Anglia Ruskin University

Student Handbook

For Online Distance Learning Students

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Foreword

It is a pleasure to welcome you to Arden University and I wish you well in your studies.

Arden University is at the forefront of distance learning provision, not only in the UK but also all over the world. It intends to maintain this position as a leader in supported online distance learning. This means combining appropriate communication technologies and knowledge media with personal tuition and counselling to ensure that you can learn effectively and enjoyably.

Arden University takes its obligations to each of its students very seriously. You have registered for an online distance learning course with particular personal goals in mind; our staff want to help you achieve those goals successfully.

The purpose of this Handbook is to describe the procedures and policies that are an essential element in sustaining an effective relationship between Arden University and its students. These policies make explicit the expectations on both sides. I advise you to familiarise yourself with the contents pages and to read any sections that are of interest to you. The Handbook should then be kept for more detailed consultation as particular issues arise. Most of the questions you have about Arden University practices will be answered in these pages.

I trust that you will find your association with Arden University a stimulating and rewarding experience.

Dr Philip Hallam
Group CEO
Arden University

Contents

Welcome from Arden University

Welcome to the programme. Our aim is to provide you with the opportunity to establish a firm foundation in your chosen subject, enabling you to enhance your career or simply develop your knowledge and understanding of your chosen discipline.

Though you are expected to invest time and effort into your studies, you should also take every opportunity to have fun. We hope that you will find your learning experience to be productive, enjoyable and successful. You will be studying alongside students from a variety of backgrounds, which will enhance your experience as you encounter different perspectives from myriad cultures.

Purpose of this Handbook

The purpose of this Handbook is to introduce students to online distance learning study through Arden University, and to lay down the standards that Arden University requires from students. It also sets out the way in which we operate.

In this document, you will also find guidance on various key personal skills (such as effective reading and writing), which underpin effective study and also contribute directly to good working practices.

The Handbook should be read in conjunction with the course-specific Handbook which contains the information you need to know about the structure and aims of your course and the modules you are required to study.

1   General Information

1.1   Introduction to Arden University

Arden University (formerly RDI) has been working with various universities and professional bodies, providing online distance-learning courses to high-achieving students for almost 25 years. We are dedicated to providing you with a high standard of tutor and administrative support throughout your studies and always listen to the comments of our students in order to ensure the learning process is a satisfying and rewarding experience for all involved.

1.2   Relationship with Anglia Ruskin University

Anglia Ruskin University is the awarding body that has validated and approved the course on which you have enrolled. As such, Arden University is responsible for making sure that the quality of provision meets their prescribed levels and standards.

To enable quality to be monitored, Anglia Ruskin University appoints External Examiners to approve assessment procedures and results, as well as seeking feedback from students on the course.

1.3   Student Cards

As an Anglia Ruskin University student studying through Arden University, you can request an Anglia Ruskin student card. The cards are available to order. They are credit card sized and the Student ID number is unique to each student. The cards are proof that a student is registered on a course with Anglia Ruskin University.

If you would like to purchase a card, please send your request to arusupport@arden.ac.uk; a member of staff will be happy to assist you.

There is a single fee of £10 for each card. Details of how to pay will be advised by the Student Support Team.

1.4   Change of details

It is important that we keep your student record up to date. If your personal details or contact information change please ensure that you notify Arden University by e-mailing registry@arden.ac.uk.

2.   Useful Contacts

Student Support Team	email: arusupport@arden.ac.uk Tel: +44 (0) 24 76 515700
Examinations Co-ordinator	email: exams@arden.ac.uk Tel: +44 (0) 24 76 515700
Programme Leaders MBA – Matthew Cooper BA (Hons) Business; Certificate of HE in Business; and Graduate Diploma in Management – Paulette Wisdom LLB (Hons) Common Law – Angela Burns BSc (Hons) Computing; and MSc Information Systems – Steve Presland BA (Hons) Graphic Design – Cavell Ord-Shrimpton MSc Telecommunications – Shane McMordie BSc (Hons) Psychology (Applied) – James Au Yeung BA (Hons) Business and Computing, BA (Hons) Business and Law, BA (Hons) Criminology and Law, BA (Hons) Criminology and Human Psychology, BA (Hons) Human Psychology and Human Resource Management, BA (Hons) Law and Human Psychology – Angela Burns MA Strategic Human Resource Management, MA Strategic Marketing, MSc Strategic Project Management, MSc Strategic Engineering Management – Ben Silverstone	email: mcooper@arden.ac.uk email: pwisdom@arden.ac.uk email: aburns@arden.ac.uk email: spresland@arden.ac.uk email: coshrimpton@arden.ac.uk email: smcmordie@arden.ac.uk email: jau-yeung@arden.ac.uk email: aburns@arden.ac.uk e-mail: bsilverstone@arden.ac.uk
Academic Director John Vaughan	Tel: +44 (0) 24 76 515700 email: jvaughan@arden.ac.uk
Arden University Group Chief Executive Dr Philip Hallam	Tel: +44 (0) 24 76 515700 email: phallam@arden.ac.uk

2.1   Key Support Roles

Student Support Team

The role of the Arden University Student Support Team is to ensure that you are progressing well in your studies and they will assist you throughout your programme with any administrative query relating to your studies. At the start of the intake your Student Support Co-ordinator will help to ensure that you are familiar with processes, procedures, rules and regulations and will support you with working through the Induction Module on Ilearn. After completion of your Induction Module your Student Support Co-ordinator will be in regular contact to support and guide you. They will also email you reminders of upcoming deadlines.

The Team can be contacted at arusupport@arden.ac.uk

The Student Support Team also supports all students whose programme of study is financed through Student Finance England/Student Finance England (EU) and all students with a declared disability.

Student Finance queries should be directed to studentfinance@arden.ac.uk

Tutors

Each module you study has a dedicated module tutor. All tutors appointed are subject specialists, approved by Anglia Ruskin University. They will help you by facilitating your academic progress and, to this end, they will set tasks and activities in the appropriate discussion areas of ilearn, Arden University's Virtual Learning Environment.

The primary means of support will be delivered online through ilearn. Where appropriate, tutors may also provide support by other means, such as via email.

The tutoring process is viewed as an essential aspect of development and support for students. It is informally based and designed to encourage two-way communication; either peer-to-peer or student-to-tutor.

Your module tutor will provide you with academic advice and guidance and answer your questions of an academic nature. For all other queries, you are encouraged to contact your Student Support Team at Arden University directly via arusupport@arden.ac.uk

Programme Leader

The Programme Leader has overall responsibility for the structure and delivery of the course. You will meet him/her as you progress with your studies, as Programme Leaders also teach on the programmes they lead.

