Craven
college

Sample Student Handbook for

BSc (Hons) Air Transport Management (Top-up)

Validated by the Open University

The Open University

Contents

1. WELCOME AND INTRODUCTION

Award title
BSc (Hons) Air Transport Management (Top-up)

COURSE code
VLFH0041
VLFH0051

Welcome to Craven College. In particular, welcome to the BSc (Hons) Air Transport Management (Top-up).

This handbook provides you with information about your course, your responsibilities as a student, in addition to information about assessment and other regulatory issues.

More information for students is available on the HE VLE - MOODLE. To access this click on Student Support and then Higher Education and then choose the appropriate section. There is information in the following sections: Support for HE Students; Academic Regulations and Policies; Assessment Information and Useful Forms; Higher Level Qualifications explained and Who Are Your Learning Partners. It is useful for you to have a quick look at each of these section so you can find your way around the forms etc when you need them.

The course team is looking forward to meeting you and hopes that your time at Craven is both enjoyable and successful.

2. COURSE STAFF

Course Tutor: Majella Brennan-Bargh
Module Tutors:
Derek Brickell
James Simpkin
Roger Styan
Nikki Chestnutt
Sandy Brook

Best wishes to you in your future studies.

BSc (Hons) Air Transport Management (Top-up)

Week	Week commencing	Mon	Tue	Wed	Thu	Fri	
	17 Sep			Induction			Induction 19th 09:30-16:30
1	24 Sep						Sem 1 starts 25 Sep
2	01 Oct						
3	08 Oct						
4	15 Oct						
5	22 Oct						
	29 Oct	Half Term / Reading Week					
6	05 Nov						
7	12 Nov						
8	19 Nov			Dissertation AP Presentation 0041/51			
9	26 Nov			Air Transport P&P Presentation 0041/51			
10	03 Dec						
11	10 Dec						
12	17 Dec						
	24 Dec	Christmas Hols					
	31 Dec	Christmas Hols					
13	07 Jan					Innovation & Change Formal Report 0051	
14	14 Jan			Exam Air Transport P&P 0041		Business Strategy Report 0041	Sem 1 Ends 16 Jan
	21 Jan	Reading Week					
1	28 Jan						Sem 2 starts 29 Jan
2	04 Feb						
3	11 Feb						
4	18 Feb						
	25 Feb	Half Term					
5	04 Mar						
6	11 Mar						
7	18 Mar					Disaster Management Case Study 0041/51	
8	25 Mar						
9	01 Apr						
10	08 Apr						
	15 Apr	Easter Hols					
	22 Apr	Easter Hols					
11	29 Apr						
12	06 May						
13	13 May					Innovation & Change	

				Disaster Management Reflective Report 0041/51		Formal Report 0041	
14	20 May					Dissertation Report 0041/51 Business Strategy Report 0051	Sem 2 ends 22 May
Sem 1 Feedback targets		Feedback targets are 4 weeks after the up-load date					
Sem 2 Feedback targets		Feedback targets are 4 weeks after the up-load date					
Sem 1 re-assessment deadline		05 Apr 2019					
Sem 2 re-assessment deadline		26 Jul 2019					

It is your responsibility as a student to comply with the Course and module/unit requirements for attendance and completion of assessments.

4. IT INFORMATION

All students are provided with a username and password.

Your Initial Username will be your enrolment number preceded with an 'st' e.g. st9999999, and your initial password will be letmein and the year you enrol e.g. letmein17. The first time you log into a College PC you will be required to change this password to a different one. Passwords must be at least 8 characters, use a combination of lowercase, uppercase and numbers, and cannot be the same as the last 5 passwords you have used.
Use this to log onto the College network on any College PC.

Changing passwords

To maintain security, your password will expire every 60 days. You will be prompted to change this in advance of the expiration date. **Please ensure you log onto the network on a regular basis to prevent your password from expiring.**

If your password has expired, you will be forced to change this the next time you log into a College machine. Access to the intranet and Moodle from home will be prevented until this password has changed.

If you forget your password or cannot get to College to change your password when it expires, then please call the IT Helpdesk on 01756 693839, where the IT team can reset your password, after answering the following security questions:
Name:
Student reference no:
D.O.B:
1st Line of address:

