

PEARSON BTEC

HNC LEVEL 4 CERTIFICATE

IN

**CREATIVE PRACTICE:
Photography /
Graphic Design /
Film & Television**

**COURSE HANDBOOK
2023-24**

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1 Introduction

1.1 Welcome to the Sheffield College

Welcome to your Higher Education (HE) studies at The Sheffield College.

Many studies have shown that individuals who take the bold step to undertake HE study lead enriched lives: they have greater social mobility; can earn more money; have better chances of taking part in democratic processes and can contribute so much to their community.

Studying for a Higher Education course is undoubtedly immensely rewarding and challenging, and here at The Sheffield College we admire all our students who undertake HE study.

At The Sheffield College we have developed a whole range of ways we support our HE students. For example:

- we have Academic study support specialists;
- we have developed our Skills and Attributes Framework to give you the support you need to flourish in your studies and beyond;
- our HE students have enhanced career support, and;
- we have specialists who can help if you have a disability.

Our aim is to create a nurturing and supportive environment with good access to teachers and resources, and we hope that you will enjoy learning in our vibrant academic community.

Your tutors are focussed on supporting your journey and providing a positive HE teaching and learning experience, one in which you will develop as an independent learner and gain a whole range of graduate attributes which are valued by employers.

I hope that you enjoy your time here and make the most of the exciting opportunities ahead.

Tina Harrison
tina.harrison@sheffcol.ac.uk
Assistant Principal, Higher Education

1.2 The College

The Sheffield College has around 20,000 students in total, 600 of which are on university level courses. Higher Education at the Sheffield College operates across 3 campuses; City, Hillsborough and Olive Grove. Higher Education is based within departments in order to give you access to specialist facilities. Each course has a designated Course Leader, who is responsible for the day to day running of your course, and is your first point of contact.

We are proud of our vocational facilities, which are among the best in the north of England, and our staff work hard to ensure you get a valuable experience when using them. You will find your tutors and support staff approachable and available to help you every step of your journey. For us, your time here is 'all about you' and we hope that you will work with us to continue to build a vibrant HE community.

1.3 Purpose of this handbook and how to use it

An important aspect of offering high quality courses of study at university level is the provision of information for students which is accurate, comprehensive and reliable for your learning needs.

In support of this objective, this handbook is designed in collaboration with your awarding body, Pearson Edexcel, to meet the expectations of the UK Quality Code.

The handbook provides information about your course team, the course you have chosen to study, assessment, personal academic and pastoral support, learning resources, quality assurance, work-based learning and opportunities for further study. It is a document that you will need to dip into during the course, when you need to look up, for example, what to do if you are ill. It contains the rules by which we all must live; so keep it in a safe place for future reference.

2 Course Team

2.1 Contacting Staff

At the Sheffield College we are proud of the amount of tutor support we provide. We encourage you to contact tutors if you need any help or support with your work, or if you have any queries about their unit. Whilst you can often catch staff in their workrooms during breaks, email is usually the best method of contact at other times, as tutors have busy teaching commitments and may not be readily available by phone. If you do contact by phone, be prepared to leave a message with your phone number; your tutor will always phone you back to arrange a time to meet with you to discuss any concerns you may have.

As well as having tutors for different units of the course, each course has an HE Course Leader, who is responsible for the day to day running of the course. You should contact the HE Course Leader if you have any queries concerning the course and how it operates, or if you are unable to attend class for any reason, for example due to illness.

In addition, your course is managed by a Programme Leader. You are unlikely to need to make contact with the Programme Leader, unless your HE Course Leader is absent from College for any length of time. Contact details for individual tutors will be given to you in class, by the tutors themselves. Contact details for your HE Course Leader and Programme Leader are listed below.

Creative Practice (Photography)(Graphic Design)(Film and Television) Pearson BTEC Level 4 HNC Certificate

Name	Role	Email
Paul Clarkson	HE Course Leader & HE Academic Tutor	paul.clarkson@sheffcol.ac.uk
Lance Burkitt	Head of School, Creative Industries	lance.burkitt@sheffcol.ac.uk
Paul Clarkson	Programme Leader	paul.clarkson@sheffcol.ac.uk
Martin Flynn	Academic Support Tutor	martin.flynn@sheffcol.ac.uk

2.2 HE@TSC

The College has a dedicated specialist HE Office to service HE students. This is your first point of contact for all administrative queries. The HE Senior Administrator can be contacted via email; HEOffice@sheffcol.ac.uk and will either be able to answer your query or give you the contact details of the appropriate person to help you. The Assistant Principal, Higher Education, is Tina Harrison, tina.harrison@sheffcol.ac.uk

3 The Course

3.1 Programme Specification

This is the Programme Specification for your proposed course. It gives you information about how you will be taught, assessed, and supported whilst at college.

