



HIGHER EDUCATION: PRINCIPAL TERMS & CONDITIONS OF REGISTRATION, STUDENT INFORMATION AND CONSUMER PROTECTION POLICY

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2. OVERVIEW

This document constitutes NESCOL's overall terms and conditions for higher education students. Section A describes matters relating to the obligations of students and the College in relation to registration, the offer of a place to study at the College, tuition fees, the conduct of students, students' professional status and the standards, academic misconduct, withdrawal and interruption of study, health and safety, equality and diversity, fraud, data protection, freedom of information and other matters. Section B sets-out the provisions designed to ensure that students' consumer rights are protected. It also describes the information that students shall expect to receive in order that they can make informed decisions about their choice of study.

3. SECTION A: TERMS AND CONDITIONS

4. STUDENT'S DECLARATION

All students are required to read the statements listed below and complete the declaration at registration to confirm that they have read, understood and agree with the North East Surrey College of Technology ('the college') to abide by the undertakings, terms and conditions contained in this document. Definitions of the terms in italics are contained in Appendix A.

If you object to completing the Student Declaration because of one of the conditions set below, please make your objection in writing to the Academic Registrar, North East Surrey College of Technology, Reigate Road, Ewell, Surrey KT17 3DS.

5. REGISTRATION

I shall retain details of completing the college's registration process, and where applicable the registration process of my *programme of study's validating Higher Education Institution*, for the whole of the *academic session* and note that the identification number shown is my unique College student ID number which will be quoted on all college documents. I understand that I am required to register in each academic year that my *programme of study* runs and that my registration should be completed within two weeks of the start of my *programme of study*. I further understand that the college is entitled to terminate my registration if I fail to complete the process in full, which includes tuition fee payment; Disclosure and Barring Service (previously known as Criminal Records Bureau) and medical health clearance where required; verifying my identity and previously attained qualification documents.

I understand that if I have accepted an 'Offer of Place' at the college and I subsequently wish to change the conditions of this offer, for example change the *programme of study*, *mode of study*, or my tuition fee status, the college reserves the right to refuse such a request.

I shall at the scheduled place and time, produce my passport (or other identification documentation) and original education qualifications and register for my *college student ID card* which will include my photograph.

If I am supported by Student Finance England, its regional equivalent, or another *approved sponsor* I shall provide full details and verification at registration. If I am not so supported, I understand that I am responsible for the payment of my own *fees*, which I shall pay either annually at registration or in instalments during the *academic session* as described in the statement [Fees](#).

[for Higher Education Courses](#) (available on the college website). Arrangements for the refund of fees are described in the [HE Fees Refund Policy](#) (available on the college website).

I understand that I am required to complete registration

6. TUITION FEES PAYABLE

I have checked and agree with the amount set out as due within the college's registration process, which I confirm reflects the *fees* due for the number of *modules/credits* I am studying and any other registration fees associated with my *programme of study*. I understand that the college reserves the right to charge for any additional *modules/credits* and/or to amend fee charges where these have been incorrectly applied. I understand that should I make accepted alterations to my *programme of study* or my *mode of study* this may affect the rate of tuition *fees* that I am charged which will be payable to the college.

I understand that should I need to repeat *modules* that are subject to the academic decisions made about my study, I may be required to pay repeat tuition *fees*.

Fees will be charged for the *Accreditation or Recognition of Prior Learning* (APL/RPL). Further information on APL/RPL is available from the Quality Office.

I understand that monies not paid by an employer/sponsor remain the liability of the student.

7. CHANGE IN PERSONAL DATA

I understand that the information given during the college's registration process and where applicable the registration process of my *programme of study's validating Higher Education Institution* will be used in many areas of my college experience, including details that will appear on my award certificate.

I agree that I will update my address and any other details I have provided during the registration process as and when they change via *ProMonitor*. If I am unable to do this then I shall inform the *Advice and Guidance Centre*.

I understand that a change of name must be supported by documentary evidence e.g. marriage certificate, deed poll.

I understand that the college will not be liable for any out of date information or incorrect information that I have provided and that I will be responsible for any consequences (such as the cost of re-issuing documents or certificates, if the college is able to do so) of not keeping my information correct and up to date.