3.   Learning Support

3.1   Induction

Before you commence study on the course you are required to undertake an induction module, which contains all the information you need to get you started and an interactive quiz to consolidate your understanding of the processes and procedures you will encounter during your studies. The aims of the induction are for you to:

- Get to know staff and fellow students
- Gain a comprehensive understanding of various aspects of your course of study
- Access a range of resources to support your study
- Ask questions relating to any aspect of the learning experience
- Become acquainted with Anglia Ruskin University and Arden University procedures and policies

At the start of the programme, you will receive your username and password for ilearn, Arden University's Virtual Learning Environment. You will access your induction module by logging onto ilearn and selecting 'My Modules'.

If you join the induction module before the formal intake start date (the last day of October, January, April or July), there will be a number of tasks already available for you to work through. You will be given access to your interactive quiz on the intake date. A reminder notice will be posted on ilearn on this date. It is important that you complete and pass the quiz within 28 days of the study period starting. After 28 days has elapsed, access to the interactive quiz will be revoked. If you have not passed the quiz by this time, you will have to wait until the start of the next Study Period to complete your Induction and progress onto your first module; this could be up to three months away!

Once you have successfully passed the interactive quiz, you can activate your first module on ilearn. If you experience difficulties during this process, please contact the ARU Student Support Team.

3.2   Learning Materials

You will access your entire core learning material for the course via ilearn.

The module learning materials are designed to facilitate your learning and to allow you to achieve the learning outcomes for each module. The material is interactive and contains practical activities, which have been designed to enable you to apply theoretical principles and frameworks.

Try to use your own background when completing the activities and draw the best ideas and solutions you can from your own experience. To get the best out of your learning experience, you are encouraged to discuss your ideas with other students; your colleagues or with those closest to you; this will make learning much more stimulating. Remember, if in doubt, or if you have any questions about the modules or how to study, ask your tutor.

A range of online library resources is made available to Arden University students, which supplements the learning materials within ilearn. Resources are also provided by the university's online library.

Arden University's resources include libraries of electronic books (e-books). Arden University aims to provide a copy of the core text for each module, although students should be aware that the availability of books in electronic form is subject to publishers' permissions. In the event that a core text book cannot be provided in e-book format, suitable alternatives may be available. There are occasions when students may wish to purchase the hard copy of a core text book, in the event that it is not available in the Arden University library.

3.3   ilearn

ilearn is an online platform, designed to enhance your learning experience and help you through your studies. It provides access to:

- Your module learning materials
- Discussion forums
- News forums
- Group Learning Space
- My Learning Space

- Assignment area
- Online electronic resources
- Course information
- E-mail/messaging facility
- Links to Rules and Regulations

You will find a detailed explanation of the key functions of ilearn and how to use them during your induction. The site will be updated regularly with new and relevant information as it becomes available. Tutors may make announcements or add notes to relevant sections or engage with you in discussion forums.

There is also a page for your own personal profile and photos. You are encouraged to add information about yourself, so that you and other learners can get to know one another.

ilearn is the principal vehicle for communicating with students registered on this course, so it is essential that you visit ilearn on a regular basis. You can opt to receive notifications from ilearn in a daily digest, so that you can see at a glance the latest updates and information.

3.4   How will students support each other through the course?

We believe success on the course will be enhanced through the development of a supportive learning community. We achieve this through facilitated online discussions within ilearn where you will have the opportunity to undertake group tasks with other students.

3.5   How to access ilearn

You can access ilearn from Arden University's homepage: www.arden.ac.uk

1. Click on the Student Login link which can be found at the top of the page.
2. Select the 'I am a student' tab and click' Login'.
3. Enter your username and password and click 'Login'.
4. Select the relevant Module from the 'My Modules' menu on the right hand side.

Alternatively you can access the ilearn platform directly by entering the following web address in your web browser: www.ilearn.rdi.co.uk

3.6   Anglia Ruskin University E-Vision Account

Within approximately 6 weeks of the Arden University intake closing date, you will receive log-in details to your Anglia Ruskin University E-Vision account. (This is the university's web-based student record).

Once you have received your log-in details to E-Vision, you will be required to complete the university's initial registration process online. It is both compulsory and important that you complete this process; unless you complete this initial registration, you will not be registered as a student with the university and will not be able to access the Anglia Ruskin University online library.

Please note that you will also be required to complete a re-registration process annually with Arden University and will receive a reminder of this prior to the anniversary of your initial enrolment.

4   Staff/Student Obligations

4.1   Learning Contract

By embarking on this course of study, you confirm your commitment to Arden University's **Learning Contract** (Annex 1).

This learning contract denotes the partnership between you, the student, and Arden University as your learning provider. It helps you understand the roles and responsibilities of each party during the learning process.

As you read through the Learning Contract, you will note that there is a specific regulation about plagiarism. Both Arden University and Anglia Ruskin University take assessment offences very seriously. Strict penalties apply when students cheat in written assessment or present someone else's material for assessment as if it were their own. This is called plagiarism. In order to avoid plagiarism, it is imperative that you reference your work appropriately. Please refer to Sections 6.3 of this Handbook and to the guidance on academic writing and referencing contained within the study skills section of the induction module. Other examples of assessment offences include cases of collusion between students and infringements of examination regulations. Please refer to Section 7.5 of this Handbook for further information.

Very few students commit such offences, but Arden University believes that it is important that all students understand why academic honesty is a matter of such concern and why such severe penalties are imposed.

4.2   What you can expect from your tutor

The tutor will provide learning support and advice to learners in the following manner:

- Providing a welcome forum post at the start of each study period
- Providing a response to your email, wherever possible within 2 working days (Monday – Friday)
- Initiating tasks and discussions via the module discussion forum within ilearn
- Moderating discussion boards and providing input, as required
- Facilitating live online chat sessions, where appropriate
- Monitoring student participation and progress

4.3   Student Representation

Student representation helps Arden University ensure that the student voice is fully represented in decision making. Representation provides opportunities for students to feed directly into course-related developments, as well as the wider activities of Arden University. Becoming a Student Representative is not only a great opportunity to make a positive difference to your learning experience and that of your fellow students, but it is also great for your CV.

Find out how you can become a Student Representative in Section 7.8 of this Handbook.

Find out more about Arden University's policy on Student Engagement in Section 7.7 of this Handbook.

4.4   Student Feedback

Arden University is committed to providing you with the best possible service; we believe the best way to improve is to listen you your views.

We value your feedback and encourage you to pass on your comments, compliments or concerns. There are a number of ways you can do this.

If your comments relate to a particular module, the best way to provide feedback is by completing the *Module Evaluation Survey*. This will appear on your module page just before your assessment deadline.

We also encourage you to provide feedback to your Student Representative via the *Student Feedback Forum* which you will find on the Programme Induction and Newsroom page. The Student Representative will present feedback on behalf of the student body to Arden University's quarterly course committee meetings.

You can also provide feedback at any time to the Student Support Team.

Please note that all feedback will be dealt with in strictest confidence and, wherever possible, anonymity will be maintained. Your feedback will be considered at Arden University's quarterly course committee meetings, following which an update will be posted to the Student Feedback Forum on ilearn.

