



**CORNWALL COLLEGE
UNIVERSITY
CENTRE**

The Cornwall College Group Higher Education Student Handbook

2022-2023



**BICTON
COLLEGE**



**CORNWALL
COLLEGE**



**DUCHY
COLLEGE**



**FALMOUTH
MARINE
SCHOOL**



**UNIVERSITY OF
PLYMOUTH**



**PLYMOUTH
MARJON
UNIVERSITY**

In partnership with

**FALMOUTH
UNIVERSITY**

If you require any part of this Student Handbook in larger print, or an alternative format, please contact: *HE Operations* CCHEA@cornwall.ac.uk

Please note:

All the information in this handbook is correct at the time of printing.

The Cornwall College Group 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 Institution interfere with its ability to provide educational services, the College undertakes to use all reasonable steps to minimise the resultant disruption to those services.

Contents Page

Welcome and Introduction.....	6
The Cornwall College Group (TCCG).....	6
University of Plymouth (approved programmes)	6
Falmouth University (approved programme)	7
Plymouth Marjon University (approved programmes)	7
Personal Tutor.....	8
Contact List	8
Staff / Student Communication.....	11
Studying at Cornwall College - Information and Student Support	11
Financial Information and Guidance on Funding	12
TCCG Policies.....	13
Awarding Body Policies.....	13
Student Representatives and the Feedback loop.....	13
Student Voice.....	13
Student Representation, Feedback and Evaluation	13
Applying for your University of Plymouth Student Card.....	14
The Plymouth Online Study Guide	14
Communications from the University of Plymouth	15
How to Change or Reset your Password	15
University Computing Helpdesk	16
Mobile with Plymouth	16
Electronic Student Perception Questionnaire (e-SPQ) and National Student Survey (NSS) 16	
Terms Dates	17
Learning Centers.....	18
Assessment.....	19
Formative and Summative Assessment	19
Taking Your Learning Seriously.....	21
Key Features of University Level Study.....	21
Attendance	21
Your Approach to Studying	21
Reading for your study	22
Private Study	23
Study Groups	23
Factors Affecting Your Learning	23
Effective Learning.....	23
Time Management	24
Coping with Stress	24

Extenuating Circumstances.....	25
Hand in Process.....	27
Return of Assessment and Feedback	28
Academic Matters - Procedures for dealing with late submissions and extenuating circumstances	28
Late Work.....	29
Academic Offences	29
Contract Cheating	29
Academic Dishonesty: How to stay straight and clean.....	29
Referencing Guide	31
Urkund.....	36
Studiosity.....	37
Progression to Further Study & How Your Marks are Calculated.....	38
Honours Degree	39
Postgraduate Awards – MSc.....	40
Graduation and Results Guidance	40
Example Transcript Explained.....	42
Alumni	43
United Kingdom Visas and Immigration (UKVI).....	43
United Kingdom Visas and Immigration (UKVI)	43
External Examiner Arrangements.....	44
What next?	44
Employment and Progression Opportunities	44
MyCareer	45
Work-Based Learning (WBL) / Work Related Learning (WRL) and Employability.....	45
Frequently Asked Questions:	47
What if I want to withdraw from, or suspend from my course?	47
What if I want to transfer to another programme?	48
Where do I get my Timetable?	48
How do I raise an issue?	48
University of Plymouth – Specific Information	50
Student Support Self Help Information	50
Big White Wall.....	50
Togetherall	50
Enrichment and Co-Curricular Activities.....	51
Plymouth Compass	51
The Plymouth Award.....	51
Personal Development Planning	51

Important – please note

The College will do its best to provide appropriate support for students with a disability. In the context of Higher Education study, the term disability covers a range of impairments, medical conditions, mental health issues and specific learning difficulties. We have put in place several changes to procedures and to our campus to make our courses more accessible, and this is reflected in the diversity of students studying with us. However, it is important for us to consider any individual requirements sufficiently far in advance to enable us to advise you on the range of options available and to put in place appropriate arrangements.

Please ensure you have told us about any disability even if you do not think it will affect you while you are at college.

If you have already told us about a disability, we may ask you for further information or invite you for an information meeting (with the HE Learning Support Co-ordinator, and a member of the Learning Support Team, if necessary). We can then accurately assess, in discussion with you, your individual requirements and ensure that we have the best possible chance of having any necessary adjustments in place at the start of your course. We can also advise you further about claiming for Disabled Students' Allowance.

If you have a disability but have not yet told us about it, please [click here](#) to email the College HE Disability Adviser. While we can make reasonable adjustments to our provision, we may not be able to meet your individual requirements if we do not have the opportunity to assess them in advance. This could impact negatively on your experience of the course or even your ability to complete your course, or to take up your place.

Please respond positively to any requests from us for information. We can then explore with you the support available such as assistive technologies, study skills sessions and personal enablers. We can also address any health and safety issues and relevant academic or professional expectations and, if necessary, advise you on alternative options. Any information you give us will be dealt with in confidence and only shared within the College with your consent and on a 'need to know' basis. We want to give you the best possible chance to take up your place, to be ready for study and to be able successfully to complete your university course.

Welcome and Introduction

Congratulations on your choice to study with The Cornwall College Group. This handbook will house information/links relevant to those studying on a programme which has been validated (approved) by one of our partner institutions. These programmes are as follows:

The Cornwall College Group (TCCG)

FdA Photography
FdSc Biosciences
FdSc Chemical Sciences
FdA Child and Family Studies
Science Gateway (Year Zero)
FdA Games Design for Industry
FdSc/CertHE Surf Science
FdSc/CertHE Zoology with Ecology and Conservation
FdSc/CertHE Marine Biology with Conservation
FdSc/CertHE Marine Biology with Oceanography
FdSc/CertHE Animal Behaviour and Welfare
FdSc Animal Husbandry and Welfare Science (subject to validation)
FdSc Countryside Conservation and Regeneration (subject to validation)

University of Plymouth (approved programmes)

MSc Programmes

MSc Equitation Science
MSc Land and Ecological Restoration

BA and BSc Programmes

BA (Hons) Business Enterprise (Level 6 only)
BA (Hons) Art and Design Practice (Level 6 only)
BA (Hons) Counselling Studies (Level 6 only)
BA (Hons) Children Schools and Families (Level 6 only)
BSc (Hons) Computing Technologies (Level 6 only)
BSc (Hons) Applied Equitation Science (Level 6 only)
BSc (Hons) Applied Marine Zoology
BSc (Hons) Applied Zoology (Level 6 only)
BSc (Hons) Applied Zoology and Conservation
BSc (Hons) Applied Zoology and Conservation (including sandwich year)
BSc (Hons) Emergency Sector Management and Interoperability (Level 6 only)
BSc (Hons) Environmental Resource Management (Level 6 only)
BSc (Hons) Health, Welfare and Social Sciences
BSc (Hons) Horticulture (Garden and Landscape Design)
BSc (Hons) Horticulture (Plant Science)
BSc (Hons) Sport, Health and Exercise Science (Level 6 only)
BSc (Hons) Applied Animal Health (Level 6 only)
BSc (Hons) Agriculture

FdA and FdSc Programmes

FdA Art and Design Practice
FdSc Agriculture
FdSc Animal Health and Management
FdSc Computing, Networking and Software Development
FdSc Equitation, Training and Behaviour
FdSc Horticulture
FdSc Rescue and Emergency Management
FdSc Sport, Health and Fitness
FdSc Veterinary Nursing
FdSc Operational Yacht Science

HNC and HND Programmes

HNC Engineering
HNC Construction and Built Environment
HNC Marine Engineering
HNC/D Garden Landscape Design
HNC Health, Welfare and Social Sciences
HNC Operational Yacht Science

Other Programmes

Certificate in Advanced Counselling Studies (Level 4)
Diploma in Person Centred Counselling and Therapy (Level 5)

Falmouth University (approved programme)

BA (Hons) Games Design for Industry

Plymouth Marjon University (approved programmes)

FdSc Tournament Golf
BSc (Hons) Tournament Golf
FdA International Golf Management
BA (Hons) International Business Management (with Professional Golf)
BA (Hons) International Golf Management
BA (Hons) Golf Club Management
MA Golf Performance and Management

Students on programmes approved via Plymouth Marjon University, unless specific links have been provided in this document, should go to <https://sites.marjon.ac.uk/handbook/> or speak with their Programme Manager on specific matters relating to their studies.

For all other programmes please refer to the guidance within this handbook. This handbook contains important information and guidance that will aid your studies:

- The College's procedures, facilities and opportunities
- Programme Information – *it should be noted that the Programme Specification for your programme of study will be housed on the relevant page of the College website and within the programme Moodle pages.*
- Academic Regulations including Extenuating Circumstances
- Student Support
- Financial information and guidance on funding
- Learning Resources
- Study Skills Support including key resources on Referencing and Plagiarism

Note: The information in this handbook should be read in conjunction with the current edition of:

- The Cornwall College Student Charter <https://www.cornwall.ac.uk/downloads-documents/>
- University of Plymouth's Student Handbook <https://www.plymouth.ac.uk/your-university/governance/student-handbook>
- Relevant Programme Moodle Pages – details of which will be given by your Programme Manager.

Personal Tutor

Personal tutors are designated as a sustained and first point of reference for individual students on personal, domestic or academic matters; detailed information will be available on your Programme's Moodle Pages.

Contact List

Communication structures in Higher Education vary with campus sites but your Programme Manager will point you in the right direction. Alternatively, you can contact a member of the HE Operations Team; who, amongst other duties, support all HE staff (cchea@cornwall.ac.uk).

The HE Operations Team is a dedicated professional service responsible for providing a wide range of services to students, staff and partners. The team works collectively and collaboratively with internal academic clusters; other college professional services, external bodies and partner organisations to deliver these services. Our work underpins the undergraduate and post graduate student academic experience from application through to graduation; including admissions, registration, student experience and enhancement and transcript production.

Our role is to guide and support academic and administrative staff in a number of areas include TCCG and Partners University policies and regulations, student records, institutional and national quality assurance matters; academic management information, external statutory returns and the development of partnerships agreements. The team act as the main point of call for key external agencies and awarding bodies.

