Student Protection Plan 2025/26

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NMITE Student Protection Plan 2024/25

Provider's name: NMITE

Provider's UKPRN: 10067406

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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.**

2. **Introduction**
   As a provider of higher education, NMITE is required to publish a Student Protection Plan (SPP) which sets out how it will ensure that the quality of study will be maintained and how students can continue to study even if NMITE, part of the estate, a specific course or the whole institution closes.

3. This plan is specific to NMITE's individual circumstances and sets out the measures put in place to protect its students if a risk to the continuation of current or planned studies should arise due to NMITE's failure, or because of a decision it takes. The plan is updated at least annually but will also be updated whenever a material change to the risks and mitigations described in the document arise.

4. **Scope**
   This SPP applies to all students registered with NMITE. The SPP will aim to provide reassurance to students in the event they are unable to complete their studies on a specific programme with NMITE because of an organisational failure.

5. This SPP does not cover risks to students' continuation of study due to Students' own circumstances (e.g. due to personal reasons).

6. NMITE has several policies and procedures in place to support students who have difficulty continuing study because of personal circumstances.

7. **Commitment from NMITE**

8. NMITE will make the following commitment to its students regarding notification and mitigation against a potential failure / closure:

   - being open and transparent in our communications with you, should any significant risk to the continuity of your studies materialise;
   - take reasonable steps to protect your studies should we discontinue or substantially change a qualification on which you are registered or enrolled;
   - taking into consideration your needs and the impact that any proposed changes and protective measures may have on you;
   - inform the OfS of any changes that may necessitate a review of the SPP or any of the measures contained within it.

9. This plan has been produced following the guidance of the Office for Students regulatory framework.

10. The following information outlines NMITE's assessment of the range and level of risks to the continuation of study for our students.

11. **Potential risks:**

12. **The risk that NMITE is unable to operate.**

13. Level of risk: MEDIUM

14. The likelihood of students not being able to continue with their studies at NMITE because of this risk is judged as MEDIUM due to the recognised risks associated with new institutions, particularly in their first few years of operation. These risks are primarily financial in nature and relate to the following key areas of income and cost risk:

   - Failure to recruit students in sufficient numbers to deliver the income projections incorporated into the NMITE business plan
   - Withdrawal of the financial support currently in place from NMITE's donors and investors
   - The ongoing sector wide pressures resulting from the freezing of tuition fees coupled with rising costs. NMITE is vulnerable to such pressures as a small, specialist institution operating at a smaller scale than most traditional providers
   - A sudden and unexpected increase in a major cost category that cannot be mitigated in the short term, and which imposes new demands on working capital.

15. NMITE takes a rigorous approach towards financial planning and management (including continuous audit and scrutiny by external bodies including the OfS, DfE and others).

Additionally, NMITE enjoys the support of a group of philanthropic donors who have provided the financial support needed for the institution to remain fully viable during its early development phases and NMITE now operates with a longer term financial support package in place which should provide the necessary funding to sustain it in the long term. These donors remain active and supportive and ready to provide additional funds if required to ensure continuity of operations should one of the other risks above crystallise.

16. **The risk that NMITE is unable to deliver its programme due to closure of its site or individual buildings.**

17. The likelihood of students not being able to continue with their studies at NMITE because of this risk is judged as LOW for the following reasons:

18. Although the impact of a closure of a building or a site could normally be high, the layout of NMITE's estate is dispersed – so although nothing is further than a 10-minute walk away, buildings are not physically linked (either literally or via IT provision) and as such extraneous factors such as fire or flood would only ever be likely to affect one part of the estate. The opportunities to relocate students to other buildings/areas – including those of our local industrial and academic partners – are realistic. NMITE's key centres of operations are now dispersed across two main sites, both of which include the capacity required to absorb teaching operations for the entire student body in the event that one building becomes unavailable because of an incident or some event that renders the building unusable. This capacity planning remains ongoing, and the risk will be updated if a dependency on using all buildings simultaneously arises.

19. NMITE's buildings are either fully owned by the institution or leased from government departments to be used only for educational purposes. This means there is a very low risk that the buildings will be disposed of or used for a non-educational purpose.

20. The detailed contingency plans for all learning spaces are included as part of NMITE's Business Continuity Plan.

21. **The risk that NMITE is unable to deliver its programme due to IT infrastructure failure**

22. The likelihood of students not being able to continue with their studies at NMITE because of this risk is judged as LOW for the following reasons.