Target Qualifications

Pearson BTEC Level 4 Higher National Certificate in Photography
Pearson BTEC Level 4 Higher National Certificate in Graphic Design
Pearson BTEC Level 4 Higher National Certificate in Film and Television

Location of Study

Sheffield College, Hillsborough Campus
Livesey Street, Sheffield S6 2ET

Accreditation/Recognition of Prior Learning (APL/RPL)

You may have already studied part of your Programme of Study or a similar Programme of Study before arriving at College and what you have learned may well contribute to your target qualification, providing you can provide evidence of your achievements.

If you have any previous learning experience or work experience which could contribute to your Programme of Study, please speak immediately to your course leader who will discuss it with you and, where appropriate, make arrangements for you to be credited for the work done or qualification already achieved.

TEACHING, LEARNING & ASSESSMENT METHODS

Programme of Study

A student's overall qualification grade is based on their performance in all modules. They are awarded a pass, merit or distinction using the points gained through all 120 credits, at Level 4 for the HNC or Level 5 for the HND (year 2). The overall qualification grade is calculated in the same way for the HNC and the HND. For HND, the overall qualification grade is based on student performance in Level 5 modules only. Students must have attempted all modules and assessment units in a valid combination for each qualification. The conditions of award will apply as explained above.

Points per assessment unit criteria

Grade	Points
Pass	1
Merit	2
Distinction	3

For A1

Point Boundaries

Grade	Point Boundaries
Pass	10
Merit	16
Distinction	23

For A1 & A2 combined

The course is delivered via written project briefs that are devised and written by the course leader. Every opportunity is taken to ensure that this is a vocationally relevant course, and you will from time to time be working with outside agencies on 'live' project briefs. Assignment briefs are distributed to learners via Google Classroom.

Programme of Study Timetable

A sample timetable is included below. Your course leader will provide you with details of the study programme during your induction.

TIMETABLE

	9:00-10:00	10:00-11:00	11:00-12:00	12:00-1:00	1:00-2:00	2:00-3:00	3:00-4:00	4:00-5:00	5:00-6:00	6:00 - 7:00
MON		Staff: Lance Burkitt: Room HE016: 10 - 12		Lunch	Staff: Paul Clarkson: Room HE205: 1 - 3: TUTORIALS					
TUE	Staff: Paul Clarkson: Room HE 116 9 - 12				Staff: Paul Clarkson: Room HE116 1 - 4					
WED										
THUR	Independent Study: Room HE205: 3 - 4	Staff: Lance Burkitt: Room HE116: 10 - 12								
FRI										

Below is your programme of study:

HNC CREATIVE PRACTICE ASSESSMENT PLAN 2023-24 ALL PATHWAYS

PROJECT	START DATE	SUBMISSION DATE	FEEDBACK DATE	RESUBMISSION DATE
SKILLS INTRODUCTION (A1)	11/09/2023	20/10/2023 (FORMATIVE)	ONGOING FORMATIVE	N/A
PROJECT 1 (A1)	30/10/2023	16/12/2023 (FORMATIVE)	22/01/2024 (FORMATIVE)	N/A
PROJECT 2 (A1)	01/01/2024	9/02/2024 (SUMMATIVE)	11/03/2024 (SUMMATIVE)	22/03/2024
FMP (A2)	19/02/2023	24/05/2024 (SUMMATIVE)	17/06/2024 (SUMMATIVE)	28/6/2024

Educational Visits

You will have the opportunity to attend a number of educational visits as part of your course. Whilst educational visits are not compulsory, they do enable learners to see other artists work first hand and take photographs on location; visits provide learners with additional knowledge/experiences that will be of benefit to their studies.

Enrichment Information

As well the educational visits you will be invited to participate in exhibitions or shows throughout the year. The college also has a range of sporting clubs and activities - please speak to Student Services for further information.

Employability

The course that you have enrolled upon is a vocational style course which means that it is delivered using scenarios or 'live briefs'. This is how you would work if you were working in a professional environment. As part of the course you will be undertaking contextual style research looking at a broad range of photographic genres and possible employment routes.

