



**The Course – Sample Student Handbook 2024-25  
for**

**FdSc Aviation Management and Operations (with pilot studies)**

Level 4 and Level 5

**Validated by the University of Hull**

**\*\*Please note this is a sample of the handbook that you will be given at the start of your course, which will include an academic calendar and relevant submissions dates for your study year. \*\***

This handbook is available in alternative formats from the HE Office [HE@craven-college.ac.uk](mailto:HE@craven-college.ac.uk)

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## 1. WELCOME AND INTRODUCTION

### Award title

**FdSc Aviation Management and Operations (with pilot studies)**

### Course code

**Level 4 HE00012L/ 1A (Management) HE00013/1A (Pilot Pathway)**

**Level 5 HE00012L/2A (Management) HE00013/2A (Pilot Pathway)**

Welcome to Craven College. In particular, welcome to the Foundation Degree in Aviation Management and Operations

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 Student Team](#) – speak to your Course Tutor if you cannot access the HE Student Team. You will find lots of additional information including: HE study skills; digital skills; bursaries; academic misconduct guidance and more. 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

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.

L4 Modules you will study this year:

Module Title and hand in code	Task 1 assessment & weighting	Example Hand in date	Task 2 assessment & weighting	Example Hand in date
Personal and Professional Development (PPD)	Presentation 50%	17/11/23	Report 50%	06/01/24
Airline Operations (AIRL)	Report 50%	22/11/23	Presentation 50%	08/01/24
Development of the Air Transport System (DAT)	Report 50%	29/11/23	Presentation 50%	10/01/24
Managing Customer Service in an Aviation Environment (MCS)	Presentation 50%	21/03/24	Report 50%	19/05/24
Airport Operations (AIRP)	Report 50%	17/04/24	Presentation 50%	13/05/24
Health Safety and Security in Air Transport (HSS)	Report 50%	12/04/24	Presentation 50%	22/05/24

Level 5 Modules you will study this year:

Module Title and hand in code	Task 1 assessment & weighting	Example Hand in date	Task 2 assessment & weighting	Example Hand in date
Business Development and Marketing (BDM)	Written report 75%	17/11/23	Group Presentation 25%	20/12/23
Human Performance (pilot studies only) (HUP)	Exam 10%	15/11/23	Case Study 90%	15/01/24
Human Resources and Management (HRM)	Presentation 50%	24/11/23	Report 50%	19/01/24
Economics (Management studies) (ECO)	Economics Portfolio 100%	12/01/24		
Project Management (Management studies) (PRM)	Academic Poster and Presentation 25%	12/04/24	Report 75%	24/04/24
Leadership and Management (LSM)	Academic poster and presentation 100%	22/05/24		

Decision Making (DCM)	Written report 100%	13/05/24		
Navigation (Pilots) (NAV)	Exam 25%	12/04/24	Flight plan and rational 75%	15/05/24

Best wishes to you in your future studies.

