



**Please note:**

All the information in this Handbook is correct at the time of publishing.

Exeter College is proud of its teaching and research and it undertakes all reasonable steps to provide educational services in the manner set out in this Handbook and in any documents referred to within it. It does not, however, guarantee the provision of such services. Should industrial action or circumstances beyond the control of the College interfere with its ability to provide educational services, the College undertakes to use all reasonable steps to minimise the resultant disruption to those services.

If you require any part of this Student Handbook in hard copy, larger print, or an alternative format, please contact:

The HE Department

Tel: 01392 400249

E-mail: [HEoffice@exe-coll.ac.uk](mailto:HEoffice@exe-coll.ac.uk)

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## 1. Welcome and Introduction

Welcome to Exeter College and the start of your University level studies. We hope that you will thoroughly enjoy your experience here with us and aim to support you and guide you effectively through your studies. Whilst studying here you will benefit from the excellent teaching and learning provided by the staff in the college and well as some of the fantastic resources we have available.

This Student Handbook contains important information including:

- The College procedures
- Student support including careers education, information and guidance
- Money Matters
- Learning resources
- Study Skills Support including Academic Regulations
- University Level Student Forum

**Note:** the information in this handbook should be read in conjunction with the current edition of the student handbook associated with the University awarding your qualification and the specific Teaching and Learning Guide, which will be given to you by your tutor. The associated University student handbooks can be found at:

[www.plymouth.ac.uk](http://www.plymouth.ac.uk) – search Student Handbook

[www.marjon.ac.uk](http://www.marjon.ac.uk) – search Student Handbook

[www.exeter.ac.uk](http://www.exeter.ac.uk) – search Student Handbook. You will need to scroll down to find the handbook for you course

[www.kingston.ac.uk](http://www.kingston.ac.uk) – search Student Handbook

### 1.1. Students as Partners

Exeter College is linked with a number of University's and awarding bodies who validate and award our programmes. This provides you with, in most cases, a dual registration with the partner university and allows to additional access to recourses and facilities. All of our partners are committed to supporting the college in developing the programmes offered to ensure that the highest quality of teaching and learning is offered and as a result regular reviews are undertaken throughout the year on all of our provision.

The majority of the university level provision delivered at Exeter College is Level 4, 5 and 6 comprising of HNCs, HNDs, Foundation Degrees and some Bachelors Awards.