23. NMITE's IT infrastructure is not subject to any legacy hardware issues and as such is not modelled on a traditional university infrastructure where there are often a variety of servers/client devices/a LAN/WiFi estate and the like – and as a result we are able to take advantage of the latest client developments for the benefit of our students and staff. NMITE is part of the Microsoft Office 365 suite, Cloud-based, and with fully diversely resilient internet connections. This eliminates the need for ongoing support and upgrade at a local level, and to protect servers to reduce the risks to the IT infrastructure. Access eligibility by users is verified in real-time and users can connect anywhere – physical location of either people or hardware is not an issue. As a result, NMITE's IT infrastructure is not put at risk by local-level activity or damage to buildings or equipment. The reliance

on Microsoft is recognised however and is being analysed and responded to in NMITE's IT Disaster Recovery Plan.

24. In addition, the very practical and work-based learning style of NMITE's programmes means there is a far lower reliance on IT infrastructure than would often be the case with many traditional programmes of study. Students will also always have staff with them throughout the working day (Monday to Friday inc.) which in turn means that they would have access to support and advice – and if necessary, the ability to rearrange/reorganise the order of their studies – if any IT issues did ever arise.

25. **The risk that NMITE is unable to deliver its programme due to organisational restructuring**

26. The likelihood of students not being able to continue with their studies at NMITE because of this risk is judged as MEDIUM as the financial challenges of maintaining a full portfolio are similar to those outlined above. These challenges are sector wide and include the challenge of maintaining the range and quality of provision when tuition fee income is fixed and the challenge of ensuring that cohort sizes remain at a viable size throughout the duration of a programme.

27. NMITE continues to build its course portfolio slowly and its programmes allow for the delivery of common modules and study years which means it is less likely that cohort sizes will reduce to levels that are too low to sustain.

28. **The risk that NMITE students will be unable to complete their programme due to concerns regarding academic quality and standards**

29. The likelihood of students not being able to continue with their studies at NMITE because of this risk is judged as LOW.

30. As a small specialist and new provider, the risks of academic quality issues arise from the following factors:

- **Insufficient academic resources**: limited staff capacity in niche subject areas which could lead to gaps in subject expertise or teaching provision.
- **Underdeveloped quality assurance systems**: As a newer institution, quality assurance mechanisms (such as internal program reviews, assessment moderation, and student feedback loops) may not yet be fully embedded, increasing the likelihood of academic quality issues going undetected.
- **Staff turnover or shortages**: Given our reliance on a smaller pool of specialized academic staff, unexpected staff turnover or long-term absences could lead to gaps in teaching or supervision, impacting program delivery and student outcomes.
- **Accreditation and external review**: NMITE's programmes have not yet been accredited by the relevant professional bodies and, whilst we are confident that it will be secured shortly, the risk of failure does exist.

- **New Program Development**: Introducing new academic programs without sufficient piloting, faculty training, or resource allocation may expose students to untested teaching methods or inadequate learning resources.

31. As a new provider of higher education, the level of scrutiny applied to the academic quality and standards of our proposed programmes is very high – both as part of the Validation process for the current MEng award and within the Registration process with the OfS (via the Quality and Standards Review (QSR). NMITE's QSR took place in November 2019, providing assurance that all the outcomes specified by this quality audit, in line with the UK Quality Code, are confirmed as "Met".

32. Externally, the original validating body, the Open University, provided a high level of scrutiny of the institute's first academic programme, The MEng in Integrated Engineering. The institution then underwent a QAA scrutiny exercise as part of its NDAPS application process which was successfully secured.

33. Internally, NMITE has an academic governance structure in place to ensure that rigorous academic standards are upheld throughout, and to assure the Board of Trustees of the quality of the NMITE curriculum, teaching and learning, in accordance with the programme content and methods of delivery that have been approved.

34. Each programme is assigned an identified academic 'lead', plus a named deputy who would be able to takeover should it become necessary because of illness or other unexpected absence of the primary academic lead. As such the continuity of leadership, and hence the quality and standards, of each module should not be compromised or students adversely affected. In addition, the Academic Director and Quality Assurance Manager will monitor and provide regular reports to the Executive on student feedback – received by both formal or informal mechanisms to ensure that concerns or issues are identified and addressed swiftly. The relatively low student number forecasts for NMITE's first years of operation, coupled with a very positive staff:student ratio and very high contact hours (the latter being akin to a working week rather than those more usually associated with standard higher education programmes) will facilitate agility and responsiveness in all aspects of the student experience.

