



**HE Student sample Handbook 2022-23
for
courses validated by the University of Hull**

This handbook is available in alternative formats from the HE Office HE@craven-college.ac.uk

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1. WELCOME AND INTRODUCTION

Award title

Course code

Welcome to Craven College. In particular, welcome to the Foundation Degree in ?????.

Your course leads to an award of the University of Hull and has been validated by the University to assure the quality of your learning experience and the standards of the award. Validated means that the University of Hull endorses a programme taught at another institution as being equivalent to its other programmes leading to a similar award at the equivalent level. Craven College has designed your course and is responsible for all your teaching, support and assessment.

The University has carefully scrutinised the standard of your award and the quality of the learning experience provided by Craven College.

This handbook has been produced utilising guidance provided by the University. The handbook sets out your rights and obligations as a student taking a course delivered by Craven College leading to an award of the University. It points you in the direction of further information, such as full copies of regulations and procedures which will apply to you.

It is your responsibility to familiarise yourself with the contents of this handbook, and make sure that you use it as the first source of information and guidance on matters relating to your course and status as a student.

Matters detailed in this handbook are subject to review and change during the year. Every effort is made to ensure that the information is accurate and up-to-date at the time of publishing. Craven College will inform you of any changes occurring during the year.

More information for HE students is available on the [HE VLE – MOODLE](#). Once in MOODLE choose Higher Education from the drop down menu and 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 sections so you can find your way around the forms etc when you need them.

As students studying a course validated by the University of Hull, the University is very pleased to welcome you and is delighted that you are beginning or returning to your studies at Craven College. The University has a long standing and much valued relationship with its partner institutions and hopes that you find your time in higher education rewarding and enjoyable.

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

2. ENROLMENT AND THE COURSE TEAM

When you start your course you will enrol with Craven College and also enrol with the University of Hull. Through this process the University will be provided with your personal details which the University will hold on its student record system. Following enrolment, you will be given a Craven College student email account and access to Microsoft Teams. This email account or Teams must be used for all communication with College staff to adhere to GDPR guidelines.

At enrolment or induction you will be given your timetable for the academic year; **you are expected to attend all timetabled sessions**. Vital information from your tutors may be missed due to non-attendance, which is

likely to affect your overall performance. Please make a note of key dates noted in the HE calendar on the next page.

Course Tutor:

Contact details:

Days / hours of work:

Module/unit Tutors:

Best wishes to you in your future studies.

3. THE ACADEMIC CALENDAR

It is your responsibility as a student to comply with the Course and module/unit requirements for attendance and completion of assessments. Assessment dates will be included in your actual handbook

		w/ c	Mon	Tues	Weds	Thurs	Fri	
1	SEPT	19						Semester 1 start: HE Induction Week
2		26						
3	OCTOBER	03						HE Operational Meeting - date TBC
4		10						
5		17		HE SMB				HE Scheme Management Board - Tue 18 Oct
		24						HALF TERM 24-28 October 2022
6		31	HE Beginning of Course survey open 31 Oct - 11 Nov					
7	NOV	07						
8		14						
9		21						
10		28						HE Operational Meeting - date TBC
11	DEC	05						
12		12						
XMAS		19		LH	LH	ED	ED	CHRISTMAS BREAK 19 DECEMBER 22 – 2 JANUARY 2023
		26	BH	BH	ED	ED	LH	
13	JAN 2023	02	BH					
14		09						
15		16						Semester 1 ends
		23	HE Reading Week					
1		30						Semester 2 begins
2	FEB	06						HE Operational Meeting date TBC
		13						HALF TERM 13-17 February 2023
3		20						
4		27					RAR	S1 reassessments released 3 rd – 4 week window
5	MARCH	06		SDev				Staff training day Tues 7 th
6		13				HE SMB		HE Scheme Management Board - Thu 16 March
7		20						
8		27					RAD	S1 Reassessment submission deadline 31st
	EASTER	03					BH	EASTER BREAK 3 – 12 April 2023
	EASTER	10	BH	LH				
9		17	HE End of Course survey open 17 – 28 April					
10		24						
11	MAY	01	BH					
12		08						HE Operational Meeting date TBC
13		15						
14	S2 END	22						Semester 2 ends
Key dates:								
Semester 2 reassessment notifications released						Friday 30 June 2023 – 4 week window		
End of year grades confirmed						Final week of July 2023		
Semester 2 reassessment submission deadline						Friday 28 July 2023		
End of year grades confirmed for those with reassessments						Friday 8 September		

4. INTRODUCTION TO THE PROGRAMME

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 may contact you in this way in the future.

It is your responsibility as a student to comply with the Course and Module requirements for attendance and for completion of assessments on time. Please check the regulations for the University of Hull validated [Foundation Degree](#) and [Honours Degree](#) awards.

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

The HE courses at Craven college consist of taught timetables sessions.

We expect you to attend all of the classes as this will give you the best chance of success and allow you to make the most of your time at Craven. We understand that occasionally this may not be possible, in which case you should notify your Tutor and record it on Proportal. Please report this on each day that you are absent.

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.

Course communication

You are advised to check MOODLE, Teams and your College email account regularly for updates.

5. PROGRAMME SPECIFICATION

Please see the programme specification for this course which is available on the College website

6. MODULE HANDBOOKS

See module handbooks available on MOODLE/Teams

7. ASSESSMENT AND MARKING CRITERIA

Approval of assessments

All assessments are presented at the Assessment Approvals Committee for approval prior to issue to students. Faculty contacts at the University of Hull are required to comment on assessment briefs before they are issued to students.