Who's who

Key staff in specific HE areas are shown below:

Title	Name	Email	Telephone
HE Operations Team			
Head of Higher Education	Ryan Thomas	ryan.thomas@cornwall.ac.uk	01209 616256
HE Academic Policy and Quality Lead	Amanda Crowle	amanda.crowle@cornwall.ac.uk	01209 616256
HE Quality Support Officer	Perran Hobson	Perran.hobson@cornwall.ac.uk	01209 917759
HE Quality Support Officer	JJoceline Nason	joceline.nason@cornwall.ac.uk	01209 617757
Admissions and Customer Services Manager	Debbie Toseland	Debbie.toseland@cornwall.ac.uk	01209 617698
Offsite Student Accommodation Officer	Liz Hellier	Liz.hellier@cornwall.ac.uk	07500572546
Student Experience Managers (pastoral support)			
Student Experience Manager (Duchy Stoke Climsland)	Lucy Weaver	Lucy.weaver@cornwall.ac.uk	01579 372378 / 079676412525
Student Experience Manager (Bicton)	Jo Smith	jo.smith@cornwall.ac.uk	N/A
Student Experience Manager (Camborne)	Debbie Knowles Martin	debbie.knowles-marti@cornwall.ac.uk	01209 616162
Student Experience Manager (Duchy Rosewarne)	Sue Emery	sue.emery@cornwall.ac.uk	01209 721312
Student Experience Manager (Falmouth)	Danny O'Shea	danny.oshea@falmouthmarineschool.ac.uk	01326 310303
Student Experience Manager (Bicton)	Esther Edwards	esther.edwards@cornwall.ac.uk	01395 562386
Student Experience Manager (Eden)	Jennie Jordan	jennie.jordan@cornwall.ac.uk	01726 226665
Study Support Officer (Newquay)	Jo Roberts	jo.roberts@cornwall.ac.uk	01637 857964
Study Support Officer (Newquay)	Ellen Goddard	Ellen.goddard@cornwall.ac.uk	01637 857964
Study Support Officer (Eden)	Sigi Goostrey	sigi.goostrey@cornwall.ac.uk	01726 226533
Study Support Officer (Eden)	Amber Ville	amber.ville@cornwall.ac.uk	01726 226533
Study Support Officer (Rosewarne)	Roger Miller	roger.miller@cornwall.ac.uk	01209 722112
Study Support Officer (Falmouth)	Andrew Duckham	andrew.duckham@cornwall.ac.uk	01326 310314
Study Support Officer (St Austell)	Matt Martin	matt.martin@cornwall.ac.uk	01209 616259

Title	Name	Email	Telephone
Study Support Officer (Bicton)	Nigel Howard	nigel.howard@bicton.ac.uk	01395 562217
Study Support Officer (Stoke)	Sarah Evans	Sarah.evans@cornwall.ac.uk	01579 372318
Bursaries and Student Finance Support			
General Enquiries and Student Finance Manager	David Sharples	David.sharples@cornwall.ac.uk	01209 616438
HE Learning Support Coordinator			
HE Learning Support Coordinator	Chris Milne-Jones	Chris.milne-jones@cornwall.ac.uk	01209 616326
Safeguarding			
Group Lead Safeguarding and Prevent (DSL)	Mike Carnall	Mike.carnall@cornwall.ac.uk	01579 372325
Deputy Designated Safeguarding Lead & Student Welfare Lead	Melanie Thomas	Mel.thomas@cornwall.ac.uk	01209 616377 / 07776284930
HE Careers			
Careers Advice & Guidance Officer: HE Transition	Katherine Alexander	katherine.alexander@cornwall.ac.uk	01726 226478

Staff / Student Communication

The College and programme staff will communicate with students in the following ways:

- Email/ text messaging
- Institution extranet / intranet / virtual learning environment and any off-campus access guidance if appropriate.
- Awarding Body – emails from either University of Plymouth [Mobile App](#) , Marjon or Falmouth (as appropriate).
- Programme Notice-Board (various locations around the campuses; your Programme Manager will point you in the right direction for yours)
- Programme Teams pages

Studying at Cornwall College - Information and Student Support

- [Accommodation](#) / Student Wardens (if appropriate) – Campus based accommodation is only available at Bicton. [Liz Hellier](#) is the Offsite Student Accommodation Officer who will be able to guide you on finding accommodation privately.
- For those studying through the Tournament Golf College please contact them on 01579 661200 or general email – recruit@tournamentgolfcollege.com or for queries relating to finance finance@tournamentgolfcollege.com
- Catering – each campus has a refectory which can be accessed by students. For most campuses there are other catering opportunities available outside; often just a short walk away. Please note that the College is moving towards cashless payments.
- Parking (if appropriate) – parking is available on all sites; however, Falmouth and Newquay are very limited and it will often be the case that students will have to park in a public car park and pay the relevant fee.
- [Childcare](#) - Flying Start Childcare is available on a number of campuses. Contact details are available by clicking on the link.
- Personal Security & Crime Prevention – it is the responsibility of the student to ensure that they look after their personal belongings. If you see anything or anyone acting suspicious on campus then please ensure that you contact a member of staff.
- Healthcare – a google search will give you the information on what is available nearer to where you are living whilst studying with the College. [NHS Kernow](#) is also a good place to search. For those students living and studying in Devon <https://www.dpt.nhs.uk/>
- For dentists [NHS England South West](#).
- Counselling services. In the first instance please ensure that you speak with the Student Experience Manager. It should be noted that the College does not have an in-house counselling provision; however, the Improving Access to Psychological Therapies (IAPT) services are as follows:

- Devon Depression and Anxiety Service (Devon but not including Plymouth)
- Plymouth Options (Plymouth)
- Outlook South West (Cornwall)

Students can access the Penhaligon Counselling Agency 01209 616163.

- <https://www.plymouth.ac.uk/student-life/services/learning-gateway/disability-and-dyslexia>
- Careers - Katherine Alexander Careers Advice & Guidance Officer: HE Transition: 07773233951 katherine.alexander@cornwall.ac.uk. She will be available to provide advice and guidance around employability and progression to all HE students on all campuses. This can be made available to students on an individual or group basis. Specific areas that can be covered:

- Local and national labour market intelligence and trends
 - CV and job application preparation including the STAR recruitment process
 - Transferable Skills Analysis
 - Interview Skills
 - Careers Advice
 - Funding streams to support further studies
- Study Support Officers are available on all campuses for any student to access academic study skills support. Available to offer 1:1 support, group work, and remote via email and telephone support. [Please refer to the list of contacts on page 18-11.](#)
 - Gym / Recreation facilities –There are gym facilities available at Camborne, St Austell, Stoke Climsland and Bicton that can be accessed by students; for opening times please refer to each site for details. For outside college facilities a local search on google will guide you; but within Cornwall and Devon there are [Better Leisure Centres](#). Those studying through Plymouth Marjon University will have access to the Physical Training Facilities; details on how to access these will come from your programme manager.
 - [Safeguarding](#) – Everyone at Cornwall College has an important role to play in safeguarding the welfare of children, young people and vulnerable adults, and preventing abuse. All our staff complete compulsory safeguarding training and we have Safeguarding Officers for each of our campuses and off-site provision. Details of relevant people are show in the contacts list but more is available on the webpages, click on Safeguarding.
 - Bullying - [Equality & Diversity & Inclusion - Cornwall College](#)
 - Complaints – If you are not happy with any aspect of your studies; speak to either your Programme Manager or a member of the Student Experience Team. For further information please refer to the section on [How to raise an Issue?](#)
 - Disciplinary Issues - <https://www.cornwall.ac.uk/governance/?s=disciplinary+>

Financial Information and Guidance on Funding

- [Fees](#) – are communicated to students prior to commencing on their programme of study. Further information is available on the web site. For those studying through the Tournament Golf College, fee enquiries should go to finance finance@tournamentgolfcollege.com
- Council tax exemptions forms available from Site Administration Offices. Please ensure that you take your College ID as proof of your identity.
- Student Funding – www.gov.uk/student-finance
- Disabled Students' Allowance <https://www.gov.uk/disabled-students-allowances-dsas>
The HE Disability Adviser can support students when making these applications.
- [Bursaries](#) – details of available bursaries will be advertised on the College website. In order to allow students, the opportunity to apply for a bursary the details will be released on the 1st October. An email will be issued to all students providing further details. *It should be noted that the College Bursaries are only available to those students on an Undergraduate programme of study and not those students on Cert Ed, PGCE, or MSc programmes.*

TCCG Policies

Details of relevant policies and procedures relating to Higher Education can be found at <https://www.cornwall.ac.uk/university/supporting-your-university-experience/>

For other policies and procedures relating to College Governance follow the link - <https://www.cornwall.ac.uk/college-governance/>

Awarding Body Policies

Marjon - <https://www.marjon.ac.uk/student-life/computing-and-media-services/policy-and-procedures/>

University of Plymouth - <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations>

Falmouth - <https://www.falmouth.ac.uk/student-regulations>

Student Representatives and the Feedback loop

Each programme should have one or more student representatives elected by their fellow students to sit on the Programme Committee. Course representatives are a vital conduit, linking staff and students so that issues of quality of provision affecting students can be promptly and appropriately addressed. In addition, representatives provide feedback to the programme's staff on innovations and can assist the programme team in developing the curriculum to meet student needs.

Course representatives will feedback from the meetings to all students on the programme demonstrating the impact of student voice and report on changes made to the programme based on feedback. Training will be provided for those taking on the role.

Student Voice

The University values the Student Voice and is actively promoting the work supported through the student community. More information can be found at <https://www.plymouth.ac.uk/student-life/student-voice>



For Falmouth University -

<https://www.thesu.org.uk/studentvoice/team/>

For Marjon - <https://www.marjon.ac.uk/student-life/>

Student Representation, Feedback and Evaluation

Your opinions and needs, often known as 'Student Voice' are an important aspect of being an HE student. The Quality Assurance Agency (QAA) for Higher Education in the UK, suggests that 'Student engagement is all about involving and empowering students in the process of shaping the student learning experience'. Thus, the Student Voice is really important and as such we actively encourage all students to get involved at a range of levels in their learning and in quality assurance, enhancement and management of their course.

Students are encouraged to take an active interest in the developments of their programme of study but also activities relevant to the whole of the HE student body. There are opportunities for student representations to be made at the following meetings:

- Programme Committee Meetings (Spring and Autumn)
- HE Academic Board (HEAB)
- Relevant Awarding Body meetings; for Marjon and Falmouth University details of these are available from your Programme Manager.
- Programme Approval Meetings
- TCCG Board of Governors

Full details on the opportunities for student engagement are encompassed with the HE Student Engagement Strategy 2022-2023.

Applying for your University of Plymouth Student Card

If you are studying a University of Plymouth programme you are entitled to our student card. This is key for identification purposes but also allows you swipe access into our Charles Seale-Hayne library on the main Plymouth campus.

To complete this process, you must be enrolled with The University of Plymouth.

