



Peter Symonds

Adult & Higher Education

TERMS & CONDITIONS for Higher Education Programmes

It is important that you are able to make an informed decision about what and where to study before applying and accepting a place. Peter Symonds College will make various information available to you, through a variety of means. This includes written materials such as prospectuses, course leaflets and information on our website, as well as information and guidance given at Open Events and at interview.

Please note that by accepting an offer of a place at the college, you are entering into a contract with us and are agreeing to be bound by our terms and conditions. **It is therefore important that you read and understand the information given below. Please indicate on your acceptance of place form that you have read and understood these Terms & Conditions.** If you have any questions or queries regarding this document, please contact the Higher Education Admissions Team. We also advise students to familiarise themselves with the various policies and procedures on our website, located under 'Wider Information for HE'.

1. Course cancellations

Courses may be cancelled if insufficient enrolments are received to make the course viable. Prospective students will be informed at the earliest opportunity if a course will not run and we will offer a suitable alternative where possible. If the college discontinues a programme, the applicant shall have no liability for fees and the college will give every assistance in helping the applicant find an alternative course.

2. Offers

All offers are made in accordance with the Peter Symonds College Higher Education Admissions Protocol, which is available on our website and will be given to you in hard copy during the application process.

Peter Symonds College reserves the right to amend or withdraw offers where it has come to our attention that an applicant has provided fraudulent or false information, or has not disclosed information that would have affected the outcome of their offer. Offers may also be withdrawn if an applicant is unable to fulfil the conditions stated in their offer letter, or has failed to provide requested documentation, such as exam certificates or passport.

Prospective students should note that under Distance Selling Regulations, they have a 14-day right to cancel, where the application and offer has been carried out at a distance (for example, offers and acceptances made via the UCAS Apply scheme). The 14 day period will begin from the date on your acceptance letter. Requests to cancel should be made in writing and directed to the HE Admissions Team. A cancellation form is also available by request if preferred, but is not mandatory.

3. Fees & Costs

Tuition fees for all of our Higher Education courses are charged per year – the fee for your course will be £5,250 per annum (2019). Please note that this excludes our Higher & Degree Apprenticeships. The tuition includes the university registration fee. Tuition loans, grants and bursaries are available to all eligible students living in England. As our programmes total 120 credits per year, they are classed as "full time" and, therefore, you will be able to apply to the Student Loans Company for funding. When applying for a student loan, applicants should select FULL-TIME when prompted to do so. A student loan application guide is available on our website under 'Fees & Costs' and Higher Education.

Applicants to our Counselling FdA course should note that there are additional costs which are not included in fees:

Travel to placements
Personal Therapy
Supervision in year 2 (this cost is normally added to the year 2 fee)
The cost of the 101 course which is a prerequisite to the FdA

Fee increases between years for students already on a course may occur and if so will be calculated in line with the RPI and will be communicated to students six months in advance of the start of the new academic year. Students will have the right to end their contract as a result of fee increases if they wish.

If you are self-funding, then you have the option to pay the amount in full or by instalments. If you choose to pay by instalments then please contact our Registry department on 01962 889547. Please note that a £25 administration fee is charged for instalment plans.

The college will provide learning materials online via our Virtual Learning Environment (Moodle), as well as providing access to various online journals and resources through our Learning Resource Centre. HE students do have access to the Ashurst Learning Resource Centre. This is based on our Sixth Form Campus on Owens Road (approximately 1 mile from the Adult Education Division). Reading packs may also be provided for some modules. However, it is highly likely that you will need to purchase some books during the duration of your course.

Failure to pay tuition fees may lead to sanctions, including the termination of your enrolment at the College.

A fee will be charged for any module re-sits to cover the cost of additional tuition and/or marking. This fee has been set at £300 for the academic year 2018-2019.

4. Withdrawals & Suspension of Study

If you enrol on to a course and subsequently withdraw (or are withdrawn) you may be liable for all or part of your outstanding fees. Students who withdraw within the first term will be liable for a third of the annual tuition fee, plus the university registration fee and instalment plan administration fee (if applicable). Those in receipt of a student loan should note that they will be liable for any shortfall should the initial loan payment received by the college not cover the costs mentioned above. Students who withdraw in term two or term three will be liable for the full course fee for year 1. You will need to pay the outstanding balance within 7 days of your withdrawal. If this is not possible, please speak with the AHED Business Manager on 01962 889542 to make alternative arrangements.

Students who are unable to complete their studies for health reasons may not be charged the full course fees, providing that they supply appropriate supporting evidence (medical certificate). Cases such as these will be looked at on an individual basis and a decision will be made at the discretion of the Director of Adult & Higher Education.