### 3. EXAMPLE ACADEMIC CALENDAR FOR L4 2024/25

		w/c	Mon	Tues	Weds	Thurs	Fri		
	<b>AUG 2023</b>	14				Enrol		Enrolment dates tbc	
		21							
Teach Wk No	<b>ADMIN WK</b>	28	BH	MD			AAC / HE BoE	Deadline for reassessment marks to HE Team Tues 30th Assessment Approval / HE Board of Examiners Fri 1 Sept	
	<b>SEPT 2023</b>	4				Enrol		Enrolment for HE in person - Aireville Campus ??? 4.00-6.30pm	
		11					Grad	HE Graduation - Fri 15 Sept	
1	<b>SEM 1 START</b>	18						HE Induction Week	
2		25							
3	<b>OCTOBER</b>	2						HEOM - date TBC	
4		9	OE		TAA OE			Scholarly Activity Group - date TBC	
5		16						PPD Draft Task 1 Thurs 19th Oct	
6		23		HE SMB	CPD			HE Scheme Management Board - Tue 24 Oct CPD afternoon Wed 25 Oct/ Airline Ops Draft Task 1 Wed 25th	
		30						HALF TERM 30 October-3 November 2023 Inclusive	
7	<b>NOVEMBER</b>	6	HE Beginning of Course survey open 6- 17 Nov						ATD Draft Task 1 Tue 7th Nov
8		13							PPD Task 1 Thurs 16th Nov Presentations Tue 21st & Tue 28th Nov
9		20	OE					Airline Ops Task 1 22nd Nov	
10		27			TAA OE			ATD Task 1 Tue 28th Nov/PPD draft Task 2 Fri 1st Dec	
11	<b>DECEMBER</b>	4						HEOM - date TBC Airline Ops Draft Task 2 Mon 4th Dec	
12		11						ATD Draft Task 2 Tue 12th Dec	
13		18	AAC				H&WB	Health & Wellbeing morning Fri 22 Dec Assessment Approval Committee 18/ PPD Task 2 Fri 22nd Dec	
XMAS		25	BH	BH	ED	ED	LH		
		1	BH	LH	LH	ED	ED		
14		8						ATD Task 2 Tue 9th Presentations Wed 10th & 17 Jan 24/Airline Ops Task 2 Mon 8th Presentations Tue 9th and Tue 16th Jan 24	
15	<b>SEM 1 END</b>	15						Semester 1 ends 19th	

		22	OE		TAA OE			HE Reading Week	
1	SEM 2 START	29					TM	Semester 2 begins 29th	
2	FEBRUARY	5			CPD			HEOM date TBC / CPD afternoon Weds 7 Feb	
		12						HALF TERM 12-16 February 2024 Inclusive	
3		19							
4		26				MD	RAR	Deadline for S1 marks to be input 29th/Cust Ser Task 1 Draft Wed 28th UoH Reassessments released 30th - 4 week RA window	
5	MARCH	4		S Dev				Staff Dev Day Tues 5 Mar/HSS Draft Task 1 Thurs 7th March	
6		11	OE		TAA OE	HE SMB		HE Scheme Management Board - Thu 16 March/Airport Ops Task 1 Draft Wed 13th March	
7		18					RAD	Health & Wellbeing afternoon Fri 22 Mar Cust Serv Task 1 Wed 20th Presentations recorded on teams	
	EASTER	25						UoH Reassessment submission deadline for students 29 Mar	
	April	1	BH	LH					
8		8	HE Exit survey Open 8 - 26 April						HSS Task 1 Fri 12th April
9		15							Scholarly Activity Group - date TBC Airport Ops Task 1 Wed 17th April
10		22							Airport Ops Draft Task 2 Fri 26th
11		29						Cust Serv Task 2 Draft Wed 1st May/HSS Task 2 Draft Fri 3rd May	
12	MAY	6	BH					HEOM date TBC	
13		13						Cust Serv Task 2 Fri 17th May/Airport Ops Task 2 Mon 13th May Presentations Tue 14th & 21st in-person	
14	SEM 2 END	20			CPD			CPD afternoon Weds 22 May / Semester 2 ends 24 May/HSS Wed 22nd May recorded Presentations on teams	
		27	BH	LH				HALF TERM 27-31 May Inclusive	
	JUNE	3							
		10			HE SMB			HE Scheme Management Board - Wed 12 June	
		17	OE		TAA OE				
		24			MD		H& WB	Deadline for marks to be input/sent to HE 26 Jun Health & Wellbeing morning Fri 28 June	
JULY ADMIN WEEK		01		Pre- BoE			HE BoE	HE Board of Examiners Fri 5 Jul, Pre-Boards Tues 2 Jul Scholarly Activity Conference date TBC	
	JUL	8	RAR					UoH Reassessments released 8 Jul - 4 week RA window	
	AUG	5						UoH RA submission deadline 5th Aug	