Faculty contact / External Examiner

The Faculty contact and External Examiner are involved in the assessment of all work to confirm the standard of the marking of the internal examiners. The Faculty contact and External Examiner 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. However, all results are provisional, which means they may be changed by the module board, for example on the advice of the External Examiner. Marks are not final until the Programme Board of Examiners has met the first week in July.

Second consideration and second marking

Second consideration and second marking 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](#).

8. STUDENT FEEDBACK AND SURVEYS

Student feedback is very important to the College and enables us to improve the student experience. The College has an active Student Union for all students (FE and HE). You can get involved in various ways such as running in the SU elections which are held in October or being a course representative to represent the voice of your fellow students.

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 involvement in meetings

The College holds meetings about higher education throughout the year, HE Operational meetings and HE Scheme Management Board. We invite students to attend these meetings, as your input is very important to the College.

Attendees at the HE Scheme Management Board include Managers and Senior Managers involved in HE at Craven.

Attendees at the HE Operational meetings include staff teaching on HE courses and staff across College who are involved in HE, such as Student Support Services, Admissions, Marketing

We fully understand that students may not be able to attend our HE meetings in person so remote attendance can be arranged.

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

Module evaluation

You will be asked to complete a short module evaluation form following completion of your modules and the end of semester 1 and semester 2. Module evaluations enable the Course Team to make any amendments (if applicable) to enhance the module.

Student surveys

You will be asked to complete surveys at the start and end of your course at Craven College. You will be prompted to complete the survey by email. The responses are managed by an external company and are anonymous.

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.

National Student Survey (NSS)

All Higher Education students across the country are invited to complete the National Student Survey (NSS) in the year of the end of their course. The survey is open January to April each year; the NSS will email you with the link for the survey. For more information go to <https://www.thestudentsurvey.com/>. The College uses the responses from both the internal and NSS surveys to make improvements to our courses.

Graduate Outcomes Survey

In addition, 15 months following completion of their course all Higher Education students are contacted by [Graduate Outcomes](#) to complete a final survey to gain an insight into career destinations and development. This survey is a really useful tool to understand the graduate perspective and evaluate success.

9. 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. letmein21. The first time you log into a College PC you will be required to change this password to a different one. Use this to log onto the College network on any College PC.

Guidance for passwords:

- **Length** - At least 14-16 Characters in length
- Not contain your username e.g. "jsmith" or your Actual Name e.g. "JohnSmith"
- Contain at least three of the following elements:
 - Uppercase Letters
 - Lowercase Letters
 - Digits 0 through 9
 - Special Characters: such as ([mailto:~!@#\$%^&* _+=`|\(){}[];:"'<>.,?/]~!@#\$%^&* _+=`|\(){}[];:"'<>.,?/)
 - Currency symbols such as the Euro or British Pound aren't counted as special characters.
- **Easy to remember, hard to guess** - Use a phrase, three to four words that mean something to you remembering to add in the elements listed above.
- **Change your password often**
- **Don't share your password** – Not even with IT
- **Test your password strength** – You can test your password strength on the following website, this will let you know how long it would likely take to crack your password. You can test the impact length and complexity has on the time needed to crack your password.

<https://howsecureismypassword.net/>

All students are allocated a student email account following enrolment. This email account must be used for all communication with College staff to adhere to GDPR guidelines.

Setting up your student email on your phone

If you already use the mail app on your phone, you can add your College account or if you wish to keep them separate by downloading Outlook from the App store.

If you are already using Outlook for your personal email, you can add another account or use the mail app already on your phone if you want to keep your accounts separate.

To connect your email, you will need to know your student email address and logon password.

NOTE: When you change your logon password for the College network you will also need to change it in whichever App you are using for your emails.

If you have problems connecting your student account, the IT Department will assist you where possible, call 01756 693839

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 Teams and Moodle from home will be prevented until this password has changed.

If you are at home you can change your current password on the following URL, providing you know the existing password: <https://account.activedirectory.windowsazure.com/ChangePassword.aspx>

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:

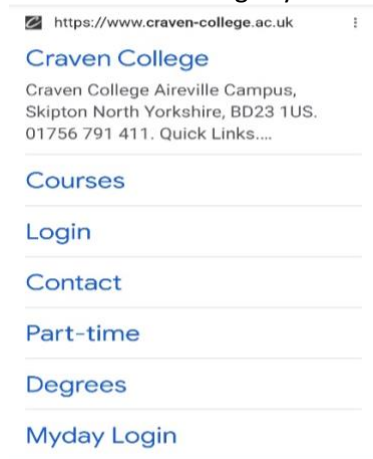
1st Line of address:


College wifi

The wifi at College is called "CC-wifi". You will need to use your College username and password to log-in

Accessing College systems

To access the College systems on your own device, use the Craven College MyDay Login





Sign in


Username _____

No account? [Create one!](#)

Can't access your account?

Next

This site is operated by Microsoft on behalf of Craven College and is for the exclusive use of Craven College employees and students.

 Sign-in options

The MyCraven app provides you with quick and easy access to a range of information to support you on your journey as a Craven College student such as timetables; MOODLE; Teams; Proportal etc. Please note, some of the links and information are for FE students only. The MyCraven app can be downloaded onto your own device from Apple and android stores.



Welcome to MyCRAVEN

You are now part of the Craven College Family!