Careers

All students are entitled to impartial careers education and guidance while at college to help you prepare for the opportunities, challenges and responsibilities of working life. It can help develop your skills, knowledge, attitudes and understanding to help you make realistic choices about your future. Careers advice is available from the college Careers

Adviser and information and advice from the Advice and Guidance team. Your Careers education may be delivered via your course, cross college activities, ILP or employability sessions.

What are my responsibilities as a student?

It is your responsibility to manage your personal and professional development. You will be mentored and supported in this by your academic course tutor. The amount of support given will be driven by your needs, as determined by you and / or Unit tutors, and is therefore expected to decrease in quantity and nature as you progress through the course and become more independent.

Higher National qualifications are vocational courses which prepare you for working in a professional environment as well as to undertake further study. These courses require you to behave in a professional manner, in much the same way as you would in a working environment. Therefore, we expect your attendance rate to be high and that, if you have to miss a class for some unavoidable reason, you inform your Course Leader and make arrangements to catch up the class you miss. Our courses move at a fast pace, and there is a strong relationship between good attendance and success.

Group work is a key component of all courses, and will form part of your assessment. Good attendance enables you to build working relationships with your peers and play your full part in collaborative activities. Being able to work as part of a team is an important employability skill, and is highly valued on our courses.

For all these reasons, your academic course tutor will monitor your attendance and, should an issue arise for any reason, will help you to action plan so that you get back on track. However, it is your personal responsibility to ensure that you **do not take holidays during term time**. To help you with your planning, you will receive a college calendar at induction.

The College reserves the right to withdraw you from your course should your attendance pattern indicate a lack of commitment to your studies with the likelihood that you will not successfully complete the course. If you have a pattern of haphazard attendance, your Programme Leader will initiate a Positive Engagement Plan, to help you set targets and arrange support if you require it, in order to get you back on track. However, should your attendance not improve, or you do not attend for 4 consecutive weeks, you will be withdrawn and the student loans company will be informed. This will result in your funding being stopped, and you will owe the college the balance of any unpaid fees.

To learn more, go to <https://www.sheffcol.ac.uk/about-us/terms-and-conditions> and click on *Positive Engagement and Disciplinary Procedure*.

It is your responsibility to keep a copy of all written coursework submitted.

What support and help can I get?

Every student is allocated an academic course tutor. Full time students meet with their academic course tutor during induction and then on a weekly basis for either group or individual tutorials. Part time students meet for individual tutorials by arrangement.

Your academic course tutor will monitor and keep records of your progress. You will be expected to take an active part in this process and take responsibility for your own learning and progress. Your academic course tutor is there to support and guide you on your learning journey and is your first point of contact if you have any concerns or need to access support, counselling or careers guidance. Your academic course tutor will be responsible for writing your reference when you apply for further courses or employment. You will be given contact details for your academic course tutor during induction.

You will also receive academic support from your unit tutors. This may take the form of face to face academic tutorials, advice surgeries, appointments which may be remote (by telephone or email conversations) and conferences on the college intranet. Never be afraid to ask for help or advice - we are here to support you. Unit tutors will provide you with contact details during the first lesson.

Other sources of support

During induction you will be given details of all the support services which the college provides.

A Student Central base is located at the City and Hillsborough campuses, staffed by the [Student Support Team](#) who are there to support you throughout your time at College. This team of staff includes our own [Careers Advice Team](#) who can advise you about appropriate courses and give careers advice, and a team of staff offering personal support. We have various initiatives in place to support you, no matter what issues you might be facing either at home or at college. More information can be found [here](#).

The College offers a wide range of assistance to learners with additional needs. We believe that everyone should be enabled to learn effectively and have access to College facilities.

Learners with additional needs include people with:

- physical or mobility difficulties
- visual impairment e.g. blind and partially sighted
- hearing impairment e.g. deaf or hard of hearing
- communication difficulties e.g. Autistic and Asperger syndrome
- learning difficulty e.g. dyslexia, ADHD
- medical condition e.g. epilepsy, diabetes and heart disease
- mental health difficulties e.g. depression and anxiety

In order to access specialist support you need to apply for Disabled Students Allowance. You need to complete an online [application form](#) and send the documents requested to Student Finance England, who will assess your claim. If successful, they will fund you to attend an assessment centre where your particular support needs can be assessed. For more information visit [Disabled Students' Allowances](#) If you need any help with your application, or have any questions about Disabled Student Allowance, you should contact Charlotte Hope on 0114 260 2969 or by email charlotte.hope@sheffcol.ac.uk

If you have applied for Disabled Students' Allowance and been unsuccessful, ask your Course Leader to refer you to Charlotte Hope, who will liaise with them about your case and agree appropriate strategies for your support.