	AUG	26	BH	MD			AAC / HE BoE	Deadline for reassessment marks to HE Team Tues 27th HE Board of Examiners am / Assessment Approval pm Fri 30 Aug
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#### EXAMPLE ACADEMIC CALENDAR FOR L5 2023/24

w/c	Mon	Tues	Weds	Thurs	Fri	
14				Enrol		Enrolment dates tbc
21						
28	BH	MD			AAC / HE BoE	Deadline for reassessment marks to HE Team Tues 30th Assessment Approval / HE Board of Examiners Fri 1 Sept
4				Enrol		Enrolment for HE in person - 4.00-6.30pm
11					Grad	HE Graduation - Fri 15 Sept
18						HE Induction Week
25						
2						HEOM - date TBC
9	OE		TAA OE			Scholarly Activity Group - date TBC
16						Draft task 1 BDM Friday 20th Oct
23		HE SMB	CPD			HE Scheme Management Board - Tue 24 Oct CPD afternoon Wed 25 Oct Draft Task 1 Draft HRM Draft Fri 27th Oct
30						HALF TERM 30 October-3 November 2023 Inclusive
6	HE Beginning of Course survey open 6- 17 Nov					
13						Task 1 BDM Friday 17th Nov HUM/PERF Task 1 Wed 15th Nov
20	OE					Task 1 HRM Friday 24th Nov
27			TAA OE			Draft Task 2 BDM Friday 1st Dec
4						HEOM - date TBC
11						Draft Task 2 HUM/PERF Mon 11th Dec/ DraftTask 2 HRM Fri 15th Dec
18	AAC				H&WB	Health & Wellbeing morning Fri 22 Dec BDM Task 2 Wed 20th Present Thur 21st Economic Portfolio Draft Fri 22 <sup>nd</sup> Assessment Approval Committee 18
25	BH	BH	ED	ED	LH	
1	BH	LH	LH	ED	ED	
8						Task 2 Economics Friday 12th Jan
15						Semester 1 ends 19th Task 2 HUM/PERF Mon 15th Jan 24/Task 2 HRM Fri 19th
22	OE		TAA OE			HE Reading Week
29					TM	Semester 2 begins 29th
5			CPD			HEOM date TBC / CPD afternoon Weds 7 Feb
12						HALF TERM 12-16 February 2024 Inclusive
19						
26				MD	RAR	Deadline for S1 marks to be input 29th UoH Reassessments released 30th - 4 week RA window



4		S Dev				Staff Dev Day Tues 5 Mar Draft Task 1 PRM Fri 8th March
11	OE		TAA OE	HE SMB		HE Scheme Management Board - Thu 16 March
18					RAD	Health & Wellbeing afternoon Fri 22 Mar
25						UoH Reassessment submission deadline for students 29 Mar
1	BH	LH				
8	HE Exit survey Open 8 - 26 April					Task 1 PRM Fri 12th April/ Exam NAV 12th April
15						Scholarly Activity Group - date TBC
22						Draft Task 1 LSM Wed 24th April/Task 1 Draft Decision Making Mon 22nd May
29						Draft Task 2 PRM Friday 3rd May/Draft Task 2 NAV Fri 3rd May
6	BH					HEOM date TBC
13						Task 2 NAV Wed 15th May Present Thurs 16th May/Task 1 Decision Making Mon 13th May
20			CPD			CPD afternoon Weds 22 May / Semester 2 ends 24 May/ Task 2 PRM Fri 24th/ Task 1 LSM Wed 22nd May
27	BH	LH				HALF TERM 27-31 May Inclusive
3						
10			HE SMB			HE Scheme Management Board - Wed 12 June
17	OE		TAA OE			
24			MD		H&WB	Deadline for marks to be input/sent to HE 26 Jun Health & Wellbeing morning Fri 28 June
01		Pre- BoE			HE BoE	HE Board of Examiners Fri 5 Jul, Pre-Boards Tues 2 Jul Scholarly Activity Conference date TBC
8	RAR					UoH Reassessments released 8 Jul - 4 week RA window
5						UoH RA submission deadline 5th Aug
26	BH	MD			AAC / HE BoE	Deadline for reassessment marks to HE Team Tues 27th HE Board of Examiners am / Assessment Approval pm Fri 30 Aug

## INTRODUCTION TO THE PROGRAMME

It is your responsibility as a student to comply with the Course and module/unit requirements for The Fd in Aviation Management and Operations (with pilot studies) has been developed with the aim of fulfilling the needs of industry taking into consideration the geographical location as well as provide the aviation industry with entrants educated to a higher level.