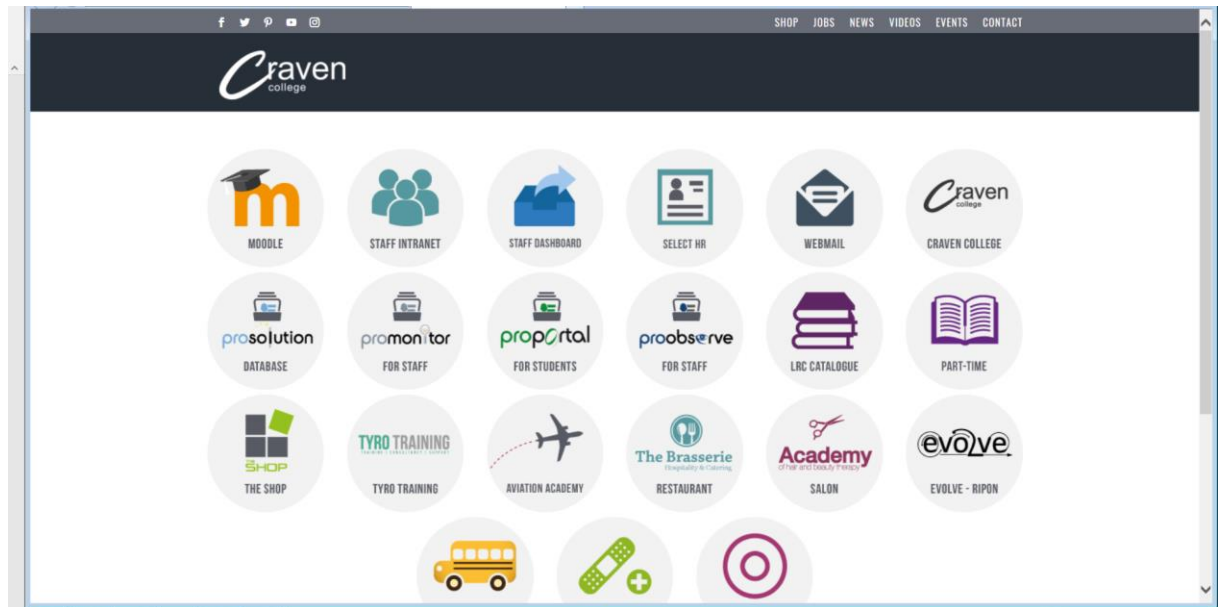**Accessing College systems**

To access the College systems, use the Craven College Web Portal
<u>From a College PC:</u>
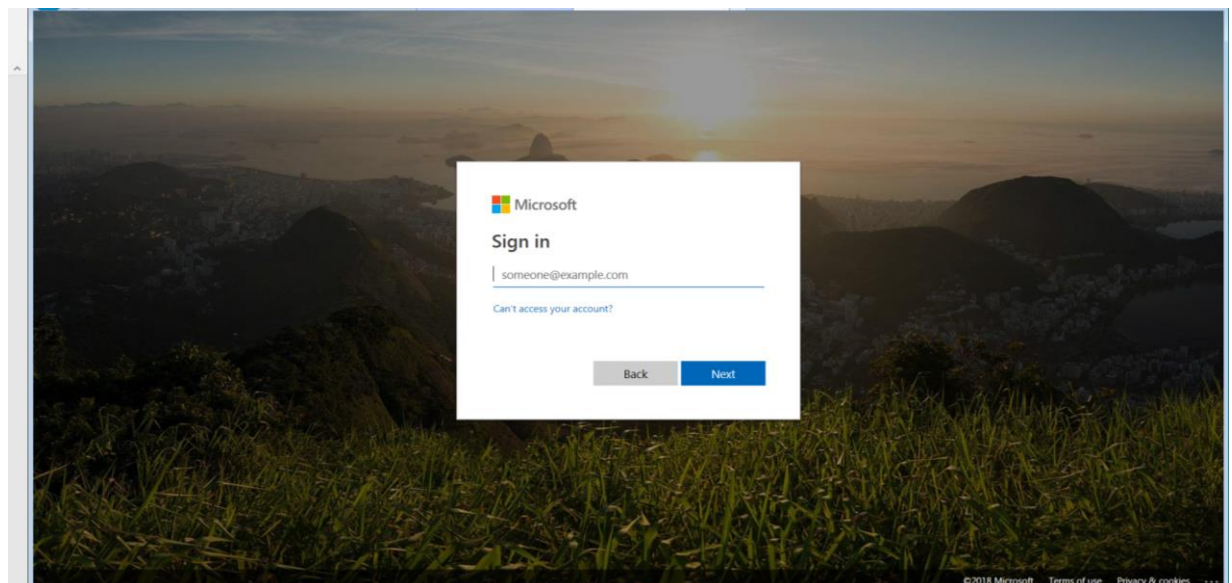- Click on the Internet icon to display the Web Portal

<u>Remotely</u>
- Enter the web address into a browser: *intranet.craven-college.ac.uk*
- Or search for 'Craven College Web Portal'

Accessing Webmail

- Access the Web Portal and click on Webmail

Screen images may differ depending upon the device used.

- Enter your email address
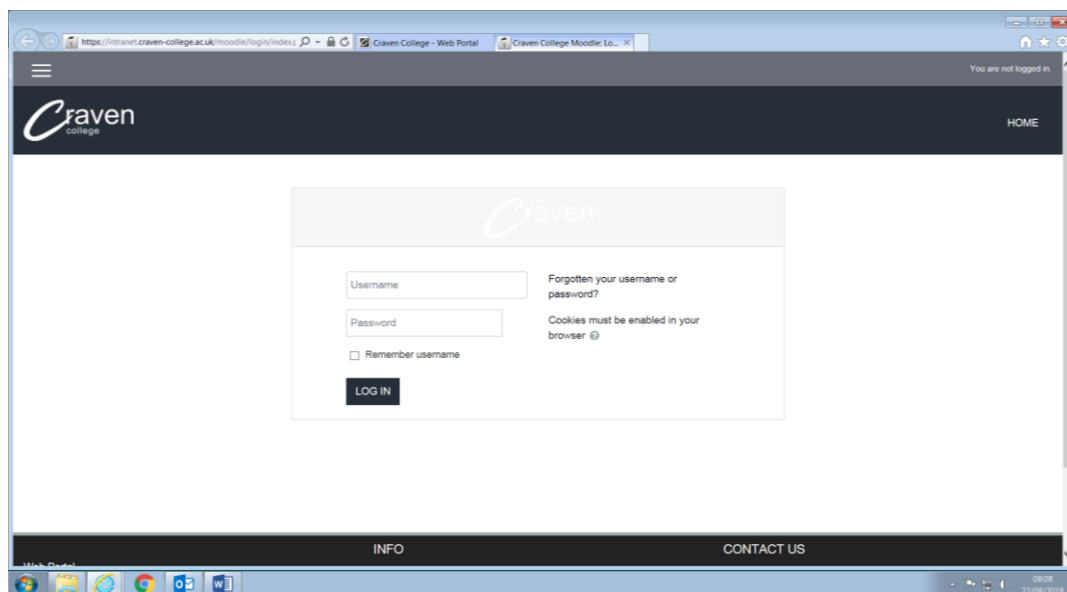- Enter your password
- Click Sign in

Accessing Moodle

Moodle is a virtual learning environment where your course tutor will upload information and resources for you to access throughout your course.