Students who experience difficulties during their course have the option to suspend their studies, rather than to withdraw completely. This means that you can take time out of your studies and re-join at a later date (usually within one year). Students should note that withdrawing or suspending their studies will have an effect on their funding and tuition fee eligibility. Students should seek advice from the Student Support Manager at the college, as well as from the Student Loan Company, before making a final decision regarding withdrawing or suspending.

5. Academic Study

By accepting an offer you are agreeing to the following:

- a. To participate fully and engage with your studies. This includes attending and taking part in classes and activities and undertaking assessment and assignments by the appropriate deadlines. Students are expected to attend all taught sessions. Any student who falls below 80% will be called in to see their personal tutor or Programme Leader to discuss and may be

- subject to the College's disciplinary procedures prevented from progressing to the next academic year (see Academic Regulations in the HE Wider Information section on our website)
- b. To notify your tutors of any issues or problems that may prevent you from attending or submitting assignments and to follow the College Concessions Policy and Procedures (available on Moodle) for extensions to assignment deadlines.
 - c. To familiarise yourself with the College's Academic Misconduct policy (available on Moodle) and be aware of actions constituting academic misconduct. All work should be submitted via Turnitin (plagiarism detection software) as directed on Moodle.
 - d. To abide by the Higher Education Student Charter (available on our website, prospectus and on Moodle).

Students should note that if their attendance falls below 80%, they will be required to attend an additional tutorial session in order to catch-up on missed work. Attendance at the additional tutorial session will be compulsory in order for students to successfully complete the module/qualification. A fee of £50 will be charged to the student to cover the cost of each additional hour's tuition session attended. A fee will not be charged where a student's attendance has fallen for medical reasons – medical certification will be required in order for the fee to be waived.

6. Changes to programmes

The College will deliver your programme of study in accordance with the description provided in our prospectus and in our marketing materials. There may be circumstances, which necessitate a change to the content and delivery of your programme, examples of which are provided below. Where changes are necessary, they will be communicated to you through the most expedient method possible and at the earliest opportunity. The College will take all reasonable steps to minimise disruption and will encourage affected students to participate in discussion about the implementation of any changes.

- Changes made in response to feedback from students and/or external examiners
- Movement of specialist staff, which may impact on the delivery or timing of specialist modules
- Changes made to receive or maintain accreditation from a professional, statutory or regulatory body

In the unlikely case where a student(s) is adversely affected by material changes they will be offered the opportunity to withdraw from the affected programme and, where appropriate, they will be offered reasonable support in line with paragraph 7.1 (Planned Mid-Programme Termination).

7. Refund and compensation (non-continuation of study)

Our student protection plan sets out how continuation and quality of study will be preserved for students if a risk to their continued study materialises. The student protection plan is designed to assure students that the College has appropriate arrangements in place to protect continuation of study, however if the College were unable to preserve continuation of study for one or more students then they should receive a refund of fees and appropriate compensation as set out in this section of our terms and conditions. The College considers refunds and compensation to be a remedy of last resort and is committed to use their best endeavours to ensure all students are able to continue and complete their studies at the College.

A reference to the College no longer being able to preserve continuation of study means that the College has terminated or intends to terminate either:

- a. A College programme of study on which an individual has been offered or accepted a place before that individual can register as a student or
- b. A College programme of study on which a student is registered before that student has completed that programme.

7.1 Planned Mid-Programme Termination

If such circumstances arise, the College will, when preparing its plan for dealing with the termination, consult the students registered on the programme and, as a minimum, will:

- (i) ensure all students on the programme receive the award (for example, certificate or diploma) that recognises the stage they have reached;
- (ii) offer those students advice and support to help them decide whether or not to transfer to a different programme at the College or seek transfer to a suitable alternative provider to complete the programme which is to be terminated;
- (iii) offer to pay reasonable travel costs to cover at least one visit per student to such an alternative provider;
- (iv) put in place, in consultation with the Students' Representative Committee, a compensation plan relevant to the circumstances of the particular termination that includes provision for compensation in respect of additional costs reasonably incurred by students as a result of any relocation;
NB: relocation costs will not apply if students were notified before the start of their programme that the location of their programme would change during their three year study period.
- (v) ensure that any student who has been in receipt of a bursary or similar funding and who would have continued to receive that bursary or funding had the programme not terminated receives the remainder of that bursary or funding whether they transfer to a different programme at the College or to the same programme at an alternative provider.

The College will also ensure that its plan for dealing with the termination includes appropriate provision for communicating with and compensating individuals who have been offered or who have accepted a place on the programme, to include as a minimum an offer of advice and support to help them decide whether or not to apply for a different programme at the College or seek a suitable alternative.