How Can I Find Out More?

The College has a dedicated specialist HE Office to service HE students. This is your first point of contact for all administrative queries and can be contacted via the following email address; HEOffice@sheffcol.ac.uk. They will either be able to answer your query or give you the contact details of the appropriate person to help you. The Assistant Principal, Higher Education, is Tina Harrison, tina.harrison@sheffcol.ac.uk

4 Additional Course Specific Information

Commented [JM1]: this section is a legal requirement by the CMA – see example highlighted from Animal Management

Students are strongly advised to purchase their own SD memory cards (64 gigabyte is recommended) and an external hard drive (1Tb is recommended) when they start their course. Students are also encouraged to utilise their own devices (laptops) to help facilitate online learning & access online materials when off campus; the college has eurodam WiFi connection to provide all students with online access via their own devices.

Contributions are expected for residential and day trips. These are kept as low as possible and payments can be made in instalments. Attendance on some of these trips may be essential in order for you to complete assignments. You will be informed well in advance of any field trip which is due to take place outside of your normal college hours.

5 Assessment

5.1 Assessment Schedule

Deadlines will be given for each unit during the first lesson for that unit and published in unit guides and the course assessment schedule.

5.2 Assessment Methods

Information on assessment methods will be discussed with you by the course leader. You will be issued with a project brief that will give you an overview of the assignment and will also include all the assessment criteria you will be working towards.

It is important to ensure that your assignments are submitted on time with the appropriate level to meet the assessment criteria as any late submissions will not be accepted and you will fail the unit and possibly the course. You should also be aware that you will only be allowed a maximum of one resubmission and even then you will need to meet certain criteria.

It is vital that you understand the importance of meeting assessment deadlines!

5.3 Assessment Regulations

All HE students are entitled to have access to fair assessment. The College follows QAA and Awarding Body guidance regarding reasonable adjustments and special considerations. Teachers, trainers and assessors will follow the procedures, and design assessment instruments that give all candidates the fairest possible opportunities to show attainment. Internal verifiers will check that assessments give all students equal opportunities to show attainment, and that there is no discrimination or bias in the design or format.

All courses have a Review Board at the end of the first semester and a final Exam Board at the end of the academic year. These boards confirm your results for all completed units, and for the award at the end of the course. [Pearson BTEC HNC/D regulations](#) require us to specify a set of rules that all HNC/D programmes adhere to, and which are considered during these Boards. The rules are listed below:

- all students must meet the pass or merit or distinction criteria to achieve each unit
- if there are exceptional circumstances explaining why a student is unable to meet deadline dates, the decision to defer outstanding work must be agreed by an Exceptional Circumstances Panel. It follows that the Exceptional Circumstances Panel must meet prior to the Board.
- if a student does not achieve the pass standard for the first submission of summative assessment of the unit, s/he will be given a refer grade, and will be required to resubmit work by a clearly stated deadline. The grade awarded will be capped at a pass.
- the outcome of the refer work will be discussed at a Resit Board; if still not at the required standard, the student will fail the unit and will need to re-register, subject to the unit's availability
- if it is not possible for a student to retake all re-registered units during the planned 2 years, then a decision to allow a student to continue for a 3rd year of the course may be taken at the discretion of the Resit Board
- all students are to be provided with feedback on their work within 3 weeks of the deadline date
- units that are assessed using group work must also include measurable assessment of the contribution of each individual student

Standards Verifiers consider samples of student work to verify quality and standards. The Review/Exam Board will consider their comments about these samples whether or not it is possible for the Standards Verifier to attend in person. Each Board must also report progress on actions taken in response to any Standards Verifier recommendations.

No discussion of individual results or counselling of students takes place prior to the Review/Exam Board. Discussions that take place during the Board are strictly confidential. Only the Board decisions are reported to you.

Your Standards Verifier is TBC. Their name and email address is TBC

Commented [JM2]: Do we have the EE info?

