LAINE
THEATRE ARTS

A Small, Specialist Provider of Musical Theatre Education and Training

STUDENTS

Student Protection Plan

2026-2027

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Provider's UKPRN	10003746
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As a registered provider with England's higher education regulator the Office for Students, Laine Theatre Arts is required to publish a Student Protection Plan ('the Plan').

The purpose of the Plan is to provide assurance to applicants and enrolled students that Laine Theatre Arts has put in place appropriate and sustainable arrangements to ensure the continuation of study and a high-quality experience for all students. The Plan sets out the key risks to the continuation of study for our students that have been identified by the Board of Directors and Senior Management Team of Laine Theatre Arts and explains the action Laine Theatre Arts will take to minimise the impact of these events should they happen.

The Plan applies to all applicants to, and enrolled students on, Laine Theatre Arts' undergraduate higher education courses with effect from 1st August 2025.

1. An assessment of the range of risks to the continuation of study for your students, how those risks may differ based on your students' needs, characteristics and circumstances, and the likelihood that those risks will crystallise

Risk Assessment Methodology

In identifying and assessing risks to the continuation of study for our students, we have used the following methodology:

Categorisation of risk

- Risk: what might happen
- Likelihood: probability of it happening
- Impact: the effect on the applicant and/or student if it happens

The ***likelihood*** of the risk is based on the following scale:

- Low: less than 10% probability of happening

- Medium: between 10% and 49% probability of happening
- High: between 50% and 100% probability of happening

The ***impact*** on students has been assessed on the following basis:

- Low: Resolution would require the involvement of the College's Senior Management Committee. There would be no requirement to implement the Student Protection Plan.
- Medium: Resolution would require the involvement of the College's Senior Management Committee and potentially escalation to the Board of Directors. There is unlikely to be a requirement to implement the Student Protection Plan.
- High: Resolution would require the involvement of the Board of Directors, potentially the Holding company, and the Office for Students and the implementation of the Student Protection Plan.

Risks to the Continuation of Study for Students

We have identified and assessed the following key risks to the continuation of study for our students. The assessment of the risks is aligned with our Institutional Risk Register which is considered by the Audit and Risk Committee at each meeting and any updates are reported to our Board through the minutes.

Risk 1: Loss or suspension of registration with the Office for Students resulting in UK domiciled students not being able to access student finance.

The likelihood of the risk arising of losing our registration with the Office for Students is low. We have put in place a rigorous governance and management structure that will ensure compliance with the ongoing conditions of registration. The Board of Directors, supported by the Academic Board and the Audit and Risk Committee, formally monitors Laine Theatre Arts' compliance with the ongoing conditions of registration and receives regular updates from management on changes to the regulatory framework.

Laine Theatre Arts is committed to maintaining the highest quality and standards of the student experience and outcomes. Responsibility for academic matters is delegated by the Board of Directors to the Academic Board, which meets at least four times a year and reports to the Board of Directors through its minutes and specific annual reports. The Academic Board is chaired by the Principal and Artistic Director.

The risk applies to the majority of applicants and students who are UK domiciled and eligible to apply for or are in receipt of student finance.

The impact of the suspension or loss of registration with the Office for students resulting in UK domiciled students not being able to access student finance is high as students may have their eligibility for student finance removed at relatively short notice.

Risk 2: Reduction in demand for courses resulting in financial instability leading to a course or courses being discontinued or Laine Theatre Arts having to close.

The likelihood of the risk arising of a reduction in demand for our courses is *low* because evidence shows that demand for our courses has remained consistent and in line with targets during the last 5 years. Achieving Office for Students registration has resulted in our courses being more financially accessible to UK students due to the availability of student finance which should result in increased enrolments.

Laine Theatre Arts has established a robust financial governance and management structure in order to ensure it maintains financial viability and sustainability. The Board of Directors receives a detailed financial report from the Director of Finance at each meeting, and the Audit and Risk Committee scrutinises the institutional risk register, which includes financial viability and sustainability, at each meeting and reports to the Board of Directors through its minutes.

An annual financial audit is undertaken by a firm of external auditors. The Audit and Risk Committee undertakes detailed scrutiny of the report prior to its consideration by the Board of Directors.