35. **The risk that NMITE students will be unable to complete their programme due to NMITE's inability to source robust opportunities at FHEQ Level 7 to fulfil the requirements of the Bachelor's and/or Master's Projects.**

36. The likelihood of students not being able to continue with their studies at NMITE as a result of this risk is judged as LOW for the following reasons.

37. NMITE has always set out to be aligned to the needs of Industry and the community in its approach to teaching and learning, and our commitment to this is underpinned by the relatively early recruitment of our Academic Partnerships Team. Our students will, from week 1, work with companies on 'real world' challenges that will be woven into learning outcomes in the curriculum. The way to stay up to date and relevant is by engaging with a wide range of companies across technologies and sectors, large multi nationals to small

agile SMEs.

38. The NMITE learning journey starts with relatively low impact projects which allow students to gain knowledge of working in teams, to deadlines and in a free-thinking environment. As they progress through the programme the intensity increases, both in the complexity of the projects but also in the importance of a positive outcome. In their final year, learners can tackle advanced projects which will have an impact on the productivity, profitability, and success of a partner organisation, whether this is a company or community-based challenge. This employer engaged approach will apply to all programmes in NMITE's academic portfolio. As such choice of employer partners is crucial, to ensure that students enjoy the breadth and depth of learning required, to ensure that the projects are important enough to have meaning for both student and partner company but not critical to a company's survival. NMITE are already actively engaging with a variety of partners with a shared passion and who support the aims and ambitions of NMITE and who are committed to a long term, dynamic relationship.

39. All employer partners will review a menu of engagement options which range from supporting students and the learning environment, access to technologies, kit and facilities to help enable learning, through to joining cross-sectoral communities of practice and engaging with NMITE for lifelong learning, through CPD and through new programmes included in the NDAPS programme plan, including degree apprenticeships.

40. The partnerships are designed to develop over time to ensure that the students have a robust, exciting and relevant curriculum and that industry has a steady pipeline of future talent (Integrated Engineers) that is up to date and equipped with the skills required of an engineer in the modern workplace – and in doing so creates a pipeline of FHEQ Level 7 project opportunities for academic year 2022/23 and onwards.

41. **The risk that the NMITE programme will cease due to curriculum review**

42. The likelihood of students not being able to continue with their studies at NMITE because of this risk is judged as LOW due to NMITE being a new institution and new future university, whose whole purpose is to provide a new approach to engineering education in the UK.

43. NMITE's current students are studying on the main Integrated Engineering programme which, as the institution's only degree level programme, means there is no intention to cease running it unless forced to because of a whole institution closure.

44. Any cessation of a programme due to a curriculum review would be followed by a very carefully managed exercise to ensure full consultation with students and in a staged process to ensure that teach-out of all affected students could be completed.

45. **The risk that programme NDAPS is withdrawn or not confirmed following the probationary period**

46. **Description of Risk**

As a small specialist or new provider, NMITE is subject to regulatory scrutiny regarding its ability to confer degrees. The risk of **Degree Awarding Powers (DAPs)** not being issued or being withdrawn could have a significant impact on current and prospective students. This risk is assessed as MEDIUM. Specific risks include:

- **Failure to Secure Degree Awarding Powers**:
  As a new or developing provider, there is a possibility that NMITE may not initially secure full DAPs, resulting in the inability to award degrees independently.
- **Loss or Withdrawal of Degree Awarding Powers**:
  There is also a risk that the Office for Students (OfS) or other regulatory bodies may withdraw DAPs, either due to failure to meet ongoing regulatory conditions or due to significant concerns regarding academic standards, governance, or financial sustainability.

47. **Impact on Students**

- current students may face uncertainty over the value and recognition of their qualifications if DAPs are lost.
- prospective students may be discouraged from enrolling if there is doubt about the university's ability to award degrees.
- reputational damage to the institution could affect student recruitment, partnerships, and employability outcomes for graduates.