- Access the Web Portal and click on Moodle

- Enter your username and password
- Click Sign In

Use of the Internet on College systems

Some websites are blocked within College in order to safeguard and protect students from potential radicalisation and exposure to inappropriate content that could cause distress. The College search engine will allow a search using the input terms and a range of potential sites will pop up, but the College firewall will block access to the website if the content is considered potentially harmful. This is programmed. However, unblocking/bypass of the programme can occur. Unblocking will not occur for social or pleasure purposes

Process for making a request for unblocking

- Make a verbal request to your Tutor
- Your Tutor will assist you to find alternative websites

- If alternative websites cannot be found offering similar content, your Tutor will make a formal request for the site to be unblocked. Please allow one working week for the process to be completed

Accessing Learning Hub Electronic Resources

- Access Moodle
- Click the Support Menu at the top of the page and select the Learning Hub
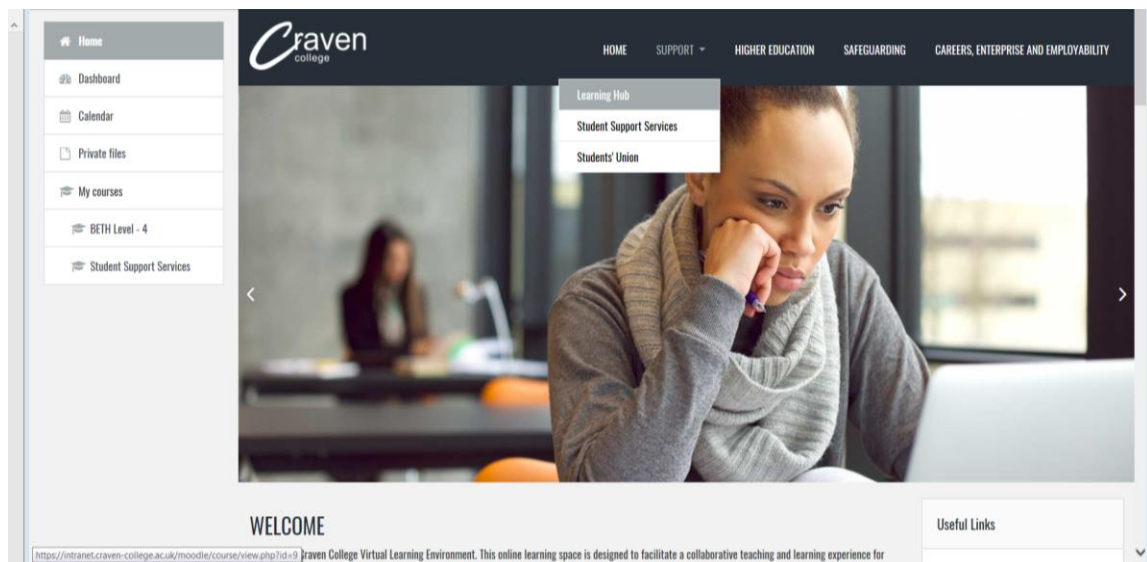
The Learning Hub page contains links to electronic resources such as journals and databases, help sheets, etc including a link to their online catalogue where you can search for resources.

Turn-it-in

Turn-it-in is a software programme used to submit assignments.

- On your course Moodle there will be a Course Assessment/upload area
- Click on the Course Assessment Upload Area
- Select the appropriate assignment from the upload area:

- From the displayed screen, click the Submit Paper button to upload your assignment

- The following screen will appear, use this to upload the assignment.

Student Surveys

You will be asked to complete surveys at the start and end of your course at Craven College. These are completed electronically. You will be prompted to complete the survey when you log into the College network.

We encourage you to complete these surveys when they arrive. The surveys are your opportunity to have your voice heard and help the College in making improvements to your course and the College as a whole.

Office365

As a student of the college, you are entitled to free use of Microsoft Office for all platforms. This is available to you via http://login.microsoft.com using the same login method as you use for your College email address, which is also part of Office365.

Once logged in to this, a button under the banner for Craven College, on the right hand side, will enable you to download and install office on your machine. This works on both PCs and MACs, and is also available for iPads and Android Tablets, via the iTunes App Store and Android Play Store.

Technology Services contact details

The Technology Services staff at Craven College provide the technical expertise to develop and maintain the infrastructure, hardware and software and generally ensure the availability and ease of use of the College computer network and all other technical teaching and learning resources for College staff and students.

Technology Services has a Manager and three Technology Services Engineers: Paul Mastrantuono, Conrad Taylor and Emily Richardson in addition to Karen Matthews helpdesk/ICT Support Assistant. Together the team staff the Helpdesk and maintain IT systems across all campuses, please direct your technical problems or difficulties to them.

The central email address for IT is *helpdesk@craven-college.ac.uk* or they can be contacted by telephone on 01756 693839. There is usually a member of staff available between the hours of 8.30-5.00pm Monday to Thursday, with Friday hours 8.30-4.30pm.