Train Strikes & Roadworks - College will be open as usual so you may need to make alternative travel arrangements
5 days ago

Returning students (for September 2022)
Staying on at Craven College from September 2022?
a month ago

Summer Exams 2022 - Special Consideration Guidance

MODULE COURSE INFORMATION	YOUR ATTENDANCE	TIMETABLE	MAIL
	Attendance: 0% Punctuality: 0%	Wed 22 The Aviation Academy Open Evening - 5:30pm-7:30pm 12:00am Weekly 1-2-1 Matt Thu 23 Craven College - FE Marketing 3:00pm Craven College - FE Marketing 3:05pm Fri 24 No events.	

TEAMS **MY PROGRESS** **RECORD ABSENCE** **PayMy Student** **Office 365** **MOODLE** **LEARNING hub**

SHOP **Grofar** **On list EM** **PAPERKIT** **OUR CAMPUSES** **Skills & Education Group** **STUDENT HANDBOOK**

FACEBOOK - STUDENTS UNION

Office365

You will use Microsoft Office 365 to access online versions of office such as Word, Excel, Powerpoint etc, in addition to OneDrive and Microsoft Teams.

OneDrive

OneDrive is the cloud service that connects you to all your files; it allows you to store and protect your files, share them with others and access them on all your devices. Please ensure you back up your own documents, do not rely on the College. Students have 1TB of storage with your College account.

Microsoft Teams

The College uses Microsoft Teams for course information, communication, online meetings and to support collaborative working with your tutor and peers. All students are asked to download the app to a PC or mobile device; following this your Course Tutor will enrol you onto your course Team.

Moodle

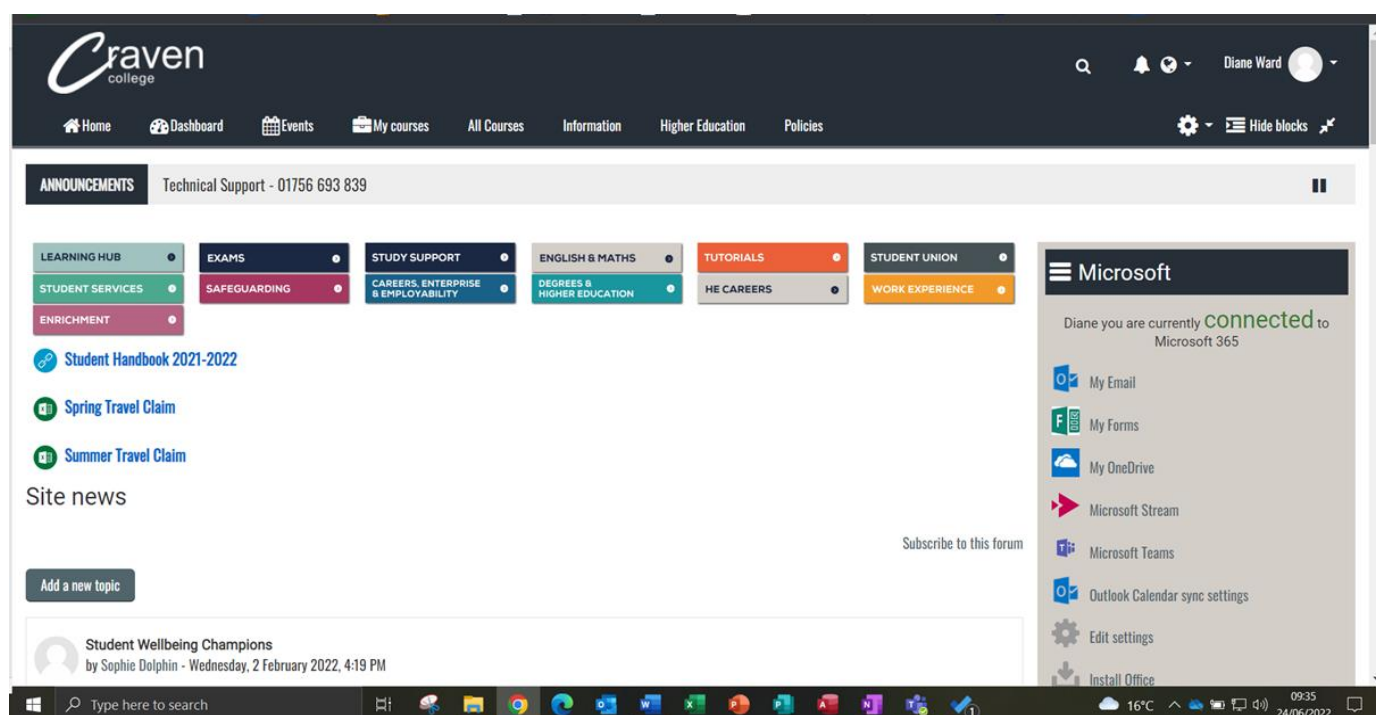
Moodle is a virtual learning environment where your course tutor may upload information and resources for you to access throughout your course. HE specific information and regulations can also be found on Moodle

Proportal

The College uses Proportal, the online tracking and reporting system to ensure that students have easy access to a range of information about their progress on the course.

Accessing Learning Hub and electronic resources

Information about the learning hub and all the resources you will need can be accessed through Moodle



The Learning Hub page contains links to electronic resources such as journals and databases, help sheets, referencing and study skills information, and a link to their online catalogue where you can search for resources.


The MyCraven dashboard also contains a quick link to the Learning Hub catalogue.

Turnitin

Turnitin is a software programme used to submit assessments.

