

## **UK Graduate Student Handbook**



**Effective September 2024 to September 2025**

Please read this Handbook in conjunction with your Course Handbook.

All course materials, including lecture notes and other additional materials related to your course and provided to you, whether electronically or in hard copy, as part of your study, are the property of (or licensed to) UK Graduate and **MUST** not be distributed, sold, published, made available to others or copied other than for your personal study use unless you have gained written permission to do so from the Head of Area. This applies to the materials in their entirety and to any part of the materials.

### **UK Graduate**

UK Graduate is accredited by a number of awarding bodies to deliver Level 2, Level 3 and Level 4 diplomas and functional skills training, and specialises in providing disadvantaged students with the support and training they require in order to enter university level education, and attain graduate and postgraduate qualifications.

### **UK Graduate Mission Statement**

To promote and provide the opportunity for participation in the learning process by those with the ambition and commitment to succeed and to maintain a learning community that meets the diverse needs of our students, the economy and society at large, through high quality academic and vocational education and training leading to talented, committed, industry-focused and career ready students.

### **UK Graduate Values**

- Respect for yourself, each other and the environment
- Welcoming honest and open
- Happy, safe and supportive culture
- Inspiring learners and staff to be the best that they can be
- Positive and dynamic attitude

### **Supporting Diversity**

UK Graduate recognises and values individual difference and has a public duty to promote equality and remove discrimination on various grounds including race, gender, disability, religion or belief, sexual orientation and age. During your time here we expect you to be able to:

- Experience "an integrated community based on mutual respect and tolerance where all staff and students can feel safe, valued and supported."
- Contribute to creating a positive environment where discriminatory practices and discrimination no longer happen.

Please review the UK Graduate [Equality and Diversity Policy](#) for further information.

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## **1. Welcome and Introduction**

UK Graduate welcomes you and hopes that you will enjoy studying here and that you will find your course both interesting and rewarding. This Student Handbook provides you with generic College level information and the Course Handbook provides specific information about your programme of study.

### **1.1 Communication**

You must make sure we have the correct e-mail address for you. You are expected to use and check both regularly for messages about your course. If you send us email messages from other addresses they risk being filtered out as potential spam and discarded as unread.

### **1.2 External Assessors**

The College has appointed an External Assessor to your course who helps to ensure that the standards of your course are comparable to those provided at other education institutions in the UK. External Assessor's reports will be made available to you electronically. The College will also send a sample of student coursework to the External Assessor(s) for external moderation purposes, once it has been marked and internally moderated by the course tutors. The sample will include work awarded the highest and lowest marks and awarded marks in the middle range. Details of the External Assessors associated with your course can be found in your Course Handbook.

### **1.3 Expected hours of study**

The normal amount of work involved in achieving a successful outcome to your studies is to study for 10 hours per each credit you need to achieve. This includes attendance at timetabled activities and time spent in private study. Please note however that this may vary depending on your particular course and programme of study. You should therefore check your Course Handbook or contact your tutor if you are unsure.

### **1.4 Attendance Requirements**

If you are studying on-campus you are required to attend all timetabled learning activities of courses and modules. Notification of illness or exceptional requests for leave of absence must be made to the Director at UK Graduate or nominee (usually the Course Tutor), as detailed in the Course Handbook. Individual modules and/or courses may incorporate a specific attendance requirement as part of the assessment criteria for successful completion of a module. Students with continuous unauthorised absence may be deemed to have withdrawn from the course. You may request a review of this decision if you have grounds in line with the [Complaints and Appeals Policy & Procedures](#). Tuition fees will be charged in accordance with our [Fees, Fee Remission and Refund Policy](#).

### **1.5 Data Protection**

All of the personal information obtained from you and other sources in connection with your studies at the College will be held securely and will be used by the College both during your course and after you leave for a variety of purposes. These purposes are all explained during the enrolment process at the commencement of your studies. If you would like a more detailed explanation of the College policy on the use and disclosure of personal information, please see the [College Privacy Policy](#) and [Data Protection Policy](#) or contact the College Data Protection Officer: [dpo@ukgraduate.org.uk](mailto:dpo@ukgraduate.org.uk).

## **2. Learning Resources**



Learning resources are provided by UK Graduate to support your studies. UK Graduate have dedicated professional teams who provide support, guidance and advice for students. Their aim is to help you make the most of the facilities throughout your studies, and to make sure you're working effectively and efficiently.

UK Graduate will provide access to a range of electronic resources, e-journals, databases, e-books, images and texts.

