board of Directors
2.3.1 Student Handbook 2026-27	Accessible student explanation and signposting	Academic Board / Board endorsement
2.3.2 Conditional Offer Letter	Accurate pre-contract information	Delegated operational approval
Programme specifications and handbooks	Promised award, course content, delivery and assessment	Academic Board
Annex J C5 declaration	Accountable officer declaration	Nominated accountable officer
Annex K C5 checklist	Application submission completeness	OfS registration lead / accountable officer

5. Circumstances that may trigger protection arrangements

- Delay, restriction or failure in securing or maintaining a required regulatory or awarding-body approval.
- Withdrawal or material change of Pearson approval or qualification arrangements.
- Course non-commencement, suspension, closure or material curriculum change.
- Change to qualification title, course content, subjects, mode, timetable, teaching location, facilities, fees or other charges.
- Loss of access to the Maidstone premises or a material failure of IT, library or learning resources.
- Loss of key staff or insufficient appropriately qualified academic or support staff.
- Financial underperformance or another event that materially affects VSBT's ability to deliver commitments.
- Business continuity events, including serious incidents, prolonged system failure, public-health restrictions or other disruption.



6. Provisional student-protection risk assessment

The following assessment is a proposed governance starting point for VSBT as a new provider. Ratings must be reconciled with the approved Business Plan, financial forecasts, Pearson evidence, premises arrangements, staffing plan and institutional risk register before approval.

ID	Risk	Affected students	Provisional rating	Preventative controls	Contingency	Owner	Trigger	Status
SP01	OfS registration delayed or not secured	Prospective applicants; planned first cohort	Possible / Major	Do not enrol or imply registration; controlled applicant communications; application action plan	Pause recruitment/enrolment; correct information; refund any sums due	Principal / Board	OfS feedback or missed milestone	REVIEW
SP02	Pearson approval delayed, restricted or withdrawn	Applicants and future HND students	Possible / Major	Pearson approval plan; programme documentation; qualified staff; compliance monitoring	Delay start; teach-out/transfer support where applicable; credit/records cooperation	Principal / Head of Academic	Adverse Pearson decision or condition	REVIEW
SP03	First cohort is not financially or academically viable	Applicants and offer-holders	Possible / Moderate	Conservative recruitment thresholds; decision deadline; transparent pre-contract information	Do not commence; offer alternatives; refund; individual advice	Principal / SMB	Recruitment below approved viability threshold	REVIEW
SP04	Insufficient qualified staff or loss of key staff	Future enrolled students	Possible / Major	Workforce plan; qualification checks; succession and associate pool	Reallocate teaching; recruit; adjust timetable fairly; external support	Head of Academic	Vacancy or capacity below approved minimum	REVIEW
SP05	Loss of access to Maidstone premises	Applicants and future students, especially commuters/disabled students	Unlikely / Major	Lease monitoring; business continuity plan; accessibility review	Suitable nearby alternative or temporary accessible delivery; travel support where due	Principal / Operations	Notice, safety event or prolonged unavailability	REVIEW
SP06	IT, VLE, library or learning-resource failure	Future students; students needing assistive access	Possible / Moderate	Test plans; backups; support contracts; accessible alternatives	Restore service; extend deadlines; alternative access; communicate updates	Head of IT and Data	Material outage or resource unavailability	REVIEW
SP07	Financial performance materially below Business Plan	All future students	Possible / Major	Monthly cash-flow and covenant monitoring; scenario planning; Board oversight	Cost controls that protect teaching; contingency funding; escalation and student-protection response	Principal / Audit and Risk Board	Board-approved financial trigger breached	REVIEW
SP08	Advertised mode, timetable or course component cannot be delivered	Affected cohort or subgroup	Possible / Moderate	Pre-publication checks; timetable and resource approval; change control	Consult; equivalent delivery; reasonable adjustments; transfer/refund/compensation as applicable	Head of Academic	Proposed material change	REVIEW



6. Provisional student-protection risk assessment (continued)

ID	Risk	Affected students	Provisional rating	Preventative controls	Contingency	Owner	Trigger	Status
SP09	Course fees, charges or facilities change materially	Applicants and future students	Unlikely / Moderate	Clear fee schedule; Board approval; information-accuracy control	Honour commitments where applicable; notice, consent/remedy, refund/compensation	Principal / Board	Proposed change after offer or enrolment	REVIEW
SP10	Material inconsistency across student-facing documents	Applicants and future students	Possible / Major	Master document register; legal/regulatory review; website publication control	Withdraw/correct information; notify affected persons; honour fairer commitment where appropriate	Governance Lead	Audit exception, complaint or conflicting publication	REVIEW

7. Decision-making and activation

The Principal may initiate an immediate response where delay could increase harm. Material decisions affecting continuation, qualifications, location, fees, closure or market exit must be escalated through the approved Scheme of Delegation. The Board of Directors remains accountable for reserved decisions and for ensuring that resources are available.