5. HOW AND WHERE TO HAND IN AN ASSESSMENT

Assessment Submission Procedure for Higher Education

- Details regarding assessment submission are found in each Module/unit Handbook
- Deadlines are non-negotiable, students experiencing problems outside their control must apply for an extension or mitigation
- The deadline time for electronic submission is 12 midnight on the deadline date
- All written work and other work that can be submitted electronically will be submitted via Turn-it-in, which enables proof of submission
- Other coursework must be submitted during College opening hours, at a time set by the module/unit tutor on the deadline date and must include a cover sheet signed by the student and tutor (or other relevant member of College staff) upon receipt

- Cover sheets are available on MOODLE (in the useful forms section), and have a tear-off slip which will act as a receipt for each assessment for students to retain
- The Regulations for The Open University validated awards (available on MOODLE and College website) explain the consequences of missing a deadline

Missing an Assessment Deadline
Open University students
If you fail to submit an assessment by the prescribed date without prior permission, you will incur the following penalty:

Submission within 6 working days: a 10% reduction for each day late down to the 40% pass mark and no further.

Submission that is late by 7 or more days: submission refused, mark of 0.

Any assessments which are handed in late, without formal approval through the HE Scheme may jeopardise your continuation on the course.

Application for Extension
An application for extension of up to 5 days may be granted if, due to personal circumstances, you are unable to complete module/unit assessments by the submission date. The Application for Extension form can be found on the College website. Following completion of the application, you must call the HE Team, Aireville Campus, on 01756 708051 to arrange an appointment to submit your application

Extensions will not be granted for practical assessments, group assessments, examinations or presentations.

THE APPLICATION MUST BE SUBMITTED PRIOR TO THE ASSESSMENT SUBMISSION DATE

Application for Mitigation
In exceptional circumstances you may apply for mitigation. The Application for Mitigation form can be found on the College website and may be submitted when, due to personal mitigating circumstances, you are unable to complete module/unit assessments or where you consider that the quality of your performance on a module/unit has been adversely affected by a particular personal circumstance. Applications for mitigation must be substantiated by independent documentary evidence, such as a medical certificate, letter from an employer, statement from a member of academic staff, statement of attendance from a counsellor, etc.

YOU MUST SUBMIT YOUR APPLICATION FOR MITIGATION PRIOR TO THE ASSESSMENT SUBMISSION DATE. **In exceptional circumstances completed forms may be accepted up to 14 days after the submission date. Any information received outside of this time period will not be considered, unless you can provide evidence that you were prevented from meeting the deadline by circumstances outside your control.**

Following completion of the application you must call the HE Team, Aireville Campus on 01756 693863 / 708051 to discuss submission of your application and supporting documentation. Please note The HE Team are not normally available during the evening.

The College will endeavour to consider applications for mitigation within three working days of receipt. Both you and your Course Tutor will be made aware of the decision. **It is your responsibility** to follow up the decision with the HE Team. Please keep a copy of your completed application form.

Plagiarism
Plagiarism, in short, means taking another person's work and incorporating it into your own work without proper acknowledgement. This includes sub-contracting the work to someone else and submitting the same piece of work for two different purposes. For detailed explanation see the HE Student Academic Misconduct Policy which is available [on the College website](). Use of others work must be referenced using Harvard Referencing.

6. COLLEGE SUPPORT STAFF

Gillian Thom - Higher Education Business & Development Leader
Gillian oversees the HE provision at College, working closely with HE Tutors and support staff across College 01756 693876

Higher Education Team
The HE Team can be found in room P0.14 in the Pen-y-Ghent building, Aireville Campus, the contact number is 01756 708051 / 693863 or the staff can be contacted by email **HE@craven-college.ac.uk** . The staff may provide guidance about the regulations for the approval of marks and the decisions made by the Board of Examiners, applying for an extension or mitigation. The HE Team hold focus groups with HE student groups.

Diane Ward, Senior Academic Quality Officer (HE)
Scott Boardman, Academic Quality Officer

Student Support Services
The Student Support Services Team provides non-academic assistance for you regarding finance, such as issues with Student Finance England and may also help with personal problems which may affect your success on your course. Student Support Services can also help you decide on your next step regarding your career.

More information about the support available can be found on the [College website]()

Catherine Jackson – Student Support Services Manager
Catherine can help with all matters relating to careers, welfare and financial support. Contact Catherine on 01756 707254 or 07921 214115

Applications and Finance:
Beth Worswick – Information Officer / Admissions Assistant
Beth processes Higher Education applications, arranges interviews where necessary and sends out offers of places. Contact Beth in Student Support Services in the Whernside building, or on 01756 693805 or bworswick@craven-college.ac.uk

Specialist Support:
Amena Dakhil - Specific Learning Difficulties (SPLD) Co-ordinator
Amena co-ordinates support for students across College and timetables study support sessions both at the Aireville Campus and The Aviation Academy. Amena can be contacted on 01756 707274 or adakhil@craven-college.ac.uk

Disabled Students' Allowance:
Amanda Park - SEND Officer
You can apply for the Disabled Students' Allowance if you are a full or substantial part time student on a Higher Education course. Advice can be found by following: https://www.gov.uk/disabled-students-allowances-dsas/what-youll-get or you may speak to a Amanda Park in Student Support Services. Amanda deals with issues relating to Disabled Students' Allowance and can be contacted on 01756 707273 or apark@craven-college.ac.uk

Careers and Employability:
Kate Molloy - Admissions, Careers and Employability Team Leader
Kate and the team support work experience and placements, careers advice and employability and can be contacted on 01756 707268 or kmolloy@craven-college.ac.uk

Student Voice:
Linda Sands - Student Mentor
All students have the opportunity to take part in the Student Union and Higher Education focus groups as well as regular student surveys. Linda co-ordinates and liaises with the Student Reps on behalf of the College's Student Union. Linda can be contacted on 01756 707257 or lsands@craven-college.ac.uk

Counselling
Craven College offer all students a free and confidential counselling service. All of the counsellors who work at College offer the highest possible level of confidentiality consistent with the law, and the codes of the British Association for Counselling and Psychotherapy (BACP). This is an important element of the counselling contract, since in order to create the necessary trust for any work to be undertaken Craven College aims to respect the privacy of all clients. Any questions about the Counselling Service can be made on a confidential basis by calling 07984 599 789.