8. FULL-TIME STUDENTS

I understand that *full-time Students* are expected to take 120 *credits* within an *academic session*.

I understand that if I take more than the prescribed *modules*, only those *modules* included in my *programme of study* will be used for formal assessment and progression purposes and contribute to my *final award*.

I understand and accept that *fees* in respect of any *modules/credits* which are additional to the *programme of study* agreed between myself and the *programme leader* for a *named award* will be funded by me and payable to the college. Details of the modules required to complete any individual course and the grading scheme can be found in the *programme specification*.

I understand that I am required to keep my *programme leader* informed if I undertake additional studies or work that may impact on my ability to study.

9. PART-TIME STUDENTS

I understand that the *fees* charged are based on the number of *credits* a *part-time student* studies in the *academic session*.

I understand that as a *part-time student* having started a first degree *programme*, I cannot study more than 90 *credits* in one *academic year* for the duration of the *programme*.

10. CONDUCT

I agree to comply at all times with such college and *validating Higher Education Institution* rules, regulations and policies, procedures and codes of practice as are in force from time to time including, but not limited to, those concerning conduct, attendance, academic attainment, cheating and plagiarism, discipline, equal opportunities, harassment and bullying, health and safety, fee payment and payment of debt.

I agree to abide by decisions resulting from any disciplinary process under the college's and *validating Higher Education Institution's* regulations and agree, subject to any appeal under the appropriate *appeal regulations*, to comply with any fine, suspension, expulsion or other restriction or sanction resulting from any disciplinary action under those regulations and procedures. The College's [Student Disciplinary Regulations and Procedures](#) are available on the college website.

I understand that the college's rules, regulations and policies, as are in force from time to time, are available on the college's website under the tab "About us". I agree to familiarise myself with and comply with such rules, regulations and policies at all times. Copies in other formats are also available upon request from the Quality Office.

11. PROFESSIONAL STATUS & OTHER REQUIREMENTS

I am aware that it is the college's policy not to check if students have criminal convictions, with the exception of students studying qualifications, attending placements, or carrying out voluntary work which brings them in to contact with children and/or vulnerable adults, or as required by law or a professional body. Examples are students on teacher training, osteopathy, psychodynamic counselling and sports therapy *programmes*. Such students must receive clearance from the Disclosure and Barring Service (DBS) before being able to proceed with relevant areas of study.

I agree to provide all such information as is necessary for the college to process a request for clearance from the DBS, as and when required. If any of my circumstances change that are relevant to such clearance from the DBS I will inform my department immediately and understand that such checks may need to be repeated.

I understand that if I do not receive such clearance, or my clearance is revoked on any subsequent check, my student status at the college and my registration on my *programme of study* may be terminated. I also note that in such circumstances I will be charged for the tuition I have received as per the [HE Fees Refund Policy](#) of the College (available on the college website).

I understand that if I wish to use the qualification for which I am studying to obtain professional status then it is my responsibility to ensure that I meet the requirements of the professional body including those relating to criminal records. I also note that should my circumstances change, I must notify my department.

I further understand that if at any point during my studies I fail to meet the requirements of the professional body it may result in my student status at the college and my registration on my *programme of study* being terminated. I also note that in such circumstances I will be charged for the tuition I have received as per the HE Fees Refund Policy of the College (available on the college website).

I understand that for entry to specific Teacher Training, Osteopathy and Counselling Professional Status there is a requirement to be physically and mentally fit to enter the profession, and that it is my responsibility to ensure that I meet the requirements set by the applicable profession.

12. FRAUD

I understand that if the college has reason to believe that I, or any person acting on my behalf, has provided false information, omitted relevant information, made any misrepresentation and/or provided counterfeit or forged documents relating to my place at the college, including but not limited to those in respect of an application for a place at the college, tuition fees assessment, Fees Assistance Award, college bursary or other such funds administered by the college or a Student Support provider, the college will take whatever steps it considers necessary to establish the authenticity of that information and/or documentation which I have submitted in support of my application and on-going relationship with the college. Students' attention is drawn to the [college's Student Disciplinary Process and Procedures Guide](#), available on the college website.