- On your course Moodle there will be a Course Assessment/upload area. If your course uses TEAMS your tutor may provide a link to this upload area
- Click on the Course Assessment Upload Area
- Select the appropriate assignment from the upload area: **Before uploading, check your work is anonymous, other than your student reference number which should be included on the cover page**

Assessment Upload Area

 Work Related learning 3 (WRL3)

Upload your assessments for WRL3 here, your presentation will have to be saved as a PDF to be able to upload it to Turnitin. **Please remember to print a copy of your slides with notes to be handed to the tutor prior to presentation.**

Presentation Date: 07.12.16
Submission date for Report Monday 07.12.16 by 23:59

 BETH LEVEL 5 MARKETING

Presentation and Peer Feedback 23th November
Report 18th December

 Marketing resub March 2017

 Event Programming


Please make your event programming submission here by 18.12.16 23:59

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


Home > BETH Level - 5 > Assessment Upload Area > Work Related learning 3 (WRL3)

My Submissions

Task 1 - WRL 3 Presentation Task 2 - Report


Title	Start Date	Due Date	Post Date	Marks Available
 Work Related learning 3 (WRL3) (Task 1 - WRL 3 Presentation) Summary: Upload your assessments for WRL3 here, your presentation will have to be saved as a PDF to be able to upload it to Turnitin. Please remember to print a copy of your slides with notes to be handed to the tutor prior to presentation. Presentation Date: 07.12.16 Submission date for Report Monday 07.12.16 by 23:59	7 Sep 2016 - 05:12	7 Dec 2016 - 23:59	10 Dec 2016 - 23:59	100


Refresh Submissions


Submission Title	Turnitin Paper ID	Submitted	Similarity	Grade	Overall Grade	Submit Paper 
...

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


Submit Paper


Submission Type  File Upload

Submission Title* 

File to Submit 

Maximum size for new files: 40MB, maximum attachments: 1

 Files



You can drag and drop files here to add them.

* ☐ By checking this box, I confirm that this submission is my own work and I accept all responsibility for any copyright infringement that may occur as a result of this submission.

Add Submission

There are required fields in this form marked *.

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.

Adrian Lawson manages the Technology Services Team Paul Mastrantuono, Conrad Taylor and Joshua Watson. 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. Alternatively, you can visit their office in the Ingleborough building, Aireville Campus.

10. HOW AND WHERE TO HAND IN AN ASSESSMENT

Assessment submission procedure for Higher Education

All coursework will be routinely scrutinised using the originality checking software, Turnitin. You will have the opportunity to use the originality checking software with a draft of your work to increase your awareness of good academic practice and learn in practical ways how to improve your academic literacy skills.

- **Student work must be submitted using your student reference number only, not your name and must include record of the word count or presentation length**
- Details regarding assessment submission are found in each module handbook
- Deadlines are non-negotiable, students experiencing problems outside their control must apply for an extension or additional consideration
- The deadline time for electronic submission is 4pm 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
- The regulations for the University of Hull validated [Foundation Degree](#) and [Honours Degree](#) awards explain the consequences of missing a deadline

Attendance at presentations

Students are expected to upload presentation slides to Turnitin by the submission deadline, failure to do so will result in a [late submission penalty](#).

Overlength assessment

Overlength assessment applies to all forms of assessment with a stipulated length or size, for example timed performances, presentations or lab work; word count for essays, reports, or other documented/written tasks. For summative assessed work, the College will normally not mark beyond the stipulated assignment length.

Overlength assessments:

- a) Assignment length does not include the assignment title or instructions.
- b) Unless otherwise specified your word count must exclude charts, graphs, tables etc included in the assignment.
- c) Unless otherwise specified your word count must exclude references in footnotes, appendices, references lists and bibliographies but must include other footnotes, quotations and in text references and citations.

- d) An erroneous word count declaration will be dealt with as suspected use of academic misconduct. The case must then be followed up according to the Regulations governing Academic Misconduct.

Missing an assessment deadline

It is crucial that you submit your work on time to avoid the university's penalties for work deemed to have been submitted late. Should you fail to do so, the following penalties will apply:

N.B.

- Penalties are a percentage of the maximum mark available for the assessment component which has been submitted late.
- All coursework assessments have a published submission time which should be no later than 4pm

The late submission penalties which will be applied to coursework submitted after the published deadline are:

- i. Up to and including 24 hours after the deadline, a penalty of 10%.
- ii. More than 24 hours and up to and including 5 working days after the deadline; either a penalty of 10% or the mark awarded is reduced to the pass mark, whichever results in the lower mark.
- iii. Where work is submitted outside of the stipulated late period (greater than 5 working days late) it should not be marked and a mark of zero awarded.

Examples of the penalties for coursework submitted up to and including 24 hours after the deadline:

- *If the maximum mark for the assessment is 100 and a student submits the assessment 2 hours after the deadline, the student's mark will be reduced by 10 (so that a mark of 65 will be reduced to 55, a mark of 48 will be reduced to 38 and so on).*
- *If the maximum mark for the assessment is 50 and a student submits the assessment 2 hours after the deadline, the student's mark will be reduced by 5 (so that a mark of 40 will be reduced to 35, a mark of 36 will be reduced to 31 and so on).*

Examples of the penalties for coursework submitted more than 24 hours and up to and including 5 working days after the deadline:

Where the maximum mark for the assessment is 100

Student	A	B	C	D	E
Pre-penalty mark	100	50	45	40	30
10% penalty of the maximum mark – in this case 100	90	40	35	30	20
or					
Mark awarded is reduced to the pass mark	40	40	40	40	40
Outcome (the lower mark)	40	40	35	30	20

- *These penalties should be taken into account when deciding submission dates.*
- *Where multiple submissions (hardcopy and electronic copy) are required guidance must make clear to students whether failure to submit in only one format constitutes 'non submission'.*

11. POSSIBLE PROBLEMS AND SOLUTIONS

The following section explains possible solutions to problems which you may experience during your course and study, and which may mean that you are unable to complete your course as originally planned. In all cases the emphasis is on getting advice from the appropriate person. It is important that you talk through any problems you might be experiencing with appropriate staff, whether with your Course Tutor or somebody independent of the department such as Student Support Services or the HE Team.

