



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

HNC and HND in Performing Arts

Awarded by Pearson (Edexcel)

****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. ****

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1. WELCOME AND INTRODUCTION

Award title

Course code

Welcome to Craven College. In particular, welcome to the HNC and HND in Performing Arts.

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

More information for 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.

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

Modules you will study this year, further details in the calendar below:

HNC

Sept-Dec	Jan-May
Unit 20 Devising Theatre and Performance	Unit 17 Acting for Camera.
Unit 29 Crewing	Unit 18 Voice and Speech for Actors
Unit 19 Movement	Unit 13 Acting 1
Year Long.	
Unit 2 Professional Development	
Unit 1 The Performing Arts Industry	

HND

Sept-Dec	Jan-May
55 Management Role	46 Auditioning
45 Immersive Theatre	44 Acting 2
	52 Performance Project
Year Long.	
32 Creative Research Project AEE Dissertation.	
33 Working in the Performing Arts Industry	

Best wishes to you in your future studies.

2. EXAMPLE ACADEMIC CALENDAR 24/25

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

1	SEM 1 START	16							HE Induction Week
2		23							
3		30							HEOM - date TBC
4	OCTOBER	07	OE						
5		14							
6		21	HE AB	CPD					HE Academic Board - Tue 22nd October CPD afternoon Wed 23 Oct
		28							HALF TERM 28 October - 1 November 2024
7	NOVEMBER	04	HE Beginning of Year survey open 4- 15 Nov						
8		11							
9		18			TAA OE	OE			
10		25							
11	DECEMBER	02							
12		09							HEOM - date TBC
13		16	AAC				H&WB		Health & Wellbeing morning Fri 20 Assessment Approval Committee 18
	XMAS	23	BH	BH	ED	ED	LH		CHRISTMAS BREAK 23 December - 3rd January
		30	BH	LH	LH	ED	ED		
14	JANUARY	06							
15	SEM 1 END	13							Semester 1 ends 17
		20			TAA OE				HE Reading Week
1	SEM 2 START	27					YR11		Semester 2 begins 27
2	FEBRUARY	03			CPD				CPD afternoon Weds 5 Feb
3		10							HEOM date TBC
		17							HALF TERM 17-21 February 2025
4		24				MD	RAR		UoH Reassessments released 28 - 4 week RA window
5	MARCH	03			S Dev				Staff Dev Day Weds 5 Mar
6		10			OE				
7		17			TAA OE	HE AB			HE Academic Board - Thu 20 March
8		24							UoH Reassessment submission deadline for students 28 Mar
9		31							Term ends Friday 4 April
	April EASTER	07							EASTER BREAK 07-21 April
		14				LH	BH		
10		21	BH						Term Starts Tuesday 22 April 2025
11		28	HE End of Year survey open 28 April - 9 May						
12	MAY	05	BH						HEOM date TBC
13		12							
14	SEM 2 END	19			CPD				CPD afternoon Weds 21 May / Semester 2 ends 23 May
		26	BH	LH					HALF TERM 26-30 May inclusive

3. 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 unit requirements for attendance and for completion of assessments on time. Please check the regulations specific to your programme which can be found on the [College website](#).

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

If you are absent from the College

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.

If you are absent through illness immediately prior to an assessment deadline, you may wish to request an extension to the deadline date from the HE Team. It is your responsibility to apply for an extension and it is useful to note that extensions are restricted and may not be approved, further information can be on the [College website](#).

If you are absent through illness on the day of an exam or presentation, you must submit a request for additional consideration and provide the College with a medical certificate as soon as possible. Further information can be found in the [Request for Additional Consideration](#) form.

Course communication

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

4. PROGRAMME SPECIFICATION

Please see the programme specification for this course which is available on the College website [Performing Arts \(Acting\) HNC Course - Craven College \(craven-college.ac.uk\)](#)

5. UNIT HANDBOOKS

See unit handbooks available on the Teams you have been added to.

6. ASSESSMENT AND MARKING CRITERIA

Approval of assessments

All assessments are internally verified and recorded at the Assessment Approvals Committee for approval prior to issue to students. External Examiners are invited to comment on assessment briefs.

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 grade, which will be clear in the assessment brief and therefore approved at the Assessment Approvals Committee.

Summative assessments

Summative assessment is a final assessment decision on an assessment task in relation to the assessment criteria of each unit. It is the definitive assessment and recording of the student achievement. Students should be familiar with the assessment criteria to be able to understand the quality of what is required. They should be informed of the differences between grading criteria so that higher skills can be achieved.

Internal Verification

Summative assessment will be marked by the Unit Tutor. Following the marking, sample work will be internally verified to ensure that the work meets the national standards and that all students have been

judged fairly and consistently. An Internal Verifier can be anyone involved in the delivery and assessment of the programme that is able to give an expert “second opinion”. Marks are not final until the Board of Examiners has met.

7. EXTERNAL QUALITY ASSURANCE FOR THE PROGRAMME

External Examiners / Verifiers are appointed by the awarding body and are not members of the programme and assessment team. Their role is essentially that of a moderator, they do not mark work but moderate the decisions made by internal verifiers. They sample students’ work at various levels of achievement and look for evidence of fairness, consistency and that assessment decisions are based on the qualification criteria for achievement. External Examiners / Verifiers 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.