## 1.2. Term dates 2017 - 18

Autumn Term

Monday 11 September – HE teaching commences

Monday 23 – Friday 27 October - Half term

Friday 15 December – Term ends

Spring Term

Monday 2 January – Teaching commences

12 – 16 February Half term

Friday 29 March – Term ends

Summer Term

Monday 16 April – Teaching commences

28 May – 1 June Half Term

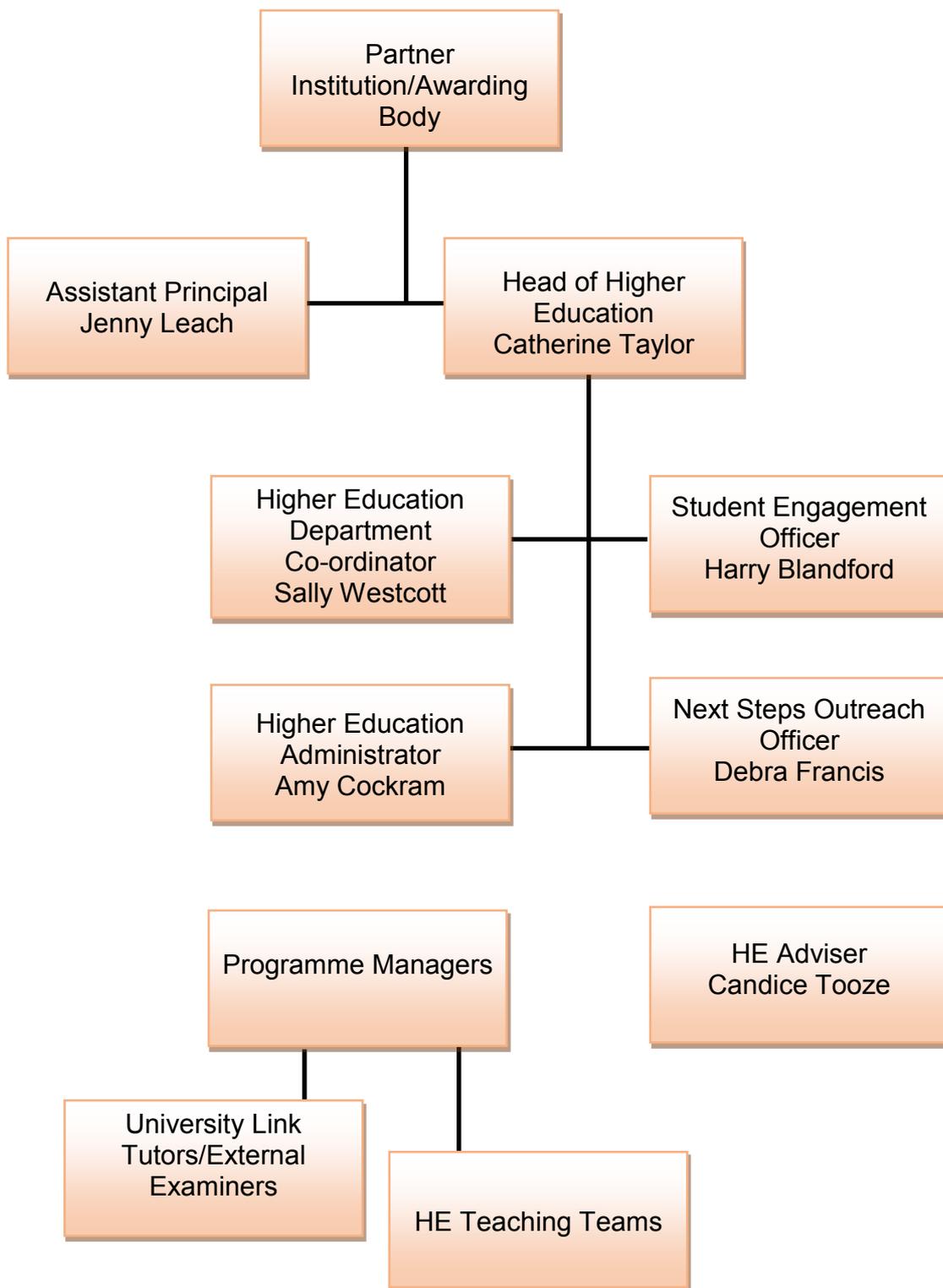
Friday 6 July – Term ends

**Please remember to wear your orange lanyard  
and ID card when you are at College**

**This identifies you as an Exeter College  
University Level student and helps the  
College to safeguard its younger students**

## 2. Student Support is provided by the College in the following ways:

### 2.1. Staff / Student Communication



# STUDENT ENGAGEMENT OFFICER

**HARRY  
BLANDFORD**



**Championing the student voice is incredibly important to me. If you have any issues whilst undertaking your studies at the college then feel free to come and see me. I'm also here to help grow any ideas you have or help you get involved in representing the student body.**

**The Higher Education students are a distinctive group at the college and I want you to feel like your voice is being heard and acted upon. While you're here I want to help you get the most out of your experience.**

**CENTRE FOR  
UNIVERSITY  
LEVEL STUDIES**

## **Other Useful Contact Details**

### **Higher Education Department**

Tower Ground Floor  
Tower Building  
Hele Road  
Exeter  
EX4 4JS  
Tel: 01392 400249  
[heoffice@exe-coll.ac.uk](mailto:heoffice@exe-coll.ac.uk)

### **Faculty of Foundation Learning and Support**

Ted Wragg Building  
Hele Road  
Exeter College  
EX4 4JS  
01392 400439  
[learningsupport@exe-coll.ac.uk](mailto:learningsupport@exe-coll.ac.uk)

### **Student Experience Department**

Greystone House  
Hele Road  
Exeter College  
EX4 4JS  
01392 400449  
Email: [jennifercurrie1@exe-coll.ac.uk](mailto:jennifercurrie1@exe-coll.ac.uk)

