



STUDENT GUIDE

2010-11

Bournemouth University

**WELCOME FROM THE VICE PRINCIPAL
OF THE UNIVERSITY CENTRE YEOVIL**

Welcome to Yeovil College and especially the University Centre Yeovil (UCY), the College's focus for higher education programmes.

We are delighted that you have chosen to continue your higher education studies at Yeovil and look forward to working together in ensuring that you successfully achieve your goal.

Our aim is to provide you with the appropriate resources, support and encouragement to enable you to gain your chosen qualification and in addition develop into a self-motivated, creative and competent professional – qualities that employers are looking for in students who have benefited from higher education.

The University Centre recognises that whether you are on a full time or part time programme, there will be times when you would welcome some additional help in continuing your studies. We have specialised staff who can give you help in learning support, financial advice, administrative matters, or personal issues. We also have an open access student resource area with library support. An adjacent coffee bar, with computer and internet access, provides a friendly environment for further discussion and working in groups.

I hope you enjoy your time at the University Centre Yeovil and wish you all the best for a successful future.

Jayne Lewis
Vice Principal
Participation, Development and UCY

Disclaimer

It is imperative that you read your Student Guide and retain it for reference. The Student Guide should also be read in conjunction with your Programme Handbook. It is therefore your responsibility to keep your own copies of both the Student Guide and Programme Handbook. The Programme Handbook also serves as a copy of your syllabi and should be retained upon completion of the programme.

The UCY reserves the right to charge a fee for replacement copies of either publication.

Information contained within this Student Guide is correct at the time of going to press (Sept 2010). However, some information may change and the University Centre Yeovil, Bournemouth University and the University of the West of England reserve the right to make changes to procedures, regulations and processes subject to maintaining equivalent standards. In particular there may be changes to the detail of the programme during its delivery and optional units may not all be available (depending on the demand from students).

Where you see this icon  see also Policies and Procedures in Section Two of this Student Guide.

SECTION ONE**GENERIC INFORMATION****CONTACT LIST**

UCY Staff		Location	Phone
Vice Principal, Participation, Development and UCY	Jayne Lewis PA: Rachel Middleton	University Centre	845424
Head of UCY	Richard Foyle	University Centre	845526
HE Programmes Administrator	Lynne Stocker	University Centre	845364
UCY Coordinator	Shirley Homa	University Centre	845454
UCY Administrative Assistant	Donna Evans	University Centre	845346
HE Learning Advisor	Phil Hunt	University Centre	845482
HE Student Liaison Officer	Helen Nourse	University Centre	845454
UCY Development Officer	Edward Thompson	University Centre	845454
HE Learning Resources Advisor	Barbara Ward	University Centre	845535
UCY Librarian	Sharon Smith	University Centre	845535
UCY Staff Room		UF02	845543
IT Services		Main Campus	845321

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TERM DATES – 2010-2011

Term dates for Full Time higher education courses held at the University Centre in the academic year 2010-2011. Part Time students should check for variations with their tutors.

Full Time Induction days: Tuesday 21, Wednesday 22, Thursday 23 and Friday 24 September 2010. Full time attendance is mandatory.

Foundation Degrees

Computing with Internet Technology
Business and Management

Sports Development and Coaching
Sustainable Graphics and Packaging

	Term 1	Term 2	Term 3
Year 1	27 Sept 10 -10 Dec 10	4 Jan 11 – 8 Apr 11	26 Apr 11 – 24 Jun 11
Year 2	27 Sept 10 -10 Dec 10	4 Jan 11 – 8 Apr 11	26 Apr 11 – 24 Jun 11

BSc (Hons) Sustainable Graphics and Packaging (Top up)

	Term 1	Term 2	Term 3
Year 1	27 Sept 10 -10 Dec 10	4 Jan 11 – 8 Apr 11	26 Apr 11 – 01 July 11

BA (Hons) English and History

	Term 1	Term 2	Term 3
Level C	27 Sept 10 -10 Dec 10	4 Jan 11 – 8 Apr 11	26 Apr 11 – 24 Jun 11
Level I	27 Sept 10 -10 Dec 10	4 Jan 11 – 8 Apr 11	26 Apr 11 – 24 Jun 11
Level H	27 Sept 10 -10 Dec 10	4 Jan 11 – 8 Apr 11	26 Apr 11 – 24 Jun 11

Reading Weeks

Monday 25 October to Friday 29 October 2010 inclusive

Monday 21 February to Friday 25 February 2011 inclusive

New Year's Day - Monday 3 January 2011

Good Friday - Friday 22 April 2011

Easter Monday – Monday 25 April 2011

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UCY Opening Times

UCY Reception will be open from 8 am to 6 pm Monday to Thursday and will close at 4.30 pm on Fridays during term time.

Access to the UCY building will be from 8 am until 9 pm Monday to Thursday and to 5 pm on Fridays term time.

Holidays and Reading Weeks

During holidays and reading weeks UCY Reception and building will close around 5 pm. There is a letterbox situated to the left of the main entrance when UCY Reception and the building are closed although access to the assignment box is maintained when the building is physically open.

PROGRAMME MANAGEMENT

The Programme Team

For every programme there is a **Programme Team** which includes student members normally representing each year of the programme. Programme Team meetings are normally held once a term and are a forum for discussion between staff and students about an individual programme - whether on matters of detail and trouble-shooting or on longer-term policy matters such as a substantial change planned for the programme. Quite a large number of students, including first year students, are involved in the decision making structure of the University at this level. There are always other opportunities for student participation in the organisation of their own programme - for example through systems of seminar group representatives, or regular meetings with the programme manager, or regular questionnaires.

Students are also represented on the Student Voice.

Membership of Programme Team:

Faculty Director

Curriculum Quality Manager

Head of Quality

Director of UCY

Programme Leader (Chair)

Link Tutor from the University

HE Programmes Administrator

Unit tutors and all teaching staff associated with the programme

Subject Librarian

Representatives of other relevant support services when appropriate

Student Representatives from each year

Matters arising from Programme Team meetings and Link Tutors reports are discussed within the college and university at the appropriate meeting.

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Each year the programme manager writes a monitoring report which contains an action plan for the continuous improvement of the programme based upon data gathered during the year and the comments made by External Examiners.

Whilst any member of the team is willing to provide students with advice on matters to do with the programme or the University and its resources, students should pay particular attention to the following staff roles:

The **Programme Leader** is responsible for overall management of programme and the conduct of regular programme management meetings attended by the programme team and elected student representatives. The Programme Manager is a good source of advice on procedural matters and on who to see in the event of difficulties and is a primary point of contact for students seeking advice on personal matters.

The **HE Programmes Administrator** is the point of contact for procedural issues and issues concerning the running of the programme. She is also the point of contact for all matters of quality, University Rules and Regulations and Policies and Procedures, supporting Programme Managers with validations, reviews and monitoring.

The **UCY Coordinator** in the University Centre is responsible for the day-to-day management of information concerning student details and records. The UCY Coordinator is a primary point of contact for students seeking advice on personal and financial matters and deals with such issues as absence, requests for extensions to assignment submissions and any problems associated with Programme / University regulations. She is a good source of advice on procedural matters and on who to see in the event of difficulties or changed circumstances.

STUDENT REPRESENTATIVES

Student Representatives play a crucial role in the development and smooth running of the Programme. Major issues raised by student representatives are tabled at Programme Management Team meetings. The responsibilities of Student Representatives are to:

- Seek out the views of all students in their group and provide feedback to the Programme Team Meetings (either verbal or ideally written)
- Act as 'ambassadors' for the course when dealing with external agencies.

Student Representatives are able to receive additional training which supports the role. The training is not compulsory and you able to represent your group at the meeting without training, however, in our experience, it will make your role easier and more effective if you do undertake training. Further details on this and support on other issues is available from the HE Student Liaison Officer.

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Student Voice

The Student Voice is a vehicle for Student Representatives to raise issues that are not directly related to their programme but are more generic in nature.

The group meets approximately once per term and consists of Student Representatives, the HE Student Liaison Officer and Head of UCY. Minutes from the meetings are displayed on the Student Noticeboard and posted on Moodle.

HE Student Liaison Officer

The HE Student Liaison Officer is based at the UCY and is available to support all HE students in a variety of ways. The role of the Student Liaison Officer is to ensure an independent approach to the support of the HE students based at the UCY and to co-ordinate routine communication between the UCY and the Student Union at the university. The Student Liaison Officer is responsible for training and supporting the Course Representatives and for signposting all HE students to appropriate places for advice and guidance as needed.

The Student Liaison Officer can help facilitate the development of social events, Clubs and Societies for students based at the UCY and to encourage students to become active participants in the wider community.

In the previous academic year the Student Liaison Officer and students have:

- Organised students volunteering in a Retirement Home at Christmas
- Collected food parcels for the Salvation Army at Christmas
- Enabled students to deliver the 'Recycle Ronnie' project in a local primary school
- Supported a student raising awareness in Amnesty International
- Raised money for World Aids Day
- Encouraged students to write articles in *The Nerve*, the Student Union magazine at Bournemouth
- Created a Student Voice giving students an opportunity to raise issues that are non course specific with the Head of the UCY
- In the process of arranging Leadership Training for a broad range of students
- Created a Student Liaison page on Moodle to disseminate information to students on a frequently updated process

The Student Liaison Officer offers students a point of contact for other services such as careers advice, counselling, health advisor, faith advisor, financial guidance and other related issues.

INFORMATION FOR STUDENTS

Change of Address

It is very important that you notify the UCY Coordinator in the University Centre of any changes to your term-time or home addresses and/or telephone numbers.

Official notices and other information will be deemed to have been received by you if they are sent to the address that is held on file.

The UCY Coordinator will also ensure your student record with the relevant University is updated.

ID Cards

You will be issued with two ID cards – one for UCY which enables access to IT provision and Study Centre and the other for your University. This latter card contains your Candidate Number which you will need for examinations and assessments. ***Please ensure you have both cards.***

During the first few weeks of the first term, the UCY will arrange for your Yeovil College ID picture to be taken and a card to be printed.

If you are a Bournemouth University student, you will also need to supply a passport sized photograph for your ID card. UWE students will apply for their card during enrolment and induction.

You are expected to wear your Yeovil College ID card on its red lanyard AT ALL TIMES when on UCY or Yeovil College premises.

Lost or Stolen Cards – please contact UCY Reception for replacement.

THE GREEN TRAVEL PLAN

The UCY operates a Green Travel Plan (Appendix One) and encourages the use of non-vehicular transport.

Two showers are provided for the use of students and staff who use alternative forms of transport. These are located within the disabled toilets on the ground floor by the café. A cycle cage is available and keys are obtainable from UCY Reception on payment of a £5 deposit.

A Car Sharing Scheme is also in operation. If you wish to participate please use the form in Appendix Two.

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Car Parking

Limited car parking is available for students on both the UCY site and the main Yeovil College campus.

Students are issued with a UCY Parking Permit **which must be displayed on the dashboard of the vehicle at all times.** Checks will be made and offending vehicles may be clamped.

You may not park in the UCY or main Yeovil College car park for reasons other than study eg. working at the hospital or walking into town on a day that is not your normal attendance study day.

Drivers must obey the speed limits and all signs, and must park in the designated areas of student car parks. Any vehicle found parked outside designated areas is liable to be clamped.

Drivers may not park in any disabled parking bay unless they are displaying the appropriate disabled parking permit. Parking is also restricted to 20 minutes in the front parking bays.

Signs and double yellow lines indicating no parking areas have a purpose, often to ensure emergency vehicles have access to all parts of the site. Spaces marked for disabled students, staff and visitors should be respected.

Please ensure you remove all valuables from view when leaving your vehicle. The University Centre Yeovil can accept no responsibility for damage or loss caused to vehicles parked on site, howsoever caused.

Replacement parking permits are available from the Student Support office.

No Smoking Policy and Litter

Following the introduction of the No-Smoking policy for confined spaces, the College, has extended this ban to **the whole of the campus, both inside and out, including car parks, front driveway and all external areas.**

A bin has been provided at the front boundary edge of the UCY and students are asked to deposit smoking litter within.

Students are requested to conform to these guidelines. Students who wish to stop smoking can access help and support from the College.

Litter bins are provided both internally and externally for the safe disposal of rubbish and students are requested to use these bins and not leave litter around.



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Children on Campus

Students should not normally bring children on campus at any time during their study. This includes self supported learning and private study and extends to the café and social areas, open access and library area of the UCY as well as all lecture rooms, quiet and tutorial rooms, PC suites and art rooms. This is for Health and Safety reasons as well as consideration to fellow students and work colleagues. Students are expected to arrange adequate childcare away from the University Centre.

It is not acceptable, under any circumstances, to bring children with you when attending for a lecture, seminar, presentation, tutorial or meeting (pre-booked or otherwise) with lecturers, tutors and staff.

If you are visiting to hand in or collect assignments, or have a general enquiry, it is acceptable to bring your children with you.

Mobile Phones

Mobile telephones or similar items may only be used in the UCY Café, Megabite or recreational areas, but must not cause disturbance to those who are learning and working. You should not take mobile phones to any exams.

Payphone

A payphone is situated in the lift lobby in the link corridor between the two UCY buildings.

Fire Evacuation Procedure

Students should familiarise themselves with the fire procedure notice displayed in all rooms and the location of the nearest exit(s). Fire drills will be held during the year.

On hearing the fire alarm (a high pitched siren) students should proceed to the nearest Emergency Exit (look for the running green man). Disabled students should be directed to the refuge on each landing.

Fire Assembly points are to the rear of the car park and to the front of the main entrance. Please ensure you are as far away from the building as possible and under no circumstances, cross the driveway at the side of the Annexe building.