Unable to meet a deadline due to medical or personal circumstances

If you feel that your studies are being affected by medical or personal circumstances, you should discuss these circumstances with your Course Tutor the first instance, you may then be referred to Student Support Services and/or the Senior Academic Quality Officer (HE). The circumstances may be something which you

cannot overcome or manage without an impact on your ability to attend teaching and undertake assessments because they occur suddenly, unexpectedly or are severe in nature. There is no definitive list of such situations, and the College recognises that difficulties impact people in different ways.

The earlier the College is made aware of any impacting circumstances, the earlier support options can be made available. Some of these options may become limited, or not be available at all, if you wait until after the assessment submission date or until the end of an academic year before disclosing any mitigating circumstances.

Please see the [University of Hull regulations](#) for extension requests and additional consideration, in particular Annex 1 for guidance on the type of evidence required.

Extending a submission deadline may help ease the impact of your personal circumstances, however, it is important that you are aware that this could impact on other submission deadlines which could impact on your overall performance.

Application for an Extension of up to 10 days

The extending of a submission deadline applies to course work submission only. Other types of assessments such as examinations and presentations for example, are held on fixed dates and therefore an extension is not applicable. It is the responsibility of the student to manage their time according to the assessment submission schedule and ensure that work is submitted by the published deadline. Missing a deadline will generally mean that work is subject to a penalty and may not be marked at all. If you are unable to submit a piece of assessed work by the date published, you may apply for an extension. **This application must be made no later than 48 hours after the published submission deadline and supported by appropriate documentary evidence.** Requests received after the submission deadline will not be considered. The Application for Extension form can be found on the [College website](#).

Application for Additional Consideration

In exceptional circumstances you may apply for additional consideration. The Application for additional consideration form can be found on the [College website](#) and may be submitted when, due to personal circumstances you are unable to complete module assessments by the deadline date or where you consider that the quality of your performance on a module has been adversely affected by a particular personal circumstance.

Applications for additional consideration 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. and should be submitted prior to the assessment submission date.

In exceptional circumstances completed forms may be accepted up to 10 working 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.

All applications for additional consideration will be considered by the College. Where the College is satisfied that the evidence submitted is appropriate and the request for additional consideration is approved, one of the following outcomes will be applied:

- You will be given the opportunity to submit the affected assessment with a revised deadline for submission
- if an attempt at the affected assessment or examination has been made, you, after having received the mark, will be offered the opportunity of a new fresh attempt. Advice and support can be sought.

*A fresh attempt shall be interpreted to mean, in the case of a first attempt, that the candidate is offered a new first attempt, and in the case of a reassessment, that the candidate is offered a new reassessment. The original mark will be void.

Exceptional Circumstances

Many student support needs can be met by reasonable adjustments or can be catered for through either the extensions process or the request for additional consideration outlined above. There are, however, some exceptional circumstances which may need further support measures to be implemented, For example:

- Domestic Violence or other forms of abuse or physical assault
- Rapid deterioration in student mental health in the weeks leading up to the assessment
- Serious deterioration in physical health condition
- Significant caring responsibilities which may impact on attendance and performance.
- Ongoing, long term mental or physical health issues.

The College will identify whether a case you have submitted is highlighted as an Exceptional Circumstance and note this on your student record (if applicable). This means that should the circumstances continue to affect you; you will be able to submit the form, but you won't be required to hand in additional evidence. The College will agree a date when the exceptional circumstances will be reviewed, and you will be notified by email.

If you are considering withdrawing from the course

One of the benefits of the credit accumulation system operated by the University/Craven College is that it is often possible to take any credits gained where you have not completed your course and use them in the future, for example to resume your studies on the same course or at another college/university. The University of Hull considers that credits have a maximum 'shelf life' of 9 years, although re-admission would depend on the specific course of study in question, and therefore a shorter shelf life might apply. You may also be entitled to an 'interim award' if you withdraw before completing the course as follows:

- Successful completion of 120 credits: Certificate in Higher Education (subject studied)

If you decide to withdraw from the course, you must do this by email to withdrawals@craven-college.ac.uk explaining the reason for your withdrawal.

Suspension of study

An alternative to withdrawing from your course of study might be to suspend your studies for a period of time. This might enable you to resolve the difficulties which are affecting your studies, whether medical, personal or financial. Permission to suspend study requires the approval of the University on the recommendation of Craven College and must be supported by appropriate supporting documentation and details of the length of time requested, the reasons, and the last date you wish to attend the course.

The full version of the University of Hull's regulations relating to the suspension of study is available via the [University's Quality and Standards website](#) under the student information section.

In very special circumstances it may be appropriate to repeat a complete semester (including the teaching and assessment periods) or a complete year. Repeating the semester, or year, means you repeat that section, including all assessments, clearing your previous attempt. You must note that a repeat period will only be approved where you can clearly establish written evidence of either medical circumstances or exceptional personal circumstances or, in some cases, disability-related concerns which have been so serious that they have had a significant effect on your ability to undertake your studies, and that they have lasted for a large part of the year. Requests to repeat will not be accepted in cases where a student has simply performed poorly and wants 'a second chance'. In all cases, you must submit a medical certificate or information from a reliable and verifiable source other than yourself. The above rules also apply to any request to reapply for the same course of study. Applications to repeat are decided by the University's Student Cases Committee on the recommendation of Craven College. It is important that you consider the financial implications of this, and inform the Student Loans Company of any changes to your original course end dates..