5.4 Extenuating Circumstances

The Sheffield College's Extenuating Circumstances Policy is intended to provide support if you experience unexpected and unanticipated difficulties during your time as a student which adversely impacts on your studies and your ability to complete assessments or complete them to your usual standard.

If you are experiencing such difficulties, please refer to the Sheffield College's HE *Assessment & Extenuating Circumstances Policy* for guidance (which outlines timescales and documentation needed to submit) and speak to a member of the teaching staff about your specific situation. They will be able to advise which procedure you need to follow and who to submit the relevant paperwork to.

The college's Extenuating Circumstances Policy is available here, <https://www.sheffcol.ac.uk/about-us/terms-and-conditions> and click on *Assessment & Extenuating Circumstances Policy*. You will also find a link on your Google classroom/VLE site.

You should read this information if you are experiencing personal problems, for example, if you are ill, have been in hospital, have experienced an exceptional family emergency or are suffering from exceptional stressful life events, and they are having a significant impact on your ability to study.

Whilst studying with us you may well encounter some of the difficulties of life experienced by most people, such as ill-health or personal issues. Normally you will be able to overcome or manage these without any impact on your ability to study and complete assessment.

Occasionally however you might experience ill-health or personal issues that are exceptional in nature and which have a significant impact on your ability to study and to complete assessment. **We define these as extenuating circumstances.** Generally, such circumstances will occur suddenly, will be unexpected and are beyond your immediate control to overcome or manage due to their severity and/or timing. There are different types of extenuation, dependant on the individual situation. Our policy is to help you where we can to mitigate the impact of your extenuating circumstances on your studies and to consider all requests for help sensitively, fairly and equitably.

It is important you inform us as soon as you are aware that your studies and/or ability to take assessment are being affected by ill-health or personal issues. If you need to apply for Exceptional Circumstances, you should adhere to the timescales outlined and contact your **Course Leader** immediately if your circumstances are preventing you from attending classes or are affecting your ability to complete assessment. We understand you might not always feel comfortable doing this particularly when your circumstances are of a personal and sensitive nature. However, we encourage you to do so. Any information you disclose will be handled in confidence.

The appropriate mechanism to help mitigate the impact of your circumstances will depend on the timing and severity of those circumstances.

- Where the circumstances occur close to a coursework submission deadline and are of the type that can quickly be overcome, you can request a short extension to that deadline.
- Where your circumstances will prevent any sustained meaningful engagement with your studies, then you can request a planned break in studies.
- Where your circumstances are having a detrimental impact on your ability to attempt or reach a pass standard in an assessment task, you can request to repeat your attempt at that assessment task.

We will consider any request sensitively, fairly and equitably based on the extent to which you have:

- Submitted the request in a timely manner.
- Clearly stated the nature of your circumstances and the impact they are having on your ability to study and take assessment.
- Provided appropriate documentary evidence where it can be reasonably obtained.

The Sheffield College will support students in completing a Request Extension to Coursework Submission Deadline (RESO), Request Repeat Assessment Attempt (RRAA) or a Break in Study (BIS) form.

In line with the Sheffield College procedure, your Extenuating Circumstances will be reviewed by your Programme Leader, and then forwarded for further review by a panel. This process is undertaken so your individual case can be reviewed and either accepted or declined following the Extenuating Circumstances Policy and Procedure process. The Sheffield College will confirm the outcome to students.

NB: The following list indicates the type of situations which do not meet the definition of extenuating circumstances because we believe they can be avoided or that you can act to limit the impact. The list is not exhaustive.

Medical

- *long-standing medical conditions (as these should be covered by a Learning Contract)*
- *planned health appointments*
- *minor ailments such as a cold*

Personal

- *the break-up of a short-term relationship*
- *financial difficulties*
- *attending or taking part in sporting events*
- *holidays or travel*
- *moving house*
- *normal domestic issues*
- *work commitments for fulltime students reducing time available for study and coursework*
- *voluntary work*
- *weddings*

Study related

- *completing coursework too late and missing deadlines*
- *losing coursework*
- *not following the assessment timetable*
- *transport difficulties which could have reasonably been avoided*
- *withdrawal of IT facilities as a result of being in debt to the College*
- *circumstances that affect another individual in relation to group work*
- *English being a second language*

For full details of the college's Extenuating Circumstances policy, please go to; <https://www.sheffcol.ac.uk/about-us/terms-and-conditions> and click on *Assessment & Extenuating Circumstances Policy*. You will also find a link on your Google classroom/VLE site.