### **3. College and programme staff will communicate with students in the following ways:**

- College Email
- College [Centre for University Level Studies Moodle Site](#)
- University Level Notice Board in the dedicated Study Rooms and Zones
- Learning Resource Centres
- Programme Notice-Boards in your Faculty
- Programme Moodle sites
- Student electronic newsletters
- The University Level Student Rep for your programme

#### **3.1. Learning Support**

##### **Important: please note**

##### **If you have a disability or learning support requirements**

The College is very supportive of students with disabilities or learning support requirements, and year-on-year we are making adjustments to assist these students. It may be that we have already put in place inclusive teaching and learning practices or reasonable adjustments to assessment approaches which will assist you. However, unless we know what your needs might be, we cannot guarantee that this will be the case. If we can identify your needs sufficiently well in advance of your start at the College, we are better able to put in place appropriate arrangements. If there is a health and safety issue or an issue about the expectations of students on the course, appropriate notice will allow us to advise you on alternative options.

##### **If you have not told us about your disability or learning support needs**

Please contact the College's Faculty of Foundation Learning and Support at:

[learningsupport@exe-coll.ac.uk](mailto:learningsupport@exe-coll.ac.uk)

##### **If you have told us about your disability or learning support requirements**

You may be asked for additional information or invited to attend an interview with a member of the College's Learning Support Team. This is in order that we can properly advise you on how to arrange the support you need. Please provide any information requested and come in to see staff if asked to do so; otherwise we could find ourselves in a position in which it is difficult or even unsafe for you to take up your place.

##### **Funding to support you with your disability and learning support requirements**

We do not receive direct funding to provide support for University Level Students with disabilities and learning support requirements. You must, therefore, first apply for Disabled Students Allowance (DSA). To apply for this you will need a diagnosis of your condition from a medical practitioner or educational psychologist, together with an assessment of your support needs undertaken since you were 16 years of age. For further information and to apply, please go to the Government's Student Finance webpages:

<https://www.gov.uk/disabled-students-allowances-dsas>

If you are awarded an allowance, you will either be able to access support via the College or if you prefer via an independent provider. To locate an independent provider and be assured that they are approved to provide DSA funded support, please visit the web site of Disabled Students Allowances Quality Assurance Group (DSA-QAG) website:

<https://dsa-qag.org.uk/>

If there is a delay in your application for DSA being determined and therefore you receiving support, the College may be able to provide interim support sessions for you funded by the HE Department. If this is the case please contact:

[HEOffice@exe-coll.ac.uk](mailto:HEOffice@exe-coll.ac.uk)

### 3.2. Learning Resource Centres (LRC)

We have six Learning Resource Centres (LRCs) to support you with your studies (plus a “Pop-up” LRC). We offer a full library service as well as providing study spaces, access to PCs and help with enquiries. LRC locations, contact details and opening times can be found [here](#). More information about resources for University Level students can be found [here](#).



#### Research Support:

The Information and Digital Practitioners (IDP) offer research support to both individuals and groups. Details on our Research Skills programme can be found [here](#). The IDPs work closely with University Level lecturers to make sure we have the resources you need. We are always happy to answer any questions or provide further support. Contact details can be found [here](#).

In addition to the LRC induction you will also receive a **What I Need to Know (WINK)** session. The aim of this session is to develop your library skills so you are confident in searching, accessing and locating our LRC resources (both physical and online). We also deliver sessions on how to access your university resources

#### Borrowing items and inter-library loans:

As a University Level student, you can borrow up to 10 items at any one time from the LRCs. You must show your Exeter College Student ID card.



You can also borrow books from other libraries (including the British Library) through our inter-library loans service. [Please click here](#) or contact the IDP team for further information.

## **University library resources:**

Partner University library resources can be found at:

[University of Plymouth](#)  
[Plymouth Marjon University](#)  
[University of Exeter](#)  
[Kingston University](#)

## **4. Student Enhancement, Liaison, Evaluation, Representation and Feedback**

### **4.1. Student Representatives**

Each programme should have one or more student representatives - elected by their fellow students - to pass on information and opinions from the student body to college staff and university review boards.