4.5   Annual Monitoring

At the conclusion of each year, Anglia Ruskin University invites its collaborative partners to reflect on the strengths/weaknesses of the previous year through the Annual Monitoring process. An important part of the process is a consideration of the student feedback provided by the Course Committees and the module evaluation questionnaire.   Other reference sources considered include: External Examiners' reports; students' module results; students' registration statuses; retention and completion statistics; and the action plan from the Annual Monitoring report of the previous year.

The views of students are considered extremely important to the successful running of your specific course and of our provision, as a whole. Your input is, therefore, very important and may significantly influence both the content of our courses and the processes by which they operate.

Arden University is committed to providing the highest quality of education possible to ensure that you benefit from the academic, social and cultural experience. Where candidates feel that their legitimate expectations are not being met, whether it is an academic or non-academic matter, they have the right of access to the **Complaints Procedure** and **Academic Appeals Policy** contained in this Handbook (in Sections 7.1 and 7.3) although it is hoped that most complaints can be settled at a local level.

5   Course Information

5.1   Module Descriptions and Core Texts

The learning outcomes, content, recommended reading and assessment details for each module are described in Module Definition Forms (MDFs) which can be found in the Course and Module Handbook.

The MDFs will identify any key text for the module. Where possible, Arden University will provide an e-book version of the core text, which is contained within the Arden University online library. In some circumstances, e-book versions of text books are not always available. In this case, you may wish to purchase your own copy so that you can engage in the student-managed learning associated with the key text. In all cases, a range of e-books is available to facilitate your wider reading around a particular topic.

5.2   Course Learning Outcomes

Arden University and Anglia Ruskin University use learning outcomes to define academic standards and the level of student achievement. Learning outcomes describe, at a threshold level, the knowledge, understanding, effective and transferable skills which you are expected to demonstrate on successful completion of a period of learning. Within the modular curriculum structure, learning outcomes are expressed for both courses and their constituent modules. Your achievement of the learning outcomes of the individual modules collectively contributes to your achievement of the learning outcomes of the course for which you are registered.

The learning outcomes of your programme are set out in the course specification document which can be found in the Course and Module Handbook.

5.3   Assessment Methods

The assessment methods used for each module on your course are detailed in the Course and Module Handbook on ilearn.

5.4   Maximum Course Registration Timeframe

Each course has an expected completion time which is shown in the table below. Additionally, Anglia Ruskin University's Academic Regulations specify maximum and minimum periods of registration for each of their courses.

Award	Total Credit for Award	Expected Duration	Minimum Period of Registration	Maximum Period of Registration
Masters Degree	180	2.5 years	1 year	5 years
Honours Degree	360	4.5 years	3 years	9 years
Honours Degree Final Year top-up	120	1.5 years	1 year	3 years
Graduate Diploma	120	1.5 years	1 year	3 years

Please note that the maximum period of registration will be shorter if you have been granted exemptions through Anglia Ruskin University's accreditation of prior certificated learning. Details of maximum periods of registration for students admitted with APCL or APEL are contained in Appendix 2 of Anglia Ruskin University's Academic Regulations.

6.   Study and Assessment

6.1   Activating your Modules

There are four module start dates during each calendar year: January, April, July and October.

Access to modules will be given on the start date of each new study period, as long as any prerequisites for those modules have been satisfied. You will be required to activate your module on ilearn to begin studying.

In order to benefit from the full schedule of module activities, you should activate your module as soon as possible on or after the official module start date. You will have up to **four weeks** from the official module start date in which to activate your module. Please remember that if you miss this deadline you will have to wait to join the module at the next study period. Unfortunately, no exceptions can be made to this rule.

It is normally expected that you activate and study 30 credits at a time. Each module (with the exception of major projects and dissertations) will have a credit value of either 15 or 30 credits, so you may study either one or two modules at a time. Details of credit values for each module can be found in your **Course and Module Handbook**.

The maximum number of credits you may have active at any one time is 60 credits. This is called the 'active module credit limit'. The active module credit limit will include modules whose status is 'attempted' but not yet 'completed'. Once a module's status is 'completed' (i.e. you have passed your assessment and received your confirmed grade from the Examining Board) you will be able to release a further module (or modules) at the start of the next available study period.

6.2   Assessment

Once you activate a module at one of the official start points, you will be automatically registered to take your assessment(s) at the next scheduled assessment deadline. This will normally be around 10 weeks after the start date of the module.

A timetable of assessment dates can be found on your module page on ilearn. Please check the assessment timetable before you activate your module to ensure that you will be able to meet the assessment deadline.

If you know of a reason why you will not be able to meet the assessment deadline, you are advised to delay the activation of your module until the next module start date. If you have already activated your module and find yourself in this position, please refer to the section on deferral (section 6.5 below).

Assessment briefs (with the exception of examinations and time constrained assessments) will normally be released within two weeks of the start date of each module.

The assessment briefs will contain the following information:

1. Module title, assignment title, submission date, word count
2. Submission instructions
3. Assignment brief/tasks detailing what you (the candidate) needs to do
4. Student Guidelines where applicable to assist you in your understanding of the exact requirements of the assessment
5. Specific performance criteria mapped against the grading structure

Assessments normally change each study period. It is the student's responsibility to ensure you submit the correct paper *for the current submission period.* Failure to complete the correct paper may result in a referral grade.

6.3   Submitting your Assessment

Your assessment brief will include instructions on how to submit your assessment. If your module is assessed by examination, please refer to section 6.8.

Normally, you will be required to submit your assessment electronically to the assessment submission area on your module page on ilearn by following the assignment submission link.

By submitting your assignment you will be agreeing to the Student Declaration, which confirms that the work you have submitted is your own original work. You will also be agreeing for your work to be scanned through Arden University's plagiarism detection system. It is Arden University's policy to scan all assessments through the Turnitin™ plagiarism detection system. Staff involved in the assessment process will also use a range of techniques along with their academic judgement, knowledge and experience to assist them in the detection of unfair practice

Before your assignment submission deadline, you are advised to upload a draft assessment to ilearn. You will then be able to view the Originality Report generated by Turnitin™, which will show any matches in your work to external sources that have not been correctly referenced. Please allow up to 24 hours for the Turnitin™ report to be generated by the system and become available to you, particularly when you re-upload for a second time or more. To view your Turnitin originality report, click on the percentage 'similarity index score' which will appear next to your assessment once the report has been generated by the system.

Please ensure that the title page of your assessment includes the following information:
- Awarding body
- Title of course
- Module title
- Assessment title
- Student number (don't include your name)
- Tutor Name
- Word count (less the standard exemptions)

If you experience difficulties uploading your work to ilearn, you should contact the Student Support Team immediately.

Help with Referencing and Avoiding Plagiarism

You must ensure that you carefully read the information on plagiarism provided within the Induction module on ilearn and complete the Plagiarism Quiz before commencing your first module. You can return to this quiz later in your study to refresh your understanding of key definitions relating to unfair practice and referencing. The Study Skills area in ilearn also contains valuable resources on Referencing, which will help you develop your academic skills.