I accept that if the college suspects that fraud may have taken place it is entitled to share information with appropriate outside agencies as defined in its [Data Protection Policy](#), (as available on the college website) or as required or permitted by law. If the college concludes that a fraud has taken place it is entitled to cancel my application, withdraw any offer of a place and to terminate my student status and registration on my *programme of study*. I also note that in such circumstances I will be charged for the tuition I have received per the [HE Fees Refund Policy](#) of the College (available on the college website).

At the request of the college I shall provide such further information or documentation as may be requested in relation to my application or my student status.

13. PLAGIARISM

I understand that the college and its *validating Higher Education Institutions* take the offence of plagiarism extremely seriously, as set out in the academic misconduct policy (available on the college website).

I understand that the college may take measures to ensure that plagiarism is detected and dealt with, by for instance providing information to outside agencies for monitoring purposes, and taking any investigation and/or disciplinary action the college deems appropriate.

14. STUDENTS STUDYING AWARDS VALIDATED BY A PARTNER UNIVERSITY

Students following university validated *programmes* taught at the college are required to conform to the university's registration process.

Students are subject to the disciplinary regulations of the college. However, it is the university's academic rules and regulations (which are available on the university websites) which apply to all academic matters (including academic misconduct).

15. STUDENT COMMUNICATIONS

I note that the college will channel all formal student communications through my college student email account which could include information about tuition *fees*, registration, examinations and notification of formal results. I note that my college student email account will be terminated three months after I leave the college.

I understand that important announcements and information will be broadcast on the college Student Portal. You are advised to check the college Student Portal on a regular basis to keep yourself informed on college matters.

16. INTERNATIONAL STUDENTS

I understand that the classification for payment of International student tuition *fees* will be determined in accordance with The Education (Fees and Awards) Regulations 2007 and The Student Fees (Qualifying Courses and Persons) (England) Regulations 2007 and any subsequent amendments, or replacement regulations.

If applicable, I understand that it is my responsibility to ensure that I have obtained all necessary immigration clearances to complete my studies at the college and am in receipt of an appropriate visa for the purposes of full-time study on a *programme*.

I understand that I am required to provide evidence of the outcome received from the UK Visas and Immigration of any visa application made during the course of my studies within 10 working days of the outcome.

If I am supported by an *approved sponsor* I shall provide full details and verification at registration. I understand that my *approved sponsor* will be required to pay *fees* annually at registration. If I am not so supported, I understand that I am responsible for the payment of my own *fees*, which I shall pay annually at registration.

I understand that monies not paid by an employer/sponsor remain the liability of the student.

I understand that if I am refused the necessary immigration clearance to complete my studies, if I decide to withdraw from the *programme* or if the college loses its Tier 4 sponsor licence, the college has the right to terminate my registration as a student on a *programme of study*. I also note that in such circumstances I will be charged for the tuition I have received per the [HE Fees Refund Policy](#) of the College (available on the college website).

To enable the college to meet the compliance requirements as a Tier 4 Sponsor, in accordance with Tier 4 immigration regulations, I understand that the college will retain copies of the following documents for all non-EU nationals: passport, visa and/or UK Biometric ID card; an up-to-date

record of my contact details

I understand the college is required to regularly monitor the attendance at the college of students with a Tier 4 visa and is expected to report to the UKVI if:

- I fail to complete the college's registration process in time;
- I am absent from the college without consent;
- My circumstances change; I change *programme* or the period of study becomes shorter or longer;
- The college is no longer my sponsor;
- It has evidence that I am breaking the terms of my visa;
- I interrupt or withdraw from my *programme of study*; or
- The college interrupts or withdraws me from my *programme of study*.

17. WITHDRAWAL / INTERRUPTION OF STUDY

I understand that I am required to abide by the college's Policy and Procedures on Withdrawal/Interruption of Study (available on the college website), should the situation arise.

I understand that if I am not maintaining sufficient attendance to achieve satisfactory academic progress without notifying my *department*, the college reserves the right to withdraw my student registration on a *programme of study*. I also note that in such circumstances I will be charged for the tuition I have received per the HE Fees Refund Policy of the College (available on the college website).

