Futureworks

Provider's name: Futureworks Training Ltd.

Provider's UKPRN: 10022087

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	Minor updated wording in sections 4b, 4e, 4f, and 5	August 2022	Executive Committee
	Edits to clean up paras involving working with UCLan to better reflect the nature of the contract and relationship.	August 2024	Executive Team / UCLan
	Reappraisal of risk framework and ratings. Updated wording around contractual relationship with UCLan.	September 2024	Executive Team
	Further reappraisal of risk framework and ratings.	October 2024	Executive Team
	Further reappraisal of risk framework and ratings.	December 2024	Executive Team
	Miscellaneous typographical edits and version control issues.	January 2025	Executive Team

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	Updated references to UCLan to reflect university name change. Removed references to Futureworks Studios at MediaCityUK.	October 2025	Executive Team
	Reappraisal of risk framework and ratings following change in validating partner.	March 2026	Executive Team

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Student Protection Plan

Contents

1 Introduction

1.1 This plan sets out the actions Futureworks will take, in co-ordination with its validating partner, to ensure that students are protected in the event of a material change to Futureworks' operations.

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1.2 A material change may include the decision to close one or more courses, or a decision to cease operations altogether. A material change may, however, be triggered by decisions taken outside of Futureworks control, such as loss of designation/registered status with the Office for Students, or the decision by a validating partner to not renew the delivery of one or more courses. In any such circumstance, protecting the student interest is key to this plan, and Futureworks will attempt to ensure continuity of study wherever possible.

2 Consumer Rights

2.1 Students are recognised as consumers and, through this plan, Futureworks seeks to maintain its firm commitment to communicating with its students in an open and timely manner, providing clear information, advice and guidance at all stages of the student journey, particularly in the event of planned (or unplanned) changes to programme delivery.

3 Measures

3.1 Wherever possible, Futureworks will take reasonable steps to avoid implementing material changes during the academic year and, in any event, will always seek to inform students of any changes as early as possible. Where change is unavoidable, Futureworks will take the following actions, wherever possible, to minimise any disruption caused:

- work with our validating partner(s) to allow students to complete their registered programme with the existing validating partner if possible
- work together with our validating partner to identify any opportunities to mitigate the material change through modification of the programme

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- facilitate the transfer of students to another Futureworks degree programme (see section 12 for Futureworks Student Transfer Policy)
- aid students who wish to transfer to another provider (see section 12 for Futureworks Student Transfer Policy)
- support students to leave the course, and where appropriate, receive academic credit for their work to date (or, in the case of students in their final year, to receive their intended exit qualification), adjusting and/or extending the academic calendar if needed.

Futureworks would seek to compensate students where financial loss has occurred due to the disruption to their studies in accordance with consumer law. Students should refer to the Futureworks Refund and Compensation Policy for more information (see section 12).

4 Risk analysis and specific measures

4.1 This plan utilises a risk framework promoted by the University of Manchester. Each risk analysis that follows contains a simple assessment of the likelihood of that risk materialising.

5 Institutional Closure/Market Exit

5.1 Futureworks maintains a Strategic Plan, available on the Futureworks website, which sets out a range of ambitious goals and priorities for the coming years. Futureworks is committed to an enhancement led approach to its higher education delivery for many years to come; however, as with all businesses, it is always possible, however unlikely, that a series of events might occur which may cause the Board to take the decision to exit the market, for example, through a major

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change in the creative industries, unforeseen financial difficulties, or through some catastrophic event which would render the business unviable.

5.2 Futureworks' contract with its validating partner provides for a "teach-out" period, which would enable students on all courses to complete their programme at Futureworks. Our validating partner would ensure that students receive academic credit (or awards, as appropriate) for their study at the end teach-out period. For students not in their final year, a series of options would be made available to the affected students with the appropriate support to make an informed decision to transfer to an equivalent (mode, level and subject area), or nearest equivalent, course:

- To another programme offered by the validating partner or another provider that operates under the same validating body as Futureworks
- To an alternative regional provider

5.3 In any event, Futureworks would work closely with our validating partner to ensure that all students were able to continue their studies during the following academic year(s). Futureworks would seek to compensate students where financial loss has occurred as a result of the disruption to their studies in accordance with consumer law.