5.5 Malpractice

Malpractice is any form of cheating, including plagiarism, collusion, impersonation and the use of inadmissible material. It is a breach of the College's Assessment Regulations. If malpractice is suspected, it will be established beyond all reasonable doubt before any formal sanction is imposed. The College views all instances of malpractice, including plagiarism, as a serious offence, and will respond to all allegations of malpractice in accordance with [Pearson BTEC HNC/D regulations](#). This may require the College to report any suspected malpractice to the Awarding Body. It may also require the College to investigate, in which case the Student Disciplinary procedure will be used. Instances of malpractice that are upheld following investigation, will lead to disciplinary action.

For full details of the policy and procedures regarding Academic Misconduct, see <https://www.sheffcol.ac.uk/about-us/terms-and-conditions> and click on *Assessment Malpractice Policy & Procedure*. You will also find a link on your Google Classroom/VLE site.

Malpractice includes:

- **Misconduct**, for example:
 - any form of impersonation
 - falsification, fabrication or alteration of results, certificates or assessment evidence
 - failure to follow Awarding Body regulations [Pearson BTEC HNC/D regulations](#) or the instructions or advice of assessors, supervisors or invigilators
 - misuse of assessment or examination material
 - taking unauthorised material into assessment rooms
 - obtaining, receiving, exchanging or passing on assessment-related information during assessment sessions
 - behaviour that disrupts or undermines the integrity of assessment
 - any form of cheating to gain an unfair advantage
 - deliberate destruction of another person's work
 - resubmitting previously graded work

Collusion

- unauthorised co-operation between a learner and another person, in or outside of College, in the preparation and production of work that is eventually submitted by one or both learners as the outcome of his or her individual efforts
- allowing another student to copy your work

You should not be discouraged from teamwork, as this is an essential key skill for many subject areas. However, methods of avoiding collusion, for example, the use of minutes, allocating tasks, agreeing outcomes, etc, are an essential part of team work, and the requirement to use such methods must be made clear to all students.

Plagiarism

Plagiarism is where a student submits someone else's work as if it is their own.

- copying work (artwork, images, artefacts, products, designs, words) from a published source and presenting the copied work as if it were the student's own
- the use of another person's work (artwork, images, artefacts, products, designs, words), with or without permission, without appropriately acknowledging the source

Examples of plagiarism include:

- copying from published text without an acknowledgement of source
- copying images, graphs, tables, art, music etc, without acknowledging the source
- copying small or large sections of assignments from other learners;
- downloading original material from the internet without acknowledging the source
- imitating too closely an existing work of art or music, design idea or concept

5.6 Appeals

Appeals may be made against the decisions e.g. on assessment, the decisions of a Review/Exam Board, Extenuating Circumstances Panel or Academic Conduct Panel, on the grounds stipulated in these regulations, no later than 10 days from receiving the decision against which you wish to appeal.

For full details of the appeals regulations, see <https://www.sheffcol.ac.uk/about-us/terms-and-conditions> and click on *HE Academic Appeals*. You will also find a link on your Google classroom/VLE site. You are advised to read these regulations in full.

Grounds for appeal can relate to decisions made about procedures such as:

- exceptional extensions
- extenuating circumstances
- academic misconduct

Grounds for appeal can include:

- that there was an error or irregularity in the process
- that the decision was not in accordance with the relevant regulations
- that the person or panel making the decision did not take sufficient account of the circumstances

Failure to follow College procedures and deadlines does not in itself constitute grounds for an appeal. The appeal process should not be used as an opportunity to simply re-enter the procedure under consideration, and documents etc., originally submitted after the relevant deadlines, that were not considered when the original decision was taken, will not necessarily be taken into account during the appeal.

You cannot appeal against an academic judgement of the marks awarded but you may request confirmation of their validity if you think there has been an error or irregularity. You are therefore strongly advised to discuss the nature of the appeal with appropriate members of staff.

Assessment Appeal

If you are not happy with your provisional grades, you must discuss your concerns with the subject tutor in the first instance. He or she will then discuss the reason for the decision for awarding the provisional grade. If you are still not happy with the outcome of discussions over provisional grades with your tutor, then discuss your concerns with the Course Leader. He or she will discuss the decision with the subject tutor and/or an internal verifier. If you are still not fully satisfied with your provisional grade, the matter can be pursued in line with the College Appeals Policy.