18. HEALTH & SAFETY

I understand that the college provides a safe and healthy working environment for staff and students and ensures, so far as is reasonably practicable, that the college's activities do not adversely affect the health and safety of visitors and contractors. I am aware that the college [Health and Safety Policy](#) available on the college website and agree to familiarise myself with, and follow, the Health and Safety requirements and procedures of my programme of study from time to time in force.

In particular, I agree:-

- to take care that my actions do not put myself or other people at risk;
- to follow all health and safety instructions/rules;
- to report any faults or shortcomings in health and safety arrangements that I become aware of to my *programme leader*;
- not to damage or deliberately misuse any equipment provided for the health and safety of members of the college, contractors and visitors; or
- to provide and keep up to date on *ProMonitor* an emergency contact number which the college can contact should specific circumstances arise.

19. EQUALITY AND DIVERSITY

I understand that the college values the diversity of its staff and students and I will agree to act in accordance with the [Equality and Diversity policy and Single Equality Scheme](#) available on the college website. I understand I have a responsibility as part of the college community to promote equality of opportunity, to help eliminate unlawful discrimination and to promote good relations between different groups.

I understand that the college monitors the implementation of its equality scheme and that providing the necessary equal opportunities information at registration, while not compulsory, will help this monitoring take place. This will also benefit policy development and action planning.

20. DISABLED STUDENTS

I understand that for the college to provide appropriate reasonable adjustments and guidance, I have a responsibility to declare at registration any disabilities or learning difficulties I may have.

I understand that any disability information is held and monitored by the learning support service. If necessary, this information will be shared with relevant College staff to enable them to provide advice, support and guidance.

I understand that if I have difficulties leaving a building unassisted in an emergency I will need to have a Personal Emergency Evacuation Plan (PEEP) drawn up at the start of my *programme of study* and at the start of each new *academic year*, so that suitable arrangements can be made for me. I understand that it is my responsibility to initiate the PEEP process by notifying the learning support service.

I understand that I am also expected to cooperate with the college on the implementation and the review of any arrangements, to report any problems which may arise and to provide information on changes to circumstances or my disability so that arrangements can be revised if necessary.

I understand that I may need to apply to Student Finance England for Disability Student Allowance (DSA) and that if my application is successful, support will be arranged and delivered by Randstad in co-ordination with the college.

I understand that if I have an Education Health and Care Plan (EHP), I have a responsibility to contact the college learning support service to discuss my support needs and potential application for DSA.

21. COMPLAINTS REGULATIONS

I note that the college has a [Formal Compliments, Suggestions and Complaints procedure](#) (as available on the college website) which I must adhere to and follow.

Should the situation arise, I understand that any dispute howsoever arising between the college and myself will be settled in accordance with English law, exclusively in the English courts.

22. DEBT

I understand and accept that if I am in debt to the college I will be subject to the college Debt Policy(available upon request from the College Finance Office)

I understand and accept that the college has the right to withhold my award certificate and that I may be excluded from attending an awards ceremony until such time as the debt is cleared.

I understand that debt to the college includes (but is not restricted to) tuition *fees*, field trip contributions, library and other fines, damages and other miscellaneous debts.

I understand that if I am in debt to the college I cannot register until I have cleared that debt.

23. INTELLECTUAL PROPERTY

I understand that the college seeks to ensure that students, researchers and staff directly involved in the creation of Intellectual Property are properly rewarded in the event of successful commercial exploitation.

I understand and agree that:-

- the ownership of all equipment, results and *Intellectual Property* which are produced as a result of a student's study or research with the college and which are not the subject of the college's prior agreement with a student's employer or a third party shall be and hereby are licensed to the college in perpetuity on a non-exclusive, worldwide, royalty free basis for use as the college reasonably sees fit, including the granting of sublicences, in pursuit of its administrative, promotional, teaching and research activities. No royalties or other payment shall be made in consideration for the granting of a licence save as provided for in the college's [Intellectual Property Policy](#).
- I may be required for certain activities to assign my interest in any *Intellectual Property* to the college, which assignment will be executed by an agreement in writing between me and the college. I hereby expressly agree, as a condition of my registration, to abide by, and be bound by the college's [Intellectual Property Policy](#) and to any amendments thereof approved by the college Corporation. I understand that different terms may apply in certain circumstances (e.g. to staff) to those set out in this condition 20 and that in the event of conflict between this condition 20 and the [Intellectual Property Policy](#), the latter shall prevail.