5.4 Students should refer to the Futureworks Refund and Compensation Policy for more information (see section 12).

5.5 The risk below is calculated based on the following factors:

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- In the event that Futureworks encounters serious financial difficulties, the Board has mapped out a detailed range of measures which the business can take to reduce expenditure without materially affecting the student experience.

As a small privately-owned, family-run and non-unionised business, Futureworks is able to act and react quickly to changes in the political and commercial environment – decisions can be made and approved rapidly, and action taken, to either mitigate a potential threat or to offset the cost of that threat through savings.

- Futureworks has a flexible contractual lease arrangement/agreement that allows us to expand or contract in size (and therefore in costs) on a flexible basis, up-or-downsizing as demand requires.
- Futureworks has been trading since January 2007 and has a long-standing and successful track record of adapting to adverse changes in the higher education market.
- Futureworks lenders have indicated they would be willing to provide credit to the business to support it in the short-to-medium term.
- The shareholders of the business, being family owned, are committed to the long-term success of Futureworks and are prepared to explore a range of possibilities should the need arise.

5.6 Futureworks recognises that institutional closure *is* possible, however it is the opinion of the Board that such an occurrence would be unlikely to happen.

Likelihood Score	**Description**
1	Rare.

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2	**Possible.**
3	Likely.
4	Very likely.
5	Almost certain.

6 Closure of a specific facility

6.1 Futureworks operates a single campus, comprised of a range of learning spaces spread over a single building. Where closure of a specific facility or building is deemed necessary because of, for example, remedial works, or through a programme of refurbishment/renovation, Futureworks would ensure that wherever possible, such works are undertaken during periods of non-teaching, e.g. throughout the summer period, or through the Christmas or Easter breaks, to minimise disruption to students.

6.2 In the event that teaching is not possible on campus or where a specific aspect of Futureworks provision is rendered unusable for activities involving students because of, for example, health and safety concerns resulting from a natural disaster (such as flooding), Futureworks will move to provide teaching online in the short term, and/or seek to relocate its provision to an alternative location – either by shifting provision from one building to another on the same site, or through hiring appropriate teaching and/or studio space nearby. Futureworks maintains a Business Interruption Insurance Policy to mitigate the costs associated with such action and employs a Disaster Recovery Plan to facilitate an expedient and measured response to any such scenario.

6.3 The risk below is calculated based on the following factors:

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- Futureworks has recently consolidated its Futureworks Studios and Riverside Campus facilities to a single building, under one roof.
- Futureworks recently completed an extensive programme of refit and refurbishment, including the creation of a new studio.
- Futureworks is currently undertaking further significant upgrades to facilities including installation of a virtual production studio.

6.4 Futureworks considers that there is a low likelihood of it closing the Riverside Campus at any point in the next three years and would only do so in the event of institutional closure.

Likelihood Score	Description
1	Rare.
2	**Possible.**
3	Likely.
4	Very likely.
5	Almost certain.

7 Expiry of property lease/invocation of break clause

7.1 Futureworks campus building is rented from a commercial landlord with whom Futureworks has a lease agreement which does not expire for many years (10yrs).

7.2 The risk below is calculated based on the following factors:

- A break clause is included in the contract which permits only Futureworks to terminate the contracted period early.

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- As a reliable and long-standing tenant with an excellent reputation, Futureworks considers that it is extremely unlikely that the landlord would ever have any contractual right to terminate the existing agreement early.

Likelihood Score	Description
1	**Rare.**
2	Possible.
3	Likely.
4	Very likely.
5	Almost certain.

8 Course closure

8.1 Futureworks has in place procedures to manage course closure and to mitigate the impact of this on students. Futureworks is contractually obliged to teach out students on a given course through its agreements with its validating partner(s); however, where this might not be possible and a decision to close a programme must be taken, affected students enrolled on the course will be provided with all the options as detailed in section 3.1 above. Futureworks would aim to support the student body to assure them that the decision to close the course would not adversely affect their learning experience, academic life or career potential. Where there is a perceived material impact on the students, Futureworks would aim to mitigate this by communicating all the options to the student body to assure them that the decision to close the course would not adversely affect their learning experience, academic life or career potential.