7. EXTERNAL EXAMINER FOR THE PROGRAMME

External Examiners are appointed by the awarding organisation, The Open University to ensure that assessed work is to the correct standard for the level. External Examiners (EEs) visit the College during and at the end of the year and examine samples of students' work, and may also wish to meet with students.

The External Examiner for this course is Mr George Arbuckle, Senior Lecturer, Coventry University. The annual External Examiners report for your course can be found on your course MOODLE.

8. INTRODUCTION TO THE PROGRAMME

The BSc (Hons) Air Transport Management has been developed to:

- Provide a high quality programme of study of the processes of managing in the air transport sector, with a professional and vocational focus
- Provide the aviation industry with entrants and the existing workforce educated to a higher level
- Contribute to the economic growth of the region
- Provide insight at strategic level into the air transport industry, its current environment and issues affecting it
- Further enhance employability and career development

Your Responsibilities as a Student

If you change your address and contact details, you should inform your Course Tutor immediately to ensure the system is updated. This includes your email address as the College will often contact you in this way.

It is your responsibility as a student to comply with the Course and Module/unit requirements for attendance and for completion of assessments on time. Please check the Regulations for validated awards of The Open University which can be found on the College website.

As a student studying at Craven College you are expected to conduct yourself in an appropriate manner and exercise consideration to fellow students and staff. In addition, you must take responsibility for ensuring that academic requirements are fulfilled any Course and/or College deadline is met.

If you are absent from the College

You must notify your Course Tutor if you are absent. It is important for the success of your studies that absence from class is kept to a minimum.

If you are absent through illness immediately prior to an examination or assessment deadline you may wish to submit a case for mitigating circumstances to the Mitigation Panel by completing the Application for Mitigation form. You must complete an Application for Mitigation form and provide a medical certificate as soon as possible. It is your responsibility to apply and put a case for mitigating circumstances which will be assessed by an independent Mitigation Panel. It is worth noting that a case for mitigation is not always approved.

If you are absent through illness on the day of an examination or assessment deadline, you must provide the College with a medical certificate along with an application for Mitigation form as soon as possible.

Notification of infectious disease
If you have been diagnosed with or have had contact with an infectious disease, you must notify the College in writing within 24 hours of diagnosis. You must not return to College until a medical practitioner's certificate of clearance has been submitted.

9. WITHDRAWING FROM YOUR COURSE

If you decide to withdraw from your course, you must notify the College in writing. This notification must be sent immediately to withdrawals@craven-college.ac.uk and should include details of the reason for withdrawal. Payments made to the College by the Student Loans Company cease when a student fails to attend their course. Tuition fees will be adjusted based on the date you inform us of your withdrawal. For further details please see the Fee and Refund Policy which can be found on the College website.

Course Notice Boards/Communication
You are advised to check MOODLE regularly.

10. HEALTH & SAFETY

Fire prevention
Fire prevention is everyone's responsibility. You can help to prevent fires by:
• Good housekeeping
• Safe use of electrical and gas appliances
• Observing the College smoking policy (designated areas only)

Information
In each room and in many corridors there is a Fire Evacuation procedure that tells you what to do in the event of a fire and the appropriate assembly area for fire evacuation. All fire doors and escape routes are clearly marked. Please do not attempt to fight a fire and follow the instructions of the fire wardens and duty manager.

There a number of fire refuges around the college buildings if you are unable to get out of the building go to the refuge and await rescue.

When activated the fire alarm is audible accompanied by a flashing white light.

If you discover a fire
If you discover a fire, inform any available member of staff. If no-one is available you should operate the Fire Alarm and then evacuate the building.

Fire evacuation
On hearing or seeing the Fire Alarm, everyone should proceed calmly to the nearest escape route as indicated by the green signs bearing a white running

man symbol. Follow this route to get out of the building and continue on to the nearest assembly point so as not to impede the Emergency Services. Do not stop to collect belongings and do not try to leave by your usual entry route unless this is the way indicated by the escape signs. Do not attempt to use the lifts. Evacuation is practised through fire drills. However, you should regard any sounding of the alarm as a fire incident and act accordingly.

Fire Safety for students with disabilities
You are expected to declare any disability that would affect your safety in the event of a fire, e.g. poor hearing may mean the alarm isn't heard, or use of a wheelchair will prevent use of stairs to evacuate. If you are referred to the Disability Support Co-ordinator, a personal Fire Evacuation Plan may need to be developed. This will then be used in any evacuation of the buildings.

11. PROGRAMME SPECIFICATION
Programme specification

Programme/award title(s)	BSc (Hons) Air Transport Management (Top-up)
Teaching Institution	Craven College
Awarding Institution	The Open University (OU)
Date of first OU validation	Spring 2013
Date of latest OU (re)validation	2017/18
Next revalidation	
Credit points for the award	120
UCAS Code	M854
Programme start date	September 2018
Underpinning QAA subject benchmark(s)	General Business and Management Subject Benchmarks 2015
Other external and internal reference points used to inform programme outcomes	
Professional/statutory recognition	
Mode(s) of Study (PT, FT, DL, Mix of DL & Face-to-Face)	Full-time and Part-time
Duration of the programme for each mode of study (P/T, FT,DL)	Full-time 1 year, Part-time 2 years
Dual accreditation (if applicable)	
Date of production/revision of this specification	Version 1 / March 2018 The information contained here is believed correct at the time of distribution. The college reserves the right to make changes (with approval from The Open University) that result from on-going monitoring and evaluation

Please note: This specification provides a concise summary of the main features of the programme and the learning outcomes that a typical student might reasonably be expected to achieve and demonstrate if s/he takes full advantage of the learning opportunities that are provided.