If you discover a fire:

- * Sound the alarm
- * Leave the building by the nearest escape route
- * Report to the nominated Assembly Point

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DO NOT

- * Attempt to fight the fire
- * Stop to collect personal belongings
- * Use the lifts
- * Congregate at building exit doors
- * Re-enter the building unless told to do so

A member of the Emergency Services or Facilities will give the signal when it is safe to return to the building. Under no circumstances return to the buildings to retrieve personal belongings.

Security and Property Disclaimer

The campus is open and you are responsible for all your personal property. Do not leave property unattended; it may be removed for security reasons.

The UCY or Yeovil College will not be responsible for ANY property brought on to its premises which becomes lost, stolen or damaged whilst on its premises, including all buildings, changing rooms and facilities, grounds, examination rooms, car parks and vehicles (including contents of vehicles)

All students are personally responsible for ANY property that they bring with them.

Lost Property

If you have lost something, please report it immediately to the Student Support Office. If you suspect a theft you must report it to the Police. No responsibility can be held against the UCY or Yeovil College for theft as they are not insured for such crime.

Lost property is held for three months, after which time it is sold through a local charity shop

First Aid Assistance

In the event of an accident, immediate contact should be made with a member of staff or the UCY Reception immediately who will organise first aid assistance or call an ambulance if required. Give as much detail to the first aider or staff member of how the accident occurred and any possible injury, as an accident report will need to be completed.

If Reception is closed, please contact the emergency services direct. The payphone is situated in the lift lobby.

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Please note that UCY staff and first aiders cannot provide any pain relief tablets, even for ailments such as headaches, etc.

Refreshment Facilities

The Thirst Degree Café is open during term time and provides a range of light snacks and beverages.

The Café is normally closed during holidays and a restricted service is provided during half terms and reading weeks.

A wider range of meals is available in the Megabite situated on the main Yeovil College Campus.

Students are requested to leave the eating areas clean and tidy after use. Bins are provided.

Vending machines – beverages and snacks (chocolate, crisps etc.) are available when the café is closed.

Please report faults on the vending machines to UCY Reception who will contact the Lease Operators.

There is a chilled water dispenser located next to the café.

Skateboarding and Footballs

Students are not to bring skateboards/rollerblades onto the UCY or Yeovil College premises or to use these on the any site, as they are a danger to both students using them and to other students and staff around the site. Students are asked to only play football and other ball games in designated leisure or sports areas.

SUBMISSION OF COURSEWORK ASSIGNMENTS

A detailed list of coursework deadlines will be found in your Programme Handbook issued to all students at the commencement of term.

Assignment Hand in Procedure

Students are required to hand their work in on time unless they have requested an Extension to the Student Support office. Non or Late Submission will result in a zero mark being recorded.

Assignments must be securely bound – either in a folder or polypocket and all loose items secured but marked with your candidate number and programme title. **Assignments should not be submitted in sealed envelopes.**

All assignments should be accompanied by the Assignment Submission Form - The appropriate form is detailed in Appendix One.

The assignment must be posted in the Assignment Box in the corridor. You **MUST** keep a copy of your assignment.

To ensure parity across all programmes, deadlines will be:

<p>9 pm on the day of submission (Monday to Thursday) 4 pm on the day of submission (Friday)</p>
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It is your responsibility to ensure you meet these deadlines.

If you are posting in your assignment, you are advised to post well in advance of your deadline and to use Recorded Delivery as a means of tracking. No responsibility can be accepted for assignments not delivered and proof of posting is not deemed as proof of receipt.

All assignments received either through the Assignment Box or via the post will be logged with the date received.

Students may be requested to upload assignments electronically to the Virtual Learning Environment (Moodle). Your programme leader will advise if this is applies to any of your assignments. Submission by email is **NOT** permitted under any circumstances.

Students are reminded a Late or Non Submission will result in a zero mark. If there are extenuating circumstances application must be made to the Circumstances Panel (see Mitigating Circumstances Policy and Procedure). A Late submission is deemed to be up to three weeks from the original deadline date (or extended deadline if an extension has already been agreed). Submission after the three week deadline will be a Non submission.

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Collection of Assignments

Assignments will be returned to the student via the programme leader or from UCY reception. **Students will be asked to produce ID on collection of assignments** from UCY reception.

Students may request collection by a third person. The person collecting the assignment on the student's behalf should produce a letter from the student requesting collection by that person, and the person collecting will be asked for appropriate ID.

Students may also request the posting back of their assignment by sending in a stamped addressed envelope. However, students are advised to check they are attaching the correct postage for the assignment and no responsibility can be taken for assignments posted out but not received by the student.

At the end of the academic year all assignments and feedback sheets should be returned to the Programme Leader for onward transmission to the University for the Examination Board. It is usual for this work to be returned to you when you recommence the next level of study. If it is your final year, arrangements should be made to collect the work from UCY.

Work not collected by the student will be destroyed one academic year after the end of the programme or date of withdrawal/suspension.

Examinations

The examination period will be **Monday 9 May to Friday 10 June 2011**. However, students are advised to check with Programme Leaders before making holiday or other arrangements.

Resit examinations normally take place during the last week of August and first week of September of each year.

Examination dates will be displayed on the noticeboard in the corridor by the Assignment box and uploaded to the UCY Student Noticeboard on Moodle.

It is the **student's responsibility** to check the date, time and location of the examination and to ensure they have both their UCY ID and relevant University ID cards available for the examinations.

No responsibility can be taken for any belongings you choose to take into the examination room. Mobile phones should not be taken into exams but if they are they must be switched off and stored away from the exam desks and we can accept no responsibility for their safety.



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If you feel you have extenuating circumstances regarding examinations, you should contact Phil Hunt the HE Academic Adviser and your Programme Leader. Documentary evidence will be required to be submitted to the Board of Examiners. For further guidance, please contact the HE Programmes Administrator or your Programme Leader.

Examination Results

Examination results are usually available 7/10 days after the Board of Examiners have met – usually mid to end of July.

Results are posted by candidate number only on the noticeboard in the corridor. Transcripts of marks are made available either the same day or shortly afterwards and those transcripts not collected in person are posted to students.

If you are in a resit or resubmission situation, the transcript letter will detail what you need to do or when you need to retake examinations.

Please note both administration and lecturing staff are not permitted to disclose examination results in person, over the telephone, by email or to a third person. ONLY the Programme Leader is authorised to discuss any results or issues AFTER the results have been formally published as above.

UCY Graduation Day and Celebration Ball

The UCY holds its Graduation Day and Celebration Ball in October of each year. Information packs will be sent to students in the final year of their programme in July. If you think you should have received a pack but have not, please contact the HE Programmes Administrator.

University Intranet

Students will have access to three distinct gateways to learning:

Moodle – the UCY Virtual Learning Environment accessed through the student's UCY IT User area. The student will be able to access UCY and programme specific information and electronic resources. (<http://moodle.yeovil.ac.uk/>)

MyBU – the University's Virtual Learning Environment accessed through the student's University IT user area logon information. The student will be able to access University and programme specific information, library and electronic resources. (<https://mybu.bournemouth.ac.uk/webapps/portal/frameset.jsp>)

Student Portal – The student portal at <http://studentportal.bournemouth.ac.uk> is an excellent resource that brings together a wide range of information and services in a single place and we encourage all students to make use of this on a regular basis. Within the student portal you will find information on current news and events, quick links to the most used areas of information, access to

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log-in services such as myBU and student email, the library resources and the Student's Union. The askBU link on the portal will take you to sources of useful information, help and advice and if you can't find what you are looking for, the 'Frequently asked questions' tool allows you to search for an answer to your query.

Audio-Visual Equipment or problems with IT and your user area

All teaching rooms are equipped with a networked and internet connected PC, projector, DVD and video player. The rooms are also equipped with a whiteboard. Flipcharts are also available on request.

Instructions on using the dalek, including how to plug in a laptop, are in Appendix Four.

Please contact IT Services:

- to obtain a user area
- to report problems with IT and/or your user area.
- for information and guidance on using an Interactive Whiteboard (available in some rooms)

If you forget your password please contact either IT Services, UCY Reception or the UCY Librarian.

Please mark your USB pen with your name or UCY ID number!

Students should be aware that work in "MyDocuments" folders may be deleted during the summer break when IT staff undertake maintenance and possible upgrading of IT systems. Students should ensure they save any work they require to an alternative form of storage – ie. USB pen by 1 July 2011. No responsibility can be taken by UCY or Yeovil College for the deletion of work stored on the network beyond 1 July 2011.

Moodle may also be unavailable for periods of time throughout the summer so students should ensure they have downloaded assignments briefs and notes before the end of term. If in doubt, please check with your Programme Leader and Wyn Griffiths, Moodle webmaster regarding planned downtime.

For queries and problems concerning the Bournemouth University network including BU email, MyBU and user area, please contact Bournemouth University IT Services on 01202 965515.

Room Bookings

Weekly room booking sheets are displayed in the corridor by the Assignment Box. Please check the location of your lecture room regularly as changes can and do occur.

If you would like to book a room in which to practise a presentation or undertake student managed group work, please contact UCY Reception.

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Please do not occupy an empty room without first checking with UCY Reception!

The Quiet Room for individual study is located in UG16 on the first floor and UG07 is available for drop in IT based use.

Photocopying and Printer Credits

Photocopy cards are available from the UCY Librarian or the UCY Reception. Current cost – Sept 10 – £1 for 40 copies.

A colour photocopier is available in the UCY Open Access area. This machine also scans documents for transmission by email.

A full printing and binding service is available from the Print Room on Main campus. This also includes coloured card, colour printing. For prices, please contact Mike Sullivan on 01935 845309 or email: mike.sullivan@yeovil.ac.uk.

Printer Credits are available from the AV/IT Technician or from the UCY Reception. Current cost – Sept 09 - £1 for 50 sheets of A4 printing. Please produce your Yeovil College ID card when requesting printer credits.

Paper for printers is available from the Librarian, the UCY AV/IT Technician and the UCY Reception. Recycling bins for paper waste are situated throughout the UCY.

Students are NOT permitted to use UCY headed paper for any purpose. If you wish to use the UCY logo, you should first seek guidance from the HE Programmes Administrator. Students are not permitted to use the UCY logo in such as way as to “mock up” letter headed paper.

Financial Matters

For more information on funding available please go to www.direct.gov.uk/studentfinance.

UK undergraduate students who have taken out their full amount of student loan may be entitled to apply to the Access to Learning Fund.

Part time students may be eligible for a reduced amount providing they have already applied for the part time funding package from the Local Education Authority. Please contact the UCY Reception for more details.

Full Time Students – please ensure you have applied to Student Finance England or your Local Education Authority (if you are a continuing student) and have ticked the “Consent to Share” box. This will enable payment of any scholarship or bursaries you are entitled to through the Student Loans Company.

Please note Student Finance England funding is not automatic and all students will have to reapply each year for funding.

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More information and contact details for Student Finance England:
0845 300 5090 or www.direct.gov.uk/studentfinance.

Emergency Loan, Emergency Vouchers and Access to Learning Fund

If the first payment of your Student Maintenance Loan/Grant is unavoidably delayed you may be able to apply for an emergency loan, to be repaid when you receive your first Student Maintenance Loan/Grant payment. Application forms are available from the UCY Student Office and should be sent to the Student Finance Officer, Bournemouth University, Talbot Campus, Fern Barrow, Poole BH12 5BB

If you are facing severe financial difficulties and are lacking the funds for basic needs, the Bournemouth University Student Union has a small fund available to provide food vouchers. Please contact Helen Nourse, HE Student Liaison Officer.

The Access to Learning fund is available to all students; however the University will require all students to have applied for the appropriate full or part time student funding before applying to the Access to Learning Fund. The Access to Learning Fund can provide additional financial help towards travel, childcare, unexpected bills, field trips, etc. Application forms are available from the UCY Student Office and should be returned to the Student Finance Officer, Bournemouth University, Talbot Campus, Fern Barrow, Poole BH12 5BB

Withdrawal Policy

If at any time you contemplate withdrawing from your programme, please talk this through with your Programme Leader, the HE Programmes Administrator or the UCY Coordinator.

If after discussion you still feel you wish to withdraw from the programme, you should put your request in writing stating your reasons for withdrawal to the HE Programmes Administrator.

Please see your University pages of this Guide for information on fee liability and refund process if applicable.

ADVICE AND ASSISTANCE – WHO SHOULD I GO TO?

General / Administrative

If you have any queries concerning the programme, its administration, organisation or management, you should direct these initially to Lynne Stocker, HE Programmes Administrator or the UCY Co-ordinator, Shirley Homa in the University Centre.

Shirley or Lynne will be able to make appointments for you to speak to other members of staff and can advise you on who to go to for further assistance or how to follow up any query.

Accommodation

The current accommodation list can be found at:

<http://www.ucy.ac.uk/accommodation.html>

Absence Reporting

Students who are not able to attend their lectures should contact the UCY Reception on 01935 845454. Lines are open from 8.15 am. Please let us know your name, course and tutor and why you are not attending. A message will be passed to your programme leader and the absence logged appropriately.

Attendance is required for all timetabled teaching sessions. In the event of persistent poor attendance, the Programme Leader will write a letter to the student, and a copy of the letter will be placed on the student's personal file. This file is consulted when providing references for placement positions and future employment. Students should be aware that failure to attend on three consecutive sessions without a valid reason and/or mitigating circumstances, will invoke the "three letter rule" which may result in the student being withdrawn from the programme.