- Go to <https://eservices.plymouth.ac.uk/app/>
- Click on Register as above using your personal email address given on your enrolment form
- Once registered, check you will be sent an email confirming successful registration to your UoP email address, which must be accessed in order to activate your E-applicant account
- Complete the online form and the card will be posted to your institution for collection.



The Plymouth Online Study Guide

If you are a University of Plymouth student you are able to access the University's e-resources through the Plymouth portal (the University's internal staff and student website).

There is access to over £2 million of e-resources and e-journals in a variety of different subject ranges which can be used to support your studies. This link takes you to the [University of Plymouth Library](#) page via the Digital Learning Environment (DLE) and if you then click on '[Partner Institution – 'Your Library Subject Guide'](#)' then 'partner institutions' it will lead you to your institution pages which are essential to familiarise yourself with Plymouth services and e-

resources. This [video guide](#) demonstrates how to access Primo at your institution. In addition, the University has created a Student Study Guide available at www.studywithplymouth.ac.uk which signposts you to a wealth of resources including Study Skills Guides and using the Plymouth Email Accounts

Communications from the University of Plymouth

Any communications with University of Plymouth will come via your Plymouth email account. ***You will not be able to forward these or those of the college to your personal email addresses.*** You will need to ensure that you regularly log on to check that you do not miss any key emails.

To access The University of Plymouth website directly:

- Type in www.plymouth.ac.uk and then click Login.
- Enter the **username** and **password** given to you by your Programme Manager or Learning Resource Staff member.

You will automatically have a **University of Plymouth e-mail account** accessed through 'My Email' structured as follows: Firstname.Surname@students.plymouth.ac.uk. Your password will always be given in this format Dob.dd/mm/yyyy e.g. Dob.10/07/1984. You can change your password once into the portal however please make sure it is something memorable as you will need it throughout your studies.

How to Change or Reset your Password

- To change your password at any time - click on the 'Change Password' on the top right-hand side of the homepage.
- If you have forgotten your password follow this link: <http://www.plymouth.ac.uk/password>.
- Failing that you can contact cchea@cornwall.ac.uk who will be able to reset your password.

University Computing Helpdesk

If you have any problems when you are creating your computer account or logging into the student portal or if you can't access the information you need, please contact the University's computing helpdesk by email: libraryandITenquiries@plymouth.ac.uk or by phone on: (01752) 588588. You could also enquire within HE Operations; who also have access to the University password changer tool.

Mobile with Plymouth

The free official University of Plymouth app is the must have resource for students or prospective students. It is full of helpful University information that is easily accessible wherever you are. Available at:

[University of Plymouth app - University of Plymouth](#)



Electronic Student Perception Questionnaire (e-SPQ) and National Student Survey (NSS)

The College will invite you to complete an annual online questionnaire (e-SPQ) specifically focused on your experiences as a Higher Education student. You will also be asked to participate in the National Student Survey (NSS) at the end of your programme. Both of these provide valuable information to enable us to improve your programme and learning experience. You will receive feedback from Programme Managers on changes that have been made due to your feedback so it is key to engage with these surveys to have your voice heard.



The SPQ is an in-house survey conducted at the start of the Spring Term (usually opening towards the end of January and closing early April). This is an opportunity to you to have you say regarding your experiences. All HE programmes regardless of the awarding body will take part in the survey at the same time. You will be expected to use your College Student ID number to access it. Details will come out nearer the time. The outcomes from the surveys will be fed back into the Annual Programme Monitoring process.

Terms Dates



2022 Term 1

New HE students start	Monday 19th September
Returning HE students start	Monday 26th September
Half term	Monday 24 th October
Term ends	Thursday 15 th December

2023 Term 2

Term starts	Wednesday 4 th January
Half term	Monday 13 th February
Term ends	Friday 31 st March

2023 Term 3

Term starts	Monday 17 th April
Half term	Tuesday 30 th May
Term Ends	Friday 9 th June

Examination weeks will vary between campuses. Details of when these will take place will come from your Programme Manager.

For those studying through the Tournament Golf College, there will be specific dates relating to travel for the part of your studies located in Spain and Portugal. This will be communicated to you directly from the Programme Manager.

Learning Centers

The College provides resources that you need to successfully complete your studies. You will be introduced to these resources during your induction into the Learning Centres. The Learning Centres (LCs) offer a range of resources, facilities and support for your studies, in each Learning Centre you will find a range of resources including:

- Books, e-books, journals to support your studies
- Fiction books, graphic novels, DVDs and Audio CDs
- Study spaces for individual and group study
- Computers, laptops and tablet devices to use in the LC
- Printing and binding facilities
- Staff can assist you with locating books, e-books and journals; developing your study and research skills, including using the internet for research and avoiding plagiarism.
- Help with using college computers and software.

There are Learning Centres on the following sites:

- Camborne
- Rosewarne
- Falmouth
- Stoke Climsland
- Bicton
- Newquay
- St Austell
- Eden



ID Cards – students will be issued with a College ID card shortly after enrolment. It is important to keep this safe as you will need to have it in order to use any of the college printers. **You must wear your College Lanyard at all times.** You will be able to add print credits to this card which can be done through any Learning Centre. You will be able to access all Learning Centre resources on any campus. Students who are based at Eden will have a combined College/Eden Card which will give them access to the Green hub building; it is therefore important that you have it with you at all times. The Learning Centre at Eden is now based in the Foundation Building.

If you have identified materials or resources that would be useful to other students or if you feel that the resources you can reasonably expect are not available e.g. online, library, physical materials etc., report this as soon as possible to the appropriate member of the academic or support staff.

WIFI is available across all campuses. You will be provided with details on how to gain access when you are issued with your College log in details. This will be done during your induction if not before. Students studying via Plymouth Marjon University are able to access the Journal Portal; log-in details will be supplied by your Programme Manager.

Assessment

Formative and Summative Assessment

Your performance in a module will be assessed during the academic year, normally through a combination of coursework and end of year examinations. You must pass the assessments in order to be credited with that module for your award. In addition, some modules may have to be passed as pre-requisites for others taken later in your programme.

The method of assessment varies between modules and your lecturers will advise you of the method(s) to be used. This reflects the need to develop a range of different knowledge, understanding and skills. During your programme you may experience some, or all, of the following types of assessment:

- Coursework essay questions
- Coursework group reports
- Coursework case study problems
- Group presentations
- Small group assessed discussions
- Practical's
- Formal examinations
- In-class tests
- Online assessments
- Portfolios
- OSCEs
- Research project

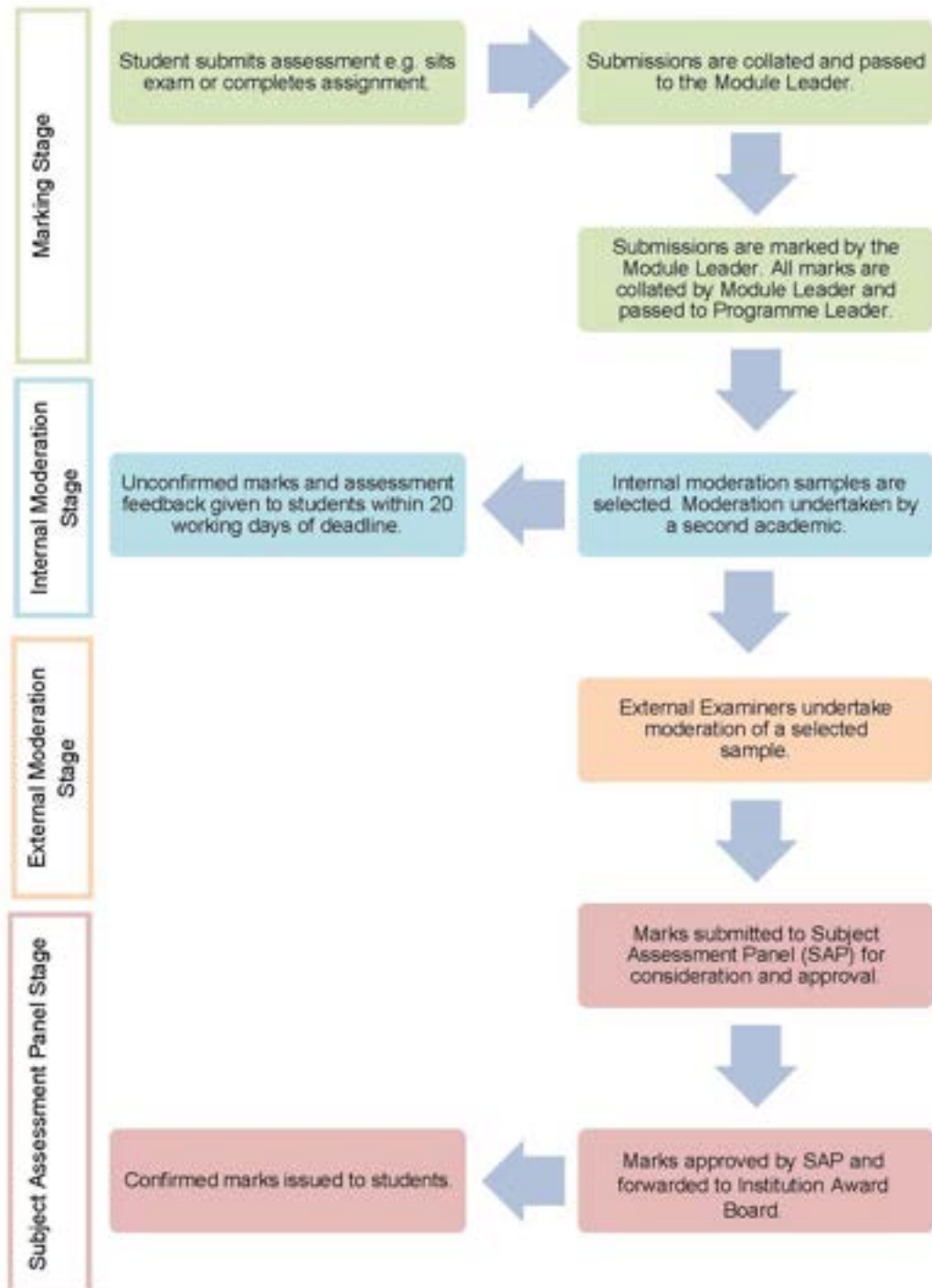
In all cases these are chosen and designed to assess your achievement of the particular learning outcomes for the module. You will be given Assessment Criteria which are used to judge the extent of your achievement.

Please note that **ALL** assessment marks and results are **provisional** until confirmed by the Subject Assessment Panel and verified by the Award Assessment Board.