### 3. Preparing for your career

We know that for the majority of students one of the main reasons for studying for a degree is to improve your future prospects. That is really important to us too, so to help you fulfil your potential we have employability learning integrated throughout your course. This means that whilst studying for your course you will not only gain the technical knowledge and information related to your subject area, you will also have opportunities to develop the kinds of skills, attributes and attitudes needed for work. This is not extra to your course, but an important part of it.

- You will be given the opportunity to explore your identity, your strengths and areas for development, your values and what you want to get out of life.
- You will be able to investigate a range of options, including jobs and work experience, undergraduate study and self-employment.
- We will support you to enable you to successfully tackle the recruitment process and to develop your enterprise skills.

The UK Graduate careers service offers a range of support for you including:

- One to one career and employability advice and guidance appointments.
- Advice on finding graduate jobs, including how to improve your CV with work placements, internships, voluntary opportunities and part-time employment.
- Workshops, seminars, and events to enhance your learning and develop your skills.
- Employer presentations and events, to give you the chance to network with potential employers and find out from them what they are looking for.

For more information come along and visit the team at UK Graduate.

It's your future: take charge of it!

UK Graduate | (+44) 0203 609 0260 | [careers@ukgraduate.org.uk](mailto:careers@ukgraduate.org.uk)

### 4. Student support, guidance and conduct

#### 4.1 Student Support



There are centralised student support services based at UK Graduate. Our friendly and approachable teams will do their best to ensure your query is answered. Come and have a chat with us if you have a query on any aspect of student life and study.

#### Student Support and Wellbeing

Everyone has ups and downs in life. We are here to help when that happens. You might just need some general advice, or you may need one of our one-to-one services, for example • Counselling • Disability/Inclusive Advisers • Mental Health Advisers • Student Wellbeing Service • Learning Technology etc.

Students have also asked us for help with: Addictive behaviours • Alcohol and drug use • Anxiety • Bereavement • Care leavers • Carers responsibilities • Depression • Domestic violence • Forced marriage • Physical health needs / injury • Safety concerns • Stalking and harassment • Victims of crime

If you are struggling financially or have financial concerns which may prevent you from continuing on your course, you can get advice from the administration team at UK Graduate.

#### 4.2 Students with disabilities

You are strongly encouraged to declare your disability on your application form when you apply to study here. If you have declared this, the College administration team will be in contact with you to advise you about reasonable adjustments which may be appropriate in the circumstances.

#### **4.3 Assessment arrangements for students with a disability**

Arrangements are made for students who have a disability/specific learning difficulty for which valid supporting evidence can be made available. Contact the College administration team in the first instance for advice and information.

#### **4.4 Health and Safety**



As a student of the College you share responsibility for the safety of yourself and for that of others around you. You must understand and follow all the regulations and safety codes necessary for a safe campus environment. Please help to keep it safe by reporting any incidents, accidents or potentially unsafe situations to a member of staff as soon as possible.

Safety assessments have been undertaken for each module of your course and you will be advised of all applicable safety codes and any specific safety issues during the induction to your course and modules. You must ensure that you understand and apply all necessary safety codes. These form an essential element of your personal development and contribute to the safety of others.

#### **4.5 Conduct**

The College expects you to behave in a respectful manner at all times demonstrated by using appropriate language in class, switching mobile phones / other devices off prior to attending classes, and also in your use of any social networking sites. If your behaviour is considered to be unacceptable, any member of staff is able to issue an informal verbal warning and the College will support staff by invoking formal procedures where necessary.

### **5. Students' Union**

You can play an important part in the process of improving the quality of your course through the feedback you give. In addition to the ongoing discussion with the course team throughout the year, there are a range of mechanisms for you to feed back about your experience of teaching and learning. Where appropriate, we aim to respond to your feedback and let you know of our plans for improvement.

UK Graduate is currently in the process of setting up a Students' Union, if you are interested in getting involved or play a part in developing a students' union at UK Graduate then contact the student welfare team.

Representation and campaigning for students' rights is at the core of what a Students' Union does. Should you wish to make a change to any aspect of your student experience, whether it be academically related or not, then the Students' Union is where your voice can be heard, actions taken, or campaigns launched.

### **6. Rationale, aims and learning outcomes of the course**

You will find information specific to your chosen course of study in your Course Handbook, in the form of a 'programme specification'. As defined by the QAA (Quality Assurance Agency) - the body responsible for overseeing quality compliance in the Further and Higher Education Sector. A programme specification is a concise description of the intended learning outcomes of a programme. It is the means by which the outcomes are achieved and demonstrated. In general, modules or other units of study have stated outcomes, often set out in handbooks provided by institutions to inform student choice. These intended learning outcomes relate directly to the curriculum, study and assessment methods and criteria used to assess performance. Programme specifications can show how modules can be combined into whole qualifications. However, a programme specification is not simply an aggregation of module outcomes; it relates to the learning and attributes developed by the programme as a whole and which, in general, are typically in higher education more than the sum of the parts.

