

t: 0118 979 8686
f: 0118 979 8786
e: info@cnelm.co.uk

Centre for Nutrition Education & Lifestyle Management
Chapel Garden,
14 Rectory Road,
Wokingham,
Berkshire
RG40 1DH



STUDENT PROTECTION PLAN

CNELM aims to engender a culture of commitment, accountability and partnership with students in a transparent, fair and inclusive manner that takes into account the diversity of students studying with us.

CNELM reviews the Student Protection Plan on a regular basis and will make updates as needed on a continual basis. Other than when legal, regulatory or statutory requirements apply student representation will be encouraged to comment on the Plan and any future updates that take into account fairness to all Stakeholders.

CNELM is a wholly controlled not-for-profit subsidiary of NS3UK Ltd and under a License Agreement is responsible for teaching courses on behalf of NS3UK Ltd.

Our Student Protection Plan details identified risks to students' continuation of study and discusses strategies in place to help mitigate the identified risks.

NS3UK Ltd/ta CNELM has frameworks in place to support students to continue to study, including:

- Collaborative Partner Agreements with Middlesex University (MU) for validated degree programmes regarding the approval of new programmes, revalidation of validated programmes, programme changes and the discontinuation of programmes.
- A governance structure that includes external oversight via the Business and Education Ethics Committee (BEEC) and an Academic Quality Reviewer (AQR) reporting to the BEEC and the Directors of NS3UK Ltd/CNELM.
- A Senior Management Team that applies robust management processes and regularly reports to the BEEC, AQR and the Senior Academic Team; and provides financial annual accounts to MU, and provides an annual financial report to the Nutritional Therapy Education Commission (NTEC) for courses accredited as routes to Nutritional Therapy practice.
- Provision of a Managing Concerns Overarching Statement that details a clear Complaints Procedure and provision of a clear Payment, Charges and Refund policy.
- Annual Reporting to MU and the BEEC including, but not limited to course applications, enrolments, student progression and achievement; and independent review of these processes by the AQR.
- Strategies to minimise conflicts of interest including, but not limited to BEEC and AQR oversight
- Business Continuity Strategies and Business Insurance.
- Student representation and engagement in key matters affecting their academic and/or clinical studies.

NS3UK Ltd/CNELM

NS3UK Ltd/ta CNELM is a family-led business. Four family members are Directors and Shareholders of NS3UK Ltd and are Directors of CNELM. Strategies are in process of being formalised to help secure business continuity and decision making in the event of the majority Shareholder for NS3UK Ltd being unable to continue for any foreseen or unforeseen reason as Managing Director for NS3UK Ltd and CNELM; and when a foreseen, or should, such an unforeseen circumstance arise to transfer the majority shareholding to another Shareholder of NS3UK Ltd.

To help ensure integrity, transparency and to reduce the potential for conflicts of interest the Business and Education Ethics Committee (BEEC) provides external oversight of NS3UK Ltd/ta CNELM business and educational activities; and the external Academic Quality Reviewer (AQR) independently reviews across a wide range of academic processes to further safeguard the academic integrity of the programmes.

NS3UK Ltd/CNELM Business Site

Degree programmes are validated by MU for Distance Education only. All courses taught at CNELM can be completed by Distance Education. The majority of CNELM staff work off-site.

Subject to viability* attendance onsite at CNELM is possible for a total of three one week blocks for clinical programmes leading to nutritional therapy practice. In addition, students opting to take additional coaching days leading to external verification subject to viability*.

CNELM will look to lease a smaller venue when the lease for the current site expires in June 2024, or may consider operating as a Virtual Business. Subject to viability* An attendance option will likely continue to be made available for three one week block attendance blocks for CNELM clinical courses, and optional coaching days, either at a new site, or via hiring of suitable premises.

*Viability in this context means that

- sufficient numbers of students opt to attend onsite to facilitate a meaningful learning experience.**
- prevailing conditions outside of CNELM's reasonable control including an unexpected natural disaster or event including, but not limited to flood, fire, epidemic and pandemic prevents the delivery of the attendance blocks onsite at CNELM, or at another designated location.

Students are notified in a timely manner if student numbers for attendance lack viability enabling students to cancel any travel and/or accommodation arrangements in good time, and students will be able to attend online instead.

Should an event occur outside of CNELM's control, CNELM would make every effort to inform students via electronic means in advance of travelling to the Centre but cannot accept financial responsibility for any loss to students should such an event occur.