### 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. All your work must be submitted recording your student reference number, you must not include your name. Each piece of work must also include

record of the word count or presentation length. **Please ensure you follow the [Assessment submission procedure for Higher Education](#)**

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 and 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 your absence on Proportal. Please report this on each day that you are absent.

### **Course communication**

You are advised to check your course Team and your College email account regularly for updates.

## **4. PROGRAMME SPECIFICATION**

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

## **5. MODULE HANDBOOKS**

See module handbooks available on Teams

## **6. ASSESSMENT AND MARKING CRITERIA**

### **Approval of assessments**

All assessments are approved by the Assessment Approvals Committee 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.

### **Academic Contact / External Examiner**

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

### **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 [Assessment Marking Criteria UoH courses](#) which can be found on the [HE Student Team](#).

## **7. 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 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 at least once each year. 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 at the end of semester 1 and semester 2 modules will be discussed in a focus group. Evaluation of modules enables 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.

## 8. IT INFORMATION AND ACCESSING COLLEGE SYSTEMS

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 within the app are for FE students only. The MyCraven app can be downloaded onto your own device from Apple and andriod stores.

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

Whilst studying at Craven you will use a range of IT packages including Office365, OneDrive, Microsoft Teams and Proportal. Information and guidance about your IT account and accessing these College systems can be found in the HE Student Handbook accessed through the [front page of the MyCraven app](#). **Please note your College email account must be used for all communication with College.**

### 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.

The IT 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](mailto: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.

### Moodle


Moodle is a virtual learning environment where your course tutor may upload information and resources for you to access throughout your course. Turnitin can be accessed through MOODLE

### 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 must be included on the cover page, remember you must follow the [filename instructions](#)**


#### 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

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 BETH LEVEL 5 MARKETING  
Presentation and Peer Feedback 23th November  
Report 18th December

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 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)

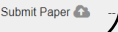
My Submissions

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)	7 Sep 2016 - 05:12	7 Dec 2016 - 23:59	10 Dec 2016 - 23:59	100

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

 Refresh Submissions

Submission Title	Turnitin Paper ID	Submitted	Similarity	Grade	Overall Grade	
--	--	--	--	--	--	

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



- 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 full consequences of missing a deadline, please see the outline below.

### **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](#). Failure to attend an allocated presentation delivery time will result in a mark of 0 being awarded for that assessment.

### **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'.

## 10. 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 assessments, or 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 such as your Course Tutor who may then refer you to Student Support Services or the Quality & Compliance Lead.

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 your problems.

**Please note independent documentary evidence is required for all requests** and may include a medical certificate, information from NHS app that includes your name and dates, letter from an employer, statement from a member of academic staff, statement of attendance from a counsellor, police report, legal documents etc.

\* self-certification may be used to report short periods of illness (1 – 7 days), or events that have caused trauma. **You may use the self-certification process for a maximum of two absences in a particular semester and a maximum of three absences in an academic year. If your period of illness is longer than five days, or if you have already used the self-certification process for the number of times as stated above, then you should seek medical advice and submit evidence as appropriate with your request.**

### Application for an Extension of up to 10 days

The extending of a submission deadline applies to course work or self-recorded presentations only. Other types of assessments held on fixed dates such as presentation delivery, practical or examination are not applicable. It is your responsibility to manage your 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 work by the date published, you may apply for an extension. **An application for an extension can only be approved if applied for 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 in the files section of the HE Student Team.

If the request is approved, an extension of **up to ten working days** will be applied from the original date of submission. If you require more than ten working days, you should make a request for additional consideration.

### **Application for Additional Consideration**

The application for additional consideration form can be found in the files section of the HE Student Team and may be submitted when, due to personal circumstances you are unable to complete assessments by the deadline date, including presentation delivery, practical or examination, 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 submitted within 10 working days of the submission date and must be substantiated by independent documentary evidence.**

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.