Attendance

Students with poor attendance cause problems for the whole programme not just themselves. Very few students set out to have poor attendance but habits can form over time. The problems this can cause are that:

- students with poor attendance turn up (usually without making an appointment) outside normal scheduled teaching time to get help (particularly when they realise how much work they have to do to catch up). They usually expect a member of staff to see them on the spot. This takes up staff time that has been allocated to other tasks and drains staff motivation. This may mean staff getting behind on their work schedules which impacts on their teaching and on the time allocated to other students;

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- when students have been allocated research tasks and fail to attend then the whole group who should have had the benefit of that information has to do extra work;
- students with poor attendance rarely co-operate well or contribute to discussion with the rest of the group;
- students with poor attendance tend not to help their peer group;
- students with poor attendance hold up the rest of the group by asking for information that has been given earlier in the semester;
- students with poor attendance fail modules and have to resubmit their work (they expect technicians and lecturers to compensate for the teaching that they missed).

Code of Practice

Professional practice is defined as having:

- a responsible and sensible attitude towards your working environment;
- a considerate attitude towards your fellow students and staff;
- a proficient approach to personal organisation (attendance, punctuality, meeting deadlines, etc.)

You should therefore note the following:

- keep shared spaces clean and tidy (leave them as the Programme Leader would wish to find them);
- do not eat or drink in areas where this is prohibited (apply your common sense if you see no notice);
- switch your mobile phone off when you are in lectures, tutorials and workshops;
- you are responsible for the safety of your work (make sure it is labelled, stored safely and does not get in anyone else's way);
- UWE does not insure student work or possessions against theft or damage;
- you should not expect to see any member of staff "on the spot" except in a genuine emergency. Contact the staff you wish to see by email or by telephone and they will do their best to accommodate you as soon as is practical. If you know that a member of staff is on a break (eating lunch, etc.) you should not disturb them – it is essential that the staff's time is respected. If you see a member of staff on their way somewhere and you interrupt them you may make them late for their next appointment – please bear this in mind;
- it is your responsibility to ensure that the administrative office has any change of address/telephone details and to check with them that you are registered on the correct modules (your tutor will guide you in this).

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Health Care

Students living away from home are advised to register with a local GP and dentist. Full time students are entitled to apply for an Exemption Certificate towards health care costs. Please contact UCY Reception for details.

The NHS Walk-in Centre is located in Middle Street, Yeovil (above Boots the Chemists) and is open from 8 am to 8 pm daily. Telephone: 01935 706 269. For more information see: <http://www.yeovilhealthcentre.nhs.uk/>

Students are also advised to seek guidance from the Department of Health regarding immunisation:
<http://www.dh.gov.uk/en/Publichealth/Healthprotection/Immunisation/index.htm>

ACADEMIC ADVICE SERVICE

HE Learning Advisor

The HE Learning Advisor is based at the UCY and is available to support all HE students in a variety of ways. Individual or group sessions can be booked and students and tutors are encouraged to discuss their requirements with the Learning Advisor as early as possible in the term. The Advisor should meet the students during the induction process which will include administering a computerised screening tool which will identify learning styles and indicate whether there is a possibility of dyslexia.

The Advisor would normally be the first point of contact for students who may need assessing for the DSA (disabled student allowance). The most common area requiring support is dyslexia and the Learning Advisor will be able to offer advice and support for students wishing to explore their individual learning needs and to arrange for dyslexia testing within Yeovil College wherever possible.

Additionally support can be provided in other ways. The following list is indicative of the topics which can be dealt with but is not exhaustive.

- Note taking ;- an overview of the different methods of note taking including a more detailed look at the Cornell method and how that integrates into assignment writing and revision. Being able to identify the important components is a vital skill and is one required by all HE students.
- Reading for information: - research methods. How to find what is relevant with the minimum amount of reading. Making notes to help with assignment writing is a useful skill to acquire.
- Time management: - prioritising, long term/short term time management.
- Academic Writing: - what is required, style, critical writing, analysis and synthesis.
- Harvard Referencing, the method which Bournemouth University encourage students to use. MLA referencing where appropriate.
- Exam revision and technique.
- Oral presentations are often used in HE assessment and some less confident students may need support in this area.

The Learning Advisor will also provide one to one sessions with students where these would be helpful.

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The service will maintain confidentiality, if required, and can be accessed with the minimum of fuss. Phil is in college from Monday to Thursday and operates on a drop in basis. If he is out of the office, Shirley Homa or Lynne Stocker will pass on messages and make appointments. More information can be found on the college Intranet under HE Disability Information.

Academic Support

If you wish to discuss academic concerns related to a specific unit, you should in the first instance talk to the tutor responsible for that unit. If a matter remains unresolved, you should approach the Programme Manager, and/or talk to your student representative.

A range of academic support is offered to enable students to achieve their full potential. Each student has a Personal tutor, who is the first point of contact for academic support. Additional support is also available through Programme Leaders and subject tutors.

The HE Learning Advisor can organise support sessions on study skills, essay and report writing, critical reading etc.

Support with your IT needs is offered as is general information and advice on computers and the use of various computer packages. There are various packages, such as Read and Write and Co-Writer, available to assist those students with Dyslexia, and text enlargement facilities for those students with impaired sight. Training can also be provided in the use of students' own computer packages.

Learning Centre staff can also provide assistance with looking out texts, flexibility with loans of material etc.

Students who have difficulty taking notes in lectures may use Dictaphones or tape recorders, but they should always negotiate this with lecturers in advance. Some equipment is available for loan although students are encouraged to provide their own. Students may request photocopies (including large print copies) of overhead transparencies and lecture notes, where available. Departments may charge HE students for extra photocopying costs.

There are portable loop systems available for hearing aid users. We can help you obtain note takers, and we can arrange sign language interpreters and Lipspeakers through the RNID Communication Support Unit. (Tel: 01604 232757 voice/fax – 0160432240 minicom). This support should be paid for from your DSA. Lipspeakers and sign language interpreters need to be booked several weeks in advance, so last minute timetable changes can cause difficulty. Please contact the HE Learning Advisor as soon as possible if you need this facility.

Various special examination arrangements are available, depending on individual requirements and an up to date assessment of needs. These may include extra time, use of a work-processor, a reader, an amanuensis (scribe), a small room and examination papers in other formats.

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There is an ongoing programme of staff training. Guidelines have been developed on marking the work of dyslexic students.

Physical Environment

Wheelchair access to UCY and College buildings is limited in some areas. An access guide for wheelchair users is available on request.

There are designated disabled car parking facilities available at the UCY and Main Yeovil College.

The UCY has no residential accommodation but can supply a list of privately owned accommodation for rent in the area. The UCY, however, can accept no responsibility for this accommodation.

Personal Support

If there is a personal matter that you wish to discuss, you may contact either Shirley Homa or Lynne Stocker in the University Centre or your Programme Leader.

SERVICES AND FACILITIES



Student Support Services Team Leader

Location: Learning Centre
Contact: Ruth Morgan
Tel: 07818 284626 or 01935 845448
Email: ruth.morgan@yeovil.ac.uk
Deputy Student Protection Officer: 01935 845354

Ruth manages members of the team and supports learners. She also maintains strong links with external agencies that support the work of Student support Services. An Important part of the role is Lead Safeguarding Officer. Any concerns about safeguarding or learner protection should be referred directly to Ruth who will then take the appropriate action.

Student Health Advisor

Location: Ground Floor Kingston Building
Contact: Mary Randall
Tel: 01935 845324

Yeovil College provides a Health Service to students, which was awarded Gold status under the Respect initiative by Somerset Primary Care Trust. The award assesses the standard of Health Services offered specifically to Young People. Mary is available Monday to Friday 0830 – 1530 during term time.

Student Support Advisor

Location: Learning Centre
Contact: Jessica Churchill
Tel: 07816 108781 or 01935 845449
Email: Jessica.churchill@yeovil.ac.uk

Many things can impact on mental health and well-being and the ability to cope. We can provide practical support, guidance and information to help you succeed. This confidential services is available to all students.

Chaplaincy Advisor

Location: Learning Centre
Tel: 01935 845339

The Volunteer Chaplaincy Advisor offers a listening ear to all students. There is also a Quiet Room for private contemplation.

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Yeovil College Learning Centre

In the Learning Centre you will find the Library with study spaces, IT Open Access, Silent Study Room, Presentation Room and the Learning Link.

The Library provides books, journals and newspapers in hardcopy and electronic format, plus videos and tapes. Links with Bournemouth University Library provide further resources either online or through Inter-Library Loan. Information Skills training and instruction on how to use the resources will be available to you through your course.

IT Open Access has over 60 PCs which are linked to the College network
Staff are available to help on either the

- Help Desk for General Queries and IT help tel: 01935 845450/ 845318
- Enquiry Desk staffed by five Subject Librarians who will help you access the information you need to complete assignments tel: 01935 845336
- E-mail: StudyCentre@yeovil.ac.uk

Opening Hours *(subject to variation)*

Term Time

Monday – Thursday 8.30 am to 6.30 pm

Friday 8.30 am to 5.00 pm

Holidays

Monday – Friday 9.00 am. to 5.00 pm

Learning Services Manager Karen Foster tel: 01935 845401

Library and Information Services

There is a team of subject librarians who work with the teaching staff to ensure a good range of resources, and who also support you in your search to find relevant and appropriate information. The resources available are designed to support the courses you are doing and to help with your studies. They include books, newspapers, periodicals, information packs, maps, pamphlets, past exam papers, company reports, reference works and indexes. Some of these resources are available in digital format and can be accessed through the Learning Centre web pages, both off and on campus, through the College's VLE (virtual learning environment) called Moodle. You will be shown how to use the when you undertake your induction in to the Learning Centre.

In addition, the Help Desk team is available to assist with the use of Open Access networked computers and software packages, which include word processing, spreadsheets, databases and desktop publishing. A black and white copier, a CD-RW, scanner and media and studio visual recourses for viewing and listening to videos and topes are all available in the Learning Centre for your use. When using the copier and scanner it is vitally important that you remember not to copy materials that are not covered by our copyright

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licence. There are guidelines to help you at each machine. Learning Centre staff will help you if you are unclear about what you can do.

UCY Library and Open Access IT area

In addition to the Study Centre, UCY students can also use the library at the UCY. A wide range of electronic resources, including those available at Bournemouth University, is available. There are study spaces, a small silent study room and open access computer facilities. The latter are available 8.30am – 9.00pm. All books and journals for UCY courses are available in the Learning Centre and can be reserved for delivery to the UCY, either online, at the Learning Centre Help Desk or at the UCY Library enquiry desk.

The UCY Library is open term time from 9 am to 7.30 pm on Monday-Thursday and to 4.30 Friday (subject to change and variation).

Working with Computers

Students should take regular breaks from using a computer to prevent stress and visual fatigue. Never attempt to repair any equipment.

Book Box and Delivery System

There is a book delivery and return system operating between the UCY and the Learning Centre. Books reserved online, in person or by telephone by 11am and will be available for collection from the UCY Librarian at the end of that day.

Books for return can be deposited in the book box situated in the Open Access area of the UCY Library. Books, dvds, etc can be returned by posting in the box provided.

HE Learning Resource Advisor

The HE Learning Resource Advisor is based at the UCY and is available to support all HE students and staff teaching on HE and professional courses at UCY in a variety of ways. The LRA is a recognised point of contact for students needing help to find supporting resources for assignments and dissertations. Support to staff is in the following areas:

- Identifying, highlighting and purchasing a variety of suitable resources in a variety of media to support the range of programmes offered
- Ensuring reading list requirements are met and remain relevant and current
- Input to validation process regarding resource provision for new courses
- Attendance at Course team meetings

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- User education and support in use of electronic resources provided by partner Universities
- Implementation and delivery of units from an Information Literacy package as part of the HE Tutorial programme
- User education in use of Moodle, the College VLE
- Finding and adding suitable resources to the VLE

Support to students is in the following areas:

- Delivery of user education in respect of finding and using Library resources both hard copy and electronic
- Delivery of sessions from the HE Tutorial programme to develop sound information and research skills, including Harvard Referencing, evaluating resources, report writing, database searching, using e-books, avoiding plagiarism
- Dissertation support via tailored dissertation workshops, use of Inter-Library Loan system and individual sessions

Individual or group sessions can be booked and tutors are encouraged to discuss and arrange their requirements with the LRA at suitable times in the first term, with refresher sessions at other stages of the academic year. The LRA usually introduces the Learning Centre facilities to students during the induction process and is available at the UCY to provide one to one sessions with students on a drop-in or pre-booked basis at other times.

The HE LRA also liaises with Library staff in partner universities to ensure quality of service is maintained.

Copyright Compliance

When making copies you must comply with copyright law. If you are in any doubt, please contact either the HE LRA, UCY Librarian or your Subject Librarian for assistance.

Children's Centre

The Children's Centre is open to the local community as well as staff and students at the College. It has a warm friendly environment. All staff are fully qualified and the children receive excellent care and early education. All meals are freshly cooked and there is a garden and outdoor play area for the children. The Children's Centre Manager would be delighted to show parents around. Opening hours are Monday to Friday, 8.00am – 6.00pm. For further details please call 01935 845471.

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Student Union

Bournemouth University Students Union can be contacted on 01202 965765 or through their web pages www.subu.org.uk.

University of the West of England Students Union can be contacted on 0117 32 82577 or through their web pages <http://www.uwesu.org/>

The Yeovil College Student Union can be contacted through their office in the Student Foyer area of the Kingston Building next to the Megabite, or by email to student.union@yeovil.ac.uk.

The Fitness Centre

The Fitness Centre is easily accessible with free parking at weekends and promotes a welcoming atmosphere to improve your fitness. There are free weights, weights machines, and a range of aerobic machines as well as equipment suitable for disabled sports and wheelchair users – The Fitness Centre really does deserve to be seen. The adjoining Sports Hall is also available for hire for football, karate and badminton sessions to name but a few.