Laine Theatre Arts has a good track record of accurately forecasting student numbers and budgeting for the impact of those numbers on its operating cash flows.

Our courses are designed in partnership with industry practitioners and reflect current industry needs and practices. As a small specialist performing arts provider with strong industry connections across the UK and Europe, we are in a strong position to identify developing industry requirements and trends quickly and revise our curriculum or develop new courses accordingly.

The impact of a reduction in demand for our courses resulting in financial instability leading to a course or courses being discontinued or Laine Theatre Arts having to close is high as applicants and enrolled students may have to find an alternative provider at relatively short notice.

Risk 3: Changes in Government higher education policy with regard to tuition fee levels and student finance.

The likelihood of the risk arising of changes in Government higher education policy impacting on the continuation of study for our students is low.

This risk applies to the majority of our applicants and students who are UK domiciled.

The impact of changes in UK government higher education policy with regard to tuition fee levels is low as it is unlikely to result in a withdrawal of tuition fee funding or an increase in tuition fees for applicants and enrolled students.

As a private provider of high-quality performing arts training, our tuition fees are significantly higher than the maximum £6350 annual tuition fee loan for which eligible students can apply.

Risk 4: Loss of a validation or accreditation agreement with our Awarding Institutions.

The likelihood of the risk arising of losing a validation or accreditation agreement is low. We have a track record of working closely with our awarding and accrediting institutions to ensure that we deliver a high-quality student experience and outcomes and comply with the terms of our partnership agreement. To date no concerns have been raised by our awarding institutions regarding our compliance with the terms of the agreements.

Laine Theatre Arts has established a rigorous academic governance and management structure and is committed to maintaining the highest quality and standards of the student experience and outcomes. Responsibility for academic matters is delegated by the Board of Directors to the Academic Board, which meets at least four times a year and reports to the Board of Directors through its minutes and specific annual reports.

This risk applies to all applicants and students.

The impact of the loss of a validation or accreditation agreement with our Awarding Institutions is high as it could potentially result in the loss of the validation or accreditation of our courses and in particular their short-notice withdrawal for the following recruitment cycle. The impact on current students would be low as the Awarding Institutions would work with Laine Theatre Arts to enable current students to complete their course

Risk 5: Loss of IT/Online Learning Infrastructure.

The likelihood of the risk arising of losing our IT/online learning infrastructure is medium, particularly with regard to a cyber-attack which could result in a temporary disruption to elements of the student experience

The risk applies to all our students.

The impact of losing our IT infrastructure is low as we are predominantly a practice-based provider with limited online learning resources.

Risk 6: Loss of key members of staff.

The likelihood of the risk arising of the loss of key members of staff impacting on students' continuation of study is low. Retention of course management and teaching staff is high historically, and we have not had any difficulty in recruiting replacement staff when required due to our strong connection with the UK performing arts industry. We have an established and extensive roster of visiting teachers and guest artists who would be able to provide temporary cover should we lose a key member of the teaching team at short notice.

The risk applies to all our students.

The impact of the loss of key members of staff is low as Laine Theatre Arts has sufficient depth of staffing resources and contacts with the performing arts industry to cover any gaps pending the recruitment of replacement staff.

Risk 7: A pandemic event resulting in access and/or social distancing restrictions being imposed on the higher education sector resulting in Laine Theatre Arts being unable to deliver its courses effectively.

The likelihood of the risk arising of Laine Theatre Arts being unable to deliver its courses effectively due to the imposition of restrictions because of a pandemic event is medium. This is because we are a practice-based provider with the majority of learning and teaching delivered in a small to medium sized groups in a performance studio environment. However, experience gained during the 2020/21 global pandemic has provided Laine Theatre Arts with an effective model for continuing to offer its courses remotely supported by appropriate and supportive reasonable adjustments to ensure that no student is disadvantaged more than others.

This risk applies to all our students.

The impact of a pandemic event resulting on The College being unable to deliver its courses effectively is high as Laine Theatre Arts is a practice-based performing arts provider with the majority of learning and teaching delivered in small to medium sized groups in a performance studio environment. The College has insurance policies in place which cover business disruption and therefore, impact on finances would be low given the level of cover in place.

Risk 8: Change of ownership leading to changes in the strategic direction and governance and management arrangements resulting in disruption of the student experience.