### **Examples of requests that are unlikely to be approved**

- A long-term or chronic health condition (including mental ill-health) which has not worsened recently
- A minor short-term illness or injury, which would not reasonably have had a significant adverse impact on assessment
- Circumstances which were foreseeable or preventable
- Holidays
- Pressure of academic work (unless this contributes to ill-health)
- Poor time-management
- Lack of awareness of dates or times of assessment submission or examination
- Failures of equipment, including IT systems and computer viruses. These will only be accepted when they occur site-wide, nationally or internationally and can be verified by an independent source
- Attending an interview for a job or placement (Where an interview for employment or a work placement clashes with a scheduled assessment, a student is expected to rearrange the interview)

- for a more appropriate time, if the Employer has flexibility to do that)
- Requests relating to group assessment, particularly in relation to the planning and preparation (e.g. intra-group conflict or absence/non-cooperation of one or more group members). Instead, these **should** be reported directly to the Module Tutor at the earliest opportunity
  - Routine commitments to paid or voluntary employment

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.

### **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](mailto: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.

Suspension of study may be granted for a maximum of one year but can be renewed provided that each level of the programme is completed within 3 years, including any suspension of study period.

There are times when the University may suspend a student continuing with their study if they are posing a risk to themselves or another, as part of the Student Support for Study process. Student Support for Study helps students to participate fully in relation to their academic studies, and as an engaged member of the University of Hull community.

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.

### **11. 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.

### **12. ACADEMIC MISCONDUCT**

Plagiarism, cheating, collusion, examination fraud and attempting to obtain an unfair academic advantage are forms of academic misconduct and are entirely unacceptable for any Craven College student.

All coursework must be submitted via Turnitin, which will scrutinise work for plagiarism and the use of AI. You will have the opportunity to use Turnitin 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.

In addition, you are required keep your work in your College Onedrive account, not your own PC, in order to ensure that a version history can be seen in the instance of suspected academic misconduct.

You are recommended to refer to the College's [Academic Misconduct guidance document](#) throughout your study. This document is filed in the HE Student Team and is updated regularly, please save the link to ensure you look at the up-to-date version.

It is your responsibility to ensure that you have understood the guidance 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.

### **13. COLLEGE SUPPORT AND STAFF**

**Craven College HE office email:**

HE@craven-college.ac.uk

**Gillian Thom, Higher Education Manager**

Gillian oversees the HE provision at College, working closely with HE Tutors and support staff across College. Contact Gillian by email or via Teams

**Diane Ward, Quality & Compliance Lead**

Diane may provide guidance about extensions and additional consideration, regulations for the approval of marks and the decisions made by the Board of Examiners. Contact Diane by the HE office email [HE@craven-college.ac.uk](mailto:HE@craven-college.ac.uk) or 01756 243506

**Gaby Kirwin, HE Administration Assistant**

Gaby may provide guidance about extensions and additional consideration, regulations for the approval of marks and the decisions made by the Board of Examiners. Contact Gaby by the HE office email [HE@craven-college.ac.uk](mailto:HE@craven-college.ac.uk) or 01756 708025

**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. Student Mentors are located on all campuses and can also provide information, advice and guidance with regard to Student Services and signpost you to the relevant support that you need.

**Study Support**

Study Support provides a space for students to complete work independently or with staff support. Study Support is based in W1.01 of the Whernside Building on the Aireville Campus and within the Learning Hub at TAA. The team of staff provide support with developing research skills, referencing, organising workload and time management as well as any support with learning difficulties or exam access arrangements. Call in or contact them by email: [studysupport@craven-college.ac.uk](mailto:studysupport@craven-college.ac.uk).

**Additional Support including Disabled Students' Allowance**

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 (DSA) which is support to cover the study-related costs you have because of a mental health problem, long-term illness or any other disability.

This can be on its own or in addition to any student finance you get.

The type of support and how much you get depends on your individual needs - not your household income. Advice can be found by following: <https://www.gov.uk/disabled-students-allowances-dsas/what-youll-get> . A member of the SEND team may be able to provide advice, you will find them in W1.07 at the Aireville Campus.