<i>Students may use the Fitness Centre</i> Monday to Friday 12.00 – 14.00 & 16.30 – 22.00 Saturday 0900-1300 Sunday 1200 – 1800 (May to Sept) Sunday 1200 – 2000 (Oct to April)	<i>Membership Rates:</i> <i>Full time student:</i> £25 per year <i>Non Student:</i> £200 per year/£60 per quarter/£25 per month £3.50 per session <i>Under 16's:</i> £60 per year/£7.50 per month/£18 per quarter
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Further information is available from the Sports Centre Manager on 01935 845375. A Membership Application form can be found at Appendix Five.

Da Vinci Restaurant

The Da Vinci Restaurant is located on the ground floor of the Kingston Building to the rear of the Megabite. It is a training environment for students on Hospitality and Catering courses giving them practical experience in food service, cheffing skills and customer care. The Restaurant is open to students, staff and members of the public. The Restaurant organises many 'themed' evenings with appropriate food to suit the occasion at various times throughout the year. Special party bookings can also be arranged. For further details please call 01935 845341.

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Beauty Salon

Our training salon offers an extensive range of treatments to external clientele from Monday to Friday, at prices lower than the high street. The excellent treatments on offer include facials, non-surgical face-lifts, reflexology and aromatherapy treatments, sports massage, electrolysis, body massage, corrective face and body treatments, waxing, manicure, pedicure and head massage plus many more. They use professional product ranges such as Deremalogica, Hara Skin Care and Orly Polishes. A warm welcome awaits you at the salon reception which operates a client registration and appointment booking system. For a brochure and price list or for further information, please call Pure Beauty on 01935 845357.

Hair Zone

The Hair Zone is open Monday to Friday 9.00 – 12.30 and 13.15 – 16.30 and Tuesday and Thursday evenings 18.00 – 21.00. (Please note on a Thursday the Hair Zone will only be open 9.00 – 13.15). Treatments comprise a super range of the latest cutting, blow drying, perming and colour treatments for both men and women. You will enjoy a treatment of your choice undertaken by one of our supervised trainees.

A warm welcome awaits you at the Hair Zone reception, which operates a client registration and appointment booking system.

The Hair Zone is always looking for models so why not treat yourself and call the salon today. For a brochure and price list or for further information please telephone the Hair Zone on 01935 845486.



POLICIES AND PROCEDURES

UCY students have to abide by the University academic policies, disciplinary issues are dealt with using the College policies and procedures.

Academic Misconduct

Plagiarism, cheating, collusion and attempting to obtain an unfair academic advantage are forms of academic misconduct and are entirely unacceptable for any student. This policy defines what the College means by plagiarism, gives examples of the categories of other forms of unacceptable academic misconduct outside examinations, determines the procedures to be adopted in suspected cases and indicates the academic penalties which may be appropriate in proven cases.

In creating this procedure, the College is seeking to maintain the integrity of its academic awards and procedures and to give any students affected a fair opportunity to respond to any allegation of academic misconduct. Each case will be determined on its own facts and merits.

The procedure is for use outside public examinations, where the examining boards' own procedures will apply. It includes college-assessed work which contributes towards external examination marks.

The use of the word "academic" throughout this document is not intended to restrict its application to any particular group of courses and programmes.

The following are dishonest and therefore unacceptable and not allowed by the college:

- Taking someone else's work, images or ideas and passing it off as your own (this is called plagiarism)
- Using the computer, either the internet, or information stored on a hard or floppy disk which belongs to someone else, and passing it off as your own.
- Cheating: acting unfairly or dishonestly to gain an advantage
- Secretly agreeing with others to cheat or deceive (this is known as collusion).

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All these are called **academic misconduct**. If a student is discovered or suspected of doing any of the things shown in the list above, the College will investigate and may take action against him/her.

College will seek to ensure that students are helped to avoid Academic Misconduct.

Plagiarism

Plagiarism means taking someone else's ideas or writings and presenting them as your own. Like cheating in an examination, plagiarism is a serious matter. Where there is evidence to suggest plagiarism, a formal process of enquiry may begin. If it is found that plagiarism has taken place you may fail the piece of work concerned, and will not necessarily be permitted to resubmit it for a pass mark. Plagiarism in a major piece of work at the final level of your programme can result in a decision by the Board of Examiners not to award you a degree. If evidence of serious plagiarism comes to light after the Board of Examiners has agreed final results, it is still possible to cancel the award.

All university students are expected to use other people's ideas. You will use books and journals in the library, some assignments involve working collaboratively with others, and in some cases you may have access to other people's work on computer disk or through the Internet. When undertaking a major assignment, you may sometimes legitimately make reference to similar projects undertaken by students on your own or another programme in previous years. However, other people's work must be used in a principled way, with due acknowledgement of authorship. Recognised standards of acknowledging the work of others will be discussed during your programme, and it is important to retain guidelines which you may be given, and observe them.

Where plagiarism, or other forms of assessment offence such as cheating, is suspected, decisions on assessed work will be made only when the facts have been established. All serious cases may be considered by the Board of Examiners for your programme, and reported to the University authorities.

The procedures for dealing with plagiarism are described in full in the University's Policies and Procedures. Further advice and information is available from the University Registry.

These are the main points of the Academic Policies and Procedures. Full copies of these policies and procedures may be requested from your Programme Leader, UCY Student Support office or from the main College Reception.

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POLICIES AND PROCEDURES

Non-academic Issues

The college also has a number of other policies and procedures which do not relate to academic matters. These are available from UCY or the main college reception.

- Complaints
- Data Protection
- Disability Statement
- Disciplinary Code
- Drugs and Alcohol
- Equal Opportunities
- Harassment
- Health and Safety
- Use of Information Technology
- Welfare and Counselling

COMPLAINTS POLICY AND PROCEDURE

We deal openly, fairly and effectively with any comment or complaint about our services from students or others, and to offer an appropriate remedy to anyone who is adversely affected by a service which fails to meet our standards.

Yeovil College is committed to improving the quality of the learning experience. We constantly seek to improve all our services. The College's and the Corporation's Teaching, Learning and Achievement Committees regularly monitor the complaints and comments received, and the effectiveness of the procedures to address them.

The procedures can be used to complain about any service which Yeovil College or UCY provides. There is a separate procedure for making disclosures in the public interest (Whistle blowing). The complaints procedure cannot be used for this purpose. Academic Appeals are dealt with by the relevant University's Policy and Procedure.

Wherever possible a complaint should be resolved at the point it arose, with the members of staff concerned. If this does not result in an acceptable outcome or the situation makes this approach unfeasible then the formal procedure should be followed. All formal complaints must be in writing.

Responsibility and Authority

The Principal has ultimate responsibility for complaints and will ensure that the arrangements for ensuring fair and effective management of complaints are reviewed and enhanced.

The Vice Principal, Learning and Quality is the Principal's representative on matters related to quality assurance and complaints and is responsible for implementing systems in accordance with the approved College Policy.

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Faculty Directors, the Director of UCY and other senior College Managers are responsible for the day to day management of complaints within their areas.

Quality Committees

The College Teaching, Learning and Achievement Committee and the Corporation Learning and Achievement Committee both monitor, once a term, the complaints received and the actions taken to address them.

Procedure for Handling Complaints

All formal complaints are logged by the Head of Quality Assurance and Improvement. Complaints will normally be acknowledged within three working days. The complaint will then be passed to the appropriate Head of Centre or senior manager who will investigate the complaint and normally respond in writing within fifteen working days. If more time is needed to investigate the complaint the Head of UCY or Senior Manager will inform the complainant of this and give a time limit for a response.

Outcomes of Complaints

The response to the complainant may include one or more of the following items:

- an acknowledgement that the college takes all complaints seriously and welcomes feedback on all its services
- an explanation of how the investigation was carried out
- a description of the decision made
- an explanation of any actions undertaken as a result
- an explanation of what the complainant can do next if they do not feel their complaint has been dealt with properly.

The possible decisions include:

- no further action or recompense with an explanation of why
- a refund of part or all of the costs involved
- a credit note against future College courses
- description of actions taken eg change of room, additional sessions

Appeals Against Decisions

Appeals against decisions must be in writing and sent to the Principal within 10 working days. The Principal will make a final decision and that this is the final stage of the college's Complaints Procedure.

If there is disagreement with the Principal's decision, complainants may write to the local Learning and Skills Council. This should be within 3 months of the College making a decision on the complaint.

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DATA PROTECTION

The UCY and Yeovil College needs to keep certain information about students to allow it to monitor performance, achievements and health and safety, for example. It is also necessary to process information so that courses can be organised and legal obligations to funding bodies and government complied with. To comply with the law, information must be collected and used fairly, stored safely and not disclosed to any other person unlawfully.

To do this, the UCY and College must comply with the Data Protection Principles which are set out in the Data Protection Act 1998 (the 1998 Act).

In summary these state that personal data shall:

- Be obtained and processed fairly and lawfully and shall not be processed unless certain conditions are met.
- Be obtained for a specified and lawful purpose and shall not be processed in any matter incompatible with that purpose.
- Be adequate, relevant and not excessive for those purposes.
- Be accurate and kept up to date.
- Not be kept for longer than is necessary for that purpose.
- Be processed in accordance with the data subjects rights.
- Be kept safe from unauthorised access, accidental loss or destruction.
- Not be transferred to a country outside the European Economic Area, unless that country has equivalent levels of protection for personal data.

Students must ensure that all personal data provided to the UCY is accurate and up to date. They must ensure that changes of address, and relevant personal data, etc are notified to the College. Students who use the UCY computer facilities may, from time to time, process personal data. If they do, they must notify a Data Controller via their tutor, or the supervisor of specific assignments. Any student who requires further clarification about this should contact their tutor, who should discuss the matter with the Data Controller.

Students have the right to access any personal data that is being kept about them either on computer or in certain files. Any person who wishes to exercise this right should complete the College "Access to Information" form and give it to their personal tutor who will consult a Data Controller. In order to gain access, an individual may wish to receive notification of the information currently being held. This request should be made in writing to a Data Controller. The College will make a charge of £10 on each occasion that access is requested, although the Data Controller has discretion to waive this.

The College aims to comply with requests for access to personal information as quickly as possible, but will ensure that it is provided within 21 days unless there is good reason for delay. In such cases, the reason for delay will be explained in writing to the data subject making the request.

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The College has a duty under the Children Act and other enactments to ensure that staff are suitable for the job, and students for the courses offered. The College also has a duty of care to all staff and students and must therefore make sure that employees and those who use the College facilities do not pose a threat or danger to other users. The College will also ask for information about particular health needs, such as allergies to particular forms of medication, or any conditions such as asthma or diabetes. The College will only use the information in the protection of the health and safety of the individual, but will need consent to process in the event of a medical emergency, for example. Therefore, all prospective staff and students will be asked to sign a "Consent To Process" agreement, regarding particular types of information when an offer of employment or a course place is made. A refusal to sign such an agreement can result in the offer being withdrawn.

DISABILITY STATEMENT

(This is a summary of the main points of the statement. A copy of the full version may be requested from your Programme Leader or the HE Learning Advisor).

Admissions

1. The UCY welcomes applications from students with disabilities. All applications are initially considered on course requirements alone.
2. We recognise that our facilities are not always ideal or fully accessible and may be better in respect to one course than another. We are continuing to make improvements and students with a wide range of disabilities have studied here successfully.
3. On application it is advisable to indicate any additional needs you may have. If you have specific access, or other, requirements the HE Learning Advisor and Programme Leader will require this information to help them put in place any support you may require.

This will enable you to decide whether we can meet your additional needs, as well as offering the programme that meets your educational needs. We try hard to meet any additional needs arising from a disability but we can only meet those needs if we are aware of them, so we need this information as soon as possible. Any information given to us is strictly confidential and may only be communicated to third parties with your express permission, except in certain legal situations or where there is a risk of serious injury to yourself or others. A copy of the College's confidentiality policy is available on request. We will inform you if, after analysing your identified needs, it is felt that the UCY or College cannot respond adequately. The HE Learning Advisor is there to help with this process and may be contacted at the UCY

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Student Guidance and Support

If you have additional needs arising from a disability or specific learning difficulty you may need more support than most students, as you cope with these needs in addition to everyday demands of living and learning in Yeovil. It is expected that you will use many of the sources of guidance and support available.

Like all students, you will have access to support through personal tutors, course managers and other staff concerned with your course. Early liaison with them and the Additional Support staff will help ensure your additional needs are met.

Student Services also offers guidance and support in a number of areas. These include Accommodation, Counselling and Health, Careers Guidance and financial and additional needs. These services can be accessed via the Reception in the College or via the Additional Support staff.

Special Examination Requirements

1. Special examination access arrangements can be arranged for students who for health or disability related reasons, either temporary or permanent, would be unfairly disadvantaged by, or unable to undertake examinations under the usual conditions.
2. If you have health difficulties or a disability we are happy to discuss your needs and any relevant support. It may be considered appropriate for examination access arrangements to be requested for you as part of your individual ongoing support. These may include the use of a reader, scribe or a word processor. However, a request for examination access arrangements must always be accompanied by medical evidence, an education psychologist's or specialist teacher's report.
3. Requests for additional facilities will be considered sympathetically on individual basis and must always be supported by medical evidence, or a psychologist's assessment report.
4. It is your responsibility to request special considerations in exams on the appropriate form available from your Programme Leader or the HE Learning Advisor. This can be done after enrolment, even if you have not previously declared a disability or specific learning difficulty e.g. Dyslexia, Dyspraxia, etc. Please try to apply during your first term. These requests are then considered on an individual basis.

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DISCIPLINARY CODE

This sets out the code of conduct to which students are expected to adhere in return for being admitted to the UCY and being provided with educational and other facilities. It also sets out the procedure which should be followed where the code of conduct is breached.