24. LEARNING RESOURCES

I agree that I will make use of the Library and Computing facilities, resources and services in accordance with the E-safety policies available on the college website.

I understand that I shall require a *college student ID card* to gain access to library and computing facilities and to the college's buildings.

25. COPYRIGHT

I agree to use all photocopying and other reproduction facilities within the law, to follow any copyright restrictions on materials, and follow the guidance provided in the notices displayed by the relevant machines.

26. DATA PROTECTION

The college, as a data controller, complies with its obligations under the Data Protection Act 1998 (DPA) as set out in its [Data Protection Policy](#) which is available on the college website.

I understand that the college collects, stores and processes personal information (including "personal data" and "sensitive personal data" as defined in the DPA) about its students for the purpose of administering and managing their educational *programme* and qualifications, and all other services provided by the college, or incidental to the college's operations and status as a Higher Education provider. The types of personal information collected by the college include:

- Contact information and other personal information submitted at application, registration or during your relationship with the college;
- If provided, equal opportunity information used by the college to monitor and implement its equality scheme and strategy;
- Information generated about you by the college such as academic marks or financial information;
- Information provided or gathered for specific services including, library services, welfare and pastoral services, computing facilities;
- Information in connection with communications you send us, for example to submit a query or complaint; or where there is disciplinary data held about you.

The information held and processed by the college may be disclosed to the Higher Education Statistics Agency (HESA), validating Higher Education Institutions, national and local government education departments, regulators, funding councils, sponsor organisations, other educational establishments, and other relevant bodies. The college may also pass information on to third parties providing services to the college, to the extent that they require such information.

I understand that I am responsible for keeping the college informed of any changes in my personal information.

I understand that the college collects and stores images of its students for security reasons. Additionally the college has a duty to protect public funds from fraud and may use personal data for verification purposes with other authorised public bodies to detect or prevent crime. Data is kept to a minimum and every effort made to ensure its accuracy and confidentiality.

I understand that the college collects, stores and processes emergency contact information to be used only for emergency purposes. The information will not be disclosed to any individual or organisation, other than in emergency situations relating to the immediate health or safety interests of its students and staff and will only be used for current students of the college. I also understand that I should inform the individual or individuals named, that I have disclosed their details to the college.

I understand that in respect of the National Survey of Students which takes place annually, information about individual students may be supplied by the college to the Higher Education Funding Council for England (HEFCE), or agents working on its behalf. HEFCE's appointed agent may contact individuals direct to take part in a survey to provide feedback about the quality of their *programmes of study*. HEFCE may share this information with national government departments.

I understand and consent to the fact that the college keeps a record of its past students electronically for a minimum of six years. The purpose for keeping the records is as an archive of graduates and students who have attended the college.

I understand that I am responsible for the upkeep and security of any password which has been issued to me by the college for the use of its systems, and for any password of my own choosing.

I understand that I may not make recordings during any college lecture, presentation, seminar, workshop, tutorial etc., except for the sole purpose of supporting my own private study, or unless I have special educational or disability needs. In each case I will seek permission from the presenter before making the recording, and in any event will not distribute the recording in any way to others.

I understand that I am responsible for keeping my own *Higher Education Achievement Record (HEAR)*. If I request a replacement HEAR I may be required to pay a fee.

I understand that after I have completed my studies, the college or its agent will contact me as part of the Destinations of Leavers from Higher Education (DLHE) survey. All data collected by the college will be forwarded to the Higher Education Statistics Agency (HESA). The data in students' records will be used in anonymised form, primarily for statistical analysis by HESA. Information will not be used by HESA in a way that would affect individual students, and precautions are taken to minimise the risk of identification of individuals from the published and released data. Statistics are published per *programme of study* and *department* with no reference to name and student ID number. I may also be contacted about the longitudinal survey at a later date, but I am able to opt out of this if I wish at the time I am contacted about the DLHE survey. I understand that both surveys are voluntary to complete.