You must also ensure you have read and understood the University's regulations on Assessment Offences (see section 7.5 of this Handbook).
http://web.anglia.ac.uk/anet/academic/academic_regulations.phtml
Please remember that the Turnitin™ report is just one of the sources of evidence that will be considered when investigating suspected cases of unfair practice. It is important to understand that a Turnitin™ originality report showing a match to an external source may be used as evidence during the investigation of suspected cases of unfair practice. However, an originality report that shows a low or even a 0% match cannot and will not be accepted as evidence that no unfair practice has taken place.

6.4 Failure to Submit

If you fail to submit your assessment or attend your examination, and have not been granted a deferral, you will automatically receive a mark of zero. If you are entitled to reattempt the module (i.e. you have a referral opportunity), your next submission will be capped at 40%. You will also be required to complete the new assessment for the new assessment period.

6.5 Deferring your Assessment

The course is designed to be as flexible as possible, so you can study in your own time, and ensure it fits into your life pattern. If you decide that you are not able to submit your assessment at the scheduled deadline, you have an opportunity to defer and take assessment at the next available assessment period. You will need to take the new assessment paper for the next assessment period so please make sure that you check ilearn to ensure you have the correct assessment brief.

For a 15 or 20 credit module, you may defer once. For a 30, 40 or 45 credit module you may defer twice. Once you have attempted a module, you cannot defer again if you need to take a re-assessment following a referral.

To arrange a deferral for an examination, you must request this via ilearn no later than **four weeks** before your scheduled examination date. For assignments or coursework you should request a deferral via ilearn no later than **one week** before the assessment deadline.

6.6 Leave of Absence

In exceptional circumstances, at the discretion of the Student Affairs Committee, you may apply for a 'leave of absence' of up to 12 calendar months during the maximum course registration timeframe. Requests must be due to serious, long-term circumstances affecting a minimum period of 6 months that were not known at the time of module release.

You will be required to provide full details of your exceptional circumstances along with supporting evidence.

It should be noted that an authorised leave of absence will not extend the maximum course registration period.

If you would like to apply for a leave of absence, please contact one of your Student Support Co-ordinators at arusupport@arden.ac.uk

6.7   Inactivity, Re-registration and Withdrawal

Anglia Ruskin University requires all of its students to undertake annual re-registration. Each year, on the anniversary of your enrolment, you will notice that when you log into your ilearn account that you will asked to confirm your personal details and make payment of your re-registration fee.

If you fail to complete the required re-enrolment process on ilearn when prompted, this will result in you not being able to access your ilearn study materials. It will also mean that you will not be registered as an active student and will therefore be unable to continue on your course. If you fail to re-register on the anniversary of your enrolment, you may do so at any time. This will then enable you to access ilearn, once again, and recommence your studies at the start of the next study period. If your status remains non-registered for a calendar year, then you will be withdrawn by the Examining Board.

6.8   Modules Assessed by Examination

If your course includes an examination, you will be required to confirm details of your preferred examination venue at the commencement of the module. This happens in ilearn, where you will be prompted to select your venue at the outset.
A member of the Examinations Team will contact you to assist you with making arrangements for your examination.

Free of charge examination venues are available in Coventry, UK, and at our premises in Hong Kong. Overseas students may take examinations at British Council Offices worldwide or at other approved venues. Please note that charges will be set by external venues and students will be responsible for paying charges for examinations directly to the venue.

If the module is to be assessed in two-parts, where at least one part is an examination, you will still need to choose a venue to access the module. If, after choosing the venue, you decide only to submit the assessment (and the regulations allow you to submit each element separately) you can defer the examination. It will clearly state on the module page if both parts are to be submitted in the same period. When the next study period starts, you will again be prompted to select a venue before being able to access the module page.
You will see the following when you try to access the module:

As you can see, you can *either* select a venue from the list by typing in the box *or* you can click on "I would like to suggest a venue closer to me." Once you have done this, you will have access to the module page and can continue your studies.

The normal rules apply if you wish to defer sitting the examination so please check before deferring (refer to your Student Handbook if you are unsure). The deadline for deferrals will be on the module page.

Please note: As before, you will need to make a payment for sitting your examination. You will make this payment directly to the venue, before taking the examination. You will be advised to do this via your confirmation letter which you will receive from the Examinations Officer, after registering your venue. If you register to sit your examination at Coventry, there will be no fees chargeable for this venue.

Any queries? Please contact exams@arden.ac.uk

6.9   Alternative Examination Venues

If you click on the option "I would like to suggest a venue closer to me," you will then be contacted by the Examinations Officer who will confirm whether or not the proposed venue is acceptable.

You may wish to propose an alternative College or University examination centre to be considered for approval by Arden University.

Please note the venue must be a College or University. High schools and private addresses are not acceptable. You are not permitted to use an examination venue with which you have family, employer or other associations.

An approval process will be undertaken by Arden University to ensure that the institution is of good standing, has the capability to host examinations and meets Arden University's approval criteria.

Once the venue has been approved you will be responsible for making contact with the venue directly to establish their availability to host your examination. You will also be responsible for paying charges directly to the venue. Charges are set by the venue and will therefore vary.

6.10   Notification of Assignment Grades and Examining Boards

Arden University normally returns marked feedback forms for assignments directly to candidates within 20 working days from the official submission date. For major projects and dissertation modules, the return of feedback will be within 30 days.

For examinations taken at overseas centres, feedback will normally be returned within 20 days from the date of receipt of your physical examination script from the local venue.

You will receive your provisional grade and assessment feedback from Arden University via email.

All grades must be confirmed by the Examining Board before confirmed grades can be released to students. Grades are therefore provisional and subject to change until they have been confirmed by the Examining Board. Where marks have not been confirmed by the Examining Board, the feedback will indicate this.

Examining Boards will consider and confirm students' progress and recommend final award classifications. Examining Boards are a key part of the quality assurance processes to ensure that standards are comparable with those of other schemes within Anglia Ruskin University and the UK higher education system.

The Examining Board is attended by External Examiners who will review the work of students, the marks awarded and the assessment process as a whole before confirming grades.

Examining Boards normally take place in March, June, September and December of each year. Students will normally receive notification of confirmed grades within 5 working days of the Examining Board.

6.11   Re-assessment

Arden University operates re-assessment procedures that are designed in compliance with ARU Academic Regulations.

If you are referred in a module (i.e. you do not achieve a pass grade), you will have one further opportunity to be re-assessed in the module. If you have already released your next module, you would normally be required to wait until the following study period to retake the assessment.