48. **Monitoring and Review**
To ensure the ongoing compliance with DAPs requirements, we have established the following monitoring mechanisms:

- **Regular Internal Audits**:
  Periodic audits of our academic governance, quality assurance processes, and financial health are conducted by NMITE's appointed internal auditors to monitor control mechanisms and compliance with regulatory requirements.
- **Annual Reports to the Academic Board and Board of Trustees:**
  The QA team submits annual reports to the Academic Board and the Governing Body, summarizing the institution's adherence to DAPs conditions and any potential risks to their retention.
- **External Reviews**:
  We welcome external reviews and audits by regulatory bodies, peer institutions, and accreditation agencies to validate our ongoing compliance with academic standards and governance requirements.
- By implementing these measures, NMITE is well-prepared to mitigate the risk of not being granted or losing Degree Awarding Powers. Our commitment to maintaining high academic standards, strong governance, and transparent communication ensures that student interests are protected.

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

50. NMITE recognises that the main risk it faces in the coming few years is its ability to continue to operate, most notably as regards its financial sustainability, and its ability to recruit students (without whom NMITE would cease to operate). However, it is also important to recognise that the level of this risk decreases over the coming years, as student recruitment increases and in doing so the evidence for the market demand of NMITE's provision is affirmed.

51. As a new higher education provider NMITE has not yet built up significant financial reserves, however, it continues to enjoy the support of external donors who have, to date, provided additional working capital to allow it to continue to operate and maintain its quality standards. NMITE now has in place an agreed schedule of donations from a group of financial supporters known as the Hereford Regeneration Partnership. This group has been formed to ensure that NMITE benefits from a reliable and pre-determined income stream separate to its normal business activities. This funding commitment should provide the working capital needed to continue operations under most foreseeable circumstances. NMITE's financial plans, including its short and long term cash flow forecasts are monitored frequently by its Board, its Finance and Resources Committee and by external bodies including the OfS and the DfE.

52. In addition to providing short term liquidity through rigorous cash management NMITE is also able to provide medium / long term assurance through its property portfolio. The value of NMITE's fixed assets have increased significantly during the lasty two years as its new campus on the Skylon Park site has been completed and is now in full NMITE ownership. Further capital investment of £6m will take place in the next two financial years which will further build the value of the institution's asset base.

53. **Short term liquidity**
   NMITE monitors short term liquidity on a weekly basis and has in place the following measures to monitor and control its cash flows:

   - Rigorous internal cash control processes with frequent reviews, including oversight by the Finance and Resources Committee of the Board.
   - The continued presence and support of a network of donors and impact investors who have previously provided the financial resources to allow the institution to continue to operate in its pre-income and pre-surplus generating phase. These supporters are ready to provide additional structural investment if it becomes necessary to secure the longer-term viability of the institution.
   - NMITE maintains banking facilities which provide additional liquidity support in the short term, including a significant overdraft facility which has, to date, never been used.

54. **Medium / Long Term Liquidity**
   NMITE continues to plan for a financially sustainable future by securing the investment needed to manage any short-term financial risks and to ensure that students receive continuous tuition under most foreseeable circumstances. It enjoys strong and continuing support from a group of local donors and a national network of corporate supporters. These supporters will continue to engage closely with the institution and

provide support to ensure financial sustainability in the longer term.

55. **To address risks associated with academic quality and the organisation immaturity inherent in a new and developing institution, the following measures have been put in place:**

56. **Strengthening Academic Resources**:
- We have a strategic plan to recruit and retain high-quality academic staff with expertise in our specialist areas. This includes flexible staffing models, part-time appointments with industry professionals, and the development of a visiting lecturer network to provide specialized teaching where required.
- Investment in continuous professional development (CPD) for academic staff, ensuring they remain at the forefront of their disciplines.

57. **Robust Quality Assurance Framework**:
- We are enhancing our internal quality assurance processes, drawing on established models from the sector, and tailoring them to our institution's needs. This includes regular program reviews, external examiner oversight, and comprehensive student feedback mechanisms.
- Collaboration with established institutions for peer reviews and audits, enabling us to benchmark our practices against sector standards and make necessary improvements.

58. **Contingency for Staff Shortages**:
- To mitigate the impact of potential staff shortages, we have developed a clear succession plan and maintain relationships with partner institutions and industry partners who can step in if needed.
- We are also building academic teams with overlapping expertise to ensure that knowledge and teaching responsibilities are not overly dependent on a single staff member.

59. **Ensuring Accreditation and External Review Compliance**:
- Regular engagement with accrediting bodies.
- A dedicated compliance team to monitor and prepare for accreditation reviews and audits, ensuring that we maintain or enhance our standing with external bodies.