Stage 1

1. If you disagree with the assessment decision you must explain the reason, in writing, as soon as possible.
2. The tutor must consider this and provide you with a response e.g.:
 - Clear explanation of the assessment decision following re-evaluation of the evidence, or
 - If appropriate, amendment of the assessment record.

If you agree with the decision then the Appeal does not need to progress further but if you remain unhappy with the decision reached, the Appeal must proceed to Stage 2.

Stage 2

The tutor will pass all of the relevant information to an appropriate curriculum specialist via the moderation procedure, which will examine all the issues and evaluate the original decision. If you are still unhappy with this decision you can go to Stage 3.

Stage 3

Within 10 working days of the decision from Stage 2 your work will be passed to an external manager who will consider your Appeal. The decision reached is final.

If necessary, the matter can be referred to the Awarding Organisation Pearson (<http://qualifications.pearson.com/en/contact-us/feedback-and-complaints.html#tab-LearnersPearson.com>.) and also, the Office of the Independent Adjudicator (OIA) <http://www.oiahe.org.uk>.

5.7 Complaints

Complaints Procedure

The Sheffield College is committed to providing a high quality, educational experience and aims to provide a supportive environment, responsive to any concerns raised by students.

Students should feel able to make a complaint relating to the action, or lack of action, or about the standard of a service or facility provided to students of the College. The procedures are intended to ensure that all complaints are treated fairly and consistently and, wherever possible, to resolve the matter to the complainant's satisfaction. Full details of the Complaints Policy can be seen here, <https://www.sheffcol.ac.uk/about-us/terms-and-conditions> and click on *Complaints Policy*.

The College complaints procedure has two stages:

1. Informal stage - resolving a concern through informal discussion
2. Formal stage - resolving a concern through the formal complaints procedure, of which there are three possible stages

Full details of the two stages, and who to approach for help and advice, can be seen here <https://www.sheffcol.ac.uk/about-us/terms-and-conditions> and click on *Complaints Policy*.

Informal Stage

Most concerns are straightforward and can be resolved quickly with staff directly involved without the need to complete and submit a complaint form. Therefore, in the first instance, having considered the responsibilities of both students and the College as detailed within the Student Charter*, any concerns/issues should be discussed, informally, with the person concerned or another member of staff. For example, if your complaint concerns teaching/tutorial matters you may wish to talk to your tutor or other members of teaching staff. If your complaint is about a service, then you should talk to an appropriate member of staff from that service. You could also consider raising your concern via the student forums.

If you are not sure who to speak to, or you do not feel able to approach the person most directly involved, you can seek advice regarding this from your HE Personal Tutor, Programme Leader, or from the [Students' Union](#) which acts independently of the College.

You can contact the Students' Union by emailing studentsunion@sheffcol.ac.uk or call into one of the reception areas to make an appointment. At this point managers may wish to speak to staff involved and/or obtain further guidance from Human Resources.

If a satisfactory resolution is not found informally, students are entitled to proceed to the College's formal complaints procedure.

Formal Stage

Stage 1

You should complete a Registration of Complaint form, copies of which can be obtained from College reception areas, or you can complete the online form via the College website <http://www.sheffcol.ac.uk/complaints>. You can ask a member of staff for help to complete the form or ask a friend, parent, carer or a representative of the Students' Union to submit a complaint on your behalf but we would require written agreement from you.

In addition to personal details and other information on the form, you will need to provide:

- details of the complaint
- an explanation of the steps you have already taken to try to resolve the complaint informally and why the responses you have received are not satisfactory

- where applicable, the outcome you would like from your complaint
- any supporting evidence (ie, copies of emails, notes of meetings, references to procedures, handbooks etc).

It is important to keep a copy of the completed form and other documentation submitted for your own records. Completed complaint forms should be submitted to any campus reception area or by email to collegecomplaints@sheffcol.ac.uk.

Within 5 working days of receipt of your complaint form, you will receive an acknowledgement. Your complaint will be considered to determine that the complaints procedure is appropriate and if so, it will be referred to a senior member of staff who will manage your complaint, ensuring that necessary action is taken and monitoring it through to completion.

After a further 10 working days you will receive a letter informing you of the progress of your complaint. We aim to complete the enquiry and reach a conclusion within 30 working days of receipt of your complaint form. If this is not possible you will be informed of the progress made. Complaints identified as requiring particularly speedy resolution will receive special attention.