If you fail your resubmission of the assessment, you may be permitted to re-study the module (a re-take) and to be granted two further re-assessment opportunities. However please note that:

- This is subject to the discretion of the Examining Board
- You can only re-study up to a maximum of 30 credits at any level of the programme
- The option to re-take failed modules does not apply to major projects and dissertations

If you have no further re-assessment opportunities in a module, you will be contacted by the Student Support Team to discuss your options.

The maximum grade that can be awarded for any re-assessment (including re-taken modules) is capped at 40%. Marks achieved for individual assessment elements undertaken on the original take are **not** carried forward to the re-take of the module.

Please note that the following fees will apply for module re-takes:

- £165 for Certificate and Diploma courses
- £285 for undergraduate degree and postgraduate courses.

For more information please contact the Student Support Team.

As assessments normally change each quarter, please note that it is your responsibility to ensure you submit the correct paper. If in doubt, please contact the Student Support Team.

6.12   Criteria for Classification of Anglia Ruskin Awards

The criteria for Anglia Ruskin awards are set out in the Anglia Ruskin University Academic Regulations, which are available to download at the following web address: http://web.anglia.ac.uk/anet/academic/academic_regulations.phtml

7   Policies

7.1   Academic Appeals

There are two grounds on which you may appeal against the decision of the Examining Board. These are:

- If you believe your performance was adversely affected by 'factors' which you were unable or unwilling, on valid grounds, to divulge to the Examining Board; and/or
- If there was material administrative error, or the assessment was not conducted according the regulations.

If you wish to lodge an appeal, you should do so in writing within 25 days of the Examining Board. You do this by completing a form entitled **Notification of Appeal**. This form should be requested from and returned to arusupport@arden.ac.uk

The full appeals process is detailed within Anglia Ruskin's Academic Regulations http://web.anglia.ac.uk/anet/academic/academic_regulations.phtml

7.2   Mitigating Circumstances Guidelines

Mitigating circumstances (known as "Mitigation") are circumstances which have occurred during the assessment process and which have, in some way, detrimentally impacted on your performance or even prevented you from completing one or more assessment tasks (Mitigation is sometimes alternatively referred to as "extenuating circumstances" or "extenuation").

Introduction to mitigation

If you believe that there have been serious sudden and unforeseen circumstances which were beyond your control (e.g. illness) which have:

- *prevented you from undertaking an assessment task (e.g. you were unable to attend an examination; give a presentation; or submit a coursework assignment)*; or

- *impaired your performance when undertaking an assessment task (e.g. you became ill during an examination)*

Then you can submit a claim for mitigation. The circumstances should be current and have been unanticipated and beyond your control rather than disadvantageous conditions experienced throughout your studies (students with serious, long-term/permanent difficulties should contact the Student Support team).

*Please note that the mitigation process is designed to assist students with serious circumstances which have prevented them, for example, from either attending an examination/submitting a piece of coursework or which have impaired their performance during an examination/presentation. It is **NOT** designed to be used by students who, for*

example, have failed to ensure that they know the time and date of their examination, failed to prepare properly (e.g. revise!) for an examination or simply not completed a piece of coursework due to poor time management.

Grounds for Mitigation

The following reasons ARE considered as acceptable grounds for mitigation at Anglia Ruskin University:

- a serious personal illness which is not a permanent condition
- the death, or serious illness, of a close family member, a friend or person for whom the student has a responsibility of care
- sudden or unforeseen circumstances beyond the reasonable control of the student

The following reasons are NOT considered as acceptable grounds for mitigation at Anglia Ruskin University:

- family, work, financial or other general problems which lie outside of the circumstances identified above
- poor awareness of Anglia Ruskin University's Academic Regulations
- being unaware of, or misunderstanding, a submission deadline or the date of an examination
- Computer, disc, printer or any other technical failure for which the student is responsible (students should ensure that they keep a back-up copy of their work).

Submitting your claim

The deadline for all claims is <u>5 Working Days</u> after the relevant Examination Date/ Presentation Date/Assignment Submission Date

All claims must be submitted by using the official Mitigation form available from your Student Support Co-ordinator.

Documentary evidence in support of your claim - IMPORTANT

You will need to provide details of any medical certificates or supporting documentation or statements from responsible third parties to explain the absence of/from any assessment. Medical certificates must be in the English language or, if not, accompanied by a notarised translation, together with precise dates of illness specified. In the case of bereavement, please provide a copy of the death certificate.

Process

Your claim will be considered **<u>in strict confidence</u>** by the formally constituted Mitigation Panel, making formal recommendations on the outcome of your claim to the Examining Board.

Outcome

A successful mitigation claim means that any mark you achieve for the assessment task in question will be annulled and you will be given another opportunity to undertake the assessment task in the future.

You will be notified in writing of the outcome of your application once the Mitigation panel has considered your case.

7.3   Complaints Procedure

This procedure applies to:

- Complaints arising from a student's educational experience, other than disputes relating to assessment and examinations (see below);
- Complaints in respect of academic and/or administrative support or other services provided by or Anglia Ruskin University;
- Complaints regarding alleged harassment by staff of Arden University or of Anglia Ruskin University;
- Complaints arising from alleged discrimination by staff of Arden University or of Anglia Ruskin University in relation to gender, race, disability, sexual orientation or otherwise.

This list is not exhaustive. Complaints falling outside those listed above will be considered and investigated at the discretion of Arden University and Anglia Ruskin University.

The investigation of formal complaints relating to matters which have occurred more than twelve months previously will be investigated at the discretion the university.

This procedure does not apply to:

- Candidates wishing to appeal against an academic decision; separate procedures exist for such appeals. Candidates should also note that appeals against the academic judgement of examiners cannot be accepted
- Disciplinary matters; these will be dealt with in accordance with separate procedures in place within Arden University

Informal Process

Wherever possible, Anglia Ruskin University and Arden University would wish to see any complaint resolved as close as possible to its point of origin, and with a minimum of formality.

The complaint should be discussed with the person involved and if the matter is not resolved the student should proceed to the formal process outlined below.

Formal Process

- The complaint should be put in writing to your Student Support Manager.
- A formal response will be provided and/or a meeting will be convened to discuss the issue. This will normally be within 5 working days of receipt of the complaint.

- If there is no resolution, the complaint will be copied to the Head of Student Support or the Arden University Group CEO. A further meeting will be convened to discuss the issue normally within 5 working days.
- If there is no resolution of the complaint, the student has the right to make a formal complaint to the Anglia Ruskin University.

7.4 Equality and Diversity Policy

1. Policy Statement

Arden University is committed to providing equal opportunities for staff, students, applicants and all persons with whom it deals and will not tolerate any discriminatory behaviour with respect to ethnicity, race, religious belief, gender, sexual orientation, gender identity, gender reassignment, marital status, pregnancy, maternity, age or disability, including mental health. These characteristics align with the protected characteristics defined in the Equalities Act 2010.