Please refer to your Programme Specification and Module Records for further details on how the teaching, learning and assessments are achieved within each module.

Full details on your programme's assessment schedule and hand in process will be provided by your Programme Manager and will also be housed on the relevant Moodle pages.

Assessment Flowchart



Taking Your Learning Seriously

Key Features of University Level 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, institution or in the workplace.

Attendance

You are expected to take responsibility for your learning and attendance in timetabled sessions. 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. You will be expected to be available for every week of your Institution terms. 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 to 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 and 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. There may well be occasions when attendance dips and either the Personal Tutor or the Student Experience Manager will contact you to check on your welfare and/or offer support. Part of taking responsibility for your learning includes seeking out support where needed to give you the best chance to succeed.

Programme leaders work very hard to make sure that teaching and assignments are well designed, and that they support your learning. Where minimum attendance is required before an assessment can be undertaken this will be clarified in the programme Moodle pages.

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 Institution 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.

You may be used to a learning or workplace environment with fixed hours and routine activities. However, HE studies 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, but you may only be timetabled for example 15 hours per week (2.5 days).

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.

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 library on a short-term basis. 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 library.

Reading texts for Higher Education demands note-taking as well as reading skills; as with lectures keep careful notes from your reading.

Private Study

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

Study Groups

In all our programmes, the institution 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.

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.

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 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 ensure you are up-to-date with deadlines.

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 study 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 study required for each 20-credit module. However, the amount of study effort required varies from student to student.

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. There is, however, plenty of help available and you are encouraged to make use of support services.

Each of our awarding bodies will have different services available that students will be able to access;

- University of Plymouth has also developed a set of e-resources to help support student's wellbeing. Self Help Inspiring E-Resources (SHINE) are available here: <https://www.plymouth.ac.uk/student-life/services/learning-gateway/shine>
- Plymouth Marjon University - <https://www.marjon.ac.uk/student-life/student-support/> / <https://www.marjon.ac.uk/student-life/student-support-/student-counselling/>
- Falmouth University - <https://www.falmouth.ac.uk/experience/support/wellbeing-support>

Extenuating Circumstances

For those studying via University of Plymouth, TCCG approved programme (FdAP) or Falmouth the following will apply.

For those studying via the Tournament Golf College please follow the link [EXTENUATING CIRCUMSTANCES \(marjon.ac.uk\)](https://marjon.ac.uk/EXTENUATING_CIRCUMSTANCES)

Extenuating Circumstances are circumstances which:

- affect your ability to attend or complete an assessment or a number of assessments
- are exceptional
- are outside your control
- can be corroborated by independent evidence
- occurred during or shortly before the assessment in question

A claim form can be requested from cchea@cornwall.ac.uk

Assessed coursework / major project / dissertation or equivalent:

Extenuating Circumstances claims should be submitted as soon as possible, and normally no later than **10 working days** after the deadline for the submission of the work.

Formal Examinations:

Extenuating Circumstances claims with respect to formal examinations should be submitted no later than the Monday after the end of the formal examination week.

Fit-to-sit policy

This policy applies to time-specific assessments, such as examinations, tests, presentations, performances. If you think that your ability to attend or complete a time-specific assessment is being affected by extenuating circumstances, you must not sit or complete the time-specific assessment and must submit a claim for extenuating circumstances.

Examples of circumstances which would NOT normally be considered valid:

- You slept in or your alarm clock did not go off.
- Your car broke down, or your train or bus (or equivalent) was delayed or cancelled, unless you can show that you'd made reasonable allowance for such disruption.
- Child care problems, or problems with similar caring responsibilities which could have been anticipated.
- Unspecified short-term anxiety from all sources, mild depression or examination stress.
- Minor illness, such as a cough/cold/sore throat or minor viral infection, unless the illness is incapacitating and at its peak at the time of a time-specific assessment such as an exam or test.
- Accidents or illness affecting relatives or friends, unless serious, or you are a sole carer.
- Financial problems, including debt sanctions imposed by the University, but excluding cases of exceptional hardship or significant changes in financial circumstances since enrolment.
- Family celebrations, holidays, house moves, or similar events, in which you have input to, or control over, the date or may choose not to participate.
- Computing problems, such as corrupt data or media, poor internet connectivity, printer failure, or e-submission of an assessment file in an incorrect format, or lack of access to IT facilities because of debt sanctions imposed by the University.
- Problems with postal or other third-party delivery of work.

- Misreading timetables of any kind, or time management problems, such as assessment deadlines close to each other.
- Appointments of any kind, including legal or medical appointments, which could be rearranged.
- Sporting, recreational or voluntary commitments, unless you are representing the University at national level or your country at international level, or participating in an event that is of benefit to the University's national or international reputation.
- For full-time students, normal pressures of employment, because, by enrolling as a student, you have made a commitment to make time available to study

Examples of circumstances which MIGHT be considered valid:

- Your own health problems, including major accident or injury, acute ailments, hospitalisation (including for operations), or those affecting a significant period of study.
- Personal or psychological problems for which you are receiving counselling, or have been referred to a counsellor or similarly qualified practitioner.
- Clinical depression or other significant mental health issue.
- Pregnancy-related conditions and childbirth (including a partner in labour).
- Bereavement causing significant impact.
- Separation or divorce of yourself or your parents.
- Recent burglary, theft or serious car accident.
- Jury service which cannot be deferred.
- Representing the University at national level, or your country at international level, or participation in an event that is of benefit to the University's national or international reputation.
- For part-time students in full-time employment, exceptional pressure of work or permanent change of employment circumstances.
- Late diagnosis of, for example, dyslexia, meaning you have not had the appropriate support for assessment, including provision in exams.
- Unavailability of the DLE where the module lead confirms that this would have a significant impact on your preparation for an assessment or exam.
- Disruption in an exam or assessment, such as a fire alarm going off, or excessive noise from building works.
- A significant change to your financial circumstances after enrolment, such as withdrawal of Student Finance England (SFE) funding or its equivalent mid-year.
- Interviews for placements, but only in cases where you have asked the employer or provider to reschedule, but this has not been possible.
- Significant positive life events, such as weddings of close family members, where you can show that no alternative arrangement, such as the date or your attendance, is possible.
- For research degree programme milestones (Project Approval and Confirmation of Route), methodological reasons why your research has not progressed at these stages as expected, submitted by your Director of Studies.

Hand in Process

On each individual programme Moodle page there will be an assessment schedule. This will indicate when assessments will be set and hand in dates and when you can expect to receive feedback.

All summative assessments will be submitted anonymously for both examinations and coursework at all levels of study. **You will need to ensure that you adhere to the submission instructions as noted on the assignment brief.** It is advisable to ensure that you have run your work through Urkund. If requested to submit your work in this format; you may get feedback returned via Urkund as well. However, you may also be asked to submit work via Moodle. The assignment brief will inform you where work should be submitted and if you experience any difficulties speak with your Module Leader/Programme Manager.

There will be occasions when this will not be practical due to the nature of the assessment and the possible contact between the student and the examiner. All modules must be assessed as per the Module Record. The front page of the module record will indicate the assessment type and breakdown such as Coursework 50% and Examination 50%. Further details of what those actual assessments will entail will be detailed on the back of the module records in Section B. This page is updated and reviewed on an annual basis. Should there be a need to make a change to the assessment on the front of the Module Record (Section A) this will be formally agreed through the Minor Changes process. Such changes will be discussed with students at the Autumn Programme Committee Meeting.

The College adheres to the [Anonymous Assessment Policy](#) as laid down by the University of Plymouth. Please refer to either Plymouth Marjon University or Falmouth University for the relevant policies.

You are expected to submit your work in standardised format for all written submissions (unless advised otherwise) as per the guidance below and also to use the standardized front sheet:

GENERAL PRESENTATION, FORMAT AND FONT GUIDANCE

- Please ensure that UK English is used.
- Use a 2.5cm margin on the left, and 2cm margins on the top, right and bottom.
- Use 1.5 line spacing.
- Use Arial 12pt font.
- The first line of paragraphs must not be indented.
- Paragraphs must be separated by a 1.5-line space.
- Text in the main body of the document must be fully justified.
- Use a 10pt Arial footer left justified containing only your student number.
- Use page numbers positioned bottom, centre in Arial 10pt font.
- Do not use a header unless instructed otherwise (e.g. for business reports).
- Ensure that a consistent style is used throughout the document (e.g. for section headings, numbering and bullet point styles).

PRESENTATION OF TABLES, FIGURES AND IMAGES

- Tables and Figures should be referred to in the preceding text.
- Table headings should be positioned above the Table.
- Text within tables should be single line spaced and unjustified.
- Figure headings should be positioned below the Figure.
- Only use pictures, photographs or images to demonstrate a point. Do not use pictures solely for aesthetic purposes. These should be referred to as Figures.

- Ensure that images used are of reproducible quality. (Avoid over expanding images resulting in a low quality pixelated/grainy image.)
- Tables and Figures should be understandable without preceding text, therefore may benefit from the addition of a legend containing explanatory text.

REFERENCING

- The Harvard Referencing System must be used. Please refer to the section [Referencing Guide](#).

WORD COUNT (if a word count is applicable it will be noted on the assignment brief)

- Include the word count on the front sheet
- A tolerance of 10% can be applied to the stipulated word count. Deviations exceeding $\pm 10\%$ will be penalised.
- Table 1 describes what is and is not included in the word count.

Table 1. Summary of words included in and excluded from the word count.

Included	Excluded
All in-text citation (including those in parentheses)	All direct quotes
All table headings	Numerical data in tables
All diagram headings and labels	Reference list & Bibliography
All textural footnotes	Contents and Cover/Title pages
All headings and sub-headings	Appendices

Return of Assessment and Feedback

Students can expect to receive feedback on their submitted assessments; including examinations within 20 working days. This is in line with the TCCG HE Assessment Policy and that of the [University of Plymouth Policy](#). There will be opportunities to have in-class group feedback as well as individual feedback and this will be agreed with the Programme Manager.

Academic Matters - Procedures for dealing with late submissions and extenuating circumstances

Your programme will operate under one of the following sets of Academic Regulations; to view these regulations, go to:

University of Plymouth - <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations>

Plymouth Marjon University - [Quick link for students | Plymouth Marjon University](#)

Falmouth University - <https://www.falmouth.ac.uk/student-regulations>

Late Work

Work submitted within 24 hours after the deadline date and time will be marked as normal to give you an indication of the standard of your work, but a capped mark of 40%; or 50% if the programme is Postgraduate. If work is submitted later than 24 hours after the deadline a **zero** mark will be recorded after this time. Further information can be found at:

[Section D Assessment.pdf \(plymouth.ac.uk\)](#)

If you have a reason that your work was late i.e. illness etc. you can complete an Extenuating Circumstances Form (available from cchea@cornwall.ac.uk).