60. **Rigorous New Program Approval Process**:
- Any new program development goes through a robust approval process, including external input from academic experts and industry stakeholders.
- Pilot programs will undergo a full review after their first cohort, incorporating feedback from students and external examiners before full-scale implementation.
- Ongoing monitoring and refinement of new programs, with additional support for students enrolled in these courses, such as supplemental tutorials and personalized learning plans.

61. **Monitoring and Review**
These measures will be monitored continuously, with regular reporting to the institution's Academic Council and Board of Trustees.

62. Mitigation Measures for Risks Related to Degree Awarding Powers
To manage and mitigate the risks surrounding the issuance and maintenance of Degree Awarding Powers, NMITE has in place the following measures:

63. Strong Governance and Compliance Framework
- **Dedicated Compliance Team**
  NMITE has established a dedicated compliance team responsible for overseeing regulatory requirements, including adherence to the conditions set by the Office for Students (OfS) and for monitoring progress towards the requirements of being a full degree awarding provider.
- **Ongoing Monitoring of Conditions**:
  We continuously monitor compliance with the conditions attached to DAPs, ensuring that high academic standards, student welfare, and institutional sustainability are maintained.
- **Partnerships with Established Degree-Awarding Institutions**
  Validation Partnerships:
  In the event that NMITE does not initially secure DAPs, we have established partnerships with recognized degree-awarding institutions that could validate our programs. This ensures that our students can receive accredited degrees through our partners, even if we are not able to confer degrees independently.
- **Memoranda of Understanding (MoU):**
  NMITE maintains MoUs with other universities as part of its various collaborations and these provide an opportunity to forge new validating partnerships in the future if needed.

64. Robust Quality Assurance Processes:
To reduce the risk of DAPs being withdrawn due to concerns about academic quality, NMITE has in place various measures to ensure academic quality including regular program reviews, external examiner oversight, and continuous feedback loops with students and stakeholders.

65. External Accreditation:
NMITE finalise its planned accreditation with the IET in early 2025 but has been working with that organisation to ensure its programmes meet its accreditation requirements from the outset.

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66. Measures we will take in specific situations.

67. There are several situations where NMITE might find itself in a position of having to open discussions with its students about the SPP and how its implementation will affect them.

68. Below are three key instances that could arise and the mitigations that we would seek to take.

- NMITE enters a period of financial difficulty.

- NMITE is forced to close and cease its operations.
- NMITE is unable to recruit enough students to economically run a programme.
- NMITE fails to secure full degree awarding powers and has its new degree awarding powers withdrawn.

69. As this plan is updated annually, the maximum number of students who could be affected by an event described in this document is 200.

The UK Higher Education sector is undergoing a period of financial instability which means that it is prudent and responsible to plan for situations where institutions may be forced to close. NMITE, in common with all other providers, maintains contingency plans to protect the interests of students, with a particular focus on supporting their continued study, in the event that the institution ceases its operations. The steps taken to reduce the risk of that happening are outlined in paragraph 51 above, and the following sections summarise the practical steps that will be available to students if NMITE is not able to continue its provision of courses to its students.

70. In the unlikely event that NMITE is required to cease operations because of an institutional closure, we are committed to ensuring that students have viable options to continue their studies at another provider. Given the fact that the Herefordshire region includes limited options for alternative degree level programmes, students should be aware that continuing their studies is likely to require a relocation to an institution in another part of the country.

71. NMITE will also consider options to arrange for students to continue their programme at NMITE but taught by another provider. This arrangement, known as "teach out", normally provides continuity of studies for affected students but its availability cannot be guaranteed as it will be heavily influenced by the circumstances of any organisational closure. NMITE will update this plan with any formally agreed "teach out" contingency plans as they are developed with partners.

72. Students who are affected by an organisational closure may also be eligible for an academic award that reflects the credits achieved to the point of closure. These "exit awards" will be made available to all eligible students in the event of an organisational closure and the records and transcripts to support them will be secured at the point a closure is confirmed.

73. NMITE is committed to clear, timely, and transparent communication with students in the event of its closure. If a decision is made that affects the institution's ability to deliver its programmes, we will notify students as early as possible and provide them with a structured plan outlining the options available. As a small institution, where each student is known individually by our staff, we are confident that it will be possible to provide a tailored and individual package of support to each student which outlines the options to continue their study at another provider or to finish their studies and secure an exit award. Whilst the precise scope and nature of this support will depend on the circumstances and timing of any organisational closure, a full package of information, which will include a personalised transcript of credits and awards achieved to date, will

be provided to all students immediately after any decision to cease operations is taken.