Breach of the code of conduct may lead to disciplinary action being taken against a student and repeated breaches or a single very serious breach may result in a student being suspended or expelled from the UCY. This Code applies to all students of the UCY or College, whether full-time or part-time, whether or not their course is validated by, or associated with, any other institution, and at all times during the year, whether or not during College terms.

Obligations of Students

Students must:

- use UCY or College facilities and behave generally in a way which respects the needs and aspirations of others to learn, teach and work within the community of the UCY or College.
- respect other students, staff and visitors to the UCY or College
- familiarise themselves with the UCY or College's health and safety and other regulations, comply with those regulations and act at all times with due regard for their own safety and that of others;
- respect the property of the UCY or College, and of its staff, other students and visitors
- support staff and other students in the maintenance of a clean and tidy environment throughout the UCY or College
- attend lectures (and other events which they are scheduled to attend) regularly and punctually
- complete work to the best of their ability and hand it in on time
- inform the appropriate member of staff as soon as practicable if for any reason they are unable to attend a lecture or other schedule event
- commit themselves to their study, and make every endeavour to progress
- manage external commitments to minimise their impact on their study

Misconduct

The following are examples of misconduct which may result in disciplinary action being taken against students:

- any breach of any of the students' obligations set out above (including any breach of health and safety or other regulations of the College)
- any failure to follow the reasonable instructions of a member of staff

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- any smoking in College buildings or any other non-smoking areas
- any unduly noisy or unruly behaviour or the use of foul or abusive language
- disrupting any class or any other College activity, whether or not involving staff or other students
- deliberately, or by gross negligence, causing damage to any College buildings, equipment, books or furnishings or any property of others
- any deliberate transgression of the College ILT Use Policy
- any unauthorised interference with software or data belonging to or used by the College
- any theft of property or any other dishonest acts
- any drunkenness or the use, possession or supply of any illegal or harmful substances on College premises or on any activity associated with the College
- any bullying, intimidation, taunting, verbal abuse or the use of any violence or threat of violence towards any person
- any behaviour which is racially or sexually offensive or which is offensive to those with learning and/or physical disabilities or impediments
- any behaviour which could bring the College into disrepute
- any illegal act which may have an adverse effect on the work of the College or on other students
- repeated failure to complete required work with sufficient effort and/or time
- any cheating, plagiarism or copying of the work of other students

Gross Misconduct

Particularly serious cases of misconduct may be treated by the College as gross misconduct. These include:

- any misconduct involving violence or a serious threat of violence
- academic misconduct as identified under the Academic Misconduct Procedure
- deliberate damage to property
- endangering the health or safety of others
- any criminal activities affecting the college or other students (or which could bring the college into disrepute)

It is emphasised that this is not an exhaustive list of the types of case which the college may treat as gross misconduct.

- A student may be suspended from the college immediately by a Director of UCY pending a disciplinary interview, where that member of staff has reason to believe that the student has committed an act of gross misconduct. The student should be interviewed prior to the suspension and their version of the events shall be recorded.
- Any such suspension will be confirmed in writing within 2 days of its occurrence and that student will be invited to a Disciplinary Panel with

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the Director of UCY. Such interview to take place within 5 days of the suspension.

- During the period of suspension a full investigation will be carried out with statements taken from all persons who witnessed the alleged gross misconduct.
- If a student under the age of 18 is suspended from the college, a parent or guardian will be informed in writing wherever practicable.
- In the event of the suspension of a student who is being sponsored by an employer or an apprentice, the employer will be informed wherever practicable.
- Where a disciplinary panel is adjourned pending further investigation, student who has been suspended under this provision will remain on suspension until the panel is reconvened.

STAGE 1 - FIRST WRITTEN WARNING

Warnings are intended to help students understand the consequences of misconduct. They should be viewed as a means of helping a student concentrate on improving behaviour rather than as a punishment. All staff will wish to ensure that every student benefits from their programme of learning and that the college is a pleasant environment for all. Students who misbehave need to be helped to understand the impact of their behaviour on others or on their progress and the two stages of official warning are intended to assist in that process.

Cases of petty misconduct may be treated informally by any member of staff.

Where the misconduct is repeated or where the misconduct is considered to warrant more formal treatment, an official warning should be given to the student concerned by the programme leader.

An official warning should be given after talking to the student, giving the opportunity for an explanation and taking into account any explanation given. The reason for the warning and the consequences of further misconduct should be clearly explained to the student.

The warning will be issued in writing and a copy kept in the student file.

A copy of the warning must be sent to

- the parents of all students under the age of 18
- to the employers in exceptional cases involving apprentices or sponsored students

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STAGE 2 - SECOND WRITTEN WARNING

Where misconduct is further repeated or is considered to warrant more formal treatment, the Curriculum and Quality Manager should become involved.

A meeting must be arranged between the Curriculum and Quality Manager and the student, as soon as practicable. The programme leader will also be invited and, where appropriate, the personal tutor and/or training co-ordinator. The purpose of the meeting is to explore the nature of the concerns expressed by staff and the reason for their continuation, escalation or, if a first offence, the seriousness of the offence.

Where it is believed that improvement in behaviour could be achieved an agreement between the student and Director of UCY or Curriculum and Quality Manager will be drawn up, detailing what each will do to improve the situation and, where appropriate, by when.

A copy of the agreement will be signed by both parties and, in the case of a student under 18 years of age parents/guardians will be informed of the agreement.

If the Curriculum and Quality Manager does not believe that such an informal agreement will result in improvement, a recommendation will be made that the student be invited to attend a Disciplinary Panel.

STAGE 3 - DISCIPLINARY PANEL

A disciplinary panel chaired by the Director of UCY as appropriate will be arranged, by letter, giving at least five days' notice and stating:

- the reason for the panel
- the student's entitlement to accompaniment (detailed below); and
- confirmation of the time and place of the interview.

The member of staff chairing the panel will not have had prior involvement in any previous stage of the process.

The panel will consist of the Director of UCY and either the relevant Curriculum and Quality Manager or the student's programme leader, personal tutor or training co-ordinator. Lecturers may be invited to attend or to submit written evidence to the panel.

The student will be entitled to be accompanied by a friend, student representative or relative (but not by a legal or other professional adviser) at the panel and will be entitled to state his or her case (including any mitigating factors) before any decision is taken. If a student is sponsored by an employer, a representative of the employer may be invited to attend.

After hearing the student's case, the panel may decide:

- To draw up a Disciplinary Agreement

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- To take no further disciplinary action
- Temporarily or permanently exclude the student

A copy of the agreement will be signed by both parties and, in the case of a student under 18 years of age parents/guardians will be informed of the agreement.

In the event of the student being permanently excluded they will be provided with written notification of the main findings on which the recommendation for exclusion has been made and given details in writing of the right of appeal within five days of the date of the disciplinary panel.

FURTHER INVESTIGATION

If the student disputes material facts relating to the complaints, the Director of UCY will adjourn the interview to a future date within the following 14 days to allow relevant evidence (including from sources identified by the student) to be made available. The Director of UCY may arrange for witnesses to be available in person for the reconvened interview for written statements to be obtained.

Copies of any documentary evidence, together with copies of any written statements will be provided to the student at least 5 days before the reconvened interview. The student will have the right to question any witnesses appearing in person and to question any evidence presented in the form of a written statement.

If a witness is not available to answer questions, that will be taken into account by the Director of UCY when assessing the weight to be given to conflicting evidence. Written statements which do not reveal the name of the witness will not be considered, other than in the most exceptional circumstances.

APPEAL AGAINST SUSPENSION OR EXCLUSION

The student will have a right of appeal to the Vice Principal Learning & Quality against any recommendation for permanent expulsion or formal suspension.

Notice of appeal must be lodged with the Vice Principal's Personal Assistant within 10 days of the date of the recommendation for exclusion or suspension and must give the grounds and brief particulars of the appeal. The recommendation will not be considered until the expiry of the period for lodging the appeal.

If a notice of appeal is lodged within the time allowed, an appeal interview with the Vice Principal Learning & Quality will be arranged to take place within 21 days of the notice of appeal being lodged. The student will be given at least 5 days' notice of the time and place of the appeal interview and will be entitled to be accompanied by a friend, student representative or relative (but not by a legal or other professional adviser unless the college otherwise agrees, having been given notice before the day of the hearing). A legal or other professional adviser will be allowed if the college intends to have an external adviser

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present. Any documents considered at the disciplinary panel will be available for the purposes of the appeal.

At the appeal interview, the student will be invited to explain the grounds of the appeal and to state his or her case.

The Director of UCY who made the recommendation to exclude or suspend will be asked to respond to the appeal and explain the reasons for the recommendation.

The Vice Principal may ask questions of the student before considering whether to allow or dismiss the appeal. Witnesses will not normally be asked to attend except in relation to any relevant new evidence which has come to light since the disciplinary panel.

If the appeal is allowed, the Vice Principal may decide that a reduced disciplinary sanction should be applied, including a shorter period of suspension. The Vice Principal may also decide that no further disciplinary action should be taken.

If the appeal is dismissed, the recommendation of the Director of UCY will stand. The Vice Principal may not impose any greater sanction against the student than that recommended by the Director of UCY.

Within five days of the appeal interview, the final decision of the Vice Principal will be confirmed in writing to the student.

CRIMINAL OFFENCES

Where any member of staff has reason to believe that a student may have committed a criminal offence, the college may refer the matter to the police and may continue disciplinary proceedings under this procedure or suspend the student pending the outcome of police enquiries and any charges which may be brought against the student. Where the student has been suspended under this provision, when the results of those enquiries and any criminal proceedings are known, the college reserves the right to recommence proceedings under this procedure in relation to the matter.

It is emphasised that in relation to the application of this procedure the college is not bound by the results of any criminal proceedings against students.

CONDUCT OF INTERVIEWS

Disciplinary and appeal interviews under this process will be conducted fairly and firmly by the member of staff conducting the interview, who will be accompanied by another member of staff to take notes.

The member of staff conducting the interview may give instructions in relation to the conduct of the interview, including (without limitation) as to the length of time which any part of the interview should take. Such instructions must be fair, particularly in allowing the student to question the evidence and state his or her case.

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The member of staff conducting the interview may exclude from the proceedings any person (including the student or the student's friend, representative or relative) who behaves unreasonably or who disregards the instructions of the member of staff with regard to the interview. If the student does not attend any interview, disciplinary action may nevertheless proceed.

TIME PERIODS

With the exception of the time allowed for lodging an appeal, time periods stated in this Code are for guidance and may be varied by the college if it is not practicable to adhere to them. Written notice of any such variation will be given.

Periods of days in this Code are calendar days rather than working days. Documents sent by first class post will be deemed to be received within 48 hours of posting.

VARIATIONS AND AMENDMENTS TO THIS CODE

In some cases it may be desirable that variations should be made to procedural aspects of this Code. The college may make such variations as it sees fit, subject to informing the student concerned and subject always to considerations of fairness. Without limitation, such variations may include disciplinary or appeals interviews being conducted by different persons, if the person who would otherwise be conducting the interview has previously had close personal involvement in the matter to be considered.

DRUGS AND ALCOHOL POLICY

The UCY and Yeovil College does not tolerate the possession, use or supply of illegal drugs on the premises. The College aims to enable students to reach their academic and personal goals and, where this is affected by drug and alcohol use, will offer support to help reduce any harm as far as is possible.

The College will achieve this aim by:

- Working with the Law
- Ensuring the safety of staff and fellow students and visitors to the College sites
- Working with parents if this is appropriate
- Working with the local community
- Working with other professional agencies that can provide specialist help.

Please refer to your specific University pages for guidance.

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Illegal Drugs on the Premises

The College will not tolerate the use or possession of illegal drugs on the premises in any circumstances. In the event that drugs are located on the College site then:

- The drugs will be confiscated
- Disciplinary Procedures will be automatically invoked
- The Police may be involved

Supply of Illegal Drugs

College will not in any way tolerate the supply of controlled drugs on the premises. If you have been identified as supplying drugs or suspected of supplying a controlled drug immediate action will be taken, which will involve disciplinary action and your likely exclusion from College. Your details will be passed on to the Police and you will be banned from College premises.

Intoxicating Behaviour

The College will not tolerate behaviour which has been influenced by the use of alcohol or drugs taken prior to your entry to College. Arrangements will be made for you to leave the College immediately and further action may be taken through the disciplinary process.

Tobacco

Smoking is not permitted anywhere on College or UCY premises.

Support and Guidance Available

The College aims to support all students to be successful, and to provide services where they may be affected by drug related issues. If you wish to access support then speak to your tutor or to the Student Support Services manager who will access appropriate help for you if they are unable to respond themselves.

Prescribed Controlled Drugs (for example, Methadone)

These kinds of drugs are not permitted in UCY or College, whether they have been prescribed to you or not. There may be special circumstances where this will need individual consideration and you must in these circumstances, speak to your Programme Leader or the HE Learning Advisor.

CONFIDENTIALITY

The College aims to protect your right to privacy. The UCY or College will not discuss anything about you with another individual or organisation (including employers, sponsors, parents or partners) without your consent. However, where your behaviour or actions pose a risk to the safety or well being of

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others, the UCY or College will need to discuss the issues without getting your permission first.

EQUAL OPPORTUNITIES

All students have the right to be treated with respect, fairness and with dignity by both staff and other students. The UCY and Yeovil College will try to enable all students to overcome issues related to drugs and alcohol to enable them every opportunity to succeed with us. We will do so within the Law and in partnership with other professionals.

EQUAL OPPORTUNITIES STATEMENT

At UCY and Yeovil College we believe that everybody has a right to be valued equally and have equality of opportunity regardless of race, colour, nationality, ethnic origin, gender, disability, sexual orientation, religion or belief, marital status or age and that they will not be disadvantaged by any conditions or requirements that cannot be shown to be justified.

