



Student Protection Plan

Issued by GAMTA GPRO (Triple Threat Training Ltd)

1. Introduction and scope

1.1 GAMTA GPRO is committed to ensuring that it offers training relevant to students and employers. As part of this, it has processes to review and renew anything it considers to be a vital part of maintaining a dynamic curriculum. It also has processes in place to ensure that these changes are managed and that applicants are kept informed and that the interests of those students already on our course are protected.

1.2 This Student Protection Plan has been drawn up to set out what action GAMTA GPRO would take if it became necessary to close a course or to stop teaching on a particular site for reasons beyond its control.

1.3 GAMTA GPRO is committed to delivering the course of study to which students have been admitted. In the event of a course closure, its policy is to put provisions in place to teach registered students so that they can complete the course. However, this Plan also sets out how GAMTA GPRO would support students in the event that it is not able to deliver this commitment.

1.4 GAMTA GPRO ensures its student protection plan is available on the website and signposted to current and future students. GAMTA GPRO ensures staff are aware of the implications of the student protection plan when proposing course changes.

2. Risk assessment

2.1 Overall risk

2.1.1 GAMTA GPRO takes active steps to ensure stable recruitment and undertakes careful management of its finances. The reputation of the institution continues to be enhanced through strong student satisfaction and increasingly healthy financial positions year on year.

2.1.2 GAMTA GPRO has a risk management framework to manage major business risks which it reviews regularly as well as an internal control framework to manage GPRO processes. These frameworks are reviewed by our accountants annually. These risks include monitoring the GAMTA GPRO's financial sustainability and its ability to ensure the quality and standards of its courses and to recruit students.

2.1.3 In addition to effective management of ongoing activities, GAMTA GPRO has active business continuity plans to ensure that it can manage unforeseen incidents and protect the student experience. It has plans to monitor and respond to major business risks, in particular loss of premises, complete IT failure, major pandemic affecting high numbers of staff, and combination of loss the

above. Business Continuity Planning is updated regularly to deal with changes in structures, estate, systems and services. This planning enables the University to react quickly to issues beyond its control. [Please see Business Continuity Planning on website](#)

2.1.4 GAMTA GPRO does not consider that it will be required to close courses apart from those where there is little student demand. In this case, GAMTA GPRO has a commitment to 'teach out' all students already registered to ensure the student experience or to make appropriate alternative arrangements. However, if GAMTA GPRO was required to close a course as a result of issues beyond its control and it could not find suitable provisions elsewhere, it would have sufficient funds to provide appropriate refunds and compensation in line with this Plan.

2.1.5 The risk of closure or amendment to teaching arrangements for courses has generally speaking increased to 'medium'. This is due to the financial strains on all types of higher education providers, recruitment challenges which may affect the ability of providers to meet targets for home and overseas students and increasing regulatory oversight and action. GAMTA GPRO works closely with its academic partner and fellow institutions to understand the challenges being faced in the current climate and how this might impact on our ability to continue to deliver the high-quality learning, teaching and student experience GAMTA GPRO expects as well as our financial sustainability.

2.2 Risks to courses and modules

2.2.1 The risk that GAMTA GPRO is no longer able to deliver courses is relatively low. Where there are changes in application rates, GAMTA GPRO will continue to actively manage to ensure that viable cohorts are recruited. We have, within the past three years experienced an upward trajectory in terms of applications.

2.2.2 The risk that GAMTA GPRO is no longer able to deliver key courses which students may have relied upon in their decision to choose GAMTA GPRO is also relatively low because:

- Courses are being developed and moulded in response to industry needs and are specific in their content and purpose
- Our courses are vocationally orientated and designed to provide students equipped to work in local and regional industry and business and we have a large pool of part-time staff with specialist professional or industry knowledge we can draw on as required.
- Courses and modules are closely monitored each year and changes made to improve and develop courses are made as appropriate to ensure that they remain current.

However, if there are components that need to be delivered at different times than usual due to circumstances beyond GAMTA GPRO control students will be informed and the reasons communicated. If necessary, the emergency regulations will be invoked which are designed to ensure that students can progress and graduate.

3. Closure of courses

3.1 In the event that GAMTA GPRO is unable to run a course, it would undertake the following actions to protect the student experience:

- For new provision, any course which is still subject to approval is clearly marked. Applications are monitored on a regular basis and those not attracting applications will not be run for that year. GAMTA GPRO is however intended to be a bespoke and individual provider, and its

numbers are lower than most institutions. Our teaching techniques are proven to be very successful in terms of streaming across cohorts and team teaching across cohorts.