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 at least once each year. You will be invited to give your opinion about various aspects of studying higher education at Craven

Unit evaluation

You may be asked to complete a short unit evaluation form following completion of your units at the end of semester 1 and semester 2 units will be discussed in a focus group. Unit evaluations enable the Course Team to make any amendments (if applicable) to enhance the unit.

Student surveys

You will be asked to complete surveys at the start and end of your course at Craven College. These are completed electronically and are managed by an external company. You will be prompted to complete the survey by email and you will access the survey using your student reference number. Please note, all responses 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)

Higher Education students across the country studying courses for 2 years or more, 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 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 android stores.



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 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:

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)	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.

Submit Paper

Submission Type

Submission Title*

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

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.

There are required fields in this form marked *.

Accessing Learning Hub and electronic resources

Information about the learning hub and all the resources you will need can be accessed through the MyDay app. The Learning Hub page contains help sheets, referencing and study skills information, a link to their online catalogue where you can search for resources and opening times for the Learning Hubs at the Aireville Campus and The Aviation Academy.

10. HOW AND WHERE TO HAND IN AN ASSESSMENT

Assessment Submission Procedure

Students are expected to meet all set deadlines (see section on exceptions).

- Each student will be allowed one draft submission. Students can then receive guidance as to how to improve their work
- Details regarding assessment submission are found in each unit Handbook
- Work must be submitted on the original due date, deadlines are non-negotiable. Students experiencing problems outside their control must apply for an extension or request additional consideration
- The deadline time for electronic submission is 12 midnight on the deadline date
- All written work and other work that can be submitted electronically will be submitted via Turn-it-in, which enables proof of submission
- If summative assessment work fails to meet the pass criteria, the student will be expected to undertake a reassessment. **The release of marks to students will trigger the resubmission period that will remain open for four weeks.** Please refer to the regulations document specific to your course for information about the consequences of missing a deadline.

Attendance at Presentations

Students are expected to upload presentation slides to Turnitin by the submission deadline and deliver the presentation at the specified date and time, failure to do so will result non-submission being recorded.

Missing an Assessment Deadline

If you fail to submit an assessment by the prescribed date without prior permission (see application for extension / request for additional consideration information below), this will be recorded as a fail at the first attempt. Students are normally permitted one reassessment opportunity per failed unit, however, the grade for that unit will be capped at a Pass.

Application for Extension

An application for extension of up to one week may be granted if, due to personal circumstances, you are unable to complete unit assessments by the submission date. The Application for Extension form can be found on the College website or the HE Student Team. **An extension request must be submitted 24 hours before the assessment deadline.** Requests submitted after the deadline will not be considered. When completed the form should be emailed to HE@craven-college.ac.uk . Please call the HE Team on 01756 243506 if you have any questions.

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

Request for Additional Consideration

In exceptional circumstances you may apply for additional consideration. The request for additional consideration form can be found on the College website or the HE Student Team and may be submitted when, due to personal circumstances, you are unable to complete unit assessments or where you are unable to attend a presentation, exam or group assessment. A request for additional consideration **must** be supported by independent documentary evidence, such as a medical certificate, letter from an employer, statement from a member of academic staff, statement of attendance from a counsellor, etc.

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

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

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, grades for individual pieces of assessed work will be given to you during the unit to enable you to utilise feedback when completing the unit. However, all results are provisional, which means they may be changed for example on the advice of the external examiner / verifier. Grades are not final until external moderation has taken place and approved by the Board of Examiners which meets at the end of the academic year.

13. 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.

12. 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 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 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.

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

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.

13. 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.

14. WITHDRAWING FROM YOUR COURSE

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

15. 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](#).

16. 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 your 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 or telephone 01756 693818. Help is also available from the Study Support Centre staff.

17. 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](#).

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.

18. APPROVED MARKS

Once work has been marked and checked by the External Examiner / Verifier, the grades are presented to a meeting of the Board of Examiners. Boards are held in July and September.

Higher National Certificate/Diploma (HNC/HND)

HNC/Ds are classified with Pass, Merit or Distinction. The classification is based on the grades achieved for all units studied in the course.

To achieve a Pearson BTEC Higher National Certificate qualification you must have:

- completed units equivalent to 120 credits at Level 4
- achieved at least a Pass in 105 credits at Level 4

To achieve a Pearson BTEC Higher National Diploma qualification you must have:

- completed units equivalent to 120 credits at Level 5
- achieved at least a Pass in 105 credits at Level 5
- completed units equivalent to 120 credits at Level 4

- achieved at least a Pass in 105 credits at Level 4

At the end of the course, the grades approved by the Board in July or September are then sent to the awarding body for approval. The awarding body calculates and awards the classification. You will be contacted via your student email with the classification awarded.

For further information about the procedure for approval of marks, decisions for progression and award and how these are communicated, please see the [Guide to Quality and Assessment Higher Nationals](#) which can be found on the College website.

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.

19. RELEVANT INSTIUTIONAL POLICIES AND STATEMENTS

Appeals procedure

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

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

Complaints procedure

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

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