The College pursues this belief by:

1. Offering programmes to reflect the needs of students, employers and the community it serves
2. Promoting opportunities for widening participation
3. Ensuring the course content and teaching and learning styles promote equality of opportunity.
4. Working towards having all areas of the College accessible to all students and staff regardless of disability
5. Offering special courses to encourage the participation of those whose background or circumstance have inhibited them participating or progressing in education.
6. Having procedures and codes of practice to deal with discriminatory incidents and personal harassment.
7. Monitoring progress towards equality of opportunity through the Equal Opportunities Working Group

Some students may need additional support in order to pursue their course and the College seeks to provide this wherever possible. Students must play an active role with staff in supporting equal opportunities by treating everybody with respect and in reporting discriminatory behaviour.

Failure to do so may lead to disciplinary action against you.

The College wishes to ensure that it complies with the requirements of the DDA (as amended by the Special Educational Needs and Disabilities Act 2001). If you are a disabled person please ensure that we know what you need so that we can make all reasonable adjustments to help you succeed.

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Student Rights

- Every student is entitled to a college environment which is free from discrimination of any kind, including the right to be free from personal harassment.
- Students who are away from the UCY or Yeovil College premises as part of their course or training, e.g. on work placement, are entitled to an environment which is free from discrimination of any kind, including the right to be free from personal harassment.
- All potential students should receive accurate and clear course information which is free from explicit or implicit discrimination. Course information should be provided in a format that is understood by all potential students
- All potential students should receive impartial and accurate advice to ensure their placement on an appropriate course. Entry criteria and procedures should be free from any form of discriminatory practice
- UCY or Yeovil College will make every reasonable effort to ensure that resources and accommodation are available to meet specific individual needs
- During induction all students will be informed of the Yeovil College's equal opportunities policy and of their rights and responsibilities
- All teaching and learning materials should be free from explicit or implicit discrimination
- All teaching, learning and assessment strategies must accommodate the individual needs of all students. Assessment must be fair and reliable.
- All students should have appropriate access to the range of support services available
- All students have the right to raise concerns regarding their experience or treatment at college. In the first instance such concerns should be raised with their lecturer, course representative or tutor as appropriate.

If this is inappropriate or the concern is not resolved the Yeovil College complaints procedure should be applied. Students should have been advised of the procedure at induction. Leaflets explaining the complaints procedure are available from the Main Reception.

Student Responsibilities

- All students must play an active part in supporting equal opportunities by treating everyone with respect and in reporting discriminatory behaviour
- It is advisable for students to advise the UCY of any additional needs or other requirements so that any support can be provided.

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Enforcement of Equal Opportunities

In the event that staff or students are alleged to be in breach of the College equal opportunities policy an investigation will be carried out in accordance with agreed procedures, including, where appropriate, disciplinary procedures.

HARASSMENT

All employees and students have the right to work and study in an environment where they are treated with dignity and respect. The College will make all reasonable efforts to protect its employees and students from harassment and intimidation.

In Yeovil College harassment is defined as any form of behaviour that has the effect of intimidating, humiliating, ridiculing and/or undermining the confidence of a person/group of people due to their colour, nationality, ethnic origin, gender or sexual orientation or disability. Sexual harassment is interpreted as unlawful discrimination under the Sex discrimination Act 1975, and racial harassment constitutes unlawful discrimination under the Race Relations Act 1976. In some cases these acts may also be criminal offences. Sexual and racial harassment means unwanted conduct of a sexual or racial nature, or conduct based on race or sex which is offensive to the recipient.

Such behaviour may include:-

- Physical abuse, and unwanted physical contact
- Repeated on unwanted sexual advances
- Verbal abuse or suggestive remarks
- Derogatory comments/jokes
- Written abuse, including graffiti, any form of electronic communication and the display of offensive material
- Victimisation

If employees or students consider they are being sexually or racially harassed or harassed on grounds of disability they should:

- Make it clear to the offender that such behaviour is unwelcome and request them to stop
- Students should carry out the process as outlined in the College complaints procedure and staff should follow the grievance procedure
- If an employee or student does not feel able to do this they can speak directly to any member of the management team, or student support services, or the members of the Equal Opportunities Working Group. It is the responsibility of the appropriate person to deal with the situation as quickly as possible and to ensure the Equal Opportunities Working Group is aware of the incident for monitoring purposes.

All complaints of sexual or racial harassment and harassment on the grounds of disability will be dealt with sensitively and confidentially.

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- Disciplinary action may be taken against student found guilty of sexual or racial harassment. This could mean exclusion for a student
- Failure on the part of a manager to take action in the event of an allegation of harassment may also result in disciplinary action.

HEALTH AND SAFETY

The College expects all students to conduct themselves with due regard for the health and safety of themselves and others while on College premises or on other sites as part of their programme of study or training.

Students must:

- Behave in a responsible manner and show appropriate regard for their own health and safety and others who may be affected by their actions.
- Report all accidents, potential hazards, defects in equipment or facilities and near misses to a member of UCY or College staff who shall take appropriate action. Students must stop work and inform a member of College staff immediately if they believe that any task, process or practice they may be undertaking is unsafe
- Be aware of all health and safety arrangements and co-operate with the College management in observing procedures.
- Ensure that when personal protective equipment is specified they wear it properly and that appropriate care is taken with it such that it performs its purpose adequately and is not wilfully or neglectfully damaged
- Ensure all apparatus, tools and equipment provided are used in the prescribed manner such that they are not damaged or misused and thus cause no danger to the current or future users. Any defects should be reported to a member of the College staff who shall take appropriate action
- Ensure they do not intentionally or recklessly interfere with or misuse anything provided in the interest of health, safety and welfare. E.g. fire extinguishers, fire alarms

USE OF INFORMATION TECHNOLOGY

Disciplinary Procedure

Breach of the conditions of this policy, including any related procedure and or law, will lead to the following disciplinary procedure.

The withdrawal of computing resources.

- Minor First Offence – Suspension from network for one week;
- Second or more Serious Offence – Suspension from the network for two weeks.

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- Repeated or a major offence will lead to further stages within the College Disciplinary Procedure.

We are obliged to refer breaches of criminal law to the appropriate body, and you are reminded that many IT activities fall within the provisions of the Data Protection Act, separately from College policy.

To What and To Whom This Policy Applies

The policy covers all users of any UCY or Yeovil College computing facility including staff, students, members of the Corporation, guests and third parties given express permission.

Yeovil College has a large and diverse range of computing facilities for use by staff and students for the purpose of learning, teaching, administration and management, and all such equipment lies within the scope of this policy.

Students and staff should be aware that network usage is monitored for unusual, illegal, or offensive activity. It is not the intention that this policy should be used to limit academic freedom but that Information Technology resources should be used in a manner that is legal, ethical, appropriate to the College aims, and not to the detriment of others.

When you log-in to the UCY or College Network you are deemed to have accepted the conditions of use contained in this document.

This information summarises the Acceptable Use Policy and Code of Conduct related to the use of IT at the College. The full policy is available from IT Services.

Areas covered by the Policy Include:

- Acceptable Use by Students and Staff
- Login ID and Password Security
- Use of the Internet, Intranet and Email
- Data and Print Management
- Software Guidance Notes
- Unacceptable Use and Behaviour
- Legislation and your and our Obligations
- Disciplinary Procedure

Contact Information:

Yeovil College
Mudford Road,
Yeovil

Somerset
BA21 4DR

Telephone: 01935 423921

Fax: 01935 429962

Email: itservices@yeovil.ac.uk

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Password and IT Security

To access network services a username and password is required. After the initial login, with the password issued by the System Administrator, you should change the password to one that is secure. Password updates are your responsibility, but will be forced every 150 days. It is recommended that you select a password of a minimum of eight characters, which is alphanumeric and a mixture of Upper/Lower case characters. The password you select at each renewal must be original as expired passwords are stored in the system.

Never let anyone know your password. Remember that you will be held responsible for any and all activity on computing facilities that is initiated in your username. It is a disciplinary offence to allow any other user to access computing facilities using your username or password.

You must report any unauthorised access to a member of Yeovil College staff or IT Services immediately. If you believe that someone else is using your user account or knows your password, we recommend changing your password immediately and contacting a member of Yeovil College staff, the Study Centre IT Support Desk or IT Services.

Attempting to access, or “hack into”, someone else’s user account or data is a disciplinary offence.

Internet, Intranet (Moodle) and Email

Use of the public Internet by students and staff is permitted and encouraged where such use is suitable for educational purposes and supports the goals and objectives of Yeovil College. Use of the internet, Intranet (Moodle) and email is subject to monitoring for security and or network management reasons. All internet traffic is filtered to prevent access to websites that are not suitable for education. However, certain sites that are automatically filtered may be required for educational use and therefore can be requested to IT Services to unblock for an agreed time.

For some specific subjects you may be supplied with the College email facility which you will use sensibly and responsibly. You will be held accountable for the content of any message you send. The College will act firmly against any person found guilty of misuse or abuse of this service.

If messages or attachments are required for future reference or archiving, copy them to “My Documents”, a USB Storage pen or CDRW.

Data Management

You are responsible for the administration of your user area. You have a responsibility to consume limited disk space on college servers. IT Services will endeavour to backup and retain your data. It is the responsibility of local areas to have manual procedures and policies in place to identify the previous 24 hours “critical” work.

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Student data held in your student account will be deleted each summer. You are responsible for the backup of your user account onto a USB storage pen or CDRW at the end of each academic year. IT Services recommend that you always save your work onto the network before moving the data onto a medium to transport e.g. floppy disk, as these have been proven to corrupt and lose critical student data with no recovery.

At the direction of the Vice Principal of Resources, the IT Services Team will clear user accounts that are excessive in respect of the volume of data stored and which directly breach this policy with regard to the nature of content stored.

Software and Hardware Guidance Notes

All software used on the College computer system is copyright and is used under licence agreement.

- You must not remove or take copies of software.
- You must not order, purchase, load, download or install software or hardware onto College IT Systems.

This includes public domain software, freeware and shareware. You must not modify systems or applications software.

The use of the College Network for the playing of games, instant messaging, bit torrents or other peer to peer sharing is strictly forbidden. You will not download, install or use games, instant messengers, torrents or peer to peer sharing based software.

SUMMARY OF UNACCEPTABLE USE AND BEHAVIOUR

It is the responsibility of the user to act in a manner that will not cause damage to College IT facilities. The following practices are considered unacceptable and may be subject to disciplinary action:

1. Intentionally interfering with normal operation of the network, including the propagation of viruses, network messages, or sustained high volume network traffic that hinders others in their use of the network.
2. Use of another person's ID and/or password, even with their permission. Examining, changing or using another person's files, output or username.
3. Visiting Internet Sites that contain obscene, racist, discriminatory, hateful or objectionable materials.
4. Using the Internet or email for games, gambling or illegal activities. Making or posting indecent remarks, proposals or materials, sending or receiving material that is obscene or defamatory.
5. The sending and receiving of large emails or attachments. Sending or forwarding electronic chain letters.
6. The uploading, downloading or otherwise transmitting commercial software or copyrighted material in violation of its copyright. Plagiarism of electronic based material in essays/assignments.

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7. Eating, drinking or smoking near computer hardware or equipment. Failing to cease to use IT hardware when requested to do so by a member of College Staff.
8. Use of IT based resources for private commercial benefit or gain.
9. Causing any damage or mistreating any IT equipment will result in an immediate ban from using any IT Equipment.
10. Connecting non College IT equipment to the College network is banned, due to the increased possibility of viruses and malicious use.

STUDENT WELFARE AND SUPPORT POLICY

The purpose of student welfare and support services in the University Centre is to help students with their studies, and where possible, to enable them to undertake a course when circumstances would otherwise make this difficult.

The University Centre believes that all students deserve the opportunity to achieve their full potential, in accordance with the five outcomes of the Every Child Matters Agenda, which are:

1. Being healthy: enjoying good physical and mental health and a healthy living style
2. Staying safe: being protected from harm and abuse
3. Enjoying and Achieving: getting the most out of life and developing the skills for adulthood
4. Making a positive contribution: being involved with the community and society and not engaging in anti-social or offending behaviour
5. Achieving economic well-being: not being prevented by economic disadvantage from achieving their full potential

We want every student to fulfil their potential, regardless of their background or circumstances.

Student performance and well-being go hand in hand. Students can't learn if they don't feel safe or if health problems are allowed to create barriers. Doing well in education is the most effective route out of poverty and disaffection for young people.

SCOPE

All learners have an entitlement to receive support from the Student Support Services Team, Learning Link Team and the Learning Resources Team. Staff in these teams are available, with or without an appointment, and learners may refer themselves if they so wish.

Support is delivered by professionally qualified staff in accordance with their respective 'codes of conduct.' Confidentiality issues are managed by adherence to an Information Sharing Protocol', Common Assessment Framework and national good practice guidelines (Information Sharing: A Guide for Practitioners and Managers (DCSF 2008)).

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Staff can refer learners for support when this is considered appropriate. Support with specific learning difficulties/disabilities is offered by the Learning Link Team, which consists of Specialist Teachers (Learning Link Tutors) or Learning Support Practitioners, and consists of support in the classroom or a drop-in facility in the Learning Centre. Support for learner's health, social and emotional needs is offered by specialists within the Student Support Services Team. Assistance with issues related to travel & finance are available from the Student Services Co-ordinator, through whom the Discretionary Learner Support Funds are managed.

Student Support Services has links with a range of external agencies to whom learners are referred when requiring specialist services, when on course, or to provide continuity of support upon leaving college. Success depends upon all services working together.