12. FEEDBACK ON YOUR WORK

Feedback, following moderation, should be received inside a four-week period excluding College holidays. Feedback should:

- Align to learning outcomes and indicate specifically whether each outcome has been achieved, and if not the reasons for this judgement
- Be suitable to level and encourage a scholarly approach
- Identify academic skills and transferable skills in addition to specific learning outcomes
- Identify strengths to build on
- Identify areas for future development
- Clearly express professional judgements

Where appropriate, marks for individual pieces of assessed work will be given to you during the module to enable you to utilise feedback when completing the module. However, all results are provisional, which means they may be changed by the module board, for example on the advice of the external examiner. Marks are not final until the Programme Board of Examiners has met. The fact that a Module Board reduces a mark previously notified to you as provisional does not constitute a ground for appeal. The Programme Board of Examiners usually meets at the end of the academic year.

13. ACADEMIC MISCONDUCT – PLAGIARISM AND CHEATING

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. Use of others work must be referenced using Harvard Referencing.

Such conduct is punishable when undertaken by any Craven College / University of Hull student on any programme, whether acting alone or with others, and conduct which amounts to an attempt to use such means is also a breach of the regulations. The [Higher Education Student Academic Misconduct Policy](#), available on the College website, defines the procedures which must be followed when an allegation is made. It is essential therefore, that you recognise that the University and Craven College take very seriously any form of illegitimate conduct, especially plagiarism, and that if you are judged to have breached these Regulations this could result in you not being awarded your degree. It is your responsibility to ensure that you have understood the guidance you have been given about referencing –and therefore how not to commit plagiarism.

It is your responsibility to ensure that you have understood the guidance you have been given about referencing –and, therefore, how not to commit plagiarism. When completing your electronic submission via Turnitin you are agreeing with this statement and are declaring that the work which you are submitting is your own. If you have any doubts, you must seek advice from your Course Tutor.

14. COLLEGE SUPPORT AND STAFF

Craven College HE office email:

HE@craven-college.ac.uk

Gillian Thom, Higher Education Business & Development Leader

Gillian oversees the HE provision at College, working closely with HE Tutors and support staff across College. Contact Gillian by email gthom@craven-college.ac.uk or via Teams

Diane Ward, Senior Academic Quality Officer (HE)

Diane may provide guidance about extensions and mitigating circumstances, regulations for the approval of marks and the decisions made by the Board of Examiners. Diane also administrates all HE meetings and holds focus groups with HE student groups. Contact Diane by email dward@craven-college.ac.uk or 01756 243506

Student Support Services

The Student Support Services Team provide non-academic support and advice and may also help with personal problems which may affect your success on your course. Student Support Services can also give you information about the bursaries available to HE students and offer advice to 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 Services Manager

Catherine can help with all matters relating to welfare and financial support. Contact Catherine on 01756 707254 or 07921 214115

Specialist Support: Kirsty Gibson, Specific Learning Difficulties (SPLD) Specialist

Kirsty co-ordinates support for students across College and oversees the Study Support Centres in the Whernside Building at the Aireville Campus and the Learning Hub at TAA. The Study Support Centres provide academic support and can help you with developing your research skills, provide support with organising/prioritising your workload, along with dyslexia support and support with a specific learning difficulty. Contact Kirsty by email kgibson@craven-college.ac.uk

Additional Support including Disabled Students' Allowance: Sarah Kearney, SEND Team Leader

If you declared a learning difficulty or disability at enrolment, you will be invited for a one to one meeting with a member of the College's SEND team to discuss your disability/learning difficulty and what additional support might be needed. You may be also asked to provide evidence to confirm the disability/learning difficulty.

You may be eligible to apply for the Disabled Students' Allowance if you are a full or substantial part time student on a Higher Education course and you have a disability, including a: long-term health condition; mental health condition; specific learning difficulty. Disabled Students' Allowances (DSAs) are paid on top of your other student finance. They help you pay the extra costs you may have because of your disability and don't have to be repaid. The amount you will receive depends on your individual needs - not your household income. If you're a part-time student your 'course intensity' can affect the amount you get. Advice can be found by following: <https://www.gov.uk/disabled-students-allowances-dsas/what-youll-get> . Sarah, or a member of the team may be able to provide advice.

Careers and Employability

The careers team are based in room W1.07 at the Aireville campus and area available to support work experience and placements and provide careers and employability advice. Contact the team by email careers@craven-college.ac.uk

Counselling

If you want to talk in confidence about any worried you have, our approachable Counselling Team are available for you to speak to privately, to help you manage and overcome your problems. Our counsellors are professionally trained and widely experienced and will provide you with a safe and secure place for you to discuss any worries such as anxiety, feeling down or depressed, stress, family and relationship problems or any other concerns that may be affecting your progress. Any questions about the Counselling Service can be made on a confidential basis by calling 07984 599 789 or contact bloomfield@craven-college.ac.uk.

15. BURSARIES

If you get into financial difficulties while studying or find yourself facing extra costs in completing your course, then help may be available from the College's Widening Participation Bursary, which is used to widen access to and remove financial barriers to participation in Higher Education wherever possible.

The Bursary scheme is open to full and part-time students who commenced their studies after 1st September 2016.