I understand that the college's alumni office may contact me after I leave the college, either itself or via an agent, for the purposes of keeping in touch, and to make me aware of any events, news or information which I might be interested in. I can opt out of this service if I wish.

27. FREEDOM OF INFORMATION

I understand that the college, as a public authority, complies with the Freedom of Information Act 2000 (FOIA), aiming to improve public understanding of its operation, decision making and expenditure, by promoting a culture of openness and accountability.

I understand that the college has a [Data Protection Policy](#) (which is available on the college website), which sets out its obligation towards properly managed record keeping, in terms of the records held, where they are kept, and what they contain.

I understand that the college has an [FOI Publication Scheme](#) (which is available on the college website), which sets out the information that is published by the college and is available for all to look at.

I understand that these policies and schemes and further information can be obtained from the college website.

I understand that in principle any work that I submit to the college, including dissertations, or any correspondence that I have with college staff, or any research that I undertake while under the supervision of the college, would be covered by the Freedom of Information Act and could theoretically be released to a third party. However, if it is personal data it could be excluded, and the college will use its best efforts to protect genuinely confidential information.

28. QUESTIONS

If you have any questions regarding these Principal Conditions of Registration please contact a member of the college staff at the *Advice and Guidance Centre*.

Further information about the college, its policies, rules and practices are available on the college website www.nescot.ac.uk

29. SECTION B: STUDENT INFORMATION AND CONSUMER PROTECTION

30. INTRODUCTION TO STUDENT INFORMATION AND CONSUMER PROTECTION

This section of the policy describes: -

- How the College will ensure that prospective students (applicants) and current students are able to access timely and accurate information in order to make informed decisions.
- The obligations of the College to applicants and current students in relation to the modules/units that are offered on its higher education programmes and the arrangements that will be made if changes to the course offer are required.
- The exceptional circumstances that will give rise to a decision by the College to withdraw an unconditional or conditional offer of a place on a higher education programme and the arrangements that will be put in place in such an eventuality.
- The arrangements to be put in place in the event of changes to the validation arrangements for a course i.e. 'teach out'.¹

This policy and the associated procedures seek to ensure that students' reasonable expectations for fairness and transparency of information and process are met as described in the Competition and Market Authority (CMA) guidance to students and higher education institutions.²

The policy is to be read in conjunction with the College's Student Complaints procedure for higher education and NESCOL HE Terms and Conditions (HE Students) - see the College website at <http://www.nescot.ac.uk/policies>.

The College has sought to follow, wherever possible, the good practice guide published by the Quality Assurance Agency (QAA) on behalf of HEFCE.³

31. INFORMATION FOR STUDENTS

Students should expect to receive up front, clear, timely, accurate and comprehensive information at all points during the student journey. The student journey is defined as covering the student experience as a prospective student or applicant to enrolled student and finally to Graduate at the end of their studies.

NESCOL will seek to ensure that it provides clear, timely, accurate and comprehensive information to prospective students. It is important to recognise that the overwhelming majority of its higher education students progress internally from further education courses at the College and do not apply through the UCAS system.

¹ 'Teach out' means where a university who accredits a NESCOL course will cease to do so beyond a specified date and where arrangements will need to be put in place to transfer a student to a cognate course under separate accreditation arrangements.