Stage	Minimum action	Accountability
Identify	Record incident, affected commitments, students/groups, urgency and regulatory/contractual implications	Responsible operational owner
Assess	Verify facts; assess equality, accessibility, academic, financial and student impact; identify options	SMB with relevant specialist committees
Control	Take urgent protective action and preserve records/evidence	Principal / incident lead
Decide	Approve proportionate response, consultation, remedies, resources and communications	Authorised body under Scheme of Delegation
Implement	Assign owners, deadlines and support; issue clear accessible communications	Named action owners
Monitor	Track actions, complaints, costs, student outcomes and residual risk	SMB / relevant committee
Assure	Review effectiveness, close actions with evidence and report material matters	Board of Directors

8. Fair course-change process

Detailed rights and procedures are set out in the Terms and Conditions, Course Modification Policy and Course Closure Policy. At minimum, VSBT will:

- identify the contractual and regulatory basis for a proposed change and avoid changes made merely for administrative convenience;
- assess effects on the course, qualification, mode, timetable, location, facilities, fees and additional charges;
- assess accessibility and equality effects, including travel, caring, employment and financial consequences;
- consult affected students early and provide sufficient information about reasons, options, timing and likely effects;
- consider whether consent is required and avoid treating silence as consent where this would be unfair;
- offer reasonable alternatives, continuation, teach-out or transfer support;
- explain refund, compensation, complaint and review routes;
- retain the decision, consultation, equality assessment, communications and remedy evidence.



9. Continuity, teach-out, transfer and records

VSBT will prioritise completion through teach-out where this is academically valid, properly resourced and agreed with Pearson. A teach-out plan will specify staffing, assessment, internal verification, learning resources, student support, quality oversight, records, communications, milestones and contingency arrangements.

Where teach-out is not feasible, VSBT will provide individual information, advice and support; cooperate with Pearson and potential receiving providers; supply verified academic records and credit information; and explain the financial and complaint arrangements. VSBT cannot guarantee that another provider will accept a transfer or offer identical provision, but it will take reasonable steps to support suitable outcomes.

Student and assessment records will be maintained securely, accurately and accessibly in accordance with the Data Protection Policy, retention schedule, awarding-body requirements and business-continuity arrangements.

10. Communication and individual support

Communications will be coordinated, accurate, accessible and proportionate to urgency. Affected people will be told what has happened, what is known and unknown, available options, decision dates, actions required, contacts, support, financial remedies and complaint routes. Significant updates will be issued even where there is no material change.

- Use direct email and the student portal once students are enrolled, supported by website notices where appropriate.
- Provide alternative formats, reasonable adjustments, interpretation or advocacy support where required.
- Offer individual contact to students at greater risk of harm, including disabled students, carers, commuters, financially vulnerable students and those near completion.

11. Refunds, compensation and financial provision

Detailed eligibility, calculation, evidence, authorisation, payment and review arrangements are governed by the Tuition Fee and Refund Policy, Student Compensation Policy and Terms and Conditions. This overview does not limit those provisions.

Depending on the circumstances, remedies may include refund of undelivered tuition or services, reasonable additional travel or transfer costs, support for additional maintenance costs or hardship, and compensation for evidenced disruption. Decisions must be transparent, consistent, timely and based on the applicable policy and individual circumstances.

12. Complaints and external escalation

A student may use the VSBT Complaint Policy and Process if dissatisfied with a student-protection decision, communication, proposed change, refund, compensation decision or implementation. Complaints will be considered impartially and without disadvantage. Once VSBT is registered and becomes subject to the relevant ongoing requirements, eligible students will be informed of applicable external escalation arrangements, including the Office of the Independent Adjudicator only after VSBT's OIA Scheme membership is confirmed.

13. Publication and information control

VSBT considers this overview a public document. Before registration it must be published, if at all, with wording that accurately describes VSBT as an applicant provider and does not imply OfS or Pearson approval, existing enrolment or operational status.

Following successful registration, VSBT will maintain an accessible webpage bringing together the current student-facing contracts, policies and processes that constitute its student protection arrangements. Superseded versions will be withdrawn from public access but retained in the controlled archive. Any change must be assessed to ensure that it does not weaken student protection or create inconsistency.



14. Monitoring, review and assurance

Review trigger	Required review	Destination / evidence
Annual review	Accuracy, policy consistency, risk assumptions, resources, complaints learning and implementation readiness	QESC and Academic Board recommendation; Board approval
Material regulatory or awarding-body change	Impact on contracts, qualification, course information and protection measures	SMB / Academic Board / Board as applicable
Premises, financial, staffing or delivery trigger	Risk reassessment, contingency readiness and student impact	Audit and Risk Board / Board
Protection arrangement activated	Action log, communications, equality impact, remedies, outcomes and lessons learned	Relevant committee and Board assurance report
Document change	Cross-document consistency, accessibility, publication and version control	Governance and Quality control record

15. Version history

Version	Date	Status	Summary
1.0	July 2026	Superseded draft	Legacy C3-style plan; contained factual and regulatory inconsistencies identified in the review. C5-aligned overview and document index; corrected institutional facts; introduced provisional evidence-based risk and assurance framework.

16. External references

- Office for Students, Conditions of registration: <https://www.officeforstudents.org.uk/for-providers/registering-with-the-ofs/registration-with-the-ofs-a-guide/conditions-of-registration/>
- Office for Students, Regulatory Notice 7 – Application requirements notice: https://www.officeforstudents.org.uk/media/fw4dxonr/regulatory_notice_7_application_requirements_notice-sept-2025.pdf
- Office for Students, registration supporting documents (Annex J and Annex K): <https://www.officeforstudents.org.uk/for-providers/registering-with-the-ofs/how-to-register-with-the-office-for-students/supporting-documents/>
- Competition and Markets Authority, higher education consumer law advice: <https://www.gov.uk/government/publications/higher-education-consumer-law-advice-for-providers>
- Office of the Independent Adjudicator, Good Practice Framework: <https://www.oiahe.org.uk/resources-and-publications/good-practice-framework/>
- Pearson, BTEC Higher Nationals quality assurance: <https://qualifications.pearson.com/en/qualifications/btec-higher-nationals/about/quality-assurance-process.html>

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