Achievement Scholarship,

This award is available to students on a full time or part time programme of study who have an annual household income, including benefits of £25,000 or less. Attendance on the programme must be 90% or

above at the beginning of January (other than extenuating circumstances) for the February payment to be made.

Specialist Kit and Equipment Support

This support is available to students on a full time or part time programme of study who have an annual household income, including benefits of £21,000 or less. Students may claim 50% back on the purchase of specialist kit and equipment. Each case will be authorised by the Head of Department.

Help towards the cost of meals on campus

This support is available for students on a full time or part time programme of study who have an annual household income, including benefits of £16,190 or less. Students may claim support for College meals up to the value of £3.00 per day.

Your household income is made up of your income plus the income of:

- Your parents, if you're under 25 and live with them or depend on them financially
- One of your parents and their partner, if you're under 25 and live with them or depend on them financially
- Your partner, if you're over 25

<https://www.gov.uk/apply-for-student-finance/household-income>

Care Leavers Bursary

This is available for any UK and EU student who has left local authority care in the 2 years prior to enrolment on the first year of study, as a non means tested bursary. An individual award of £600 (pro-rata for part-time students) in each year of study (excluding any repeat year) will be payable in 2 instalments in October and February. Attendance on the programme must be 90% or above at the beginning of January (other than extenuating circumstances) for the February payment to be made.

To apply for this financial support:

You will need to register on <https://craven.paymystudent.com/portal/>

The link to this page is also on MyCraven:



Following registration, you will receive an activation email to your College email account. Once activated you will be able to log in to PayMyStudent, complete the eligibility questionnaire and upload your evidence.

The application will then be processed, and you will receive a letter via email confirming your eligibility.

16. EXTERNAL EXAMINER FOR THE PROGRAMME

External Examiners are appointed by the University of Hull 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 annual External Examiners report for your course can be found on your course MOODLE.

17. HEALTH & SAFETY

Statutory Law and Local Authority Health & Safety policy impose certain obligations on all staff, students and clients. The College's [Health & Safety Policy](#) provides full details.

The following are basic requirements:

- You must comply with any written or verbal instructions regarding health and safety whilst on College premises or involved in College activities
- You have a duty to protect yourself from injury, including the use of protective equipment when considered necessary by the College
- You must conduct yourself, at all times, in such a manner as not to endanger yourself or others
- All accidents (however slight) must be reported immediately to a member of staff who will complete an accident record
- Do not attempt to move heavy objects which may cause injury or operate machinery or equipment unless trained or supervised

Fire and evacuation procedures

- Check the main emergency exit route and secondary route from the venue of your course
- On hearing an alarm, leave the premises quickly and calmly following staff instructions; do not use lifts
- Leave all handheld possessions behind
- Register with your tutor at the designated assembly point outside the building and follow instructions
- Do not re-enter the building until told it is safe to do so by someone in authority

If you discover a fire

- Inform a member of staff immediately or break the glass on the nearest alarm
- Leave the building quickly and calmly and make your way to the assembly point; do not use lifts
- Please note that Craven College operates a **NO SMOKING** policy in all its buildings

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. A personal Fire Evacuation Plan may need to be developed. This will then be used in any evacuation of the buildings.

18. ACADEMIC 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 tutors will be able to provide career and industry/sector advice, in addition to the Careers Team.

Induction arrangements

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 allows opportunities for the development of study technique. Tutorial sessions may also include study skills reminders. In addition, you will notice that many other modules include learning outcomes which encourage you to develop your on-going study skills.

The Learning Hub has books and journals, many of which are on-line, to help you improve your study technique. The Learning Hub staff based at Skipton are available to help you to find online resources too and can be contacted by email learninghub@craven-college.ac.uk or telephone 01756 693818. Help is also available from the Study 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.

19. OPPORTUNITIES FOR PERSONAL DEVELOPMENT PLANNING

Your Personal and Professional Development or similar module 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, analysing your skills and developing action plans for improvement. It is expected that this will continue throughout your Course at the College.

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.

20. 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

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

Brynmor Jones Library (University of Hull campus)

As a student on a programme validated by the University of Hull, you have full reference access to the Brynmor Jones Library (BJL) situated on the Hull Campus.

The Library has a variety of study spaces, including bookable study rooms, silent areas, and social learning spaces with furniture that can be arranged to suit your needs. There are PCs on each floor, and the high quality Wi-Fi means you can use your own device. The ground floor is home to the Library Café, the University's Art Gallery, and the Exhibition Space.

The Library provides access to a wide range of quality academic resources to support your studies, including books, print journals and reference works. eResource access on campus may also be available, dependent on resource licensing terms. **If you wish to use eResources you will need to book ahead of your visit using the [Day Visitor scheme](#).**

If you wish to use the Library you will need to obtain a student card. The student card that you receive on enrolling with the University is also your library card and you will need it to enter and make use of the library.

You will be given details about when you will receive your student card as part of the enrolment process.

Further information on the Brynmor Jones Library can be accessed via <https://www.hull.ac.uk/library>

Catering Services

The Three Peaks Café team provide refectory and hospitality services for all staff, students and visitors to the College. There are two catering outlets which are based at the Aireville and the Action Mart campuses. Our aim is to provide a good selection of freshly prepared food, a balanced menu with healthy options and at a price that is affordable to everyone. The catering services are managed by Simon King who can usually be found in the café at the Aireville campus if you have any special requests.