RESPONSIBILITY AND AUTHORITY

This policy is implemented by the Head of Learner Support Services, who has responsibility for the procedures and guidelines across a range of student welfare related issues, guidelines and procedures. These include:-

- Drug and Alcohol Policy and Procedures
- Safeguarding Policy and Procedures
- Student Enrolment Procedures- CRB disclosures
- Data Protection Policy
- Data Protection Guidelines and Code of Conduct
- Policy on the Administration of Discretionary Support Funds
- Confidentiality Protocol

SECTION THREE

BOURNEMOUTH UNIVERSITY SPECIFIC INFORMATION



Assignment Hand in Procedure

Students are required to hand their work in on time unless they have obtained an Extension from their Programme Leader.

Extensions can only be granted by the Programme Leader who must sign the Extension Request. This is submitted in place of the assignment on the original due date. A sample of the Mitigating Circumstances form is Appendix Six

Failure to hand in a piece of coursework by the specified time on the required hand-in date will result in a zero being awarded for the work.

You MUST hand in work on time OR agree an extension with your Programme Leader. Failure to do so will result in a zero mark being recorded and may have serious implications for your future continuation on the programme and subsequent student funding.

Anti-Plagiarism Software

All students will be encouraged to use TurnItIn software. For more information please contact your Subject Librarian.

WITHDRAWAL POLICY

Full Time students who withdraw on or before the 30 November 2010 will be charged a £250 (correct as at Sept 10) administration fee. Students who withdraw ON OR AFTER 1 December will be charged the whole fee and will not be entitled to any refund.

Requests for refunds of fees paid should be made to the Finance Office, Bournemouth University – a refund form is available from the UCY Reception.

Part Time students who withdraw on or before the 30 November 2010 will be charged a £50 (correct as at Sept 10) administration fee. Students who withdraw ON OR AFTER 1 December will be charged the whole fee and will not be entitled to any refund.

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BOURNEMOUTH UNIVERSITY SPECIFIC INFORMATION

BOURNEMOUTH UNIVERSITY POLICIES AND PROCEDURES

Non Academic Complaints and Disciplinaries will normally be dealt with under the Yeovil College Policies and Procedures as appropriate. Please see Section Two - Policies and Procedures.

However, if the complaint concerns persons within Bournemouth University, then students are advised to consult the current University Code of Practice on Harassment available at
<http://portal.bournemouth.ac.uk/StudentRegulations/default.aspx>.

Please note that if a complaint is embedded within an academic appeal, it will be dealt with via the Appeals process. Details of the University's Appeals procedure are set out in the Assessments Procedures Guide issued to students at the start of their programme and updated from time to time.

They are available on the website at
<http://portal.bournemouth.ac.uk/StudentRegulations/default.aspx>.

All the information you will need about rules and regulations and codes of practice of Bournemouth University can be found on the BU website at:
<http://portal.bournemouth.ac.uk>

Drugs and Alcohol Policy

Bournemouth University has codes of practice on the abuse of alcohol and drugs. These can be found on the Official Documents web pages
<http://portal.bournemouth.ac.uk/StudentRegulations/default.aspx>

Student Union

Bournemouth University Students Union can be contacted on 01202 965765 or through their web pages www.subu.org.uk.

Students can also access support and advice as well as representation through academic appeals and disciplinaries from the Student Union Advice Centre based at Bournemouth via email (studentadvice@bournemouth.ac.uk) or telephone: 01202 965779.

REGULATIONS FOR HIGHER EDUCATION PROGRAMMES

The Regulations for your programme can be obtained from the link below:
<http://portal.bournemouth.ac.uk/C17/Assessment%20Regulations/default.aspx>

For the Standard Assessment Regulations, please go to:
<http://portal.bournemouth.ac.uk/StudentRegulations/default.aspx>.

SECTION THREE

BOURNEMOUTH UNIVERSITY SPECIFIC INFORMATION

The procedures for dealing with plagiarism up to the point of the final examination board are given below and are described in full in the University's *Academic Policies, Regulations and Procedures* (1998). Further advice and information is available from the University Registry.

Procedures in cases of suspected plagiarism - summary version

<p>A Suspected plagiarism within a single substantial assignment not carrying weight in an award (<i>normally in the first year of a programme</i>)</p> <ol style="list-style-type: none">1. Evidence of possible plagiarism to be considered by the internal examiners, the programme tutor and the Chairman of the Board of Examiners.2. If the evidence is considered sufficiently strong, the student should be asked to meet formally with the staff who have considered the evidence. The grounds for suspecting plagiarism should be explained to the student. The student may respond either in writing or orally. Any oral response should be the subject of an agreed note of the conversation. Staff may question the student on the work in order to assess his or her understanding of material presented as his or her own work.3. When a student has been found to have cheated or plagiarised an assignment, a mark of 0% will be recorded. At the discretion of the Board of Examiners, a student may be allowed to submit an additional assignment, in which case a maximum mark of 40% (or the pass mark, if different) may be recorded.4. A summary of the circumstances will be brought to the attention of the Board of Examiners.
<p>B Suspected plagiarism in an assignment contributing to an award, when evidence is found before the meeting of the Board of Examiners</p> <ol style="list-style-type: none">1. Evidence to be considered initially by the internal examiners, the programme tutor and the Chairman of the Board of Examiners;2. The student should be informed by the programme tutor that evidence of plagiarism is being considered.3. If evidence is considered sufficiently strong, the student should then be asked to meet formally with (at minimum) the subject tutor, the programme tutor, the Chairman of the Board of Examiners, and the independent member on the Board of Examiners. The nature of the meeting may vary, but the student should be notified in advance of its expected character. Normally, the procedure followed would be to present the student formally with the evidence suggesting plagiarism, advise him or her against responding orally or immediately, and invite a written response.4. Where plagiarism is suspected in an assignment which constitutes the whole assessment of a final year unit or in a final year project, or when there is evidence of plagiarism or cheating in more than one item of assessed work, the matter should be referred to the external examiner, who may be invited to be present at the meeting with the student described in B3 above.

SECTION THREE

BOURNEMOUTH UNIVERSITY SPECIFIC INFORMATION

5. The Board of Examiners should have access to the record of consideration of suspected plagiarism, including the student's response. In reaching a decision, the Board may draw on precedent in similar cases, drawn from records to be held in the Registry.

More Information

Further information for Bournemouth University current students and an electronic copy of the University's Partner Institution Handbook can also be found at

http://www.bournemouth.ac.uk/current_students/index.htm

A full version of the Travel Plan can be found at www.ucy.ac.uk

UNIVERSITY CENTRE YEOVIL

TRAVEL PLAN

Introduction

As part of the planning permission for the University Centre Yeovil, Preston Road, the Travel Plan will be implemented to actively encourage both staff and students to use alternative forms of transport in their daily journey both to and from the University Centre campus.

It is particularly important that the students and staff are aware of the non-car travel options from the start of the academic year so that travel patterns become established in an appropriate manner.

Each student and staff member will have access to the following information:

- A copy of the Travel Plan - Staff and Student Guide
- A Car-Sharing Scheme for staff or student (as appropriate)
- Local bus and rail timetables

Travel Plan Co-ordinator

The Travel Plan Co-ordinator will manage the Travel Plan and liaise with staff and students regarding car sharing scheme, public transport routes and arrange regular meetings of staff and students.

The Student Information Services office will also issue student car parking permits.

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CAR SHARING SCHEME 2010-11

Staff

Student

Name:
Contact Telephone Number:
Your postcode: <i>ie. BA20 2DN</i>

I wish to register my details and hereby give my written consent to the above details being passed to a third party for the purposes of introduction for the University Centre Yeovil Car Sharing Scheme.

Signed

Date

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ASSIGNMENT SUBMISSION FORMS

Below is a list of programmes using the example of the following form.

Please check you are using the correct form.

- BA (Hons) Business and Management
- BA (Hons) Business and Project Management
- BA (Hons) English and History
- BSc (Hons) Sustainable Graphics and Packaging
- FdA Business and Management
- FdA Sustainable Graphics and Packaging
- FdSc Computing with Internet Technology
- FdA Supporting Learning
- FdA Early Years
- FdA Contemporary Fine Art
- FdA Creative Practices – Media
- FdA Creative Practices – Fine Art
- FdSc Sports Development and Coaching

**FORM B IS USED EXCLUSIVELY BY BOURNEMOUTH UNIVERSITY
NURSING STUDENTS**

SECTION FOUR

APPENDICES

FORM A



Assignment Submission Form (Partnership Programmes)

To be completed by the student and attached to the front of all assessed work prior to submission

PLEASE ENSURE YOU HAVE INCLUDED BOTH OF YOUR STUDENT ID NUMBERS (these numbers can be found on your UCY ID card and your Bournemouth/UWE ID card).

Student Name:

UCY Student ID Number:

Bournemouth/UWE ID Number:

Assignment Marker/Lecturer:

Programme Name, Year of Study & Method of Study (<i>i.e. full or part-time</i>):
--

Unit Name:

Assignment Title:

Date Due:	Date Submitted:
-----------	-----------------

Extension Granted: (Date)	YES / NO (<i>please circle</i>)
------------------------------	-----------------------------------

<p>I understand the University definition of plagiarism and confirm that this is my own work. Any passage(s) or diagram(s) that have been copied from academic papers, books, the Web, or other sources, are clearly identified by the use of quotation marks and the reference(s) is/are fully cited.</p> <p>Signed:</p> <p>Group work: all names to be given, only one signature required</p>

SECTION FOUR

APPENDICES

FORM B



ASSIGNMENT FEEDBACK FORM TOP SECTION TO BE COMPLETED BY THE STUDENT BEFORE SUBMISSION

This sheet is designed to provide feedback relevant to unit level and assignment guidelines

Student's Name _____

I confirm that the work submitted has been produced through my own efforts Signature _____

Programme/Intake/Group _____

Unit Name _____

Unit Leader _____ Date of Submission _____

Knowledge relevant to assignment	Comprehension & Application	Analysis	Synthesis
<input type="checkbox"/> Outstandingly good use of literature from wide range of sources relevant to area	<input type="checkbox"/> Exceptionally good explanation, application & summarisation of knowledge	<input type="checkbox"/> Outstandingly well developed, logical argument	<input type="checkbox"/> Exceptional level of creative independent & imaginative thinking. Generates new ways of viewing things
<input type="checkbox"/> Excellent use of literature from wide range of sources	<input type="checkbox"/> Excellent explanation, application & summarisation of knowledge	<input type="checkbox"/> Excellently developed logical argument	<input type="checkbox"/> Excellent level of independent & creative thinking. Often generates new ways of viewing issues
<input type="checkbox"/> Very good use of literature from range of sources relevant to area	<input type="checkbox"/> Very good use of explanation & summarisation. Question answered fully	<input type="checkbox"/> Very well developed logical argument	<input type="checkbox"/> Very good level of independent & creative thinking. Sometimes generates new ways of viewing issues. Makes links between areas
<input type="checkbox"/> Evidence of highly relevant knowledge & principles. Uses relevant and appropriate sources	<input type="checkbox"/> Good use of explanation & summarisation. May omit one or two minor issues	<input type="checkbox"/> Clearly developed logical argument	<input type="checkbox"/> Good level of independent & creative thinking. May generate new ways of viewing issues. Makes relevant links
<input type="checkbox"/> Evidence of highly relevant knowledge & principles. Good range of sources used	<input type="checkbox"/> Adequate explanation & summarisation.	<input type="checkbox"/> Adequately developed logical argument	<input type="checkbox"/> Adequate level of independent thinking. May generate new ways of viewing issues. Demonstrates some links
<input type="checkbox"/> Mainly descriptive use of knowledge. An acceptable range of sources used	<input type="checkbox"/> Acceptable explanation & summarisation.	<input type="checkbox"/> Thinking occasionally confused & arguments not well developed	<input type="checkbox"/> Minimal level of independent thinking. Rarely generates new ways of viewing things. Few links
<input type="checkbox"/> Minimal use of appropriate sources	<input type="checkbox"/> Poor explanation & summarisation	<input type="checkbox"/> Some confusion in presenting argument which is weak & flawed	<input type="checkbox"/> No real evidence of independent thinking. Does not generate new ways of viewing things. Very few links
<input type="checkbox"/> Inadequate knowledge demonstrated. Minimal reference to sources	<input type="checkbox"/> Inadequate explanation & summarisation. Few relevant points	<input type="checkbox"/> Significant confusion in argument	<input type="checkbox"/> No real evidence of independent thinking. No new ways of viewing things. Virtually no links
<input type="checkbox"/> Virtually no relevant knowledge	<input type="checkbox"/> Unable to identify any understanding of the issues	<input type="checkbox"/> Unable to identify relevant analysis	<input type="checkbox"/> No evidence of independent thinking. No links demonstrated

Evaluation	Scholarly Presentation	Referencing
<input type="checkbox"/> Exceptionally high level of critera evaluation. Identifies all implications of critique	<input type="checkbox"/> Work is exceptionally well focused & presented as a polished & academic discourse	<input type="checkbox"/> No referencing errors. Exceptional reference list. Harvard system used. Quotations used creatively
<input type="checkbox"/> Excellent level of critical review. Evaluates major & minor issues of development	<input type="checkbox"/> Work is excellently focused & presented as a fluent academic discourse	<input type="checkbox"/> No referencing errors. Excellent list of references. Harvard system used. Quotations used creatively
<input type="checkbox"/> Very good critical thinking demonstrated. Critically reviews major & minor issues	<input type="checkbox"/> Work is very well focused & presented as a good academic discourse	<input type="checkbox"/> No referencing errors. Very good list of references. Harvard system used. Quotations used well
<input type="checkbox"/> Identifies strengths and weaknesses of material. Reviews major & minor issues.	<input type="checkbox"/> Work is well focused & generally well presented, and ideas clearly expressed. Minimal errors & omissions.	<input type="checkbox"/> Minor referencing errors. Good list of references. Harvard system used. Quotations used appropriately
<input type="checkbox"/> Identifies major & some minor issues. Evaluates major strengths & weaknesses	<input type="checkbox"/> Work is focused with a clear & logical structure. Some omissions & errors present	<input type="checkbox"/> A few missing or inaccurate references. Adequate reference list. Harvard system used. Too many quotations
<input type="checkbox"/> Identifies most major issues. Limited critical appraisal of major strengths & weaknesses	<input type="checkbox"/> Satisfactory development of argument, structure & conclusion. Some errors & omissions but fundamental/key issues adressed	<input type="checkbox"/> Several missing or inaccurate references. Short reference list. Harvard system used. Excessive quotations
<input type="checkbox"/> Mainly descriptive. Few issues identified	<input type="checkbox"/> Poor structure & development. Unacceptable level of errors & omissions. Does not meet some of the requirements or guidelines	<input type="checkbox"/> Many referencing errors. Inadequate reference list. Wrong system used. Too many quotations
<input type="checkbox"/> Appraisal/evaluation not present though a few issues identified	<input type="checkbox"/> Lacks coherent structure and development. Does not meet the requirements or guidelines	<input type="checkbox"/> Many referencing errors & very poor list of references
<input type="checkbox"/> Appraisal/evaluation not present. No issues identified	<input type="checkbox"/> Does not meet basic standards of academic writing, or any of the requirements or guidelines for the work	<input type="checkbox"/> Numerous referencing errors. Reference list ineffectual or missing

DATE STAMP

MARK AWARDED (unratified)

Any mark indicated here is provisional until after the meeting of the Board of Examiners

Specific Comments _____

First Markers signature _____ Second Markers signature _____

Date of First Marker _____ Date of Second Marker _____

If an assignment is received which breaches confidentiality it will be returned without giving a mark to the student and the amended version will, when re-submitted by a given date, be regarded as a late submission. It will consequently attract a maximum mark of 40% Undergraduate or 50% Postgraduate. Breaches of confidentiality in the resubmitted work will be awarded 0% and considered by the Board of Examiners.

