

# LAINÉ

THEATRE ARTS

# STUDENT PROTECTION

## PLAN 2025-2026

Provider's Name	Laine Theatre Arts Limited
Provider's UKPRN	10003746
Legal Address	The Studios East Street Epsom Surrey KT17 1HH
Contact Point for enquiries about this student protection plan	<a href="mailto:info@laine-theatre-arts.co.uk">info@laine-theatre-arts.co.uk</a>

### STUDENT PROTECTION PLAN

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 1<sup>st</sup> 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 £6000 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 with regard to 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 LSDM 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.

**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.

**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 three-year Trinity College London Diploma in Musical Theatre who are in receipt of DaDA funding, typically around 45% of the cohort, and potentially 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.

### **Risk 10: Loss of the UKVI Student Sponsor Licence.**

The likelihood of the risk arising that Laine Theatre Arts loses its UKVI student sponsor licence is low.

Laine Theatre Arts has established a robust governance and management process to ensure compliance with the requirements of its student sponsor licence.

Responsibility for ensuring compliance rests with the Senior Management Committee and the day-to-day management of the student sponsor licence is the responsibility of the Executive Director. The Audit and Risk Committee receives a report on compliance with and the associated risks associated with the student sponsor licence at each meeting and reports to the Board of Directors through its minutes.

This risk applies to international applicants and students, which is currently a small proportion of Laine Theatre Arts student body.

The impact of the loss of Laine Theatre Arts' student sponsor licence is high as it could result in its international students having to find an alternative provider in order to continue their studies or leave the UK at relatively short notice.

## **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 six of the nine scenarios, with only two risks assessed as having a *medium* likelihood of crystallising (loss of IT/online learning infrastructure, and the College being unable to deliver its courses effectively due to access restrictions being imposed in the event of a pandemic). 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 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.
- Should it not be possible to maintain or reinstate our registration, Laine Theatre Arts would 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.
- 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:

- Take all reasonable steps to ensure that there is no financial impact for enrolled students and 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.

**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.
- 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 crystallise, 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.

**Risk 10: Loss of the UKVI Student Sponsor Licence.**

Should this risk crystallise:

- Laine Theatre Arts would work closely with UKVI and its retained legal advisers to make all reasonable attempts to implement as quickly as possible any actions required to maintain or reinstate the student sponsor licence and safeguard the best interests of our students.

- Should this not be possible, Laine Theatre Arts would seek to secure an agreement with the Awarding Institution or another registered provider to enable our international 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 for international students 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.

### **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.**

Provision for refunds and compensation are addressed in Laine Theatre Arts' Terms and Conditions and more specifically in the Refunds and Compensation Policy. The Tuition Fee Refund and Compensation Policy is published on our website [here](#) and outlines the circumstances in which Laine Theatre Arts will refund tuition fees and other relevant costs to students if we are no longer able to preserve continuation of study. The refund of tuition fees may include amounts payable by the student directly, or via a loan from the Student Loan Company. Laine Theatre Arts will also have regard for any bursaries a student has been offered should that be relevant to an individual's circumstances.

Laine Theatre Arts has historically been able to deliver the financial implications of its refunds policy in full without issue. Refunds have been exceptionally rare to date.

Laine Theatre Arts considers the likelihood of a larger and material refund to a cohort or other group of students to be very remote. It is not possible to calculate with reasonable certainty what any future exposure may be, but Laine Theatre Arts is confident that it is able to underwrite the likely costs with the cash reserves it has. Given the uncertainty around compensation risk, Laine Theatre Arts will also consider putting in place insurance arrangements to provide refunds and

compensation for those students for whom an increased risk of non-continuation of study has been identified. There are no such circumstances identified currently. We will review this annually and either insure in the market or self-insure.

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

Laine Theatre Arts will publicise its Student Protection Plan to applicants by publishing it prominently on our website [here](#). Additionally, applicants will be directed to the Plan in their offer letter which will include a link to the Student Protection Plan.

Enrolled students will also be able to access the Student Protection Plan through the website and will be directed to it during their induction.

The Plan will be shared with all elected student representatives who will be asked to support Laine Theatre Arts staff by raising awareness of it with the students they represent.

We will ensure that staff are aware of the implications of our student protection plan when they propose course changes by sharing the plan with all key managers via email. Additionally, Laine Theatre Arts' course approval process will require course teams and the committee considering any course amendments to take account of, record and mitigate any potential impact on the Student Protection Plan.

We will review our Student Protection Plan [annually in the Summer term](#) to ensure it remains fit-for-purpose. The Audit and Risk Committee will undertake the detailed scrutiny of any proposed amendments and make recommendations to the Laine Theatre Arts Limited Board. Any amendments approved by the Board of Directors will be submitted to the Office for Students for approval prior to the revised plan being published on our website. The Student Protection Plan may be reviewed at any time should new material risks be identified by the Board or one of its

subcommittees that is deemed to have a potential impact on 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.

We will inform our applicants and students if there are to be material changes to their course by email and we will invite them to an online meeting to discuss the changes in more detail.

We will give applicants and students 30 days' notice when we need to make material changes to the structure and/or content of their course and this notice will include information regarding how they can contact us to discuss the implications of the changes.

If we need to implement the measures in our Student Protection Plan, we will do the following to support students collectively and individually:

- 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.

We will put in place and publicise arrangements to ensure that our students have easy and timely access to independent advice if we need to implement the measures in our student protection plan. For example, advice from: the Student Loans Company, UCAS, National Students Union, staff and Student Union representatives from our validation partners and/or any other institution(s) we have partnered with to implement our Student Protection Plan.

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 [info@laine-theatre-arts.co.uk](mailto:info@laine-theatre-arts.co.uk) in the first instance to arrange a meeting with a member of staff.

Students who are unhappy with the content of Laine Theatre Arts' Student Protection Plan or its implementation and wish to register a complaint should follow the College's Student Complaint Procedure which is published on the website.