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8.2 Futureworks would notify UCAS and any existing applicants for the course about any decision to close a course and would seek to ensure that any ongoing applications for the course would be processed in accordance with UCAS deadlines. Where appropriate, applicants would be offered an alternative course of study at Futureworks.

8.3 The risk below is calculated based on the following factors:

- Futureworks' small and specialist nature allows for smaller classes than many larger providers would be in a position to support, whilst still maintaining a viable operation.
- Futureworks has previously run classes with as few as three students, where it has been necessary to do so, and even in these circumstances it has not been necessary to close a course.

8.4 Futureworks would not close courses during an academic year. However, we recognise that an intake of fewer than 5 students would make a course unviable and we may, in such circumstances, seek to defer applications to the following year or to close a course (temporarily or permanently) whilst further options are explored.

Likelihood Score	Description
1	Rare.
2	**Possible.**
3	Likely.
4	Very likely.
5	Almost certain.

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9 Withdrawal of registered status with the Office for Students

9.1 If Futureworks is unable to access student support (from, for example, Student Loans Company) because of the withdrawal of registered status by the Office for Students, Futureworks would, depending on the specific circumstances, seek to appeal the decision at the earliest opportunity.

9.2 Recognising that such a process may take some time, we would work closely with our validating partner, to protect and support our students through this process to ensure the continuation of their studies and to ensure the uninterrupted provision of student finance to both students and applicants.

9.3 The risk below is calculated based on the following factors:

- Futureworks maintains a policy of maximum compliance and at all times seeks to ensure that all regulatory requirements are met and satisfied in full in a timely manner.
- Our track record of compliance with the regulator since their formation in 2017 is excellent.
- Futureworks has robust arrangements in place to ensure ongoing compliance, including an active Board of Directors, Finance Committee and a dedicated compliance team, led by the Vice Principal, to ensure that all matters relating to regulatory compliance are fully understood and adhered to fastidiously.
- Futureworks' Board has no plans to actively deregister with the regulator.

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- Subsequent to the above, Futureworks' assesses the risk of deregistration as "possible". However it is the opinion of the Board that such an occurrence would be unlikely to happen.

Likelihood Score	Description
1	Rare.
2	**Possible.**
3	Likely.
4	Very likely.
5	Almost certain.

10 Non-renewal of validation / termination of partnership

10.1 Futureworks entered into a new strategic validation partnership in 2026, marking the beginning of a long-term validation relationship. This agreement establishes a stable foundation for Futureworks' degree and apprenticeship provision, and both parties have expressed a shared commitment to collaboration, academic quality, and ongoing enhancement. The nature of this new arrangement means that any further change in validating partnership is considered highly unlikely for the next 3 to 5 years.

10.2 In the event that the validating partnership were ever to change in the future, Futureworks would continue to prioritise student protection and continuity. The contractual terms governing all validation arrangements include clear provisions for the teach out of students, subject to the standard rules and regulations applied by the validating body.

10.3 Should Futureworks enter into a new validation arrangement at any later point, any credit already achieved by students would be fully considered through an Accreditation of Prior

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Learning (APL) process, should a student wish to transfer their registration to the new provider. Where students prefer not to transfer, they would be invited to discuss available options with a member of staff. These options could include transfer pathways supported by the validating partner or other sector standard remedies, such as partial tuition fee refunds if appropriate.

10.4 The risk assessment below is based on the following factors:

- Futureworks signed a new partnership agreement in 2026.
- The validating partner has expressed a clear commitment to sustaining and developing the partnership.
- Futureworks' student outcomes and institutional reputation remain consistently strong.
- A comprehensive programme of curriculum review was recently completed, aligning provision with the expectations of its validating partner and supporting long term partnership stability.

Likelihood Score	Description
1	**Rare.**
2	Possible.
3	Likely.
4	Very likely.
5	Almost certain.

11 Contribution, approval and publication

This plan has been created in partnership with Futureworks Student Partners, the Board of Directors, the Academic Board and is available to stakeholders via the Futureworks website.

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12 Relevant Policies

Futureworks has a Refund and Compensation Policy, which outlines the procedure for withdrawal and explains how any refunds are calculated, as well as listing grounds for compensation. Futureworks also has a Student Transfer Policy, which outlines how Futureworks supports students to transfer to an alternative Futureworks programme or to a different provider.

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