The likelihood of the risk arising of a change of ownership resulting in disruption of the student experience is low. In the event of a change of ownership, Laine Theatre Arts would need to remain registered with the Office for Students in order for the new owner to build on its investment. Through any sale process, the new owner would develop an understanding of the ongoing conditions of registration and how Laine Theatre Arts ensures its compliance through its governance and management structures which are therefore unlikely to change as a result of the change of ownership.

This risk applies most significantly to UK domiciled students in receipt of student finance who would be most significantly impacted by any change resulting in suspension or termination of Laine Theatre Arts' registration with the Office for Students.

The impact of a change of ownership leading to changes in the strategic direction and governance and management arrangements is high as this could result in the suspension or termination of Laine Theatre Arts' validation partnership and/or registration with the Office for Students. The College would involve the Office for Students via the Reportable Event channel should a sale be made to ensure transparency between the college and the regulator, therefore, minimising the risk substantially.

Risk 9: Loss of Dance and Drama Award (DaDA) funding to support students on the three-year Trinity College London Diploma in Musical Theatre.

The likelihood of the risk arising of Laine Theatre Arts losing its DaDA funding either through an adverse outcome from an Ofsted Inspection or a change in Government policy is low. Laine Theatre Arts has established a rigorous academic governance and management structure and is committed to maintaining the highest quality and standards of the student experience and outcomes. Responsibility for academic matters is delegated by the Board of Directors to the Academic Board, which meets at least four times a year and reports to the Board of Directors through its minutes and specific annual reports.

The risk applies to students on the Level 6 Diploma in Professional Musical Theatre course validated by Trinity College London who are in receipt of DaDA funding which comprises around 45% of the Diploma course cohort. It also potentially affects all students in the event that the crystallisation of the risk results in Laine Theatre Arts losing its Office for Students registration and/or being forced to close.

The impact of the loss of DaDA funding is high as it could result in a significant number of students being unable to continue their studies and complete their course which in turn would have a significant impact on the financial viability and sustainability of Laine Theatre Arts. This risk is further mitigated by the Executive Team modelling alternative financial plans which have been presented in draft form to the Audit and Risk and Board of Directors committees. This alternative financial model would enable the College's activities to continue should this risk materialise.

Risk 10: Delay to, or refusal of, the UKVI Student sponsor licence application

Laine Theatre Arts does not currently hold a UKVI Student sponsor licence. It plans to submit its application in December 2026 and is aiming for a decision in early 2027. No students currently study at Laine Theatre Arts on a Student visa sponsored by the College, so this risk does not affect current students.

The likelihood of the risk arising that the application is delayed or refused is medium. The application is being prepared by the Academic Director, as Authorising Officer, with oversight from the Senior Management Committee. Progress is reported to the Audit and Risk Committee and, through its minutes, to the Board of Directors.

The impact is low. The risk applies only to international applicants who would need a Student visa to begin a course, who are expected to be a small proportion of applicants. Auditions for 2027 entry do not begin until February 2027, so no international applicant currently holds an offer of a place. If the risk crystallised after offers had been made, an applicant's offer would not change, but they may be unable to start their course on the planned date.

Once a licence is granted, this risk will be replaced by the risk of losing the licence, which will be managed through the compliance arrangements set out in the revised plan.

2. The measures that you have put in place to mitigate those risks that you consider to be reasonably likely to crystallise

Our assessment of the likelihood of the risks identified in Section 1 above crystallising is *low* in seven of the ten scenarios, with three risks assessed as having a *medium* likelihood of crystallising (loss of IT/online learning infrastructure, the College being unable to deliver its courses effectively due to access restrictions being imposed in the event of a pandemic, and a delay to, or refusal of, the UKVI Student sponsor licence application). The following sets out the measures we have put in place to preserve continuation of study for our students for each of the risks identified.

Risk 1: Loss or suspension of registration with the Office for Students resulting in UK domiciled students not being able to access student finance.