More detailed information on the learning outcomes, content, and teaching, learning and assessment methods of each module can be found in student module guide(s) and the students handbook.

The accuracy of the information contained in this document is reviewed by the University and may be verified by the Quality Assurance Agency for Higher Education.

2.1 Educational aims and objectives

The programme aims to:

- Provide a high quality programme of study of the processes of managing in the air transport sector, to prepare students for a managerial role

- Provide the aviation industry with entrants educated to a higher level and suited to key leadership and managerial roles

- Provide a programme that facilitates managing others, problem solving and the development of leadership skills

- Provide insight at strategic level into the air transport industry, its current environment and its future

- Prepare students for progression through level 6 of higher education and to further enhance employability and career development

2.2 Relationship to other programmes and awards

(Where the award is part of a hierarchy of awards/programmes, this section describes the articulation between them, opportunities for progression upon completion of the programme, and arrangements for bridging modules or induction)

The course is a bachelor's degree top-up course designed as a progression route for students studying the following courses at Craven College, in addition to students studying similar courses at other institutions:
FD Aviation Management and Operations
FD Aviation Management and Operations - Pilot Studies

2.3 For Foundation Degrees, please list where the 60 credit work-related learning takes place

N/A

2.4 List of all exit awards

N/A

3. Programme structure and learning outcomes

FT Programme Structure - LEVEL 6					
Compulsory modules	**Credit points**	**Optional modules**	**Credit points**	**Is module compensatable?**	**Semester runs in**
Air Transport Policy and Planning	20			Yes	1
Business Strategy in the Aviation Industry	20			Yes	1
Dissertation	40			Yes	1 and 2
Innovation and Change Management in Aviation	20			Yes	2
Disaster Management in the Air Transport Industry	20			Yes	2

Part-time structure:

Module Title	**Year**
Business Strategy in the Aviation Industry	1 or 2
Innovation and Change Management in Aviation	1 or 2
Disaster Management in the Air Transport Industry	1 or 2
Air Transport Policy and Planning	1 or 2
Dissertation	2

Intended learning outcomes at Level 6 are listed below:

Learning Outcomes – LEVEL 6
3A. Knowledge and understanding

Learning outcomes:	Learning and teaching strategy/ assessment methods
A3(6): Demonstrate critical knowledge of the development, the scope and the managerial procedures of the air transport sector	Teaching and learning to include: Lectures, independent reading, guest speakers, visits, seminar sessions Assessment: Formative assessment in seminar sessions and submission of draft for feedback, range of summative assessment techniques utilised e.g. presentation, report, case study, essay, examination

3B. Cognitive skills

Learning outcomes:	Learning and teaching strategy/ assessment methods
B3(6): Critically analyse theories, factors and issues within the air transport sector	Teaching and learning to include: case studies, discussion, individual and group activities Assessment: Formative assessment in seminar sessions and submission of draft for feedback, range of summative assessment techniques utilised e.g. presentation, report, essay, examination

3C. Practical and professional skills	
Learning outcomes:	**Learning and teaching strategy/ assessment methods**
C3(6): Demonstrate critical understanding of a broad range of current managerial procedures and practices to ensure safe and efficient flight operations	Teaching and learning to include: Seminar sessions, discussion, feedback from tutors and peers

Assessment: Formative assessment in seminar sessions and submission of draft for feedback, range of summative assessment techniques utilised e.g. presentation, report, reflective journal |

3D. Key/transferable skills	
Learning outcomes:	**Learning and teaching strategy/ assessment methods**
D3(6): Communicate ideas, principles and theories, arguments and analysis effectively in speech and writing, using visual and ICT media as tools where appropriate	Teaching and learning to include: Tutorials, LRC induction, seminar sessions to include discussion, presentations, individual and group activities, ICT activities, feedback from tutors and peers,

Assessment: Formative assessment in seminar sessions and submission of draft for feedback, range of summative assessment techniques utilised e.g. presentation, report, reflective journal, case study, examination |

4. Distinctive features of the programme structure

- **Where applicable, this section provides details on distinctive featurs such as:**

- **where in the structure above a professional/placement year fits in and how it may affect progression**

- **any restrictions regarding the availability of elective modules where in the programme structure students must make a choice of pathway/route**

The BSc (Hons) Air Transport Management has been developed with the aim of fulfilling the needs of industry and taking into consideration the geographical location. The programme is a bachelor's degree written as a progression route for students studying the Craven College Foundation Degrees: Aviation Management & Operations and Aviation Management & Operations – Pilot Studies, in addition to students studying similar level courses as other institutions.

The course has been developed at level 6 with particular reference to the Subject Benchmark Statements for Business (2015). In particular, 3.6, which focuses on using theory in practice and so has been key in changing the strategic nature of the programme. In addition, 3.7 looks at what a final year graduate should know and this has been seminal in ensuring the course has breadth as well as depth.

Students will be given assessment briefs that are relevant, realistic and based on issues that are viewed as key to the development of the air transport industry. The degree grew out of a consultation process including discussions at a high level with Swissport, Jet2.com, BMI and Leeds Bradford Airport with respect to the content, design and delivery. Employers have also been involved regarding assessment design and delivery.

The course develops an in-depth awareness of the sector and subject-specific knowledge, providing the opportunity to refine a range of skills and attributes to a high level.

5. Support for students and their learning

Students have access to the college guidance, support and advice systems through the Student Support Services representatives. Email and telephone contacts are available in the course handbook. A sample handbook is available on the College website and following enrolment students access the actual handbook via MOODLE. When students begin the programme they receive information on the following:
- Course documents and reading lists
- Advice on using the electronic resources
- Information on admission and induction arrangements
- Information regarding Disabled Students' Allowance (DSA)
- Pastoral and welfare support
- Careers information and guidance
- Academic guidance and tutorial support

- Guidance on using MOODLE

Email and telephone contacts are circulated through the course handbook and are available on MOODLE.