Academic Offences

Issues of plagiarism and any form of academic dishonesty are treated very seriously. They could result in you failing a module or even having to leave your programme.

The University of Plymouth has developed information on plagiarism which can be found here:

<https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations/plagiarism>

Falmouth University - [Student Terms & Conditions 2021-2022 \(falmouth.ac.uk\)](#)

Plymouth Marjon University [STUDENT MISCONDUCT PROCEDURE \(marjon.ac.uk\)](#)

Contract Cheating

Issues of plagiarism, collusion and any other form of academic dishonesty are treated very seriously. They could result in you failing a module or even having to leave your programme. Some offences, such as contract cheating, where you deliberately pay someone else to write work for you, will be punished more severely than plagiarism, where you copy a paragraph from a published source without properly referencing the source. Support on referencing can be sought from the Learning Centre.

Academic Dishonesty: How to stay straight and clean

Types of Academic Dishonesty

- Buy an essay online
- Steal essays from another student
- Not doing your fair share of group work
- Copy bits of your housemate's essay
- Copy and paste large chunks of an essay from the internet
- Just copy 'a little bit'
- Work with a friend to produce an individual essay
- Taking bits from a coursework already submitted
- Making up results from a questionnaire

Types of Academic Dishonesty: Exams

- Take a paper out of an exam when you shouldn't
- Bringing in a translator or dictionary or programmable calculator to the exam
- Bringing in crib sheets or notes

- Getting someone else to take an exam for you
- Using your mobile to get answers in an exam
- Copying the work of another student by looking over their shoulders
- Learning some exam answers off by heart from the internet
- Working with other students to prepare exam answers

Why Cheat?

- I got desperate at the last moment: I could not keep up with the work
- My family expect me to succeed: I have to get good marks
- The lecturers don't care anyway
- Why not? I will probably get away with it
- All I need is that bit of paper at the end of the course
- But the teacher said, "Work together"!
- I am only showing respect for the original writer, who is far cleverer than I am
- If I write in my own words it will be full of mistakes

Plagiarism

Definition: using others' ideas, words or research without clearly acknowledging the source of that information.

To plagiarise, you:

- never have references to your sources
- Reference some sources, but not all
- Reference bullet points or phrases without showing that they are direct quotations

How not to Plagiarise: Direct Quotations

Either:

- "Place in quotation marks", or
single spaced with indented margins for large amounts of text, like this
- Give author's **surname**, **year** of publication and **page number** (write n.p. if there is no number e.g. for internet sources)
- Only use quotations when the **exact words** are important
- Give the full reference in a list at the end

How not to Plagiarise: Figures and Tables

You can use maps, tables or diagrams from other people but you **MUST** show the source underneath. Then give the full reference in the list of references.

How not to Plagiarise: Paraphrasing

Take information from a source, put it in your own words (paraphrase) and then add the author (or organisations) and year in brackets. In addition, give the full reference in a list at the end.

Type of sources:

- Direct quotations
- Statistics
- Facts which are not common knowledge
- The results of another's research or study
- Other people's theories and ideas
- Other people's interpretations of events

Some students might feel that paraphrasing is disrespectful, produces nonsense, or poor English. However, a British university education is meant to teach you how to criticise the work of others. We expect original work: your own poor English is preferred to other people's good English - you will improve. In addition, good paraphrasing improves the meaning.

Writing in your own words

Academic writing involves summarising, synthesising, analysing or evaluating other people's arguments. To "write in your own words" you understand, reflect on and digest your source material. Then you discuss or re-state this using your own vocabulary and an argument that is structured to the specific task you have been set. (Source: Open University)

Advantages of good paraphrasing

- It clarifies your understanding of the material
- It improves your ability to remember it
- You will be able to use the material in new contexts
- Your argument will be tighter, with fewer words
- Your argument will be appropriate to the question or assignment
- If you can't handle the coursework you won't be able to answer the exam questions

Referencing Guide

Online support available through the [University Referencing Library Guide](#) including the online version of '[Cite them rite](#)'

How to reference using the Harvard Referencing System

Each of our awarding bodies has produced online support referencing guides which are available as follows:



The Cornwall College Group – details available within each campus Learning Centre

The University of Plymouth - <http://plymouth.libguides.com/referencing>.

Plymouth Marjon University - <https://sites.marjon.ac.uk/handbook/referencing-scholarship/>

Falmouth University - <https://ask.fxplus.ac.uk/harvard-falmouth>

Another recommended referencing resource is [Cite Them Right Online](#); this is an online resource which provides you with specific guidance about how to reference lots of different types of materials. From books to TV shows, journals and podcasts it is expanded regularly to include new types of source material. Although based on the Harvard Referencing System it is useful for all students no matter which referencing system is preferred by their institution.

When the Harvard system is used, acknowledgement of the work of others appears within the text; it includes making direct quotes and paraphrasing. (NB Footnotes do not need to be used with this system; however, your tutor may allow you to use them to expand or qualify points in the text). You need to note the author's surname, followed by the year of publication and, for a direct quote, the page number.

- Where you are citing from **more than one work** published by an author in one year you add a lower-case letter after the year e.g. (Bloggs 1994a).
- Where there are **two authors**, give the surnames of both authors.
- Where there are **three or more authors**, give the surname of the first followed by *et al.*

There are several ways in which these references can be made; there are some examples below. (The full details of sources are given in the list of references at the end; see the next section).

Quotation

If you take a passage, a sentence, a phrase, or even a distinctive word from a book, article, or other source you **must** put the borrowed material in single quotation marks (with double quotation marks for a quote within a quote). Quotations and their introductory clauses need to be grammatically complete. If something is left out of the original quote then three dots should be used to show the omission. If you add words, these should be in square brackets.

e.g.

He lists twenty-four names of people who had 'felt hitherto strange and unfamiliar desire to have images formed by light spontaneously fix themselves' from as early as 1782 (Batchen 1990: 9).

e.g.

Whilst Williams (1989) suggested that 'schools in Devon are...'

A longer quotation (more than three lines) should be indented and single spaced in a separate paragraph.

e.g.

Terry Eagleton explicitly links Freud's psychoanalytic theories with his politics, claiming that his limitations as a political thinker were conditioned by his own historical circumstances.

When Freud turns to directly political themes, a notable coarsening of his intelligence sets in; like many a bourgeois intellectual, his ideological obtuseness are at war with his native wit. If Freud had lived through a different, more hopeful political history, much in his theoretical doctrine would have been transformed. (Eagleton 1990: 283)

Paraphrase

If you paraphrase or summarise information or ideas from a book, article, or other source you must take great care to put the information into **your own words**, and you must, again, clearly indicate the source from which the information came.

e.g.

Biographies of Rossetti tend to differentiate the successive stages of his career by associating each of them with a particular woman in his life (Prettejohn 1997: 9).

e.g.

E. H. Carr has observed that is a construct consequent upon the questions asked by the historian (Carr 1964).

e.g.

In a further article (Johnson 1989a) it is argued that...

e.g.

In this article (Nicholls *et al.* 1990) the view is taken that...

e.g.

This finding has been confirmed by other researchers in the United States (Smart 1986; Billings and Brown 1990).

Secondary Citation

Sometimes you need to cite the ideas of an author that were referred to in someone else's writing, though, where possible, you should try to read the original source. You must show that you used the secondary source.

e.g.

Learmouth (1978 cited in Short 1984) acknowledges that it is impossible to...

List of Sources (Bibliography)

Introduction

All written work should include a list of sources at the end detailing, in alphabetical order by author, all the sources you used to research the topic. (You may divide it into sections according to the format of the resources from which you have obtained information e.g. Books and Journals; Films; Websites etc.).

When there are two authors, cite them both. For three or more authors cite the first author followed by *et al.*

The following guide combines the conventions used in the Harvard System and the style recommended by the Faculty of Arts.

Book

Surname and initials of author (**if editor/editors**, put ed./eds in brackets after the name)

Year of publication (in brackets)

Title of book (in italics)

Edition (omit if first edition)

Place of Publication

Publisher

Page or chapter numbers if needed

e.g.

LaBelle, B. and Roden, S. (eds) (1999) *Site of Sound: of Architecture and the Ear*, Los Angeles: Errant Bodies Press

Article in edited book

Surname and initials of author

Year of publication (in brackets)

Title of article (in quotation marks)

In, then surname and initials of editor/editors of book, followed by (ed.)/(eds)

Title of book (in italics)

Place of publication

Publisher

Page numbers.

e.g.

Jameson, F. (1983) 'Postmodernism and consumer society' in Foster, H. (ed.), *Postmodern Culture*, London: Pluto Press, 111-126.

Article in journal/newspaper

Surname and initials of author

Year of publication (in brackets)

Title of article (in quotation marks)

Title of journal (in italics)

Volume number (in bold)

Part number (in brackets)

Page number(s).

e.g.

Hall, K. (2001) 'An analysis of primary literary policy in England using Barthes' notion of "readerly" and "writerly" texts'. *Journal of Early Childhood Literacy*, **1**(2, August), 153-165.

Video and Film

Title (in italics)

Year of release (in brackets)

Medium

Director

Other relevant detail re writers, performers etc.

Distributor

Other relevant detail re physical characteristics eg size, length of film

e.g.

A Room with a View (1985) Film. Dir. James Ivory. Cinecom Intl. Films.

If you are citing the relevance of a particular individual, begin with that person's name and contribution.

e.g.

Mifune, T. actor. *Rashomon* (1950) Dir. Akira Kurosawa. Daiei.

Television / Radio Programme

Title of programme (in italics) **or, when in series**, title of programme (in quotation marks) and title of series (in italics)

Broadcast date

Other relevant detail re producer etc.

Network

Other relevant detail re physical characteristics, length of programme etc.

e.g. 'The First Human Clone', *Panorama* (8 February 1999) British Broadcasting Corporation,. Video, 45 minutes.

If you are citing the relevance of a particular individual, begin with that person's name and contribution.

e.g. Hitler, A. '1933: Master Race', *People's Century* (1995) British Broadcasting Corporation. Video, 55 minutes.