**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](mailto:careers@craven-college.ac.uk)

## **Counselling**

The College has a Counselling Service which offers therapeutic support to students whilst they are studying at with us. This Service provides a safe, confidential space for students to talk through and process any worries, concerns, or anxieties that they may be experiencing. We understand that study does not occur in a vacuum – a whole range of factors, situations and life events may impact upon wellbeing, confidence, and ability to study. If you want to talk in confidence to one of our counsellors, they will arrange an initial assessment appointment for you. The initial assessment meeting will provide you with an opportunity to explore what is happening for you at the current time, whether counselling is the most appropriate form of support, and whether you are willing and able to utilise the counselling sessions at this time. If we agree to go ahead with a counselling contract, we will set some goals for the counselling work ahead, look at your availability for ongoing counselling, and discuss the confidentiality boundaries that surround the work. We can then arrange ongoing weekly counselling appointments for you. Any questions about the Counselling Service can be made on a confidential basis by calling 07984 599 789 or by contacting the Counselling Service Coordinator Bo Bloomfield via email.

## **14. 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 (other than extenuating circumstances), for the payment to be made at the beginning of November.

### **Specialist Kit and Equipment Support**

This support is available to students on a full time or part time programme of study. Students who have an annual household income of less than £16,190 including benefits may claim for the full cost of specialist kit and equipment, and those with a household income, including benefits of £25,000 or less may claim 50% back. 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 £4.00 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>

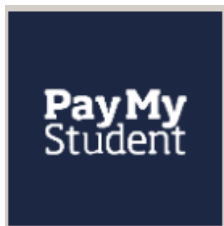
### **Care Leavers Bursary**

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.

### **15. 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) work with the College throughout the year and examine samples of students' work.

The External Examiner for this course is Ivan Stevenson, External Examiner, Asst. Professor, Senior Lecturer in Aviation Management, Coventry University. The annual External Examiners report for your course can be found on your course Team.

### **16. 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 basic requirements for Health & Safety, including the Fire and Evacuation Procedures can be found in the [HE Student Handbook](#).

### **17. 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 will 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 and study skills sessions at level 4 help build you study techniques. 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. Additional study skills reminders are delivered in tutorial sessions at levels 5 and 6

The HE Student Team contains [study skills resources](#) and 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](mailto:learninghub@craven-college.ac.uk) or telephone 01756 693818. Help is also available from the Study Support Centre staff.

## **18. OPPORTUNITIES FOR PERSONAL DEVELOPMENT PLANNING**

Your Personal and Professional Development 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.

## **19. 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. More information, including opening times can be found in the [HE Student Handbook](#).

### **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 your university student card. The student card that you receive on registration 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. This enrolment will also provide you with a validated student account.

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.

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

### **Catering Services**

Muliflight Café is available for hot and cold food throughout the year, but it is a separate business to the college and is situated slightly away from the college building. The college does have vending machines for drinks and snacks as well as a microwave to heat up food.

### **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/join-in/associate> 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](http://www.hulluniunion.com) or contact HUSU via email [HUU-Officers@hull.ac.uk](mailto:HUU-Officers@hull.ac.uk)

## **20. 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.

## 21. DETERMINATION OF RESULTS

### 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 final grades will be emailed to your student email account following university approval of the decisions made by the Board of Examiners. This is usually the end of July. 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%

If you have studied a foundation degree, your performance in the foundation degree programme shall not count towards the classification of your Honours degree. Classification is based on the weighted average of **level 6 modules alone**. Bachelor Honours Degrees are classified with First Class, 2:1, 2:2 or 3<sup>rd</sup>.

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 award certificate and Diploma Supplement 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.

## **22. 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; it 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 Craven College 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.

Office of the Independent Adjudicator (OIA)

If the procedure above has been completed and you are unhappy with the outcome, you may take your complaint to the [OIA](#). You can complain to the OIA about anything the College has done or failed to do. This might be about your programme of study, a service or a final decision of the College's disciplinary or appeal body. Further information including the rules and guidance note are available on the [OIA website](#).

### **Data Protection Policy**

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