All students will attend college at the beginning of their programme of study for Induction and to be familiarised with the course and its requirements. They will also experience a range of icebreaker and introduction techniques to forge group cohesion. Following this, students will normally attend the College according to the course timetable. Students will also have the opportunity to meet the staff in the Learning Resource Centre and the Specialist Learning Support Centre.

Staff associated with the programmes will negotiate and provide individual support through individual tutorials and meetings.

6. Criteria for admission

- Completion of the following Foundation Degrees at Craven College:
    - FD Aviation Management and Operations
    - FD Aviation Management and Operations - Pilot Studies

- Criteria for admission at level 6 for external applicants - Students with full level 5 qualifications in a relevant subject area are encouraged to apply for the level 6 part of the programme. Applicants external to Craven College will be required to provide evidence of their level 5 qualification, including modules studied and learning outcomes, to ensure that the student's prior learning is compatible with this course.

7. Language of study

English

8. Information about non-OU standard assessment regulations (including PSRB requirements)

N/A

9. Methods for evaluating and improving the quality and standards of teaching and learning.

The evaluation of teaching and learning is assessed through a systematic peer observation system, module evaluations, and students' responses to questionnaires, focus groups, and students' comments in HE Operational and course meetings.

All teaching staff of more than 40 hours per year are required to have achieved a recognised teaching qualification in addition to their subject/sector qualifications/experience. Improvements are facilitated through group and individual staff development. There is a HE Staff Development Programme in addition to the College Staff Development Programme, both of which focus on raising standards in teaching and learning as well as individual tutors' Continuing Professional Development. Improvements in teaching and learning are recorded in the College's annual monitoring report and any required improvements in an action plan. Monitoring plans are validated internally in addition to the scrutiny by the Open University and are reported to the Governors' Quality and Standards Committee. The action plan is monitored during the year during performance reviews which involves updating any improvements identified in-year.

The Scheme Management Board is responsible for the development and oversight of the HE academic work of Craven College and will report on academic standards to the Principal and the Board of Governors.

10. Changes made to the programme since last (re)validation

Annexe 1: Curriculum map

Annexe 1 - Curriculum map

It is important that assessment prepares students for and actually assesses the programme learning outcomes. The shaded arears in the table below indicates which study units assume responsibility for delivering (shaded) and assessing (☐) particular programme learning outcomes.

Level	Study module/unit	Programme outcomes			
		A3(6)	B3(6)	C3(6)	D3(6)
6	Business Strategy in the Aviation Industry		✓		
	Innovation and Change Management in Aviation	✓			
	Disaster Management in the Air Transport Industry				✓
	Air Transport Policy and Planning			✓	
	Dissertation	✓	✓		✓

12. MODULE/UNIT SPECIFICATIONS
See module handbooks available on MOODLE

13. ASSESSMENT AND THE MARKING CRITERIA
Approval of Assessments
All assessments are presented at the Assessment Approvals Committee for approval prior to issue to students. External Examiners are required to comment on assessment briefs before they are presented to the Assessment Approvals Committee.

External Examiner
The External Examiner is involved in the assessment of all work to confirm the standard of the marking of the internal examiners. External examiners review a sufficient sample of such work to satisfy him or herself that the standards being applied are appropriate.

Closed and Open Book timed assessments
See Closed and Open Book Timed Assessments Procedure on the Higher Education section of MOODLE

Assessed group work
Where working in pairs or in groups is a component/task of the assessment, there will be a system for awarding an individual's mark, which will be clear in the assessment brief and therefore approved at the Assessment Approvals Committee.

Summative Assessments
Assessments are marked according to the marking criteria. Provisional summative assessment marks are issued to students with feedback within 4 working weeks of the assessment deadline. Assessment decisions are Second Considered and scrutinised by the External Examiner. Module marks are approved and student achievement and progression is decided at the Scheme Board of Examiners. The decisions are ratified/approved by the awarding organisation where relevant before they are issued to students. The Board of Examiners also decides if a reassessment opportunity is permitted and sets the reassessment deadlines each academic year.

Second Consideration
Second consideration of assessments enables marked work and feedback to be critically appraised to ensure that the marking criteria have been correctly applied and that feedback to students is constructive.

Please see the folder called HE Assessment Marking Criteria which can be found on the Assessment information and useful forms sections of MOODLE.

14. STUDENT SUPPORT GUIDANCE AND ADVICE

Course Tutor (CT)
Your CT's key responsibility is to support you through your course, agreeing your Individual Learning Plan and guiding you to achieve your targets. In addition, your CT may offer Careers Advice and guidance, deliver one-to-one tutorials; group tutorials and will respond to queries or issues.

Your CT and module/unit tutors will be able to provide career and industry/sector advice, in addition to the Student Support Services Team.

During induction your tutors will introduce you to the course and the College. For example you will cover:
- Students' Rights and Responsibilities
- Administration and Completion of Records/Standard Documents
- Programme of Study
- Academic and Pastoral Support

Personal Tutorial Entitlement

Tutorial programmes for higher education students focus on one to one support. This will allow you to receive individual help and support specific to your needs. You will have an entitlement to one individual session each Semester.

Study Skills

The Personal and Professional Development module/unit allows opportunities for the development of study technique. Tutorial sessions may also include study skills reminders. In addition, you will notice that many other module/units include learning outcomes which encourage you to work on your study skills in an on-going way.