² Competition and Markets Authority 'Higher education: guide to consumer rights for students' (March 2015); Competition and Markets Authority 'Higher education: consumer law advice for providers' (March 2015)

³ HEFCE 'Information For Students: A guide to providing information to prospective undergraduate students' (2017)

The information provided to prospective students comprises -

- a) Course title and final award (certificate)
- b) Name of the awarding body i.e. the validating university
- c) Length of the course
- d) Start and end dates of the course
- e) Details of work and study placements
- f) Location of study i.e. campus
- g) Details of any accreditation by a professional, statutory or regulatory body (PSBR) e.g. General Osteopathic Council, British Association for Counselling and Psychotherapy
- h) Timetable information – if not available details of when information will be provided to students
- i) Entry requirements including arrangements for the recognition of prior learning or experience where applicable, additional requirements such as Disclosure and Barring Service (DBS) report etc.
- j) Overview of the course
- k) Course/academic year structure
- l) Details of modules/units including those that are mandatory and those that are options. Information will also be given about how and when decisions are made about which modules are to be offered in any year and how students will be advised of these matters.
- m) An overview of teaching and learning activities
- n) Indicative class sizes
- o) Details of taught hours and independent study required (workload)
- p) Support available for students i.e. learning and disability support that can be accessed by students
- q) Details of the teaching team wherever possible.
- r) Information about assessment and feedback arrangements on the course including informal (formative) and formal (summative) assessments.
- s) Details of the assessment components of each module/unit including how they contribute towards the final award if applicable.
- t) Tuition fees, other course-related costs if applicable.
- u) Accommodation arrangements and costs
- v) Financial support that is available to students.

Prospective students will be supplied with this information via

- The College website
- Offer letter(s) and related communications
- The Student Handbook – provided to students at induction
- On-programme course communications – typically provided to students by the Programme Leader
- 'Weblearn' (online Virtual Learning Environment – VLE)

The College will seek at all times to ensure that information on the College website is up-to-date.

Appropriate website information maintenance arrangements are in place. The College will ensure that information is up-to-date in time for the internal HE progression events that take place at the College in the Spring term.

32. THE COURSE OFFER – WITHDRAWAL OF MODULES/UNITS

Wherever possible the College will make available the advertised modules/units to students. In the case of Pearson (Higher National) programmes where there are a very large number of potential optional units advertised in the programme specification, the most likely units to be offered will be described as set-out in 2.4 above.

It may not always be possible to make available the full diet of optional modules/units on a course because of changes in teaching staff availability, class size/group viability factors or timetabling constraints. Students will be advised of these changes at the earliest opportunity and when the modules/units might be offered at a future point.

33. WITHDRAWAL OF ADVERTISED PROGRAMMES

When a programme of study is advertised on the College website, UCAS and other published channels including the higher education prospectus, the College will always seek to honour unconditional or conditional offers to applicants. In exceptional circumstances the College may be obliged to withdraw an advertised programme. The specific circumstances that will give rise to the withdrawal of a programme of study will be limited to a) course viability b) staff availability c) serious concerns regarding course quality or d) the absence of approval by the external validating partner.

The College is mindful of the serious consequences of the late withdrawal of an advertised course for applicants and it is not a decision that will be taken without extremely careful consideration and as a matter of the last resort. Such a decision will require the approval of the College Senior Management Team after all other options have been considered. In order to be fair to applicants and their future study options, the College will seek to make decisions about whether to close entry to a course at the earliest possible opportunity. Such a decision will be taken at the no later than the end of the summer term and earlier whenever possible.

When a higher education programme of study is to be withdrawn from offer all course applicants will be contacted in writing. The reasons for the withdrawal of the course offer will be clearly described. If possible, applicants will be given an alternative course offer at the College. If there isn't a suitable alternative or the student does not wish to take up the offered alternative, the College will endeavour to arrange a transfer to another suitable course at a neighbouring college or higher education institution. If the student has applied through UCAS, the student will be released to make an application elsewhere

34. END OF VALIDATED PROGRAMME

On rare occasions a higher education course with enrolled students may become no longer available. This could occur because: -

- a) the validating HEI partner has decided to cease to provide the validation for that course
- b) the College has decided to cease offering the course
- c) The College has decided to change the validation arrangements for the course

When a course is to be closed to new applicants, arrangements will be put in place to continue to deliver the course to continuing students until they have exited their programmes i.e. 'Teach out'. So that this process can be managed efficiently teaching will continue to be offered until the last cohort of students would normally have completed their course i.e. at the end of the third year for a three year degree programme. So that students who may have interrupted their studies because of properly authorised illness or deferral or who are retaking parts of a course are not unreasonably disadvantaged, 'teach out' will normally be extended by one further year i.e. 'teach out'+1 year.