World Wide Web Document

Author or editor (if known)

Title of document (in quotation marks) followed by Online (in square brackets)

Location of document (full web address)

Access date (in square brackets)

e.g. Brown, M. 'Impressionist painting' [Online] <http://www.fisk.edu/> [27th September 1999]

Article in Electronic Journal

Author

Year of publication

Title of article (in quotation marks)

Title of journal (in italics)

Type of medium (in square brackets)

Volume, part of journal

Location of document (full web address)

Pages (if given) or other indicator of length

Available: Supplier/ Database name/ Identifier or number (if given)

Access date (in square brackets)

e.g. Anderson, B. (2002) 'September 11 has turned out to be a good thing for America and the world'. *The Independent* [Online], 9 September 2002.

<http://www.infoweb.newsbank.com/> Approx. 4 printed pages. Available: NewsBank Newspapers UK [12 September, 2002].

Miscellaneous

For information about citing letters, computer software, music recordings, performances, works of art, interviews, maps etc. please refer to the *MLA Handbook for Writers of Research Papers*. Please note that when using these examples, the elements of the entry are suitable for Harvard, but that you need to put the date of publication in round brackets after the first element.

Use of Latin

You will encounter a variety of Latin abbreviations in references, especially if the book or article is more than twenty years old. A list of the four most common abbreviations is given below. (It is not necessary to use these when using the Harvard referencing system).

1. *ibid.* [short for *ibidem*] meaning "in the same book, chapter etc." and used when a reference is given to the same source as the immediately preceding reference. For clarity you should add the page number.

e.g.

59. Herzog, D. *Poisoning the Minds of the Lower Orders*, Princeton: Princeton University Press, 1998, p. 83.

60. *Ibid.*, p. 84

2. *loc. cit.* [short for locato citato] meaning “in the passage already quoted”

3. *op. cit.* [short for opere citato] meaning “in the work already quoted”

Both *loc. cit.* and *op. cit.* are used when the full reference has already been given in an earlier footnote, but not in the immediately preceding one. For clarity, you should add the page number of the relevant passage and also the date if the author has more than one source listed in your footnotes.

e.g. Herzog, *op. cit.* p. 80 [or 67. Herzog, *op. cit.* (1998) p. 80]

passim [from passus meaning scattered] and used when a point is made in many places, here and there or throughout a passage, a chapter or even a whole book.

e.g. a reference to ‘pp. 60-80’ might indicate a concentrated discussion of an idea, whereas ‘pp.60-80 *passim*’ shows that the idea makes numerous, but sporadic appearances.

Urkund

URKUND (www.orkund.com) is a completely automated system against plagiarism and is being successfully used at universities and colleges throughout the whole of Europe. URKUND’s system checks all documents again three central source areas: The Internet, published material and previously submitted student material (e.g. Memoranda, case studies and examination works). You can upload submissions at any point so it can be used as an aid to learning good academic practice.



Studiosity

Cornwall College works closely with 'Studiosity' in order to provide the best possible service for our higher education students. A recent survey of our HE students found that many were attempting to access study skills support and/or required help with essay writing out of office hours. This meant that gaining feedback on drafts with information pertaining to sentence structure/syntax, referencing accuracy, and flow of arguments, was increasingly difficult. For some, this may contribute to them deciding not to continue with or complete their studies. Students commented that they would use an online study skills service as they are often attempting to complete assessments during evenings and weekends.

We have therefore partnered with Studiosity to provide a unique, online, flexible study skills and academic writing service that is designed to give you an **extra layer of learning support**, on top of the excellent advice already available via your programme lecturers, and the Study Support teams in the Learning Centres. Cornwall College's Studiosity services could see you getting writing and referencing feedback in a matter of hours. If the deadline is really close, you can also access one-to-one, 24/7 online study help from a qualified subject expert to give you that clarification you were looking for prior to submission of work. To get fast feedback on your drafts in an ethical way; sign up to Cornwall College's Studiosity via the links provided in Moodle, and as explained by programme staff during Induction Week.

5 simple steps to pass your class



Progression to Further Study & How Your Marks are Calculated

Any bridging modules that need to be attended for progression will be noted within your programme specification; the same will apply to those programmes which do not have formally approved progression routes noted.

Please note there is a deadline for progression applications for the University of Plymouth (circa mid-January with the actual date determined annually) and places may be subject to availability.

Your Programme Manager is able to contact University staff in order to communicate your questions regarding progression to programmes at University of Plymouth.

Students who are studying a Cornwall College approved programme (TCCG) will need to review their relevant Programme Specification for progression details. Students who wish to progress to a University of Plymouth approved programme will not be able to take their previous marks with them; any Level 6 will then be based purely on the Level 6 outcomes. For those who wish to progress to other institutions, you will need to adhere to the relevant receiving institutions admissions criteria.

Information on individual programme progression is available in your Programme Specification, on your Institution website and also on the University of Plymouth course web page.

Students who are progressing internally will be required to complete a College Progression Form by 28 February (every academic year) and should be submitted to the [Admission Team](#).

Passing a Module

Students cannot re-take modules that have already been successfully completed.

The pass mark for an undergraduate module is 40% (unless the module record states otherwise). The pass mark for postgraduate Level 7 modules is 50% (unless the module record states otherwise). In both instances a student must achieve an overall module aggregate mark of at least the pass mark.

Student who find themselves on a repeat for a module or an academic year that has been deemed as a 2nd or 3rd attempt will have the relevant modules capped at 40% (unless the module record states otherwise). For those on a postgraduate Level 7 modules it will be 50% (unless the module records states otherwise). For those on a 1st attempt the full range of marks will be available.

Foundation Degree Student Only

If you are studying a Foundation Degree and your aggregate mark across all modules is:

70% or above you will be awarded a Foundation Degree is Distinction

60% - 69% you will be awarded a Foundation Degree with Merit

If you are studying an undergraduate programme and progress to a University of Plymouth honours degree programme, University of Plymouth will calculate your final Honours Degree classification to include marks from each of your levels of study.

- **10% from Level 4 – calculated from the highest achieved 80 credits. Where modules are arranged in such a way that the 80 credits of ‘highest module marks’ cannot be identified unequivocally, the average for the best 70 credits and 90 credits will be calculated and the student given the best advantage.**
- **30% from Level 5**
- **60% from Level 6**

If you progress onto Level 5 of a programme at University of Plymouth, then 10% (of the highest achieved 80 credits or where modules are arranged in such a way that the 80 credits of ‘highest module marks’ cannot be identified unequivocally, the average for the best 70 credits and 90 credits will be calculated and the student given the best advantage) will come from your level 4 marks studied previously, 30% of your level 5 aggregate mark will be drawn from the level 5 modules studied at University of Plymouth and then 60% from your level 6 aggregate mark at University of Plymouth.

There may be wider progression opportunities available to you however you must discuss your individual requirements with programme staff who will be able to offer further guidance. Please note there is a deadline for progression applications (circa end of November with the actual date determined annually) and places maybe subject to availability.

Further Information can be found within the Regulatory Framework documents; both postgraduate and undergraduate documents can be found here: <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations>.

All results are subject to confirmation through the Subject Assessment Panel and Award Assessment Board. These meetings take place at the end of each academic year usually June and July with a Resit Board Assessment Board being held in early September.

Honours Degree

An Honours Degree will be awarded to a student who has achieved 360 credits including at least 120 credits at Level 6 and a further 120 credits at Level 5.

Students who enrolled on Level 4 of a UoP approved programme **from** September 2014 onwards will have their final degree classification based on 10% of their Level 4 marks (using the highest module marks totally 80 credits), 30% of their Level 5 marks and 60% of their Level 6 marks.

For those students who are direct entrants into Level 6 from outside of the University of Plymouth Academic Partnerships; will have their degree outcome based purely on their Level 6 achievement.

Ordinary Degree

For those who opt to follow an Ordinary Degree route; students will have completed and achieved 80 Level 6 credits. It is often the case that for this, students will have made the decision to drop the Honours Project. **In this case, this decision has to be made early on in the academic year and within 2 weeks of the module commencing. Failure to do this could result in you losing an attempt should you chose to take the Honours Project at a later date.** The Ordinary Degree

does not have a degree classification applied to it, however it can be awarded with either Commendation or Distinction; provided the programme aggregate is either 60% or 70% (respectively).

The award of an Ordinary Degree can also be applied if a student finds themselves in a situation where they are on a repeat/referral. In some instances, students can opt to drop the Honours Project at this point in the academic year, however, you need to be mindful that should you take this option and at a later date you decide to upgrade to an Honours Degree, you will have to surrender the Ordinary Degree and you will also be on either a 2nd or 3rd attempt (module will be capped at 40%). The award of an Ordinary Degree can also be applied if you fail at a 3rd and final attempt but have achieved 80 credits at Level 6.

Postgraduate Awards – MSc

Students must achieve a minimum module mark of 50% to pass a postgraduate module with no minimum requirement at element level (unless there are non-standard regulations in place to the contrary).

Students may have up to 2 attempts at a module.

A student will be awarded a Masters degree with Merit provided that they have achieved a credit-weighted average mark of 60% or above, across all modules (including the dissertation/research project), and provided that the mark for the dissertation/major project is not less than 50%

A student will be awarded a Masters degree with Distinction provided that they have achieved a credit-weighted average mark of 70% or above, across all modules (including the dissertation/research project), and provided that the mark for the dissertation/major project is not less than 60%

Further information can be found within the Regulatory Framework documents; both postgraduate and undergraduate documents can be found here:

<https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations>

All results are subject to confirmation through the Subject Assessment Panel and Award Assessment Board. These meetings take place at the end of each academic year usually June and July with a Re-sit Assessment Board held in early September.

Graduation and Results Guidance

At the end of the academic year and all your results have been confirmed; a transcript of results will be sent to you around 3 weeks after the Award Assessment Boards have sat; normally in July. **These will be issued electronically; usually to your college email address.** Should it be necessary to send them to an alternative email it is important that you ensure you update the College with your most current email address. Requests for hard copies can be made to CCHEA@cornwall.ac.uk. It should be noted that any such requests will only be dealt with after all electronic results have been issued.

For those studying a Plymouth Marjon University Programme your results will be issued to the email address that we have on the system, you need to ensure that this is up to date and any changes communicated to HE Operations.

In relation to Graduation; the College generally holds a ceremony in November at Truro Cathedral. Details of which will come out with your transcript of results. There will be a web link that you will need to follow in order to register for the Graduation Ceremony.

Should you have any queries regarding your results they should be directed in the first instance to HE Operations CCHEA@cornwall.ac.uk 01209 617759 / 01209 617757.