Sometimes certain aspects of courses may be subject to change. Applicants are encouraged to check information on our relevant course pages from time to time, particularly before submitting any application for their academic year of study. Material changes about a course will be notified to you in material

produced after the change is made and at the time you are made any offer of a place of study for that course.

## 7. Assessment



Please note that all modules will be assessed. You are expected to attempt all required assessments for each module for which you are registered, and to do so at the times scheduled unless authorised extensions, special arrangements for disability, or extenuating circumstances have been expressly agreed by the College to allow you to defer your assessment.

### 7.1 Dealing with difficulties in meeting assessment deadlines

Assignments must be submitted no later than the time and date on your assignment instructions / brief. If you anticipate that you will have difficulty in meeting assessment deadlines or you have missed or are likely to miss in-semester tests you must report this at the earliest possible opportunity. An academic staff member, such as your Personal Tutor, Module or Course tutor, will be able to provide advice to you on how to do this. Extenuating Circumstances are defined as unforeseen, unpreventable circumstances that significantly disrupt student performance in assessment. Where students have a temporary unexpected circumstance that means that they are unable to complete a particular assignment on time the student may apply for an extension of up to ten working days.

### 7.2 Extensions

Authorisation of the late submission of work requires written permission. Your module tutors are authorised to give permission for one extension period of between 1 and 10 working days where appropriate evidence of good reason has been accepted and where submission within this timescale would be reasonable taking into account your circumstances. Requests for extensions should be made prior to the submission date as extensions cannot be given retrospectively.

If you feel that you need an assignment extension and may qualify, you should speak to the student welfare team or student administration team as soon as possible.

### 7.3 Extenuating circumstances



Some students face significant events in their personal life that occur after their course has started, which have a greater impact on their studies than can be solved by the use of an extension. If this applies to you, the College is ready to support you, with both your course and your personal wellbeing.

### 7.4 Late submissions



If you submit work late without authorisation, a universal penalty will be applied in relation to your work:

- If you submit work within 5 working days following the published submission date you will obtain the minimum pass mark for that element of assessment.
- Work submitted later than 5 working days after the published submission date will be awarded a mark of 0% for that element of assessment.
- Unauthorised late submission at resubmission will automatically be awarded a mark of 0% for that element of assessment.

You may apply to appeal this decision in accordance with the College's [Academic Appeals Policy](#).

### 7.5 Feedback Following Assessments

UK Graduate is committed to giving you clear, legible and informative feedback for all your assessments. You are expected to review and reflect on your feedback and learn from each experience to improve your performance as you progress through the course.



You will be provided with generic feedback for in-module formative and summative elements of assessment which contribute to a module within 15 working days of the scheduled submission or examination date. Generic feedback on end of module assessment and dissertations will be made available within 15 days of publication of results. Generic feedback may be oral, written, posted on a website or other.

### 7.6 Unfair Means to Enhance Performance



The College regards any use of unfair means in an attempt to enhance performance or to influence the standard of award obtained as a serious academic and/or disciplinary offence. Such offences can include, without limitation, cheating, plagiarism, collusion and re-presentation ('unfair means'). You are required to sign a declaration indicating that individual work submitted for assessment is your own and will be able to view your Originality Report following submission of assessed work.

If you attempt to influence the standard of the award you obtain through cheating, plagiarism or collusion, it will be considered as a serious academic and disciplinary offence as described within the UK Graduate Policies.

- Cheating is any deliberate attempt to deceive and covers a range of offences described in the [Policies](#).
- Plagiarism describes copying from the works of another person without suitably attributing the published or unpublished works of others. This means that all quotes, ideas, opinions, music and images should be acknowledged and referenced within your assignments.
- Collusion is an attempt to deceive the examiners by disguising the true authorship of an assignment by copying, or imitating in close detail another student's work - this includes with the other student's consent and also when 2 or more students divide the elements of an assignment amongst themselves and copy one another's answers. It does not include the normal situation in which you learn from your peers and share ideas, as this generates the knowledge and understanding necessary for each individual to independently undertake an assignment; nor should it be confused with group work on an assignment which is specifically authorised in the assignment brief.
- Re-presentation is an attempt to gain credit twice for the same piece of work.

The process of investigation and penalties which will be applied can be reviewed in the [Access to fair assessment policy](#). If an allegation is found to be proven then the appropriate penalty will be implemented as set out below:

In the case of a **single** offence of unfair means in an undergraduate or postgraduate assessment:

- The appropriate penalty will be 0% for the element of assessment, and an overall fail for the module (whether or not the resulting numeric average mark is above or below the minimum pass mark). The affected element of the assessment must be resubmitted to the required standard. The mark for the module following resubmission will be restricted to the minimum pass mark. Where unfair means is detected for the first time on a reassessment for an already failed module, no further reassessment for the module will be permitted, and the appropriate fail grade will be awarded.