Course representatives are important, linking staff and students so that issues of quality of provision affecting students can be promptly and appropriately addressed. Representatives provide feedback to the programme's staff on innovations and can assist the programme team to develop the curriculum to meet student needs.

Student representatives are elected in the first few weeks of term and have seven key responsibilities:

- To gather and voice the opinions of the students in the tutor group
- To convey good practice and praise, as well as any concerns or issues to the College
- To link with the HE Department in order to disseminate information from the relevant University/validating body to students about events etc.
- To be as accessible to, and act as representative of, the students in the tutor group as much as possible
- To represent the group's views twice a year during University Level Student Forum with the HE Engagement Officer and the Head of Higher Education
- To attend College meetings and programme reviews when required
- To feedback main points of discussion from meetings and share any action points decided upon



## 4.2. Student Voice

There are many opportunities for the student voice to be heard within an academic year. Students will be invited to share their views at regular faculty and University Level Student Forum meetings. Feedback from the students will be gathered and actions will be fed back through 'You said, we did' type posters and action plans. The views of students are also incorporated into course reviews and External Examiner reports and fed into action plans. Hence the student voice is important in facilitating changes across University Level Programmes at Exeter College, updating course design and assessment procedures. More information can be found on the [Centre for University Level Studies Moodle](#) pages.



### Centre for University Level Studies Student Voice Dates

Thursday 4<sup>th</sup> November 2017

Tuesday 27<sup>th</sup> February 2018

The meetings will be held in the Boardroom,  
Hele Road at 12:15

### 4.3. Surveys and Questionnaires

University Level students are required to participate in a number of surveys throughout the year to provide feedback. This feedback will be reviewed by the programme manager and form part of the Programme Monitoring and Review process. The surveys that should be completed are:

- Exeter College Induction Survey - **ALL** year 1 University Level Students (October)
- Exeter College On-Course Survey - **ALL** University Level students (Jan / Feb)
- National Student Survey (NSS) – **ALL FINAL Year** University Level Students (January – April)
- BTEC Higher National Student Survey – **ALL HNC and HND** students (April)

In addition your awarding institution may also require students to participate in Student Perception Questionnaires (SPQ):

- SPQ – **University of Plymouth** students, year 1 only (January – April)

Reminders of these surveys will be sent out by the Programme Managers and the HE Department along with details on how they can be accessed.

#### 4.4. Awards and Celebration of Success

Many students make significant contributions to the life of the College and the communities in which they live and work. The College offers a University Level Student of the Year Award and the Graduation Ceremony to recognise student achievement.

University of Plymouth students are encouraged to sign up for the Plymouth Award (which is free of charge) and is designed to recognise and celebrate student achievements outside the curriculum.

Academic Partnerships (University of Plymouth) offer a prize for students who have overcome difficulties to achieve their qualification.

University of Plymouth students can nominate staff members who have been particularly supportive and helpful for the STTAR Awards.

#### 4.5 Induction

As part of your initial induction in to your programme of study you will be given a lot of new information including how to access learning resources and assessment procedures. Please see the Moodle pages for your programme and the Learning Resources Centres.

#### 5. Money Matters - Student Finance

If your student finance is delayed and you need an emergency loan or you are struggling with money generally you may be eligible for financial help from the Access to Learning Fund. Details on how to apply can be found on the [Centre for University Level Studies Moodle](#) page, just click on Advice and Guidance.



If you would like information on financial matters please  
contact the  
HE Student Engagement Officer on

[HEOffice@exe-coll.ac.uk](mailto:HEOffice@exe-coll.ac.uk)

Tel: 01392 400511

## 5.1. Student Support

### Health and Wellbeing

Greystone House operates an educational counselling service for University Level students, which is designed to support you to be in college and succeed and achieve your qualifications. This does not replace any support from other specialist services or advice from your GP, but it does give you the chance to meet 1:1 with the Access to HE and University Level Studies counsellor Paula and share any issues that might be troubling you.

To book an appointment please go to the Reception in Greystone House or telephone 01392 400449.

