

# **Param Qualifications Learner Protection Policy**

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## **1. Introduction**

This policy sets out the arrangements by which Param Qualifications Ltd protects the interests of learners in circumstances where a programme or related service cannot continue or ceases prior to completion.

The purpose of this policy is to provide assurance to learners, centres, and other relevant stakeholders that appropriate, proportionate, and fair measures are in place to safeguard learners should Param Qualifications Ltd be unable to continue the delivery of a programme or service due to operational, financial, or other unforeseen circumstances.

This policy forms part of the organisation's wider framework of learner protection, financial management, and business continuity arrangements.

## **2. Policy Statement**

Param Qualifications Ltd is committed to acting in a transparent, fair, and responsible manner in its dealings with learners.

Where a programme or service ceases prior to completion, the organisation will take reasonable steps to ensure that learners are not unfairly disadvantaged. Such steps may include enabling learners to complete their programme where feasible, supporting appropriate transition arrangements, or providing refunds in accordance with published policies.

Param Qualifications Ltd recognises the importance of timely communication, accurate information, and clear decision-making in protecting learner interests and will ensure that learners are informed promptly and supported appropriately in all situations covered by this policy.

This policy operates alongside Param Qualifications' Safeguarding Policy, which sets out the organisation's safeguarding framework and relevant UK legislative context. Where learner protection concerns indicate a potential safeguarding risk, matters will be managed in accordance with the Safeguarding Policy.

## **3. Roles and Responsibilities**

### **3.1 Director**

The Director holds overall accountability for learner protection arrangements and is responsible for ensuring that:

- Adequate financial and operational resources are available to support learners

- Appropriate arrangements are in place to manage programme or service cessation
- Decisions taken under this policy are fair, proportionate, and properly documented

### **3.2 Responsible Officer**

The Responsible Officer is responsible for the implementation and ongoing oversight of this policy and will:

- Monitor risks that may impact the organisation's ability to continue programmes or services
- Ensure that learner protection arrangements are understood and applied consistently
- Oversee communication with learners and centres when this policy is invoked
- Ensure that appropriate records and evidence are maintained

### **3.3 Operational and Administrative Staff**

Operational and administrative staff are responsible for:

- Maintaining accurate learner registration and fee payment records
- Supporting learner communication and administrative processes
- Assisting with refund processing where applicable
- Escalating any risks or concerns that may affect learners

## **4. Policy**

Before accepting any learner registration or fees, Param Qualifications Ltd ensures that learners are provided with clear, accurate, and up-to-date information relating to the programme or service they intend to undertake. This includes information on programme scope, fees payable, refund arrangements, and the policies that govern learner engagement.

Param Qualifications Ltd maintains appropriate financial, operational, and administrative controls to support the continuity of its programmes and services. These controls are designed to reduce the risk of disruption and to ensure that learner interests are protected should the organisation be unable to continue delivery as planned.

Where a programme or service ceases prior to completion, Param Qualifications Ltd will ensure that affected learners are informed in writing as soon as reasonably practicable. Communications will clearly explain the circumstances leading to the cessation and the arrangements that will be applied to support learners.

Learners will be provided with clear information on the options available to them, which may include completion arrangements where feasible or refunds where completion is not possible. Any refunds due will relate to the most recent fees paid by or on behalf of the learner and will be processed in accordance with the Fees and Refunds Policy.

Param Qualifications Ltd will ensure that any changes affecting learners are managed in a fair, transparent, and consistent manner, with due consideration given to learner impact.

Param Qualifications Ltd operates its learner protection arrangements within a wider framework of regulatory and legal compliance. This includes adherence to applicable data protection legislation, including Regulation (EU) 2016/679, the UK General Data Protection Regulation (UK GDPR) and the Data Protection Act 2018. The organisation also takes account of relevant equality and safeguarding requirements to ensure that learner interests are protected in a fair, inclusive and responsible manner.

## **5. Procedures and Forms**

Where a programme or service ceases to such an extent that learners are unable to complete it, Param Qualifications Ltd will implement the following procedures.

The Responsible Officer will initiate the learner protection process and ensure that relevant internal records are reviewed, including learner registration details and fee payment information.

Affected learners will be notified in writing and, where appropriate, provided with an explanation of the circumstances that have resulted in the programme or service ceasing. The communication will outline the steps being taken by Param Qualifications Ltd and the options available to learners.

The organisation will determine and confirm the appropriate arrangements to be applied, which may include:

- Completion arrangements where continuation is feasible
- Alternative arrangements where appropriate
- Refunds where completion cannot be achieved

Where refunds are applicable, Param Qualifications Ltd will confirm the categories of fees to be refunded and the expected timescales for processing. Refunds will be processed using established financial procedures and in line with the Fees and Refunds Policy.

All actions taken under this policy will be documented, including communications issued, decisions made, and refunds processed. These records will be retained as part of the organisation’s internal governance and record-keeping arrangements.

Learners will be provided with contact details for further information or clarification throughout the process.

## 6. Review Arrangements

Param Qualifications Ltd will review this policy on a regular basis to ensure that it remains appropriate, effective, and fit for purpose.

The review will consider:

- The effectiveness of learner protection arrangements implemented under this policy
- Any instances where this policy has been invoked
- Feedback received from learners or centres
- Changes to organisational structure, operations, or risk profile

The Responsible Officer will oversee the review process and make recommendations for any required updates. Where changes are identified, the policy will be revised and approved through the organisation’s governance arrangements.

Reviews will be conducted at least annually or earlier where required due to operational or organisational changes.

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