74. Further details regarding financial implications, including tuition fee refunds and compensation where applicable, will be managed in accordance with NMITE's Refund and Compensation Policy. Information and updates will be provided through multiple channels, including direct communication, student forums, and online resources, ensuring that all students have access to the support they need during the transition process.

75. Refund & Compensation Policy

76. Refunds or compensation may be provided under the following circumstances:

77. **Program or Course Closure**
If NMITE is unable to deliver a program or course, either in full or in part, as a result of a program closure, market exit, or any other major disruption that prevents students from completing their studies.

78. **Loss of Accreditation**
If a program loses accreditation from a professional body and, as a result, the qualification awarded to students is no longer valid for the intended career path or profession.

79. **Failure to Provide Promised Services**
If there is a significant failure to deliver the academic or student services as outlined in the student contract, prospectus, or other marketing materials, which substantially affects the student's learning experience.

80. **Disruption to Teaching or Support**
If there are prolonged and unmitigated disruptions to teaching, supervision, or support services (e.g., industrial action, long-term staff absences, closure of key facilities) that materially impact a student's ability to progress through their program.

81. **Significant Changes to Program Content or Structure**
If there are significant, unforeseen changes to the content, structure, or mode of delivery of a course that were not adequately communicated to students in advance and that materially disadvantage the student's learning experience.

82. In the event that NMITE can longer continue to deliver its programmes because it is ceasing its operations then students may be eligible to submit a claim for a refund or compensation if:

- They are unable to complete their studies due to program or institutional closure.
- They experience significant disruption to their education and no suitable alternative (such as transfer to another institution) can be provided.
- They incur additional financial losses (e.g., relocation, additional fees) as a direct result of the market exit.

83. NMITE's full refund and compensation policy is attached to this document and available

at the following link.

84. Keeping students informed about the measures in this plan

85. NMITE is committed to providing clear, timely, and accessible communication to all students, especially in the event of any risk or actual disruption to their studies. This includes ensuring that students are fully informed of changes, risks, or mitigation plans outlined in the Student Protection Plan (SPP). Our communication strategies are designed to support all students, including those with disabilities or special needs, in understanding their rights and available options.

86. We aim to follow these key principles when communicating with students:

87. Clarity and Transparency
All communication will be clear, concise, and transparent, ensuring that students fully understand the information being provided, especially in times of disruption or change. This includes providing details on what is happening, why it is happening, and what steps are being taken to address any issues.

88. Timeliness
Students will be informed as early as possible about any events or developments that may impact their studies. We may communicate with students with representative roles in the first instance and take their feedback on how best to then communicate with the wider student body.

89. Accessibility
Communications will be accessible to all students, including those with disabilities or special needs, in line with the Equality Act 2010. This includes providing information in alternative formats where required and offering additional support to ensure all students can engage with the information.

90. Support for Students with Disabilities or Special Needs

91. NMITE is committed to ensuring that all students, including those with disabilities or special needs, can fully engage with our communications. To achieve this, we provide the following support:

92. As a small provider, with a well-established and effective Student Support Service, we are able to provide a tailored and individual response to the needs of each of our students, including those with particular needs or disabilities. In the event that the arrangements in this document are triggered, each student will be consulted individually to ensure that the choices available to them are clear and their choices are understood

93. Conclusion
Effective communication is central to ensuring that all students are aware of and

understand their rights and options under the Student Protection Plan. As a small provider, with individual support in place for each student, NMITE ensures that every student can navigate changes or disruptions to their studies with as little disruption as possible.

94. NMITE is fully committed to active engagement with its student body going forwards, and to meaningful student representation at all levels of the organisation. An open dialogue with students will also be facilitated by the size of NMITE and the way in which its academic delivery and learning is organised. In addition, formal routes of student consultation – specifically about any planned changes NMITE may seek to introduce in the future – will be established and will be clearly publicised to students; however, in-year changes will be avoided unless legislation or government policy necessitates such change, and/or there is an identified academic benefit to students. In the latter scenario, students would be consulted to seek their agreement prior to any action being taken.

95. In the event of any emergencies deemed to impact upon students' studies, the students would be contacted immediately by both email and phone to advise them of the issues and the remedial action NMITE is putting into place to minimise the impact upon them.

96. Depending upon the nature of the identified emergency, this may include implementation of NMITE's Business Continuity Plan and/or IT Disaster Recovery Plan.