In the event of a **repeat** offence of unfair means (irrespective of whether the repeat offence involves the same form of unfair means) on the same or any other module within the course:

- The appropriate penalty will be 0% for the module with no opportunity for re-assessment. This penalty does not preclude you being able to retake the module in a subsequent year.

The penalties will apply if you transfer from one course to another during your period of study and module credits gained on the former course are transferred to the current course.



Contact the student welfare team by emailing: [studentwelfare@ukgraduate.org.uk](mailto:studentwelfare@ukgraduate.org.uk) for support and guidance.

### **7.7 Appeals against assessment board decisions**

If you consider that you have a reason to appeal against an assessment board decision, please bear in mind that your reasons must fall within the grounds specified in the college [Academic Appeals Policy](#): Section I. You cannot appeal simply because you disagree with the mark given. The specified grounds for appeal are:

1. That an Assessment Board has given insufficient weight to extenuating circumstances
2. That the student's academic performance has been adversely affected by extenuating circumstances which the student has, for good reason, been unable to make known to the Assessment Board
3. That there has been a material administrative error at a stage of the examining process, or that some material irregularities have occurred
4. That the assessment procedure and/or examinations have not been conducted in accordance with the approved regulations (this fourth ground will not be relevant to an appeal against a decision relating to an interruption or discontinuance of study. Such an appeal should be based on one or more of the three grounds above)

If you want to appeal, then you must do so directly to the Director within 14 days of your results being published. The onus is on you to find out your results and submit your appeal on time. Contact the student welfare team by emailing: [studentwelfare@ukgraduate.org.uk](mailto:studentwelfare@ukgraduate.org.uk) for support and guidance.

## **8. Student voice**



You can play an important part in the process of improving the quality of your course through the feedback you give. In addition to the on-going discussion with the course team throughout the year, there are a range of mechanisms for you to feedback about your experience of teaching and learning.

The Students Union can support you in voicing your opinion, provide on-going advice and support and encourage your involvement in all feedback opportunities.

The Students' Union and the College will work closely together to ensure that the student voice is heard in all matters of student-life. We encourage students to provide constructive feedback throughout their time here, through course reps, surveys and any other appropriate means.

### **8.1 Course Representatives and School Presidents**

A course representative is a student who volunteers to be the voice of their course and provide feedback on behalf of their cohort to the course team, College, University and Students' Union.

The role of a course representative is extremely beneficial to both students on your course and to the College. It enables students to have ownership of their student experience, to voice their opinions and to share positive practice with the course team, primarily at the Student Staff Liaison Committee Meetings (see below).

Course representatives will be elected every year in September. Alongside receiving recognition, support and respect, being a course representative is a great opportunity to enhance your employability skills.

UK Graduate School Presidents will be annually elected representatives who voice the opinions of students within each School. They communicate and engage with students in their school to gain feedback and work in partnership with senior management to create positive change. They are also trained to support and signpost course representatives where needed. If you wish to find out who your School President is or more about the role Contact the student welfare team by emailing: [studentwelfare@ukgraduate.org.uk](mailto:studentwelfare@ukgraduate.org.uk) for support and guidance.

### **8.2 Student Staff Liaison Committee Meetings (SSLC)**



SSLCs are regular meetings between tutors and Course Representatives. The purpose of a SSLC meeting is to improve courses, to have an open discussion and respect each other's views, to share good practice where identified, to provide opportunity for students to feedback to staff about their course and student experience, to regularly review the course to improve its development, and to jointly work together to action plan against issues raised.

There will normally be one meeting per semester which will last no more than 2 hours. For distance learning courses this may be facilitated by an on-line discussion forum and/or individual communication. Course representatives will gather feedback from students and communicate this to the Course Tutor in advance of the meetings. Your Course Tutor will facilitate the SSLC meetings using guidelines and provide a record of the meeting with any decisions and / or responses made and / or actions taken as a result of the discussions held. A standard agenda and action grid template will be used. These records from SSLC meetings will be discussed in subsequent Course Tutorials.

### **8.3 Complaints**

The College recognises that there may be occasions when you have cause for complaint about the service you have received, when this happens, the complaints procedures of the College are intended to provide an accessible, fair and straightforward system which ensures as effective, prompt and appropriate response.

As a student registered at UK Graduate, if you are dissatisfied with the provision at the College, you should pursue your complaint in accordance with the [College's Complaints Procedure](#) in the first instance.