Other sources of medical support locally include:

[GP Surgeries](#)

[Hospitals](#)

[Dentists](#)

For information about accommodation please contact Candice Tooze, the HE Adviser, on 01392 400909 or email [headviser@exe-coll.ac.uk](mailto:headviser@exe-coll.ac.uk)

## 5.2. Sport and Leisure



### Central Fitness

Victoria Yard  
Queen Street  
Exeter College  
EX4 3SR

### Sports Injury and Massage Treatments

To book an appointment email  
[sportsinjuryclinic@exe-coll.ac.uk](mailto:sportsinjuryclinic@exe-coll.ac.uk)



## 5.3. Student Unions

Students can access information about University Students Unions by visiting their websites via the handbooks or the University Level Moodle Page [Centre for University Level Studies Moodle](#). General information is available on the [National Union of Student's website](#).

## 5.4. Careers Education, Information and Guidance

Your University Level programme has been designed to help you to succeed in your career aspirations and has been designed with the involvement of employers. Many of these are prepared to come to your college to give talks to students about their working environment and the qualities that they expect in potential employees. Please make every effort to attend such events and to profit from such employer contacts. Many of your teaching staff are past or present practitioners in their field and so will be able to provide helpful careers advice.

Partner Universities also provide on-line resources to help you with careers planning, which may be accessed via their websites (see below).

[www.plymouth.ac.uk](http://www.plymouth.ac.uk) – search careers

[www.marjon.ac.uk](http://www.marjon.ac.uk) – search careers

[www.exeter.ac.uk](http://www.exeter.ac.uk) – search careers zone

[www.kingston.ac.uk](http://www.kingston.ac.uk) – search careers and employability

The College is currently developing additional specialist on-line resources for its university level students as well as events and activities to aid your progression and employability. Information on this will be circulated by College email and via the University Level electronic newsletter.

## **6. Key Features of University / Higher Education Study**

Outlined below are key features of University or Higher Education (HE) level education, including what differentiates this from other forms of education e.g. at school, college or in the workplace.

### **6.1. Attendance**

You are expected to take responsibility for your learning and attendance in timetabled sessions. More specifically:

- You will be expected to be available for every week of your college terms.
- In some modules if you do not attend consistently you may risk losing marks, either directly or by missing an assessed presentation or group activity.
- Any absence also affects your peers as it may disrupt planned group activities and limit the range of discussions. Please ensure that holidays are only arranged outside of term and assessment commitments. Students who do not attend run a very high risk of failure.
- The College expects all students will attend all scheduled classes, field trips and other events that are part of their programme of study. All teaching is developed to give you relevant, necessary experience. We know that students who do not attend perform less well.
- If you are ill or otherwise unable to attend, you should send apologies to your tutor and ensure that you have caught up with the work.
- Where minimum attendance is required before an assessment can be undertaken this will be clarified in the programme and module handbook.
- If you are an International student or on a programme that leads to professional body qualifications please be aware that lack of attendance may lead to exclusion, or not obtaining the qualification that you are seeking.

## 6.2. Your Approach to Studying

Probably the most significant difference between university level study and other levels of education is the amount of personal responsibility you have. This has implications for how you approach your studies.

Staff will use a variety of educational approaches, depending on the learning outcomes of the module. These may include: lectures, group work, discussion, student led activities, simulation, technology supported activity, practical scenarios, and directed study. Your active participation will enhance your learning. It is **your responsibility** to acquire the required knowledge and skills.

### **Key strategies to become a Successful Student**

**You must take proactive responsibility for your own studies.** We will give you as much help and support as we can but ultimately your success (or failure) is down to you.

**Plan your time carefully.** Write a personal timetable as soon as you can.

**Attend all lectures and tutorials and take notes.**

**Do not miss deadlines.**

**Read extensively around your subject.** Just being familiar with the set text books is unlikely to be enough to pass.

**Seek help, if you need it, as soon as possible.** If you need specific help with your studies, speak to your lecturer or tutor or make a personal appointment to see them. Even if your problem has nothing to do with your programme, it may have an effect on your ability to study. Let someone at the College know - ignoring problems will only make things worse later on.

At this level of study, **you will be treated as a responsible adult**, capable of acting on your own initiative.