Please note that

- CNELM, subject to informing students in a timely manner, does not accept financial liability for compensating students resulting from change in study mode from onsite attendance to online due to viability of student registrations; or for any loss due to cancellation of travel and/or accommodation arrangements resulting from conditions outside of CNELM's reasonable control. Please refer to the **Payment, Charges and Refund** policy.
- Students living at some distance from CNELM can minimise their financial risk by opting to enrol on online alternatives to onsite attendance opportunities.
- All clinic and coaching onsite attendance opportunities have been cancelled due to the current global pandemic and are taking place online. Students will be notified in March 2022 of any future onsite attendance opportunities.

Continuity of Courses

CNELM met MU requirements for Institution Reapproval in August 2020 and is due for review as an Institution again in 2025/2026. Courses leading to Nutritional Therapy practice last met renewal of accreditation in August 2019 and are reviewed for renewal of accreditation every three years.

At this time CNELM identifies the current risk as small that NS3UK Ltd/ta CNELM will no longer be able to deliver current degree validated programmes, or courses accredited as routes to nutritional therapy practice, as well as CNELM's Bioscience Courses enabling entry to the current degree programmes.

NS3UK Ltd/CNELM has no current plans to close any of its current course provision other than courses

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already in phase-out including:

- CNELM Nutritional Therapy Practice Diploma (NTPD) - replaced with the CNELM Personalised Nutrition Practice Diploma (PNPD) commencing January 2021
- CNELM Nutrition Coach Diploma - currently under review for reintroducing in the future

CNELM has a wide team of employed academic and clinical staff and occasional lecturers and is not reliant on the expertise of a single individual to ensure the delivery of the entry, degree or clinical courses. As such CNELM has broad confidence in this respect that we are in a position to enable our students to complete their studies. Students wishing to take part in optional additional coaching days leading to external verification are subject to viability including student interest and the expertise of a coach trainer and verifiers.

We continually monitor applications, enrolment, continuation and achievement as well as staffing on all our courses. A decision to apply to MU to close a degree programme would be informed by the analysis of such data alongside discussion at internal deliberative meetings, Academic Board meetings and with external BEEC and AQR input. It would be expected that students are enabled to complete their degree studies over a planned phase-out period at CNELM. Students may be able to transfer to MU and enrol on a programme in a similar subject area, or apply to another Training Provider, subject to having completed one or more modules for credit transfer to a similar programme, rather than complete the programme over a phase-out period.

CNELM informs students of a planned closure or redevelopment of one of its courses. CNELM makes every effort to ensure that students can complete the programme on which they were enrolled or can easily transition into a newly developed alternative programme such as the PNPD. We consult with students and offer students support services and opportunities to discuss with Senior Management representatives individually and/or in groups how such changes might impact their progression.

CNELM makes it clear to applicants on the CNELM public website and on course offer documentation that enrolment on degree programmes that have entered a revalidation process, is subject to revalidation of the programme. Applicants completing Bioscience Entry Courses with CNELM or with another Training Provider are informed of the last registration point within the current validated period.

In the event that CNELM or MU made the decision to close a course for any reason both CNELM and MU would put into action contractual obligations to enable students wherever possible to complete their studies. It is CNELM's responsibility to ensure that students studying the degree programmes taught at CNELM and validated by MU are maintained or are able to transfer to a suitable alternative programme elsewhere. MU will take all reasonable steps to support students studying the MU degree programmes at CNELM to complete the programmes or transfer to a suitable alternative programme elsewhere.

The MSc, PGDiploma in Personalised Nutrition and the BSc (Hons) Nutritional Science are in combination with the NTPD/PNPD NTEC accredited routes to Nutritional Therapy practice. CNELM would collaborate with MU or another Training Provider to help ensure that the academic content of the degree programmes which are independently mapped to the Core Curriculum for Nutritional Therapy could continue to be monitored.

Should CNELM close its clinical programmes leading to nutritional therapy practice for any reason including not meeting the NTEC renewal of accreditation requirements CNELM would make every effort to ensure current students could complete their studies or transfer to another Training Provider.

Refunds and Compensation

In the event that CNELM was not able to preserve continuation of study for students at CNELM student payments would be assessed and subject to payments being up-to-date students would be informed to stop making further payments. CNELM cannot guarantee to students that transferring to another institution to complete a programme of study would not incur costs greater than the cost of the course, or courses started at CNELM. However, CNELM would in any event aim to support students transferring to another institution to do so in a supportive and professional manner and provide the institution with relevant information. Please refer to the **Payment, Charges and Refund** policy which details when refunds and/or compensation might apply.

Communication of Plan

Students can access a copy of the Student Protection Plan in the following ways:

1. Public website (applicants)
2. Via links to the public website in Programme Handbook
3. Via links to the public website on Moodle Virtual Learning Environment - Essential Documents

Dated 5th October 2022.

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A handwritten signature in black ink that reads 'Kate Neil'.

Kate Neil
Managing Director & Head of Quality Assurance
For and on Behalf of the Senior Management Team