SECTION FOUR

APPENDICES APPENDIX FOUR

INSTRUCTIONS FOR OPERATING AV EQUIPMENT (DALEK)

WARNING – DO NOT STRETCH THE CABLES WHEN POSITIONING THE DALEK. The length of the cable will determine the position of the unit.

To Switch on the Projector

Point the black remote control at the projector and press the green button marked “stand by/on”. The remote should be in the black drawer towards the bottom of the unit (white unit) or in the hanger on the inside of the door (wood unit).

Using the Computer

- Point the remote at the projector and press the button marked RGB.
- Turn on the computer and monitor
- Make sure the on/off switch on the little black box on top of the unit is in the “on” position (position A).
- Make sure the on/off switch on the face of the unit (just above the VCR) is also in the “on” position (position A).
- Log on as normal and you should be functional. (Check whether you are “UCY” or “Campus” user)
- To adjust the volume press the volume button the bottom right hand side of the remote. Adjust the volume with the blue toggle switch in the middle of the remote.

Using a Laptop

- Point the remote at the projector and press the button marked RGB.
- Plug in your laptop using the Data connector on top of the unit. (The one marked Laptop).
- If you require sound plug the audio lead on the top of the unit (the thin black cable) into the audio out socket on your laptop – it may be marked with a headphone symbol.
- Make sure the on/off switch on top of the unit is in the off position (Position B)
- Make sure the on/off switch on the face of the unit (just above the VCR) is also in the off position (Position B).
- Now turn on your laptop and log on in the normal way.

Using the Video Recorder

- Point the remote at the projector and press the video button the top middle of the remote.
- Select the video option by pressing the silver “VHS” button on the face of the unit (Just beneath the computer)
- The video recorder then functions like any other. The remote is in the black drawer or door hanger as above.
- To adjust volume, see section on “Using the Computer”.

Using the DVD

- Follow instructions for Video recorder except select DVD on the switches below the computer.

If there is no picture from any of the AV projected on to the screen, point the projector remote at the projector and keep pressing RGB to search for input.

SECTION FOUR

APPENDICES APPENDIX FIVE

Gym Membership Application Form SEP 10 – AUG 11

PERSONAL DETAILS

Title _____ Surname _____ Forename _____

Address _____

Postcode _____ Contact No _____ Email _____

Interested Sport / Activities _____

Can we contact you (please delete) Yes / No

Emergency Contact Details

Name _____ Contact No _____

Relationship _____

PAR-Q SCREENING - Physical Activity Readiness Questionnaire

Please read the questions below and answer honestly

Question:	YES	NO
Has your doctor recommended that you not participate in physical activity?		
Have you ever suffered from chest pains when exercising?		
Do you lose your balance or ever lose consciousness when exercising?		
Do you have a bone or joint problem that could be made worse by exercising?		
Are you currently being prescribed drugs for your blood pressure or heart condition?		
Are you pregnant or have you had a baby in the last 6 months?		
Are you asthmatic, epileptic or diabetic?		
Do you know of any condition that could be made worse by an increase in your physical activity?		

If you answer yes to any question it would be a good idea to check with your doctor before starting a new exercise programme.

Name _____ Signature _____ Date _____

DATE _____ STAFF PRINT NAME _____

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MITIGATING CIRCUMSTANCES FORM

**Assignment Extension --- Exam Postponement ---
Board Consideration**

The following are examples **ONLY** and should not be reproduced from this handbook. Original copies are available from the UCY Admin Office.

Request for Extension – please complete the front page of the Mitigating Circumstances form and Part 1 of page 2.

Requests for Extensions MUST be submitted at the latest the day before the assignment is due.

Request for Exam Postponement – please complete the front page and Part 1 of page 2.

Board Consideration – please complete the front page and Part 2 of page 2.

All requests must be supported by documentary evidence at the time of request



Mitigating Circumstances Form

If this document is not in an accessible format to you, please contact the Assistant Registrar (Student Policy and Support) who will endeavour to supply the information in a more suitable format.

Name: _____

Programme: _____ Level: _____

Programme Coordinator/Framework Leader: _____

Outline of Mitigating Circumstances (please read the attached Guidance Notes carefully)

Explain *clearly* how the circumstances have affected your assessment(s). Attach a continuation sheet if necessary.

Independent supporting evidence (please indicate item(s) attached below)

Medical Certificate GP/Consultant Letter Counsellor Letter

Death Certificate

Other **independent** supporting evidence (please give brief details)

.....

If you are seeking authorisation for an assignment extension or exam postponement - please complete Section 1

If you have already submitted your assignment and/or sat your exams and wish to seek consideration from the Board- please complete Section 2

Section 1	Assignment Extension or Exam Postponement Request
------------------	--

Enter the assessment(s) affected by your Mitigating Circumstances				
Unit Title	Assignment Title	Assignment submission date if affected	Requested new Submission date	Date of Exam if affected

I confirm that I wish my Mitigating Circumstances to be considered in respect of the assessment(s) listed above and that the attached independent evidence is genuine:

Signed (student): _____ Date: _____
 Please return this form, with attached independent supporting evidence as identified on page 1, to your Programme/Framework Administrator

<p>To be completed by authorised Staff: I confirm that the above extension(s)/postponement(s) are/are not approved (<i>delete as appropriate</i>) New assignment submission date (if appropriate): _____</p> <p>Authorised Staff Signature: _____ Date: _____ <i>(Coursework extensions - Programme Coordinator/Framework Leader, Exam postponements - Chair of Mitigating Circumstances/Exam Board)</i></p> <p>Date student informed of outcome (normally within 7 days of receipt of form) _____</p>

Section 2	Board Consideration Request
------------------	------------------------------------

Enter the assessment(s) affected by your Mitigating Circumstances				
Unit Title	Assignment Title	Assignment submission date if affected	Date of Exam if affected	Assignment Extension/Exam postponement already given (yes / no)

I confirm that I wish my Mitigating Circumstances to be considered by the Board in respect of the assessment(s) above and that the attached independent evidence is genuine.

Signed (student): _____ Date: _____
 Please return this form, with attached independent supporting evidence as identified on page 1, to your Programme/Framework Administrator.

<p>To be completed by authorised Staff: Record of Board consideration given _____</p>

Mitigating Circumstances Guidance Notes for the Applicant**What is a Mitigating Circumstance?**

You may be given an extension to your coursework or be allowed to postpone sitting an exam where you have a valid mitigating circumstance. A mitigating circumstance is something that:

- you couldn't have anticipated happening
- is not within your control
- you are not already receiving support from the University's Additional Learning Needs Service or College's Learning Support Services for

and which the University agrees is likely to have an impact upon your academic performance.

How do I request an extension to my coursework or postpone sitting my exam(s)?

As soon as you believe that you may have mitigating circumstances you must complete **Section 1 of the Mitigating Circumstances Form** and submit it to the Programme/Framework Administrator together with all supporting evidence. As well as detailing what your circumstances are, you need to explain why they will prevent you from meeting your deadline or sitting your exam. We will decide whether your circumstances should be taken into consideration and, if we agree, we will make alternative arrangements for your assessment. These will then be noted on your Mitigating Circumstances form. The form should normally be submitted before the date on which the submission is due. **You will be informed if your extension or postponement request has been authorised.**

Circumstances in which you may be granted an extension to your coursework, or allowed to postpone sitting your exam(s) include the following:

- Emotional/personal difficulties e.g. bereavement of a close relative/close friend
- Ill health – physical or mental
- Unforeseen carer problems (of a serious but short-term nature)
- Other serious circumstances or events which could not be foreseen by the student

If your mitigating circumstance arises on the day of your exam, making it impossible for you to attend, you must contact your Programme/Framework Administrator immediately. You will need to follow this up with a completed Mitigating Circumstances Form and full supporting evidence. If you don't turn up and don't let us know that you have a valid reason for not doing so, you will be given a mark of 0% and your resit will be capped at the pass mark.

You will **not** normally be granted an extension or allowed to postpone sitting your exam(s) for any of the following reasons:

- Computer/IT failure of students own equipment
- Transport problems*
- Misreading of assessment dates and times.
- Moving house
- Holidays or expeditions
- Inadequate planning, organisation or time management
- Timetabling of coursework/examinations
- Demands of paid employment**

*Unpredictable and exceptional transport delays on the day of the exam may, in some circumstances be considered a valid circumstance for non-attendance; however, routine delays to trains or buses will not.

**Exceptionally, this may be considered for some students in professional practice or on part-time programmes.

How do I let the Board of Examiners know about my circumstances?

If you have already been given an extension to your coursework or allowed to postpone sitting your exam(s), we have already made allowances for your circumstances and no further action is necessary.

However, exceptionally you may already have completed your assessment before you become fully aware of the impact of your circumstances, or you may not have had time to submit a coursework extension or exam postponement request before your assessment was due. In this case, the Board may take your circumstances into account when they are considering your performance or the

arrangements for you to progress to the next stage of your programme. To make the Board aware of your circumstances you should complete **Section 2 of the Mitigating Circumstances Form** and provide all supporting evidence. As well as explaining what your circumstances are you need to explain how they affected your assessment. You will need to provide information about which piece(s) coursework or exam(s) were affected, including the date of your circumstances and the date of your assessment(s).

This information needs to be submitted to your Programme/Framework Administrator (or as advised by your school/partner institution) **at least 5 working days** before the relevant Board meets (your Programme/Framework Administrator can let you know the deadline for this). The Board will decide whether your circumstances should be taken into consideration and, if they agree, you may, for example, be permitted to resubmit your assessment or resit your exam 'as a first attempt'. This means that your first attempt will be disregarded and your mark will not be 'capped' at the pass mark.

The Board will not normally raise marks even if they agree that you have valid circumstances. You will still need to complete and pass all your units before you progress to the next stage of your programme.

The Board will only take into consideration mitigating circumstances that have been raised during that academic year so you cannot ask for things to be taken into account that may have affected your performance in previous years. However, exceptionally, serious Level I circumstances may be carried forward for consideration by the Level H Board.

If you want the Board to consider your circumstances you must submit your Mitigating Circumstances Form **even if you think you may have passed**.

Important information

If you don't let us know about your circumstances at the appropriate time, normally we will not be able to take them into account retrospectively. Mitigating circumstances are only normally taken into consideration during the year of study.

All circumstances must be supported by the appropriate documentary evidence, as detailed below. Normally letters from friends and family are not sufficient evidence on their own.

- If you are/were ill you will need to provide a GP letter or medical certificate which will need to include the dates of your illness
- If you are/were undergoing treatment or counselling we will need written confirmation of this from your specialist or counsellor, including the nature and dates of your treatment
- If your circumstances relate to the death or ill health of a family member we will need independent evidence of this (such as an order of service or equivalent or a death certificate)

Some reasons students don't submit their circumstances at the appropriate time

1. Confidentiality

You may feel that you don't want to tell us about your circumstances because you are worried who will get to know. You can be assured that your information is only shared with the people who need to know in order to make a decision about whether to allow an extension/postponement to your assessment or make a decision about your academic progression.

If you wish, you may present personal information in a sealed envelope with instructions that it should only be opened if a mark or classification is borderline.

2. Academic Merit

Understandably, you want to be judged on your academic ability alone. Some students decide not to submit mitigating circumstances for this reason, but change their mind once they see their final results. The University will not accept this as an adequate reason for not disclosing mitigating circumstances. You are not obliged to let us know of any circumstances but if you don't tell us at the appropriate time, we cannot take them into consideration. It is therefore essential that you ensure that you disclose all relevant information as soon as you can.

Any Questions

If you have any questions about the Code of Practice on Mitigating Circumstances or the Form, please contact the askBU Students' Service (http://www.bournemouth.ac.uk/current_students/askbu/visit_askbu.html)

SECTION THREE

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