The Learning Resource Centre has books and journals, many of which are on-line, to help you improve your study technique. The LRC staff based at Skipton are available to help you to find online resources too and can be contacted by email lrc@craven-college.ac.uk or telephone 01756 693818. Help is also available from the Specialist Learning Support Centre, ask your Course Tutor about this.

If you think you may have a specific learning difficulty such as Dyslexia your Course Tutor may suggest that you are assessed for this.

15. OPPORTUNITIES FOR PERSONAL DEVELOPMENT PLANNING

Your Personal and Professional Development module/unit will begin the process of personal development planning. As a higher education student you will be encouraged to be fully involved in mapping out your aspirations and analysing your skills.

Personal development planning however, is not restricted to one module/unit and you will notice that each module/unit has learning outcomes entitled Key Transferable Skills. The inclusion of these learning outcomes ensures that you retain a critical approach to your own development.

In addition, your Course Tutor will guide and support you through the personal tutorial process to help you to set personal goals and to challenge yourself to do your best.

16. OPPORTUNITIES AND SUPPORT FOR STUDY ABROAD
- N/A

17. WORK PLACEMENT INFORMATION
- N/A

18. FACILITIES AND SERVICES

Learning Hubs

Craven College Learning Hubs offer quality learning resources to help students achieve their full potential. They offer a wide range of resource materials, books, magazines, electronic resources (including e-books) and DVDs. Students can access all electronic information both on and off campus through the Learning Hub section of Moodle. The staff are more than happy to deliver electronic inductions and research sessions to groups and students on an individual basis. These can be arranged through your tutor.

Students completing a course in Higher Education will benefit from the vast array of electronic resources available. The Learning Hub offers group and one to one training sessions on request for electronic databases, journals, e-books, study skills and bibliographies and referencing.

LOCATIONS

Aireville Campus, Whernside building 01756 693818
Aviation Academy Second Floor, 0113 3919815 – all day open access

E-mail: learninghub@craven-college.ac.uk

OPENING TIMES

Aireville Campus –   Whernside
Monday   8.45am – 5.00pm
Tuesday   8.45am – 5.00pm
Wednesday   8.45am – 7.00pm
Thursday   8.45am – 5.00pm
Friday   8.45am – 2.00pm

Opening hours may be adjusted during the academic year. Check Moodle for details of the opening times

19. ASSESSMENT AND PROGRESSION REGULATIONS

Please see the Regulations for Validated Awards of The Open University which can be found on the College website

20. DISSERTATIONS AND PROJECTS

21. DETERMINATION OF RESULTS

Module/unit Title	Assessment & weighting	Assessment & weighting
Dissertation	Task 1 Academic Poster	Task 2 Report 100%
Air Transport Policy & Planning	Task 1 Presentation 50%	Task 2 Exam 50%
Business Strategy in the Aviation Industry	Task 1 Report 100%	
Disaster Management	Task 1 Case Study 50%	Task 2 Reflective Report 50%
Innovation & Change Management in Aviation	Task 1 Formal Report 100%	

For further information about the procedure for approval of marks, decisions for progression and award and how these are communicated, please see the Regulations for validated awards of The Open University which can be found on the College website.

22. RELEVANT INSTIUTIONAL POLICIES AND STATEMENTS

Craven College Equality and Diversity Policy
Promoting equality is not the same as treating people equally. Craven College places great emphasis on access to education as a means to remove barriers, eliminate discrimination, address disadvantage, and raise the aspirations of both present and potential students and staff. This is embedded within the College mission and vision statements.

College Commitment:
To promote equality of opportunity for all students and staff, and advance social inclusion by removing barriers to learning, progression and employment

The full document Craven College Equality and Diversity Policy can be found on the College website

Appeals procedure
There is no right of appeal against academic judgements, however all students will have a right of appeal against the decision of the Board of Examiners. Grounds for appeal would include but are not limited to an administrative error or procedural irregularity or circumstances that the BoE was unaware of at the time the decision was taken.

The Higher Education Appeals Policy and procedure can be found on the College website.

Complaints procedure
Craven College values the views of all its customers and aims to manage complaints in a way that is sensitive to the needs of both individuals and groups. It is anticipated that most complaints will be dealt with through informal channels but if a student feels that it is necessary to pursue a complaint formally, they should access the Complaints Policy which can be found on the College Website.

Data Protection Policy
The *Data Protection Policy* can be found on the College website

23. STUDENT PARTICIPATION AND EVALUATION

The College and the Awarding Organisation welcome your views on the course and the College. You will be invited to express your opinion and put forward your views in a number of ways.

- Group and Individual Tutorials

The Course Tutor will schedule group and individual tutorials, and this is an opportunity to raise any aspect of the course or college you would like to discuss.

- Student Representatives

A representative from your group will be invited to participate in course or sector meetings, meetings of the College's Student Union and HE Operational Meetings. Student representatives shall be given adequate notice of meetings so that they can consult with their fellow students, to ensure all students' views are shared.

- Student Union

Students are able to come together to discuss topics of interest across a range of courses and work with college managers to bring about changes to improve students' experiences.

- Cross-college Representation

There are opportunities for HE students who are members of the Student Union to participate in cross-college committees such as the Board of Governors and the HE Scheme Management Board. All Student Reps are invited to attend HE Operational meetings which take place four times each year.

- Module/unit or Unit Evaluations

During your course you will be asked your opinion regarding each module/unit or unit.

- Feedback

You will be invited to evaluate your College experience through module/unit, course and college questionnaires and possibly the NSS (National Student Survey).

- Focus Groups

The HE Team meets with each group of students for a Student Focus group. You will be invited to give your opinion about various aspects of studying higher education at Craven

24. GENERAL READING LIST

Module reading lists are included in each Module Handbook.