Arden University will continually develop strategies and procedures to tackle the varying forms of discrimination, which may occur. These will broadly fit into the following categories:

- Direct discrimination – where a person is not treated equally due to any of the characteristics listed above. This includes discrimination based on association, where a person is treated less favourably because of their association with another person who has a protected characteristic, and discrimination based on perception, where a person is treated less favourably because of a mistaken perception that they have a protected characteristic.

- Indirect discrimination – where a requirement, situation or condition, which is applied to all, has a potentially adverse effect on one or more groups.

- Harassment – where someone is subjected to unwanted conduct on the basis of one of the protected characteristics.

- Victimisation – where someone is treated less favourably due to action taken against others under equality and diversity legislation.

2. Students

Arden University will offer equality of access to all its courses and will encourage the recruitment of students from the widest possible audience both nationally and internationally. This will be reinforced by:

- Marketing literature, which is produced for all courses.
- An admissions process, which is sensitive and supportive to the needs of all students, includes an enrolment process and provides for assessment of learning support for those students who may have special needs.
- The course review process will monitor the curriculum, student progress and achievement to ensure that equality of opportunity has taken place.

- All materials used for distance learning study and assessment will be subject to evaluation prior to issue to make sure that they do not contain anything which could be considered discriminatory or offensive to individual students or groups.

Statistical information regarding student equality and diversity will be provided to monitor provision and will focus primarily on:

- Enrolment data by equalities characteristics monitored by the Higher Education Statistics Agency (HESA).
- Student progression and achievement data by age, gender, SEN status and ethnicity.

3. Special Educational Needs

Providing access to education and learning to a wide and diverse a body of students is an integral principle of Arden University's operating ethos. Its modes of delivering higher education are designed with the diverse needs of students in mind and to provide students with flexibility and choice to help overcome some of the barriers they may face to learning. The University also recognises that individual students may have specific disability needs that may require additional support and special arrangements to be made. This policy sets out the principles by which reasonable adjustments will be made in dialogue and consultation with the student.

Arden University is committed to dealing in a fair and considerate manner with the disability needs that individual students may have and wherever possible to make reasonable adjustments to its operating procedures to accommodate those needs, whilst maintaining the integrity of the academic standards and quality of the qualifications it offers.

Special arrangements will be made on an individual basis, based on precedent, and may include, but are not limited to:

- Special arrangements in examinations

- Extra time in examinations (e.g. for students with a learning disability)

- Accessibility arrangements

- Provision of learning materials in large/or alternative formats and fonts

Students are expected to make a disability known either to their Admissions Advisor at point of application or to their Student Support team as soon as the disability becomes known to them. Arden University staff will endeavour to assess the student's needs and the implications for their study. Where appropriate, evidence may be required to support a request for special arrangements to be made.

Requests for special arrangements without precedent will be referred to the Student Affairs Committee for review or may be escalated to the Academic Board, or other body as appropriate, if they require a policy decision to be made.

7.5   Arden University Safeguarding Policy Statement

Arden University is committed to the safeguarding and promotion of the welfare of all its students, especially those who are minors or who are vulnerable because of special educational needs (SEN). To that end, we seek to ensure that our organisation, its activities, staffing and procedures are carefully managed through rigorous application of safeguarding principles that reflect our statutory responsibilities and government guidance.

We also aim to ensure that our approach to handling any issues of a safeguarding nature is in accordance with industry best practice.

In our safeguarding policy and procedures, we recognise that the welfare and interests of minors are paramount in all circumstances.

Our safeguarding policy and procedures seek to ensure that regardless of age, gender, religion or beliefs, ethnicity, disability, sexual orientation or socio-economic background, all students:

- have a positive and enjoyable experience of their education at Arden University:

- have the opportunity to study or take part in studies in a safe and respectful environment;

- are protected from emotional and other forms of abuse whilst participating in:
    - organised online discussion forums within the virtual learning environment (VLE);
    - Tutor-led sessions via Adobe Connect; or
    - Arden University-led online networking groups (social media)

Arden University acknowledges that some students, such as minors or those with learning disabilities/physical impairments, can be particularly vulnerable. We therefore accept the responsibility to take reasonable and appropriate steps to ensure their welfare.

As part of our safeguarding policy and procedures, Arden University will:

- promote and prioritise the safety and wellbeing of all students;

- ensure everyone understands their roles and responsibilities in respect of safeguarding and commits to such roles and responsibilities;

- ensure that all stakeholders (including fellow students, staff and tutors at Arden University are provided with appropriate learning opportunities to recognise, identify and respond to identify any safeguarding concerns;

- take appropriate action in the event of being informed of any incidents/concerns of a safeguarding nature and provide support to the individual/s who raise or disclose the concern, or the person on behalf of whom the concern is raised;

- keep confidential, detailed and accurate records of all safeguarding concerns and keep the same securely stored;

- prevent the employment/deployment of individuals we deem unsuitable by reference to DBS checks;

- ensure robust safeguarding arrangements and procedures are in operation.

Our safeguarding policy and procedures are widely promoted within Arden University and are a mandatory policy for everyone involved.

Failure to comply with the safeguarding policy and procedures will be addressed without delay and may ultimately result in dismissal/exclusion from the organisation.

Designated Safeguarding Person

In the event that you have any concern of a safeguarding nature, a student or his/her parents/carer or chosen representative should contact our Designated Safeguarding Person: Helen Duff, hduff@arden.ac.uk, Arden University, Arden House, Middlemarch Park, Coventry CV3 4FJ, +44 (0)24 76 515700 as soon as possible.

Monitoring

Our safeguarding policy and procedures are reviewed annually, or in the following circumstances:

- changes in legislation and/or government guidance;

- as a result of any other significant change or event.

7.6   Assessment Offences

Anglia Ruskin University is responsible for considering any allegation against a student that an assessment offence has occurred. The procedures for managing alleged assessment offences are detailed in Section 10 of Anglia Ruskin's *Academic Regulations* (available at: http://web.anglia.ac.uk/anet/academic/academic_regulations.phtml

Arden University consider all alleged assessment offences related to their provision under Stage 1 of the Assessment Offences process (i.e. the role of the Director of Studies and the Faculty). Subsequent stages are managed by Anglia Ruskin University's Academic Office.

Penalties applied for academic impropriety, particularly repeat offences, are strictly applied by the university and can result in the level of the final award being reduced or even expulsion. They are set out in the table below which is taken from the university's Academic Regulations. We strongly recommend that you study these and the relevant section of the Regulations. When completing an assignment, if you have any concerns about referencing or presentation, please contact your tutor before submitting the final draft of your work.