Should you need to get a replacement transcript you will need to contact the College using the above contact details. However should you need a replacement certificate you will need to go direct to the awarding body, either [University of Plymouth](#) or [Falmouth University](#) or [Plymouth Marjon University](#) and follow the instructions. The College is not responsible for the production of your certificates from any of the above. However, if you are studying a programme approved and awarded by The Cornwall College Group then you will need to contact HE Operations. The College receives all certificates usually at the end of October and are distributed out shortly afterwards. It should be noted that each institution will charge for a replacement therefore please ensure that you keep it safe.

Example Transcript Explained.

TRANSCRIPT OF RESULTS

Academic Year: 2021-2022

Date of Issue: 16/07/2021

University reference/registration No: 1548965

Date of Birth: 02/03/1968

Language of instruction: English **Language of assessment:** English

Student Name: Commander James Bond

Student Address:
15 Kensington Gardens
London, SE15 7RD

Awarding Body: University of Plymouth

Institution responsible for programme delivery: Cornwall College

Location: Camborne

Programme and Stage: BSc (Hons) in Espionage Technic

Credits Achieved:

Programme aggregate mark:

Final Mark:

Result:

Level 4

120

89.65

77.44

Level 5

120

73.74

Level 6

120

77.25

Award 1st Class Honours

Relevant awarding
body student
registration number

Final programme aggregate mark.
Overall outcome for the year. This section will
also indicate if there is a need to complete
referral work or repeat. It indicates what you are
expected to do in order to either progress to the
next level of your studies or be awarded.

Assessment element – C1
(coursework)/ T1 (Test) /
P1 (practical)

Overall module
outcome (a mark
made up of all
module
assessments)

Module outcome A
(pass) N (failed)

Module Code	Module Title	Credits	Level	C1	T1	P1	Module	Result	Attempt
CORC686	Thunderball	20	6	44.00		76.00	75.25	A	1
CORC687	Live and Let Die	20	6	68.45			68.45	A	1
CORC688	No Time to Die	10	6	74.00			74.00	A	1
CORC680	Spectre	10	6	60.00		60.00	60.00	A	1
CORC683	Man with the Golden Gun – Honours	40	6	41.55		71.00	71.63	A	1
CORC691	On Her Majesty's Secret Service	20	6	75.69			75.69	A	1

Alumni

The College has a Student Alumni; details can be found at <https://www.cornwall.ac.uk/news/newscategories/alumni/> .

Plymouth Marjon University - <https://www.marjon.ac.uk/about-marjon/alumni/>

Falmouth University - <https://www.falmouth.ac.uk/alumni>

University of Plymouth - <https://www.plymouth.ac.uk/alumni-friends/alumni>

United Kingdom Visas and Immigration (UKVI)

If you are from outside the UK and common travel area (you are not a British, Irish, Channel Islands or Isle of Man national), your college will need to check that you hold the correct visa/permission that allows study in the UK. If you require a Student visa, they will need to ensure you meet all the Student visa requirements before issuing you with a CAS which is needed to apply for the Student visa. Copies of your visa and passport will need to be checked and stored by your college at enrolment and there may be other processes connected with immigration compliance that you will be expected to follow.

If you are an EU, EEA or Swiss citizen, and you were resident in the UK before the 31/12/2020 you may have already applied under the EU settlement scheme and have a settled or pre-settled status in the UK You can study in the UK with settled or pre-settled status. If you are new to the UK and have arrived from 01/01/2021 onwards you will need to apply for a student visa or enter as a visitor (for short courses of study only).



**United Kingdom
Visas and
Immigration
(UKVI)**

External Examiner Arrangements

Each Programme has an External Examiner (regardless as to who the awarding body is) who comes from a Higher Education Institution in the UK (not from the awarding body). The Subject External Examiner is primarily concerned with the standards of assessment of the subject and therefore attends the subject assessment panel. They will verify the process of assessment throughout your modules; advise upon re-assessment and where possible meet students to discuss their experiences on the programme. Your final result is decided by an Examination Board which happens in June, followed by re-sit boards in September.

Copies of your programme's External Examiner report can be found on your programme's Moodle page.

What next?

Employment and Progression Opportunities

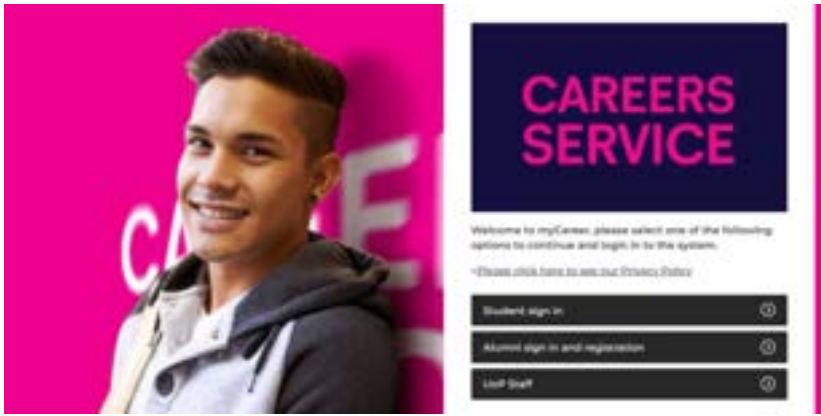
As a student studying Higher Education your programme has been designed to help you to succeed in your career aspirations and has been designed with the involvement of employers. Many of these are prepared to come to your Institution to give talks to students about their working environment and the qualities 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 will also be able to give you helpful career advice. You can also get advice and guidance from the College's [HE Careers & Progression Adviser](#)

University of Plymouth

Further advice is available from the [University of Plymouth Careers Service](#). As a graduate you will have a wide choice of career opportunities throughout the private, public and voluntary sectors, both in the United Kingdom and abroad. Visit our website for access to the wide range of resources available to you, from career assessments and aptitude tests to Digital resources such as [CV 360](#) to help you create an outstanding CV and [Interview 360](#) to help you prepare for interviews:





MyCareer is the University of Plymouth's career management portal. This will be your central system to see all that the Careers and Employability Service have to offer.

MyCareer will give you access to:

- Hundreds of vacancies, from part-time work to fit around your studies, to summer internships and graduate vacancies.
- A wide range of workshops and activities to help you develop your employability skills. These include mock interviews and a variety of skill sessions from job searching to enhancing your CV.
- Access to events such as Career Fairs and Employer Insight Panels to help develop your confidence, expand your professional network and explore your career options.

Within each awarding body institution there will also be services available for students to take advantage of.

Work-Based Learning (WBL) / Work Related Learning (WRL) and Employability

WBL and WRL, in its various forms, is one of the major defining characteristics of your studies. It plays a central role in enabling you to apply academic study to workplace environments and problems. In turn, your programme of study should enable you to integrate knowledge and skills developed in WBL / WRL into your project work and study in taught modules.

An employable graduate is one who is able to meet the requirements of employers and fulfil their career aspirations at a graduate level. They will be able to apply the skills, knowledge and personal qualities developed during their programme to the workplace and other contexts. An employable graduate will need to be able to:

- Demonstrate and apply graduate attributes and skills;
- Demonstrate and apply career management skills: e.g. preparing effectively for the recruitment and selection process;
- Demonstrate and apply lifelong learning skills: e.g. reflecting critically on academic, personal and professional development, identifying and articulating achievements and planning for the future;
- Demonstrate business and organisational awareness: e.g. understand changing working practices, including self-employment, with particular reference to the professions and sectors relating to their programme of study;

- Demonstrate an international outlook: e.g. understanding the attributes and breadth of outlook appropriate for working in a global economy.

Your programme has been designed to put all this in perspective, and give you the opportunities to develop the requisite skills. Work-related skills are integral to the modules and many specifically offer you the opportunity to experience the world of work, even if you are studying full time. Your programme specification details the knowledge, skills and understanding you will be able to demonstrate when you gain your award which is available in your Programme Quality Handbook.

Frequently Asked Questions:

What if I want to withdraw from, or suspend from my course?

If you are considering withdrawing from your programme or interrupting your studies for any reason, please consult either your programme manager or your Student Experience Manager and seek advice if you are experiencing difficulties. Just talking to someone may be enough to put you back on track. Students choose to interrupt study or withdraw for a variety of reasons and we may be able to help.



If you decide that you don't want to continue with your studies in this academic year, it is important that you correctly withdraw or interrupt study as there are academic and financial implications that you need to consider.

You must complete the withdrawal or interrupt study form, which is available from Registry. Please note, if you wish to email this form we'll only accept it if sent from your College student email account as proof of signature. Do not, under any circumstances withdraw or interrupt study without completing this form.

Depending on the date you withdraw or suspend study, you may be deemed to have had an attempt at the modules you are enrolled on. For information on the cut-off dates by which you would be considered to have an attempt please contact CCHEA@cornwall.ac.uk.

If you have extenuating circumstances for withdrawing or interrupting study you should complete an extenuating circumstance claim form now. A valid claim for extenuating circumstances could mean you do not lose an attempt at some or all of your modules. This is important as there is a maximum number of attempts any student can have at a module and second and third attempt marks are capped. Please refer to our extenuating circumstances policy for more information on making a claim.

Withdrawal / Suspension Date	Fees Payable
New learners who are enrolling onto the first year of their programme, who withdraw or suspend between 20 th September 2022 and 30 th September 2022. This also applies to learners who are resuming studies with extenuating circumstances, who withdraw or suspend between 20 th September 2020 and 30 th September 2022	No Charge
New Learners who are enrolling onto the first year of their programme, who withdraw or suspend between 3 rd October 2022 and 15 th December 2022	25% of annual tuition fee is payable
All Learners who are continuing study, repeating their studies or resuming studies, who withdraw or suspend between 20 th September 2022 and 15 th December 2021	25% of annual tuition fee is payable

Withdrawal / Suspension Date	Fees Payable
All Learners who withdraw or suspend between 4 th January 2021 and 31 st March 2022	50% of annual tuition fee is payable
All Learners who withdraw or suspend between 17 th April 2022 to end of 2022/23 academic year	100% of annual tuition fee is payable

We recommend that you discuss your decision to withdraw with the [Student Loans Company](#) before you make your decision as this may affect your ability to receive funding in the future.

Once your withdrawal/interruption has been formally processed, HE Operations will communicate this to the relevant awarding and funding body advising them of your last date of attendance as recorded on your withdraw/interrupt study form.

What if I want to transfer to another programme?

You'll need to get advice from your Programme Manager, Personal Tutor if you wish to change course. You will need to complete a Transfer form and get your new Programme Manager to sign it. The form is available from HE Operations. It is important that you follow College procedures as you may find that your student loan is at risk if you do not. You will also be required to inform Student Finance England/Student Finance Wales/Student Finance Northern Ireland/Your Funding Body to a change in your circumstances.