University Level study requires you to develop new study, time-management and prioritisation skills to make effective use of your study time and to meet programme deadlines. Your weekly timetable consists of planned learning activities, such as lectures, and time for you to undertake additional reading, assignment preparation and private study.

The contact time that you have with lecturers is only part of your module timetable. As an indication, the average amount of 'total student effort' expected for a 20 credit module will be around 200 hours. If you are studying on a full-time programme you will be timetabled for the equivalent of 120 credits each academic year. However you may find that your weekly timetabled hours are only around 12-15 hours per week, this is to allow you sufficient time to conduct further reading around your subject area and/or participate in placement learning to apply your skills and practice.

**You must, therefore, learn to use your time constructively.**

**Your most valuable learning will be done in your own time and in your own way.**

### 6.3. Reading for your study

- You will not complete your programme successfully if you do not read regularly and in-depth. You will be given reading lists for each module. You should purchase at least one recommended text for each module. Since books are expensive, however, it may be a good idea to pool resources by sharing with friends in a study group.
- Please note that you may only be able to borrow basic texts from the Learning Resources Centres. Demand for such texts may be very high at certain times in the year; so do not rely on them being available.
- You are strongly recommended to follow current issues relevant to your programme in the quality press, for example, The Times, Independent, Guardian and Telegraph. You should also make use of subject-related journals held in the Learning Resources Centres.
- Reading texts for University Level study demands note-taking as well as reading skills, as with lectures, keep careful notes from your reading.



### 6.4. Suggested Reading for New Students

- *Bedford, D. and Wilson, E. (2013) Study Skills for Foundation Degrees. Brighton: David Fulton Publishers*
- *Burns, T. and Sinfield, S. (2012) Essential Study Skills: The Complete Guide to Success at University. Sage Study Skills Series*
- *Cottrell, S. (2015) Skills for Success: the Personal Development Planning and Employability Handbook. Palgrave Macmillan.*
- *Greetham, B. (2013) How to Write Better Essays. Palgrave Macmillan.*

## 6.5. Private Study

Your private study time is likely to be taken up by different tasks for each module, by preparing for tutorials or undertaking some reading of a programme text or library/Learning Resources Centre research. In addition, private study time provides students with the opportunity to ensure they have understood the subject, reflecting on any feedback on assessed work and building up a good set of notes for revision.

## 6.6. Study Groups

In all our programmes, the College encourages students to learn skills to enable them to work as groups and teams. These are not merely useful during your programme. In any employment context you will find such skills and experiences invaluable. Sometimes you will find you are assessed on a piece of written work or presentation completed as a group. Many students benefit significantly from working collaboratively in study groups, to check their understanding of difficult issues or concepts and to revise.



## 7. Factors Affecting Your Learning

In addition to teaching, academic support and private study there are often factors which influence your learning environment. If you are aware of these, you will be able to manage your studies more effectively.

### 7.1. Effective Learning

Learning refers not simply to the sum total of facts and information you can recall at a given moment. It also relates to how you use and apply information; and how you find, store and retrieve it. One of your aims as a student should be to become a more effective learner.

The quality of your learning will depend on these starting points:

- Your attitudes, attendance, aims and goals
- Your dedication
- Your aptitude for the subject
- Your intelligence
- Your willingness and ability to learn
- Your use of resources - tutors, books, materials, the work experiences built into the programme, etc. - and time - your timetabled lectures and tutorials as well as private study.

To assess how well you are learning, you should frequently check your progress by keeping in touch with your tutors and your fellow students and ensuring you are up-to-date with deadlines.



## 7.2. Time Management

Good time management lies at the root of effective learning. You will need to plan the use of your time carefully. You will have the demands of your programme, learning in lectures and tutorials, working on assessments and completing your private study to consider.

A personal timetable can help you in assessing all your priorities: paid work, social and family commitments, as well as your studies.

You will have to think realistically about the number of hours that you need to work to be a successful student. If you are studying full-time, we would expect that your lectures, other timetabled sessions and private study taken together will only account for a proportion of the 200 hours of work required for each 20 credit module or unit. However, the amount of study effort required varies from student to student.