Table 10A- Penalties to be applied for an assessment offence admitted by a student (during Stage 1)

Level of Study	First Offence[62] (in the case of plagiarism or collusion this may include multiple concurrent offences)		Second Offence		Third or Subsequent Offence
	COMMITTED IN INITIAL ASSESSMENT	**COMMITTED IN RE-ASSESSMENT**	**COMMITTED IN INITIAL ASSESSMENT**	**COMMITTED IN RE-ASSESSMENT**	**COMMITTED IN INITIAL ASSESSMENT OR RE-ASSESSMENT**
LEVEL 3 or 4	Mark of 0% awarded Resubmission permitted as **re-assessment**; module result capped at 40% If the student fails the module on re-assessment, the module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% Warning letter is placed on record in student file Academic counselling	Mark of 0% awarded No resubmission is permitted (student therefore fails module) Module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% Warning letter is placed on record in student file Academic counselling	Mark of 0% awarded Resubmission permitted **as re- assessment**; module result capped at 40% If the student fails the module on re-assessment, the module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% Warning letter is placed on record in student file Academic counselling	Mark of 0% awarded No resubmission is permitted (student therefore fails module) Module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% Warning letter is placed on record in student file Academic counselling	Recommended Expulsion
LEVEL 5 or 6	Mark of 0% awarded Resubmission permitted **as re-assessment**; module result capped at 40% Capped module result compulsorily included in classification calculation If the student fails the module on re-assessment, the module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% Warning letter is placed on record in student file Academic counselling	Mark of 0% awarded No resubmission is permitted (student therefore fails module) Module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% Module result compulsorily included in classification calculation Warning letter is placed on record in student file Academic counselling	Mark of 0% awarded Resubmission permitted as **re- assessment**; module result capped at 40% Capped module result compulsorily included in classification calculation **AND** final classification calculation reduced by 5 percentage points (this may result in a lower award classification but not a failed award) If the student fails the module on re-assessment, the module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% and is compulsorily included in classification calculation For unclassified awards only, conferment of award is deferred for six months Warning letter is placed on record in student file Academic counselling	Mark of 0% awarded No resubmission is permitted (student therefore fails module) If a student fails a module in which they have committed an assessment offence, the module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% Module result compulsorily included in classification calculation **AND** classification reduced by 5 percentage points (this may result in a lower award classification but not a failed award) For unclassified awards only, conferment of award is deferred for six months Warning letter is placed on record in student file Academic counselling	Recommended Expulsion

LEVEL 7	Mark of 0% awarded Resubmission permitted **as re-assessment**; module result capped at 40% Capped module result compulsorily included in classification calculation **AND** classification reduced by 5 percentage points (this may result in a lower award classification but not a failed award) If student fails the module on resubmission/re-assessment, the module result (if passed) for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% and is compulsorily included in classification calculation For unclassified awards only, conferment of award is deferred for six months Warning letter is placed on record in student file Academic counselling	Mark of 0% awarded No resubmission is permitted (student therefore fails module) Module result for any retake or replacement module (if permitted under the Academic Regulations) is capped at 40% **AND** classification reduced by 5 percentage points (this may result in a lower award classification but not a failed award) For unclassified awards only, conferment of award is deferred for six months Warning letter is placed on record in student file Academic counselling	Recommended Expulsion	Recommended Expulsion	Recommended Expulsion

Table 10B - Penalties to be applied for an assessment offence proved at a Panel Hearing (during Stage 2)

Level of Study	First Offence (in the case of plagiarism or collusion this may include multiple concurrent offences)		Second Offence		Third or Subsequent Offence
	COMMITTED IN INITIAL ASSESSMENT	**COMMITTED IN RE-ASSESSMENT**	**COMMITTED IN INITIAL ASSESSMENT**	**COMMITTED IN RE-ASSESSMENT**	**COMMITTED IN INITIAL ASSESSMENT OR RE-ASSESSMENT**
LEVEL 3 or 4	As for Stage 1 and: • the arithmetic mean resulting from the calculation of the award classification is reduced by 5 percentage points (this may result in a lower award classification but not a failed award) • if the award is not classified, thereby precluding use of the penalty of a lower award classification, conferment of the award is deferred for six months	As for Stage 1 and: • the arithmetic mean resulting from the calculation of the award classification is reduced by 5 percentage points (this may result in a lower award classification but not a failed award) • if the award is not classified, thereby precluding use of the penalty of a lower award classification, conferment of the award is deferred for six months	As for Stage 1 and: • the arithmetic mean resulting from the calculation of the award classification is reduced by 5 percentage points (this may result in a lower award classification but not a failed award) • if the award is not classified, thereby precluding use of the penalty of a lower award classification, conferment of the award is deferred for six months	As for Stage 1 and: • the arithmetic mean resulting from the calculation of the award classification is reduced by 5 percentage points (this may result in a lower award classification but not a failed award) if the award is not classified, thereby precluding use of the penalty of a lower award classification, conferment of the award is deferred for six months	As for Stage 1
LEVEL 5 or 6	As for Stage 1 and: • the arithmetic mean resulting from the calculation of the award classification is reduced by 5 percentage points (this may result in a lower award classification but not a failed award) • if the award is not classified, thereby precluding use of the penalty of a lower award classification, conferment of the award is deferred for six months	As for Stage 1 and: • the arithmetic mean resulting from the calculation of the award classification is reduced by 5 percentage points (this may result in a lower award classification but not a failed award) • if the award is not classified, thereby precluding use of the penalty of a lower award classification, conferment of the award is deferred for six months	As for Stage 1 except that the arithmetic mean resulting from the calculation of the award classification is reduced by 10 percentage points (this may result in a lower award classification but not a failed award)	As for Stage 1 except that the arithmetic mean resulting from the calculation of the award classification is reduced by 10 percentage points (this may result in a lower award classification but not a failed award)	As for Stage 1

LEVEL 7	As for Stage 1 except that the arithmetic mean resulting from the calculation of the award classification is reduced by 10 percentage points (this may result in a lower award classification but not a failed award)	As for Stage 1 except that the arithmetic mean resulting from the calculation of the award classification is reduced by 10 percentage points (this may result in a lower award classification but not a failed award)	As for Stage 1	As for Stage 1	As for Stage 1

7.7   Word Count Policy for Assessments

Each assessment brief for written (text based) assignments will detail the word limits required.

Below are the rules relating to all text assignments, i.e. those for which words can be counted:

- Each Assessment Brief issued to students will include an indicative word count. The word count excludes the **title page, executive summary, reference list and appendices.** Where assessment questions have been reprinted from the assessment brief these will also be excluded from the word count. **ALL other printed words ARE included in the word count.   Printed words include those contained within charts and tables.**

- Students should be aware that, where they exceed the word count, this may result in a reduction in grade. Where the word count is exceeded, the marker will take this into account in the grading of the work. This is an academic judgment and will be explained in the feedback to the student.

- When work is marked the word count is one of the factors taken into account along with content, analysis etc. Relatively minor excess word counts will be ignored. Work below the word count will not receive any additional penalty.

- Where the module has specific requirements, for example writing in a succinct way, which mean that exceeding the word count involves specific penalties, this will be clearly specified. Such variations will be rare.

- Students are required to indicate the exact word count, as defined above, on the Title Page of the assessment. The quotation of an incorrect word count will be treated as an attempt to deceive and will be considered as a disciplinary offence under the appropriate University regulations.