7.2 Unexpected Programme Termination

An unexpected programme termination occurs when

- (i) a risk to continuation of study materialises out of the blue and the College has no alternative but to terminate during the course of an academic year or
- (ii) the College has failed to recruit sufficiently to a programme and closes to new recruits to the detriment of individuals who have already been offered or accepted places on that programme.

If such circumstances arise, the College will treat communication and consultation with the students registered on the programme as a priority. As a minimum, the College will:

- (i) ensure all students on the programme receive the award (for example, certificate or diploma) that recognises the stage they have reached;
- (ii) offer those students advice and support to help them decide whether or not to transfer to a different programme at the College or seek transfer to a suitable alternative provider to complete the programme which is to be terminated;
- (iii) offer to pay reasonable travel costs to cover at least one visit per student to such an alternative provider;
- (iv) put in place, in consultation with the Students' Representative Committee, a refund and compensation plan relevant to the circumstances of the particular termination that includes provision for a refund of tuition fees and compensation in respect of additional costs reasonably incurred by students as a result of the termination, any change of programme and any relocation; and
- (v) ensure that any student who has been in receipt of a bursary or similar funding and who would have continued to receive that bursary or funding had the programme not terminated receives the remainder of that bursary or funding whether they transfer to a different programme at the College or to the same programme at an alternative provider.

The College will also ensure that it communicates with and compensates individuals who have been offered or who have accepted a place on the programme, to include as a minimum an offer of advice and support to help them decide whether or not to apply for a different programme at the College or seek a suitable alternative.

Compensation

The refund and compensation plan referred to above will include appropriate provision for

- (i) lost time;
- (ii) additional tuition costs;
- (iii) travel costs as a result of relocation of provision.

NB: Our degree programmes are vocational in nature and delivered one day a week. As a result students are in paid employment during the rest of the week, live locally and do not have additional maintenance costs as a result of studying with the College. Consequently, the College will not normally offer compensation for maintenance.

Relevant guidance published by either the Office for Students or the Office of the Independent Adjudicator for Higher Education will be taken into account in preparing any such plans.

Payments

Refunds will normally only be made to the bank and account holder (or other financial institution) that originally paid the tuition fee and will not be paid in cash. This applies whether the student is in receipt of a tuition fee loan from the Student Loans Company, pays their own tuition fees or has their tuition fees paid by a sponsor.

General

This Refund and Compensation section is linked to the College's Student Protection Plan which can be found on the AHED college website under wider information for HE students.

This Policy will not normally apply to individuals who have completed the studies for which they registered as a student with the College.

8. Work focussed learning

Most of our degree programmes are vocational and as such, students are expected to be working or volunteering in a relevant position for a minimum of 100 hours throughout the course. Although the College can offer some support in finding a suitable position, responsibility for this ultimately lies with the student.

Counselling students have to successfully complete a minimum of 100 1-1 client hours as part of the qualification, in addition to 50 hours work-based learning.

9. Academic Regulations

Our Academic Regulations are the definitive statement of all of the Peter Symonds College regulatory framework documents for Higher Education. In some instances, elements of our academic regulations can be overridden by our partner institutions who make the award. Where this is the case, it has been flagged in our Academic Regulations.

An essential purpose of Academic Regulations is to ensure equity of treatment for students at each stage of their education. This is done by prescribing due process and setting out criteria for making judgements about student academic performance. A further purpose is to protect the academic standing of the College and its awards, for the benefit of its students and other stakeholders, whether past, present or future. Our Academic Regulations can be found on our website in the Wider Information for HE section.

10. Policies & Procedures

All of our policies & procedures are available on Moodle. In addition to the Academic Regulations mentioned above, the following documents are available: Support for Higher Education Students, HE Teaching & Learning Strategy, HE Academic Misconduct Procedures, Feedback on Student Work,

Recognition of Prior Learning Procedure, Assessment Procedure for HE Programmes, Moderation of Assessed Work and Quality Assurance Procedures.

11. Complaints & Appeals

Procedures for Higher Education Student Complaints and Appeals can be found on our website under 'Wider Information for HE'. These documents are also available on Moodle and will be issued to you in the HE Student Handbook. Peter Symonds College is a member of the OIA (Office of the Independent Adjudicator). Any student dissatisfied with the result of a complaint (and only when all internal complaints procedures have been followed) may refer their complaint to the awarding university. On completion of their process, a Completion of Procedures (COP) letter will be issued informing you that the internal procedures are complete. You are then able to appeal to the Office of the Independent Adjudicator (OIA). **The OIA cannot review complaints about academic judgement, admissions or student employment matters.** Further information on the scheme can be found at www.oiahe.org.uk.

Please retain this document for your records.