- If a course were to close, this would be undertaken in accordance with GAMTA GPRO Course Closure Policy which includes our commitment to ‘teach out’ any cohorts already recruited. Any closure would be agreed by our Principal and advice would be sought from our Academic Partner UWL and its Vice-Chancellor’s Executive. This would include consideration of how the course could be delivered to the remaining students. There would be a managed closure which includes quarterly checks on student progression and achievement, and face-to-face meetings with all students who are affected by the closure. This process is set out in the Handbook, which is valid for both GAMTA GPRO and UWL students.

4. Changes to courses

4.1 GAMTA GPRO modifies its courses to ensure that they remain current and to ensure the best student experience. Where such changes are proposed, these are thoroughly assessed and require support from external examiners. All changes are considered by the appropriate Course Committee giving student representatives an opportunity to comment. A communication plan is required for any major changes to ensure that students are aware of why the course is changing and all GAMTA GPRO course changes are completed via UWL.

4.2 Where a core component is changed, all students should be consulted on this change and their views considered before it is implemented (if students do not agree, the module may run as originally intended to ensure that GAMTA GPRO complies with its obligations under consumer protection law). Where other changes are necessary, the GAMTA GPRO will, in accordance with the Terms and Conditions, give students reasonable notice of the changes which will include details of why the change was necessary, and what has changed.

4.3 The above issues are covered by the GAMTA GPRO - See Website

5. Loss of professional accreditation

5.1 GAMTA GPRO recognises the importance of professional accreditation to students and the professions in which they will operate. GAMTA GPRO works closely with professional bodies to understand the requirements they set out and how best to meet them. GAMTA GPRO engages in all monitoring and audit exercises set by professional bodies and takes feedback from those exercises seriously. GAMTA GPRO judges the risk of losing professional accreditation to be ‘medium to low’ due to its ongoing development and reflecting practises.

5.2 If GAMTA GPRO loses its accreditation from its academic partner UWL or SQA, it will consider measures to protect the student experience, such as providing assistance to affected students to switch to a different provider who has the relevant accreditation.

6. Change to Tier 4 Sponsor Licence (Pending July 2025)

6.1 GAMTA GPRO has its Tier 4 Sponsor License pending approval at the time of writing July 2025. However, GAMTA GPRO judges the risk to its Tier 4 Sponsor Licence to be low based on the current and ongoing rigour of the process and planned and continuous monitoring by the home office. Internal monitoring and audits, feedback from key external stakeholders (including regular updates against UKVI metrics) and a strong oversight regime will be in place to ensure continuous monitoring of UKVI student attendance and engagement.

6.2 If GAMTA GPRO 's Tier 4 Sponsor Licence was suspended, it would take all reasonable steps to minimise disruption to affected students by, for example:

- working with UKVI to allow students to complete their year of study or programme;
- allowing students to enrol and commence their studies, if they are already in receipt of a visa based upon an allocated CAS from the GAMTA GPRO;
- offering students the opportunity to postpone their application pending the resolution of the suspension (if they have not already commenced their travel to GAMTA GPRO).

6.2 If GAMTA GPRO Tier 4 Sponsor status is revoked, it would take all reasonable steps to minimise disruption to affected students by, for example, assisting them to switch to an alternative sponsor.

7. Student transfer

7.1 Where GAMTA GPRO is unable to provide students with tuition to complete their course, it will work with other institutions to find a suitable alternative elsewhere which will enable students still enrolled at the point of closure to complete their award.

7.2 GAMTA GPRO will also provide a transcript of a student's academic credits so that their learning is recognised and that they may if appropriate, gain recognition for their learning at another institution.

8. Refunds

8.1 Where GAMTA GPRO is not able to provide tuition to students to complete their course, GAMTA GPRO will make a full refund of any tuition fees paid for modules that have not been delivered to students who are still enrolled on the course at the point of closure:

- Where students have had their fees paid by the Student Loans Company (SLC), the refund will normally be made direct to the SLC.
- Where students have paid the tuition fees themselves, these will be refunded to the bank account from which they were paid.
- Where students' tuition fees have been paid by a parent, sponsor or other third party, any refunds will be returned to this third party.

9. Additional travel costs

9.1 If a student has been required to change their location of study or to change institution because of a course closure, GAMTA GPRO will consider reimbursing reasonable additional travel costs. Such costs will normally be paid from the term-time residence of the student.

10. Bursary/fee waiver commitments

10.1 If students have been granted a bursary, GAMTA GPRO will honour the bursary provided they remain eligible.

10.2 For students who would otherwise been able to claim a bursary or tuition fee waiver for the duration of their course, GAMTA GPRO will consider the continued payment of the bursary/fee waiver if they change institution upon the closure of a course where GAMTA GPRO is unable to teach out all of the cohorts.