### 7.3. Coping with Stress

Stress can be a serious problem, particularly in your first year when you may be adjusting to a new environment, arranging accommodation, managing your finances, living away from home and balancing your time between study and family/work commitments. Please see the details above for the Access to HE and University Level Studies counsellor.

### 7.4. Learning Skills

Some students find the transition to University Level study, particularly student-centred learning, more difficult than they expected. Although you will receive help throughout your programme to improve these skills, there is specific support, advice and resources available from the College's Information and Digital Practitioners (IDP), bookable via the Learning Resource Centres for group or individual sessions, concerning issues such as:

- Presentations
- Essay Writing
- [Referencing](#)
- Time Management
- Reading and Note-taking
- Revision and Examinations
- [Assessment Methods](#)

If you need further help with referencing and bibliographies, please ask your tutor or your IDP. There are a number of study skills books available for loan from the College Learning Resource Centres and online help can be found [here](#).

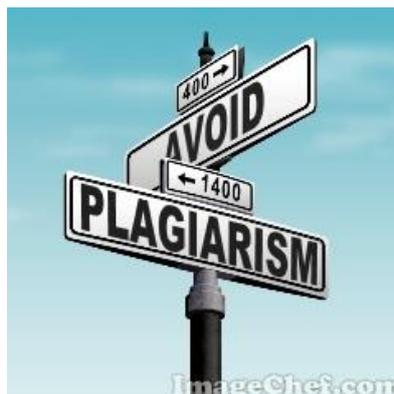


Links for resources available via the University of Plymouth, the University of Exeter, Plymouth Marjon University and Kingston University can be found on the Learning Resources Centre pages, please click [here](#).

## 7.5. Plagiarism

The College now uses Turnitin Feedback Studio to assist in identifying where students are using work that is not their own and to provide feedback to help them improve their academic writing. If an assessor suspects that plagiarism has been committed they will notify the student and submit the work and evidence to the HE Department. The case will be reviewed by a screening committee either at the College or at the Partner University, depending on who validates, franchises or otherwise awards your qualification, which will determine whether an academic offence has been committed or it is a case of poor academic practice in relation to citation and referencing.

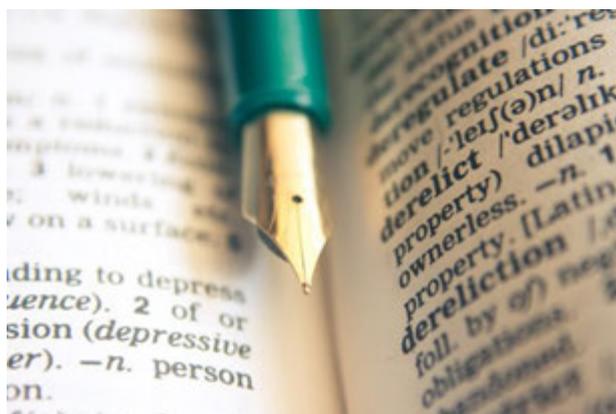
Plagiarism is a serious academic offence and can result in you receiving a zero grade for an assessment and consequently failing a module or unit. It is essential that you correctly reference your work. Help and advice on how to avoid plagiarism and use the appropriate referencing system can be found [here](#).



## 8. Academic Matters - Procedures for dealing with late submissions and Extenuating Circumstances

- Matters don't always run smoothly during your time as a student and events external to the College might have an effect on you personally which impacts on your academic progress.
- You should always let your lecturer or tutor know (especially around the time of assessment deadlines or exams) because they may be able to help. Some of these factors we may be able to treat as 'extenuating or mitigating circumstances'.
- There are strict and often inflexible deadlines, which are not necessarily within the College's control to alter.

- If you submit a piece of work or attempt an examination you have deemed yourself to be 'fit to submit' or 'fit to sit'. If you do not consider yourself 'fit' you must make us aware of any circumstances which are causing this.
- Extenuating or mitigating circumstances don't work as an insurance against a poor mark and they will not get your marks raised. But they do give you an opportunity to submit when you are less affected by the circumstances.
- Examples of what the College can accept as extenuating or mitigating circumstances and what you should do in the event that situations such as these arise can be found on the [Centre for University Level Studies Moodle](#) page. Click on the tile for you Awarding Body and then on the purple Procedures link.