Should this risk crystallise:

- Laine Theatre Arts will work closely with the Office for Students to make all reasonable attempts to implement as quickly as possible any actions required to maintain or reinstate registration and safeguard the best interests of our students.
- Should it not be possible to maintain or reinstate our registration, Laine Theatre Arts will seek agreement with the Office for Students and our Awarding Institution to allow us to teach out our courses to enrolled students so that they can complete their studies within their existing funding arrangements and achieve the award they enrolled on, or will secure an agreement with our Awarding Institution or another registered provider to enable our students to transfer to another institution to complete their studies within their existing funding arrangements and receive an award equivalent to that which they enrolled on.
- Laine Theatre Arts would discontinue recruitment to courses impacted by the crystallisation of the risk and provide tailored advice for applicants on alternative courses, working with other providers as necessary to secure places for all applicants holding an offer of a place.

Risk 2: Reduction in demand for courses resulting in financial instability leading to a course or courses being discontinued or the entire College having to close.

Should this risk crystallise:

- Where a course is discontinued, Laine Theatre Arts would provide a commitment to teach out all students enrolled on the course and take all reasonable steps to provide them with the highest quality experience and provide tailored support and guidance for applicants who have already applied as they seek to secure a place at an alternative provider.

Where Laine Theatre Arts has to close in its entirety, we would seek agreement with the Office for Students and our Awarding Institutions to allow us to teach out our courses to enrolled students so that they can complete their studies within their existing funding arrangements and achieve the award they enrolled on, or secure an agreement with our Awarding Institutions or another registered provider to enable our students to transfer to another institution to complete their studies within their existing funding arrangements and receive an award equivalent to that which they enrolled on.

Risk 3: Changes in Government higher education policy with regard to tuition fee levels and student finance.

Should this risk crystallise, and the available level of student finance for UK domiciled students be reduced to a lower level than our tuition fees, Laine Theatre Arts would:

- Consider reducing tuition fees for the remainder of their course to the level of the available student finance should the changes take effect for continuing students.
- Put in place flexible payment plans for new students to cover the difference between the tuition fee and the available student finance.
- Provide clear and tailored support and guidance for all applicants and continuing students to ensure that they fully understand the potential impact of the changes.

Risk 4: Loss of the validation agreement with our Awarding Institution(s).

Should this risk crystallise, Laine Theatre Arts would:

- Work closely with our Awarding Institutions to ensure that students remain fully supported by both parties during the teach-out period prescribed in the partnership agreement to enable them to complete their course and achieve the award they enrolled on.

Seek an agreement with our Awarding Institutions to allow us sufficient time to secure a new Awarding Institution before discontinuing recruitment to its validated courses. Should this not be possible, we will suspend recruitment until a new Awarding Institution has been secured.

- Take all reasonable steps to secure a new Awarding Institution(s) as quickly as possible.

Risk 5: Loss of IT/Online Learning Infrastructure.

Should this risk crystallise, Laine Theatre Arts would implement its business continuity plan with the focus on:

- Responding to any disruptive incident including communicating with key stakeholders (incident management)
- Restoring and maintaining student access to any online learning materials and communication channels with Laine Theatre Arts staff (business contingency)
- Restoring staff access to any online learning materials and student work (business contingency)

- Returning to business as usual (resumption and recovery)

Risk 6: Loss of key members of staff.

Should this risk crystallise, Laine Theatre Arts would:

- Take all reasonable steps to provide immediate temporary cover for the member of staff concerned from existing staff to ensure continuity of service, and should this not be possible, make alternative arrangements for the delivery of the affected service in the short-term, for example by engaging with agencies and networks, communicating with key stakeholders.
- Implement the appropriate Laine Theatre Arts recruitment processes to ensure a suitable replacement is appointed as quickly as possible.

Risk 7: A pandemic event resulting in access and/or social distancing restrictions being imposed on the higher education sector resulting in the College being unable to deliver its courses effectively.

Should this risk crystallise, Laine Theatre Arts would:

- Establish a task force to oversee the operation of Laine Theatre Arts and the delivery of its courses during the pandemic, ensure that all government guidelines and/or restrictions are implemented in full, and develop and implement a comprehensive communication plan for all stakeholders.
- Work closely with our Awarding Institutions to: agree any necessary amendments to the course structure, content, delivery and assessment, being mindful that as an online provider the impact of any government access and/or social distancing restrictions should be limited; agree the mechanism by which students may request extensions to submission deadlines which may be required due to pandemic-related illness affecting themselves, family or dependents: implement any 'no detriment policy' the Awarding Institutions put in place to ensure that student outcomes are not adversely affected by the disruption.
- Provide a specific hardship fund to support students who encounter additional and unexpected costs in engaging with their studies due to the pandemic.
- The College has specific business interruption insurance policy in place should the normal business of the college be interrupted due to a pandemic or similar which would mitigate any financial losses and negate the risk of closure.