11. Compensation

11.1 In the unlikely event that a student is required to move to another University as a result of course closure and/or GAMTA GPRO is unable to continue to teach out all remaining students, GAMTA GPRO will consider applications for compensation for tuition and maintenance costs where these are greater than they would have been for the course provided by GAMTA GPRO

11.2 GAMTA GPRO would also consider applications for compensation where a student has additional costs for maintenance where it is not possible to preserve continuation of study (i.e. it is not possible for a student to move from one institution to another in the next academic year).

11.4 GAMTA GPRO will also take into account a student's level of engagement with study where they are unable to finish a course due to retakes.

11.5 Claims for compensation should be made through the Student Complaints Procedure. Where students are dissatisfied with the outcome of any complaint, they will be able to take their case to the Office of the Independent Adjudicator.

12. GAMTA GPRO and its academic partner University of West London

12.1 If GAMTA GPRO cannot teach out a course that has to close, the University will where possible teach the course directly. This may require a change to the delivery mode, such as providing teaching online. Where this is not possible, it will seek alternative providers for students.

12.2 The University will work with the academic partner to ensure communications provide accurate and timely information, advice and guidance to affected students. Where the academic partner cannot provide this information directly, the University will manage the communication process.

12.3 In the event of closure of the partnership the University UWL may offer an opportunity to study at the University. In these circumstances, the University cannot normally assist with travel or living expenses although it will apply the principles set out in the Student Protection Plan on compensation on a case-by-case basis – particularly considering any alternative in-country provision.

12.4

The University UWL is unable to guarantee that any student wishing to study in the UK because of the closure of an overseas partnership arrangement or partner institution will be able to obtain a student visa for entry to the UK. The University will assist the student in seeking a visa.

13. Students on courses developed and delivered by academic partners

13.1 As noted in section 2, the risk of closure or amendment to teaching arrangements for courses which are developed and delivered through academic partnerships has increased to 'medium'. This is due to the financial strains on all types of higher education providers, recruitment challenges which may affect the ability of providers to meet targets for home and overseas students and increasing regulatory oversight and action. GAMTA GPRO is working closely with its academic partner UWL to understand the challenges facing us and how this might impact on our ability to continue to deliver the high quality learning, teaching and student experience GAMTA GPRO expects as well as their financial sustainability.

13.2 GAMTA GPRO will ensure that we offer courses which are developed and delivered with our Student Protection Plan in mind, and it is our duty as an academic partner with UWL to do so. Along with UWL GAMTA GPRO will monitor and identify risks and mitigate these in order to protect the

student experience. Such risks and the requirement to teach out courses are already covered in the contract between GAMTA GPRO and UWL.

13.3 If GAMTA GPRO is not able to teach out a course that has to close, the UWL will review the extent to which it may be able to take over delivery of the course. This may require a change to the delivery mode, such as providing teaching online. Where this is not possible, it will work with the academic partner to seek alternative providers who deliver similar courses to provide an alternative option for students.

14. Implementation

14.1 If UWL and/or GAMTA GPRO needs to implement measures in GAMTA GPRO's Student Protection Plan and close a course or remove key material elements of the curriculum without teaching out, UWL and/or and GAMTA GPRO will take all reasonable steps to minimise disruption to students. It will:

- Ensure, in collaboration with the Students' Union, that all students have access to advice on the impact on their studies including their right to refunds, compensation or alternative replacement study under the Terms and Conditions and broader Consumer Law.
- Support students, by providing a consultation forum to discuss the implications to the students' study. It will provide the opportunity for one-to-one planning and tutorial sessions where options can be discussed, and staff can support the implementation of students' choices.

14.2 Students will have the opportunity to raise complaints about the way that the course change or closure is being handled. They will be able to raise these in the consultation forum and indeed will be encouraged to raise all issues in order that they may be resolved. Students who are not satisfied with this approach may use in the first instance GAMTA GPRO's and/or UWL Complaints Procedure to bring a formal complaint. Where students are dissatisfied with the outcome of any complaint, they will be able to take their case to the Office of the Independent Adjudicator.

14.3 In order that students can plan their response to the closure or change, GAMTA GPRO will endeavour to give at least one semester's notice unless the change or closure is for reasons beyond its control.

15. Review of the plan

15.1 The plan will be reviewed annually both by GAMTA GPRO and UWL in conjunction with and according to all student, staff, key shareholder feedback.

16. Communication

16.1 This plan will be communicated to applicants through GAMTA GPRO website for applicants, alongside other key documents such as GAMTA GPRO terms and conditions.

16.2 The plan will also be published on the Student Policy page on the website and reference will be made to it in our Student Handbook which is updated each year and located in GOOGLE DRIVE.

16.3 Staff will be made aware of the plan through publication on the website.