## 9. Student Complaints and Appeals

### If you have an issue or concern

At Exeter College we are committed to supporting you in the resolution of any issues or concerns you may have whilst studying with us. In the instance that a situation arises that causes you concern, please refer to one of the following people at the earliest possible opportunity and we will endeavour to help you:

- Module or Unit lecturer
- Programme tutor
- Programme Manager
- Head of Faculty
- The Higher Education Department

## Complaints

Should your issue or concern not be successfully resolved informally and you would like to raise a formal complaint then please refer to the Exeter College Complaints procedure, including the complaints form and where to send it, which is available on the College website and may be accessed here:

[Compliments-Comments-Complaints](#)

We will:

- Deal promptly and fairly with any complaints you may have
- Provide necessary support and advice in relation to your complaint or problem
- Treat all complaints seriously and respect confidentiality at all times

If your complaint is not resolved to your satisfaction, especially if it concerns an academic matter, then you may raise it with the university or awarding body responsible for your programme. Please refer to their websites for further information or contact the HE Department for guidance:

[HEOffice@exe-coll.ac.uk](mailto:HEOffice@exe-coll.ac.uk)

If still dissatisfied with the outcome and you have been issued with a 'Certificate of Completion' (COC) by the College, university or awarding body, you may complain to the Office of the Independent Adjudicator for Higher Education (OIA). Information on how to make a complaint is available on their website at:

<http://www.oiahe.org.uk/making-a-complaint-to-the-oia/how-to-make-a-complaint.aspx>



## Appeals

Should you wish to appeal against an academic decision by an assessor, then please contact the assessor for the relevant module or unit in the first instance, who will then initiate the College's process in this respect.

Should you wish to appeal against the outcome of an Assessment or Award Board, then please refer to the guidance provided with your letter and transcript of results when issued or if in doubt please contact the HE Department at:

[HEOffice@exe-coll.ac.uk](mailto:HEOffice@exe-coll.ac.uk)

Please note that the timescales for, and determination of, such appeals can vary depending on the who validates, franchises or otherwise awards your qualification. The following appeals are determined by the College Appeals Panel:

- Pearson Higher National Certificates and Diplomas
- University of Exeter BA(Ord) Business Management

Appeals in relation to University of Plymouth, Plymouth Marjon University and Kingston University are determined by them in accordance with their respective appeals processes, which are available on their websites (see below):

- [www.plymouth.ac.uk](http://www.plymouth.ac.uk) – search Appeals
- [www.marjon.ac.uk](http://www.marjon.ac.uk) – search academic appeals, you will need to scroll down the page
- [www.kingston.ac.uk](http://www.kingston.ac.uk) – search appeals

## 10. United Kingdom Visas and Immigration

### United Kingdom Visas and Immigration

The UKVI (United Kingdom Visas and Immigration) has a range of requirements for students with a Tier 4 student visa. Exeter College is recognised by UKVI as being a Highly Trusted Sponsor. We therefore have certain duties that we are expected to fulfil including monitoring your attendance and keeping up to date records

The College / University must retain copies of the personal identity pages of your passport plus pages covering your current leave and all UK leave stamps, and a copy of the Identity Card for Foreign Nationals (if applicable). These documents are photocopied at enrolment, and must be seen by a member of the International Office before your enrolment is completed. Records of attendance must be kept for all students with a Tier 4 student visa and you must maintain up-to date personal contact details on the student portal at all times.

Please note: the College must report to the UKVI:

- A specified period of non-attendance
- If you cease to study at the College for any reason (withdrawals, suspensions, interruptions, non-payment of tuition fees etc.)
- If your study circumstances change such as a change in course, or if the duration of your course changes.
  - If it is known that you are not complying with the conditions of your leave

For more information within the college please contact the International Office in St David's Building Hele Road. The international team can be contacted by e-mailing [international@exe-coll.ac.uk](mailto:international@exe-coll.ac.uk) or by calling 01392 400662.