Where do I get my Timetable?

Your timetable will either be given to you at the start of the academic year by your Programme Manager or you will be able to access it via the programme Moodle page.

How do I raise an issue?

The College wants to ensure that its courses and its care of students are of a high quality. However, sometimes things may go wrong and you may want to complain. In the first instances you should speak with either your Personal Tutor and/or the HEST. It might be that the issue you are concerned with is of a nature that can be resolved quickly. If after following this route you are still not satisfied then further details are available at <https://www.cornwall.ac.uk/governance/complaints-procedure/>

If after reviewing the procedure you are unsure of what action you would like to take or require further advice and guidance then please use the following:

E-mail: complaints@cornwall.ac.uk

The College subscribes to the OIA (Office of the Independent Adjudicator). For more information on the OIA and how it can help you please follow this link:

<https://www.oiahe.org.uk/students/can-you-complain-to-us/>

The OIA have produced an information and guidance booklet regarding their review process for students or their representatives who want to complain about a provider which is a member of

the Scheme. The booklet <https://www.oiahe.org.uk/media/2264/intrototheoia-students-jan-2019.pdf> should be read alongside the rules <https://www.oiahe.org.uk/about-us/our-scheme/our-rules/>

Stage 1

As a student you should raise any issues or problems with your Tutor or alternative member of staff at the Partner Institution where you study. The Institution will work with you to resolve the issue. If you are not happy with the outcome of this stage, you can raise a formal complaint in writing (Stage 2) with the University using the complaints@plymouth.ac.uk email address.

Stage 1 – Notes

This is an informal step in the complaints process. It is envisaged that either the Tutor or an alternative Partner Institution representative will be able to resolve the issue raised by you and will meet with you to discuss the outcome.

Stage 2

If you wish to raise a formal complaint you need to contact the University's Complaints Office (CO). The CO will contact the Partner with details of your complaint and will liaise with the Partner in order that they can consider the issues raised. The CO can advise the Partner as to possible solutions that could be offered to address your complaint. The Partner will then write to you to address the formal complaint and to offer a resolution. If you are not happy with the outcome of Stage 2, you can escalate the complaint to Stage 3 with the University at complaints@plymouth.ac.uk where a Stage Three Complaint Review Panel will take place.

Stage 2 – Notes

The University's CO will contact the Partner on receipt of your formal complaint and liaise with the Partner in order that they can consider your issue. The CO will also give advice to the Partner as to ways to resolve your complaint.



Stage 3

If you are not happy with the outcome of Stage 2, you should contact the CO. A Stage Three Complaint Review Panel will be set up to review your complaint. After the Panel has made a decision they will write to you with the outcome. If, following this, you are still not happy with the outcome, your next step would be to take your complaint to the OIA (Office of Independent Adjudicator).

Stage 3 – Notes

The Stage Three Complaint Review Panel is drawn from a pool of Academics, Registrars, and the Student Union. The CO will contact the partner on receipt of the student complaint. The partner will then have the opportunity to comment, or to provide a written submission in response to the complaint. The Panel will review all the facts and make a decision regarding the complaint. The CO will write to you with the outcome of the panel's decision and notify the Partner of the Panel's decision.

University of Plymouth – Specific Information

Student Support Self Help Information

Shine

Self Help Inspiring E-Resources - an innovative new, stand alone, self-help website which was developed through the Student Counselling & Personal Development Service and students. You can watch, read, listen and find apps and useful links to the best online resources and information about mental health and well-being: <https://www.plymouth.ac.uk/student-life/services/learning-gateway/shine>

Big White Wall

Plymouth has a “Big White Wall” offering a safe community to support your mental health 24/7; please follow the link <https://www.plymouth.ac.uk/student-life/services/student-services/mental-health-support-is-this-service-for-me>

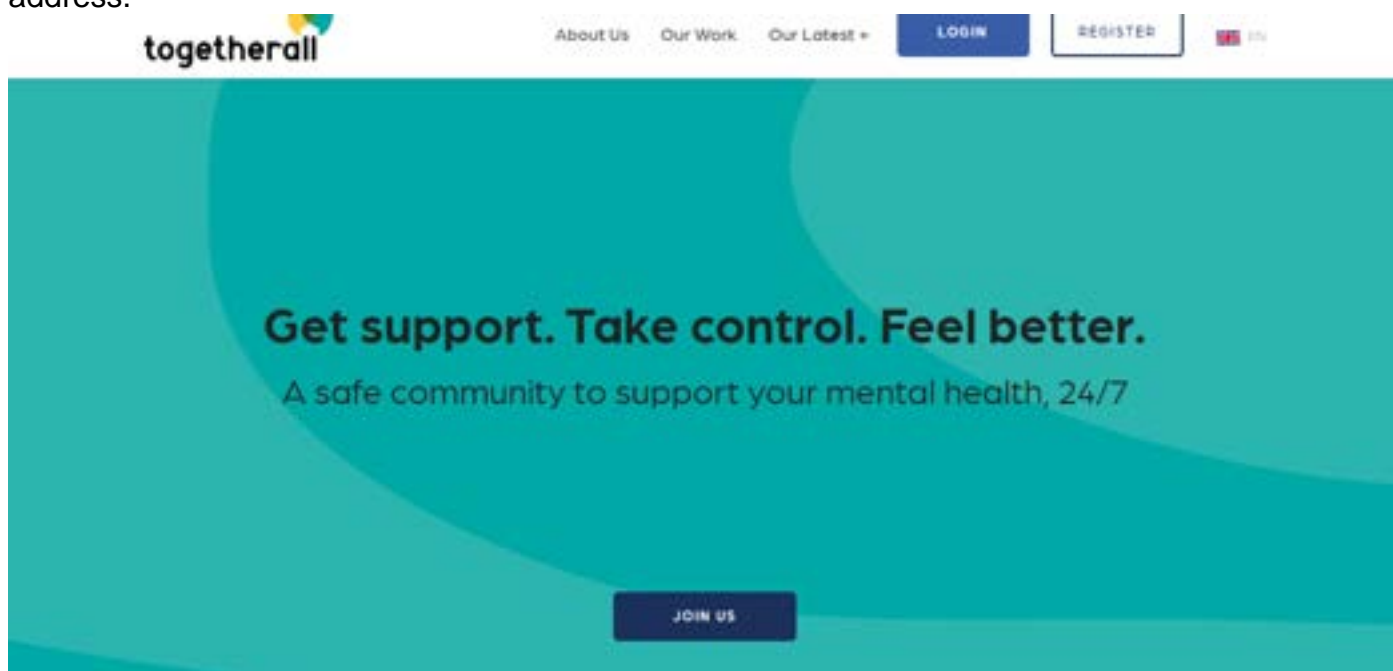
Togetherall

If you are going through a tough time you can now access free online support with Togetherall (previously Big White Wall). Whether you're struggling to sleep, feeling low, stressed or unable to cope, Togetherall can help you get support, take control and feel better.

You will have access to a **24/7 online community and professional support from trained counsellors**. Togetherall provides a safe space online to get things off your chest, explore your feelings, get creative and learn how to self-manage your mental health and wellbeing.

Togetherall is **totally anonymous**, so no one will know you've chosen to use it unless you tell them!

To join us, simply go to [Togetherall](#) and sign up under 'organisation' with your university email address.



Enrichment and Co-Curricular Activities

Plymouth Compass

While you're at Plymouth, you'll gain more than just your degree



The Plymouth Compass helps you to navigate your way through your whole university experience, in both your taught curriculum and your extra-curricular activities. What you learn at university prepares you for more than a career, so the Compass identifies key attributes in four broad areas of your life - academic, civic, professional, and personal.

During your time here, you'll have plenty of opportunities to practice and develop these attributes, helping you gain experiences, improve skills, and build networks for your life beyond graduation. The Compass also supports us, as a community, to coordinate our efforts to offer you as broad an education as possible. It clarifies what the University values and what it anticipates will help you, as a graduate, in a future that is hard to predict.

Find more information at: <https://www.plymouth.ac.uk/your-university/teaching-and-learning/plymouth-university-compass>

The Plymouth Award



Students are encouraged to sign up for the [Plymouth Award](#) which is designed to recognise and celebrate student achievements outside the curriculum. Many students already make significant contributions to the life of their institution and the communities in which they live and work. The Plymouth Award is one way of recognising the value that we place on these contributions and on the learning and personal growth that students gain from these activities. It is also recognized by many employers as a demonstration that you have gone above and beyond your studies.

Personal Development Planning

It is important to bear in mind from the outset of your study that you are working toward a degree that will provide you with a foundation for a potential career. It is important to be aware of your own career direction from the early stages of the programme. Therefore, we place a great deal of importance in Personal Development Planning (PDP). This describes the **'means, by which students can monitor, build and reflect upon their personal development'**.

Therefore, PDP is a structured and supported process undertaken by an individual to reflect upon their own learning, performance and / or achievement and to plan for their personal educational and career development. You are ultimately in charge of your own career direction but we are more than happy to help and advise you throughout your degree programme. You will be introduced to the use of [PebblePad](#) which will provide you with a flexible electronic resource which you can use to plot and reflect on your learning achievement. [PebblePad](#) allows you to plan and develop strategies for learning and also to reflect and evaluate your accomplishments



It is hoped that the PDP process available on this programme will enable you to:

- Become more effective, independent and confident self-directed learners;
- Understand how you are learning and relate your learning to a wider context;
- Improve your general skills for study and career management;
- Articulate your personal goals and evaluate progress towards your achievement; and
- Encourage a positive attitude to learning throughout life.

Document Title	The Cornwall College Group and University of Plymouth Partner Student Handbook
Version	V7
Created by	Amanda Crowle
Document Date (creation)	4 June 2018
Last Amended	20 September 2022
Approving Body and Date Approved	
Review Date	Annually
Intended Recipients	Potential Students, Programme Teams

Version	Date	Author	Replaces	Comments
1	4 June 2018	Amanda Crowle		Creation
2	17 September 2018	Amanda Crowle / HESTs		Updates to various roles and responsibilities
3	2 October 2018	Amanda Crowle		Updated elements of Extenuating Circumstances/included statement on evidence.
4	24 April 2019	Amanda Crowle		Updates based on the UoP requirements and internal updates to `timetables etc.
5	7/23 September 2020	Amanda Crowle		General updates across the board.
6	24 September 2021	Amanda Crowle		General updates across the board.
7	22 September 2022	Amanda Crowle		General updates across the board – checking of URL links