When the validation arrangement for a course are to change and enrolled students have failed to complete their programme before the end of the 'teach out' or 'teach out + 1' arrangements, the College will endeavour to ensure that that any remaining continuing students can transfer to the new course. This will require the development of suitable 'articulation'⁴ arrangements to be agreed between the validating partners of the old and new course.

⁴ Where students are admitted to a course with advanced standing recognising prior achievement from another course.

35. APPENDIX A: Glossary of Terms

Academic Year / Session

This refers to a particular year of study and normally will comprise of three terms. Details of term dates can be found on the college website.

Accreditation or Recognition of Prior Learning (APL/RPL)

The Accreditation or Recognition of Prior Learning (APL/RPL) is a process for assessing prior learning from which a credit-value is derived (whether certificated or experiential learning). This credit can be counted towards the completion of a programme of study.

Advice and Guidance Centre

There is an Advice and Guidance Centre on campus offering students access to guidance, information and advice on all aspects of student administration, welfare and support.

Appeal Regulations / Procedures

College or Validating Higher Education Institution regulations governing an appeal by a student against a decision of the Progression and Award Board (academic appeals), Fitness to Practice Panel and Academic Misconduct Panel or against exclusion from a programme of study because of lack of academic progress.

Approved Sponsor

An approved sponsor is permitted to pay tuition fees on behalf of a student. The college will accept letters from approved sponsors such as Local Education Authorities, government departments or employers as a form of guarantee that fees will be paid. Letters of sponsorship from individuals (i.e. parents, relatives, friends etc.) are not acceptable. Please note students are ultimately responsible for any fee payment not made by the approved sponsor.

Credits

Each module is defined in terms of the number of credits obtained by a student who successfully achieves the learning outcomes through the assessment task(s).

College Student ID card

Student identity card issued by the college at registration.

Department

A programme or group of programmes in the college specialising in one or several fields of study.

Fees

The tuition fees charged for full-time and part-time modules/programmes, as specified on the college website, which is updated annually.

Final Award

The final outcome of your study, as conferred by the Progression and Award Board (PAB).

Formal Compliments Suggestions and Complaints Procedure

The Formal Compliments Suggestions and Complaint Procedure outline the processes and guidance for dealing with complaints.

Full-time Student

A student who is studying a normal workload of 120 credits within an academic session.

Higher Education Achievement Record (HEAR)

The Higher Education Achievement Report (HEAR) provides a single comprehensive record of a learner's achievement

Intellectual Property

Any patents, rights to inventions, copyright and related rights, trade marks, trade names and domain names, rights in get-up, rights in goodwill or to sue for passing off, unfair competition rights, rights in designs, rights in computer software, database rights, topography rights, rights in confidential information (including know-how and trade secrets) and any other intellectual property rights, in each case whether registered or unregistered and including all applications (or rights to apply) for, and renewals or extensions of, such rights and all similar or equivalent rights or forms of protection which subsist or will subsist now or in the future in any part of the world.

Mode of study

The mode of study of a student describes the student's attendance on a programme of study. It can be full- time or part-time. Each programme of study is validated for certain modes of study.

Modules

A module of study. These are the basic components of your programme. Each module has its own self- contained learning outcomes, teaching programme and assessment criteria. A module has an intended difficulty (level) and a value depending on the programme of the student (credit).

Named Award

The title and type of award for which you are studying.

Part-time Student

A student who is studying a maximum workload of 90 credits within an academic session.

Programme Leader

The academic staff member responsible for managing the programme.

Programme / Programme of Study

A programme or programme of study is the curriculum followed by an individual student to meet the requirements of a named award, ie a collection of validated modules which leads to a named award or awards. The programme of study should satisfy the requirements set out in the Academic Regulations.

ProMonitor

The college software facility by which students can use the internet to view and update certain parts of their student record.

Validating Higher Education Institution

A University with which the college has associated institution/college status. The University is the awarding body for a programme of study which is approved for delivery at the college, as an award of the University using the University protocols