Risk 8: Change of ownership leading to changes in the strategic direction and governance and management arrangements resulting in disruption of the student experience.

Should this risk crystallise, Laine Theatre Arts would:

- Work closely with the Office for Students to make all reasonable attempts to implement as quickly as possible any actions required to maintain or reinstate registration and safeguard the best interests of our students. The College would follow the established Reportable Event channel to ensure complete transparency with the regulator in this event.
- Should it not be possible to maintain or reinstate our registration, seek agreement with the Office for Students and our Awarding Institution to allow us to teach out our courses to enrolled students so that they can complete their studies within their existing funding arrangements and achieve the award they enrolled on, or secure an agreement with our Awarding Institution or another registered provider to enable our students to transfer to another institution to complete their studies within their existing funding arrangements and receive an award equivalent to that which they enrolled on.
- Discontinue recruitment to courses impacted by the crystallisation of the risk and provide tailored advice for applicants on alternative courses, working with other providers as necessary to secure places for all applicants holding an offer of a place.

Risk 9: Loss of Dance and Drama Award (DaDA) funding to support students on the three-year Trinity College London Diploma in Musical Theatre.

Should this risk crystalise, Laine Theatre Arts would:

- Work closely with the Department for Education and the Council for Drama, Dance and Musical Theatre to agree arrangements that would enable Diploma students to complete their current year of study.
- Work closely with the Council for Drama, Dance and Musical Theatre to find another accredited provider with DaDA funding to which our Diploma students can transfer to complete their studies.
- Take all necessary steps to ensure that Diploma students not in receipt of DaDA funding can continue and complete their studies with no reduction in the quality of their experience, but if this is not possible, reach agreement with another accredited provider or providers to which our Diploma students can transfer to complete their studies.
- Work closely with the Office for Students and take all necessary steps to maintain Laine Theatre Arts' financial viability and sustainability so that we continue to comply with the conditions of registration and provide continuity of study for students on the remainder of our higher education courses.

- This risk is further mitigated by the Executive Team modelling alternative financial plans which have been presented in draft form to the Audit and Risk and Board of Directors committees. This alternative financial model would enable the college's activities to continue should this risk materialise.

Risk 10: Delay to, or refusal of, the UKVI Student sponsor licence application

Should this risk crystallise:

- Laine Theatre Arts will not assign a Confirmation of Acceptance for Studies (CAS), or tell any applicant that one will be available, until a licence has been granted.
- Offer letters and pre-contract information for applicants who would need a Student visa will state clearly that Laine Theatre Arts is applying for a licence and does not yet hold one.
- Affected applicants will be told promptly of any delay or refusal and offered a deferred place for the following September, without charge.
- Applicants who do not wish to defer will receive a full refund of any fees or deposits paid, in line with the Tuition Fee Refund and Compensation Policy, and tailored advice on alternative courses. Laine Theatre Arts will work with other providers as necessary to help them secure a place.
- If the application is refused, Laine Theatre Arts will work with its retained legal advisers to address the reasons and reapply where appropriate.

3. Information about the policy you have in place to refund tuition fees and other relevant costs to your students and to provide compensation where necessary in the event that you are no longer able to preserve continuation of study

LTA-Tuition-Fee-Refund-and-Compensation-Policy

Provision for refunds and compensation is set out in Laine Theatre Arts' Terms and Conditions and further detailed in the Refunds and Compensation Policy, which is published on the institution's website. This policy explains the circumstances in which tuition fees and other relevant costs will be refunded to students, and where appropriate, compensation will be provided in the event that Laine Theatre Arts is no longer able to preserve continuation of study.

In the event of course disruption or discontinuation, refunds may include tuition fees paid directly by the student or funded through the Student Loans Company. Consideration will also be given to any bursaries or scholarships received by the student, where relevant to their individual circumstances.