- Academic staff will not be able to indicate in advance, for example in reviewing a draft, the extent of any penalty.

7.8   Student Engagement Policy

Introduction
Arden University is committed to ensuring that the student voice is fully represented in decision making. This occurs through both feedback and representative activities.

Feedback is achieved through completion of module and course surveys. The latter is an annual event but modules are reviewed at the end of each study period. Information from these surveys is taken to the relevant Course Committee; Joint Board of Studies; and Arden University's Academic Board. Students are also provided with contact details of named staff from Arden University's Student Support Team who can deal with specific problems as and when they arise.

Representation provides opportunities for students to feed into the wider activities of Arden University. It as to be recognised that the distributed nature of the student body is less conducive to conventional meetings and that therefore focused use is made of on-line communications to achieve the desired outcomes.

Arden University will comply with the Anglia Ruskin University requirements to have in place a staff student liaison committee and appointed student representatives in order to ensure that students have the opportunity for formal input into the management of the Courses. Students will receive details of the student representative process as part of their induction and in their Student Handbooks. The principles outlined by the university and set out below will be adhered to.

Purpose of Student Representatives

Student representatives will be required to:

1. provide a student voice at all levels of Course management;
2. voice problems, suggestions or requests raised by members of the student body;
3. act as a representative on relevant course committees;
4. feed back to the student body on issues discussed during relevant meetings
5. provide student involvement in the planning and development of Courses.

Principles for the Appointment and Role of Student Representatives

Arden University has:

1. Published guidelines for the selection and appointment of student representatives (including provision for appointments to be made by the student body);
2. Published terms of office for student representatives including:
   a. Details of the duration of office and any payment and/or reimbursement of expenses;
   b. Duties of the role (a role description) including reference to required attendance at relevant meetings;
   c. Information on the benefits of being a student representative;
   d. Details of what training and/or induction a student representative should expect to receive.

Course Management Committee

The Course Management Committee (also referred to as a Course Committee) provides an opportunity for staff and student representatives to meet together for discussion and consultation about validated schemes of study and other matters relating to the quality of students' academic experience and will be held on a quarterly basis for each validated Course. This will be held on-line through a discussion forum. In some cases, where appropriate, multiple Courses will be considered at the same meeting.

Composition:

The Course Management Committee will include the student representative(s) and designated members of Arden University Academic/Administrative staff.   All members will have the right to submit items for inclusion on the agenda and raise items for discussion. A Chairperson and Secretary will be appointed by the Committee and full minutes should be kept of each meeting including a note on items requiring action.

Items for Discussion/Agenda:

These will include, inter alia:

1. discussion of matters raised by students, and matters on which Arden University wishes to seek student views;
2. the outcomes of student evaluation of schemes (via module evaluation forms) and Arden University responses; and
3. consideration of proposals for new schemes and any changes to current schemes.

Academic Board

There will be one student representative on the Academic Board. Individuals nominated for this post must be existing student representatives from across Arden University's courses. Where there is more than one nomination he/she will be elected by the student body.

7.9   Guidelines for the Selection and Appointment of Student Representatives

Why is student representation important?

Students are a key stakeholder in everything that Arden University does. Through student representation Arden University ensures that the student voice is heard when making decisions about the learning experience of over 8,000 students. Representation gives students the opportunity to share their opinion not only on their programme developments, but also the wider activities of Arden University.

The role of the student representative

Student representatives are members of Arden University's Course Committee which meets every 3 months to consider programme-related issues. The student representative's role is to gather feedback from fellow students on what works well with the programme, areas for improvement and any concerns to be addressed. Arden University gives student representatives all the tools to collect this information effectively. Student representatives will then highlight and present key findings to Arden University's Course Committee for consideration.

In addition to this, one student representative will also be made a member of Arden University's Academic Board which again meets every 3 months to make decisions on a wide range of issues, such as new programmes and also reviews Arden University's provision to ensure that it remains fit for purpose.

And one student representative will also be a member of Arden University's Learning and Teaching Committee which meets quarterly to develop the Arden University Learning, Teaching and Assessment Strategy.

What are the benefits of becoming a student representative?

Becoming a student representative is an opportunity to gain valuable skills that look impressive on your CV, while networking and engaging with peers and academic tutors. That aside, becoming a student representative allows you to communicate the important views of your student community to senior members of staff at Arden University; ensuring your voices are heard and changes are made in the right places.

Making the student representative role a convenient and positive experience for you

The good news is that student representatives normally attend the meetings via Skype. So location is not an issue and there is little inconvenience when participating. Being a student representative can also demonstrate your dedication to learning and ability to work with fellow students and bring their views to a new audience.

How student representatives are appointed

Representatives are elected to represent all students from a programme (or group of programmes). Any active student can nominate him/herself as a student representative for that programme when the election period has been announced.

The programme discussion board will inform students every year when nominations are open and will include clear instructions on how nominations can be made and how the online voting system works.

How you can become part of this

To be considered for the role, you will need to respond to the call for nominations with a short statement about yourself, why you believe you will make a good student representative and why students should vote for you.

Voting will then be opened to the student body for a limited period of time using online survey mechanisms.

The student representative sitting on the Academic Board and the Learning and Teaching Committee will be elected by the student body from existing programme representatives following a similar nomination and election process.

How you can contact your current student representative today

We encourage students to discuss with their student representative any ideas for improvement or feedback about their programme. You can do this by posting on the *Student Feedback Forum* which can be found on the Induction page, or by sending a direct message to your student representative through ilearn.

We will let all students know when the next period of nominations will be open.
We hope you can join the debate!

ANNEXES

Annex 1 – Learning Contract

This learning agreement is a 'partnership' between you, the student, and Arden University. To help you understand the roles and responsibilities of each party during the learning process, please take the time to read this Learning Contract and to confirm your commitment to the contract to Arden University.

Course of Study:

By embarking on this Course of Study you agree to:

- Abide by Arden University rules and regulations
- Be responsible for your own learning
- Participate in the discussion fora, making posts which add to and advance the quality of the discussion/s
- Be respectful of diverse perspectives and refrain from making inappropriate comments in module discussions and personal interactions
- Utilise the Tutoring system when required to do so via the VLE
- Utilise the student support mechanisms whenever you need guidance or advice
- Retain copies of the assignment feedback sheets
- Submit your own work and not plagiarise the work of others

We, Arden University, agree to:

- Give you advice and guidance regarding all aspects of your course of study
- Provide you with the necessary learning and resource materials to enable you to undertake the learning process
- Give you regular feedback via the tutorial system regarding your progress on the course, including assessments
- Respond to queries normally within two working days
- Return assessment feedback to students, graded, normally within five weeks of the official submission date
- Provide you with tutorial/learning support via the VLE
- Provide you with appropriate pastoral support if you need it
- Provide feedback and comments in module discussions and personal interactions with students that are appropriate and respectful of diverse perspectives