Hull University Student's Union

Hull University Student Union (HUSU) is the University of Hull's award-winning students' union. It offers a wide range of services and activities, including the multimillion-pound Asylum nightclub and many other amazing facilities. As a partner college student you are able to access all of HUSU's commercial services, venues and events. In addition, you have the option to join as an Associate Member for free, which would allow you access to hundreds of HUSU activities as well as over 150 sports clubs and societies. Just visit <https://hulluniunion.com/associate-membership> to find out how you can join. There may be charges for individual activities, and to join sports clubs and societies. For more information on the above please see www.hulluniunion.com or contact HUSU via email HUU-Officers@hull.ac.uk

21. ASSESSMENT AND PROGRESSION, INCLUDING REASSESSMENT

It is part of the requirement of your course that you are available to attend all timetabled sessions and submit work by the published deadline dates.

Reassessment

You will always be given the opportunity to undertake reassessment in modules in which you have not achieved the pass mark. Reassessment shall be by:

- i. resubmission of the same, amended, piece of work (where appropriate)
- ii. resit of an examination, or,
- iii. submission and assessment of a new piece of work.

You will be notified if you are required to complete reassessment which will include the type of reassessment and the deadline date for submission.

The method of reassessment is made clear within the module handbook/specification. The University regulations state that you have a right to be reassessed in the failed module on one occasion only. This being where you have not achieved a weighted average mark of at least 40%. The mark for any component of assessment in which you are reassessed shall be capped at the pass mark. All assessment regulations can be accessed via the [University's Quality and Standards website](#).

Reassessment may not always be required; compensation, referral or condonement may be considered. Please see the regulations for the University of Hull validated [Foundation Degree](#) and [Honours Degree](#) awards for more information.

22. DETERMINATION OF RESULTS

This will be completed in your actual handbook

Module Title	Task 1 assessment & weighting	Task 2 assessment & weighting

Approved marks

Boards of Examiners

Your progression on your course (i.e. whether you have passed one year and can move onto the next) and your eligibility for the award and degree classification (if applicable) will be determined by Boards of Examiners governed by the University of Hull regulations. There are two levels of Boards of Examiners:

- Module Boards, which decide the mark to be awarded for each module.
- Programme Boards, which decide whether you can progress to the next year of the course and the classification of degree if you have reached the end of the Foundation Degree or Honours degree.

Boards of Examiners include membership from the staff who deliver the course, staff from the College, staff from the University and the External Examiner(s) appointed by the University to oversee the academic standards of the award. The External Examiner is a member of staff from another University or similar body who is experienced in the subject area of your course.

End of course results

Your results will be accessed via Promonitor and you will be notified by email when they are available. You will not be able to get your results before the published deadlines, and under no circumstances will your results be given to you over the telephone, nor will they be given to another person on your behalf.

Foundation Degrees are classified with Pass, Merit or Distinction. The classification is based on the average mark across all modules studied at level 5 alone. An average of 40% at level 5 is required to achieve the Foundation Degree.

Distinction: Average of 70% or above

Merit: Average of 60-69%

Bachelor Honours Degrees are classified with First Class, 2:1, 2:2 or 3rd. The classification is based on the average mark across all modules studied at level 6.

First class Average mark of 70% or above

Upper Second class Average mark between 60% and 69%

Lower Second class Average mark between 50% and 59%

Third class Average mark between 40% and 49%

You are entitled to an official transcript which sets out the full record of your results for the whole of your course of study. This will be produced by the College in accordance with guidance issued by the University

(as the awarding body). You should note that you will be refused a transcript if you are in debt to the College for your tuition fees. You will be presented with your transcript and award certificate at Graduation.

Graduation

Craven College's Graduation Ceremony takes place every year to celebrate the success of our students – not just their success with us but their future success in education or employment after Craven College.

The Graduation ceremony usually takes place in September. Invitations are posted and emailed to students at the beginning of August; details are also posted to the College website.

23. RELEVANT POLICIES AND PROCEDURES

Appeals procedure

The University and Craven College have a set of procedures governing your right to appeal against a decision about your academic progress. It is important to be aware that you cannot appeal simply because you disagree with a decision of your department, for example to award 55 for a piece of work. You must be able to show that there has been some defect in the process by which that decision was made, such as not following procedures, bias or prejudice on the part of the examiner, or failure to consider relevant factors (such as mitigating circumstances). Appeals must be lodged within 15 working days of you receiving notification of the decision against which you wish to appeal. The University will allow students who have submitted an appeal to graduate and also allow students who have graduated to submit an appeal (provided they are within the 15 working day window). The candidate will graduate with the classification awarded and, if the appeal is subsequently upheld, any change will result in a new award being made.

If your appeal is heard but rejected by Craven College you will have a final 'right of challenge' to the University but only if you can show that the College's Appeal Committee has not acted in accordance with its powers. Details of this right will be provided to you in the event that your appeal within Craven College is turned down.

University of Hull Student Cases Committee

The Student Cases Committee is a committee of the Education Committee and acts within the remit of the Education Committee, and within the delegations given to it by the Education Committee. It provides assurance to the Education Committee regarding the consideration and determination of individual student cases submitted by students and academic areas. The Student Cases Committee deals with individual student cases, including overseeing all matters of academic discipline e.g. termination of programme of study and academic appeals for both on-campus and collaborative students. SCC considers and adjudicates cases involving individual students including matters relating to suspension of study, extensions to periods of study and repeat periods of study. SCC is also responsible for the management of the University Appeals Process.

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](#).

As a student on a course leading to an award of the University you have a final right of challenge to the University, but only where you can demonstrate that the College has not considered your complaint in accordance with its published procedures. The University will not reconsider the merits of the complaint. Craven College is responsible for providing you with information about your rights.

Data Protection Policy

The *Data Protection Policy* can be found on the [College website](#)