In the event of course closure, teach-out arrangements, or transfer to an alternative provider, Laine Theatre Arts will apply a consistent framework to ensure students are not disadvantaged, taking into account the stage of study, available alternatives, and individual circumstances. Where continuation of study cannot reasonably be secured, appropriate refunds and/or compensation will be considered in line with the principles set out in this policy.

Laine Theatre Arts undertakes financial planning and risk management processes, including periodic stress testing, to assess its ability to meet potential refund and compensation liabilities under a range of plausible scenarios.

Any compensation awarded will be assessed fairly, consistently, and on a case-by-case basis in accordance with defined criteria, to ensure equitable treatment of students affected by disruption to their studies.

4. Information about how you will communicate with students about your student protection plan

https://www.laine-theatre-arts.co.uk/policies-2/Laine Theatre Arts will publicise its Student Protection Plan by publishing it prominently on its website. Applicants will be directed to the Plan during the admissions process, including through offer communications, which will contain a link to the Student Protection Plan.

Enrolled students will be able to access the Student Protection Plan at any time through the website and will be made aware of its purpose and availability during induction and through other appropriate student communications.

The Student Protection Plan will be shared with elected student representatives, who will be encouraged to raise awareness of the Plan among the students they represent. Staff involved in academic planning, quality assurance, and institutional management will also be made aware of the Plan and its implications through internal communications.

When proposing course changes, course teams and relevant committees will be required to consider the implications for students, assess any impact on the Student Protection Plan, and identify appropriate mitigation measures. These considerations will be documented as part of the institutional approval process.

The Student Protection Plan will be reviewed annually in the summer term to ensure that it remains effective, proportionate, and fit for purpose. The Audit and Risk Committee will scrutinise any proposed amendments and make recommendations to the Board of Directors. Students will be consulted as part of this review process through elected student representatives and other appropriate mechanisms. Feedback received will be considered as part of the review and decision-making process.

The Plan may also be reviewed at any time if new material risks are identified that could affect the institution's ability to preserve continuation of study or otherwise impact the effectiveness of the Student Protection Plan.

Our students will be involved in any review of the Student Protection Plan through a consultation process that engages with the elected student representatives and feedback from this process will be considered by the Audit and Risk Committee as part of its scrutiny of any proposed amendments.

Where material changes to a course are proposed, applicants and students affected by those changes will be informed as early as reasonably practicable. Communications will normally be made in writing and may be supplemented by group briefings, online meetings, individual meetings, and other appropriate channels. Information provided will explain the nature of the proposed changes, the likely impact on students, the support available, and how students can discuss their individual circumstances with the institution.

If measures within the Student Protection Plan need to be implemented, Laine Theatre Arts will provide affected students with clear, timely and regular communications throughout the process. Students will be given information about the options available to them, including continuation of study arrangements, transfer opportunities, refunds, compensation arrangements, and any other support relevant to their circumstances.

Where appropriate, applicants and students affected by the implementation of the Student Protection Plan will be offered both group and individual support to help them understand their options and make informed decisions. Support may include academic advice, welfare support, careers guidance, financial guidance, and assistance with applications or transfers to alternative providers.

Laine Theatre Arts will:

- Provide as much notice as possible if a course or Laine Theatre Arts has to close to enable:
- - applicants to apply to another course and/or another institution within the application cycle.
- - current students to consider all the options presented to change course and/or institution in line with the mitigation measures offered as part of the implementation of the Student Protection Plan.
- Offer group and individual tailored support and guidance to all applicants and students affected by the implementation of the Student Protection Plan so that they can make an informed decision as to the most appropriate course of action.

Laine Theatre Arts will ensure that students have access to independent sources of advice where appropriate. Information about relevant organisations and services, including the Student Loans Company, UCAS, students' unions, validating partners, and any partner institutions involved in

implementing student protection measures, will be provided to affected students together with details of how those services can be accessed.

We welcome feedback from students on our Student Protection Plan at any time and students who wish to discuss the Student Protection Plan and/or its implementation should speak to our receptionist or contact the College using beckyelliottmoore@lainetheatrearts.ac.uk (Academic Director) in the first instance.

Students who remain dissatisfied with the content of the Student Protection Plan or its implementation and wish to make a formal complaint should do so in accordance with the College's Student Complaints Procedure, which is available on the College website.