You may be invited to attend a meeting to consider your complaint. You may bring a friend or representative to support you and/or for assistance but they cannot be a professional employed to act on your behalf.

Matters raised in a formal complaint will remain confidential to those directly involved in the investigation (which includes any members of staff concerned). All staff and students who become aware of any of the issues involved in a formal complaint are required to keep this information confidential (except as is necessary to progress, investigate or respond to the complaint). Failure to do so may result in formal disciplinary action being taken. However, there may be occasions when it is not possible to maintain confidentiality, for example if another person is at risk. In such cases the situation will be explained to the complainant and/or the representative.

If your complaint is upheld you will be informed how and when any resolution or redress will be implemented. If the complaint is not upheld you can expect to receive clear reasons why this decision has been reached and advice on further action available to you including a review of the process of the complaint by the awarding body where appropriate (see Stage 2 below).

Stage 2

If you are not satisfied with the outcome of Stage 1, you can write to the Chief Executive, within 10 working days of receipt of the letter informing you of the outcome, to apply for a review of the process by the awarding/validating organisation. You should state the reason(s) why you are dissatisfied. Correspondence should be sent to the Chief Executive, c/o PA to the Chief Executive, Sheffield College, Granville Road, Sheffield S2 2RL.

Within 10 working days of receipt of your letter you will be informed of the action to be taken to review your complaint and any action you may need to take directly with the awarding/validating organisation.

Feedback

In accordance with the Student Charter*, at the end of the two formal stages, you will be invited to complete a short evaluation of the process.

Stage 3

Following the action taken at Stage 2 (and not before), if you still feel that the matter has not been resolved to your satisfaction, having exhausted the College's procedures you may wish to contact Pearson, the Awarding Organisation, to refer the matter further.

https://qualifications.pearson.com/en/_content-us/feedback-and-complaints.html

If not resolved to the complainant's satisfaction, Higher Education students can apply for a review of their complaint to The Office of the Independent Adjudicator for Higher Education (OIA) <http://www.oiahe.org.uk>

*The Student Charter is located here; [Public Documents || The Sheffield College \(sheffcol.ac.uk\)](#) under the heading *Applicant, Student and Parent Information*

5.8 Marking Arrangements

When you are set coursework, you will be given the deadline by which it is to be submitted. It is vital that you ensure you know the date, time and place for submission of coursework. Failure to meet a deadline counts as non-submission, and has serious repercussions.

It is your responsibility to keep a copy of all written coursework submitted. Your work will be marked by the unit tutor, and a sample will be internally verified by another member of staff. In addition, the Standards Verifier will sample work from all units.

You will receive feedback and marks for your work within 3 working weeks of submission. If for any reason this is not possible, you will be informed of the reason and given a date when work will be returned. The feedback you receive will be both written and oral, and forms a vital part of the learning process. Do make sure that you fully understand the feedback given, so that you can use it to improve your future work. Do not hesitate to ask the tutor if you need further guidance and explanation of your marks.

Please note that any marks you receive as part of the feedback process are provisional until confirmed by the Standards Verifier at an Exam Board.

5.9 Guidance on Referencing

Accurate and consistent referencing is essential in all academic work. Whenever you refer to either the work or ideas of someone, or are influenced by another's work, you must acknowledge this. Similarly, if you make a direct quotation from someone's work this should be referred to accurately.

There are a number of systems of referencing. The system you will use on this course is called the Harvard System. This system is described in the guides which can be found via the link below.

<https://librarydevelopment.group.shef.ac.uk/Assets/pdfs/referencing/harvard.pdf>

Referencing is a skill which improves with practice. It is a very important part of your academic development. The guides are comprehensive and explain how to reference any information source. Your tutor will give you feedback on your referencing in assignments to help you develop your referencing skills. Senior Learning Facilitators and the HE Personal Tutor are also available in the learning centres to provide individual help and offer small group workshops by arrangement.

5.10 Notification of Results

At the end of the first semester there will be a Review Board, and the second semester a final Exam Board, both chaired by the Vice Principle of Higher Education at the College and

attended by the HE Course Leader and unit tutors from your course. The Standards Verifier is often, but not always present also. Whether or not the Standards Verifier attends the Board they will have reviewed samples of your assessed work.

The purpose of the Review Board is to review student progress, and the Exam Board will consider your marks and confirm whether or not you have passed each unit, and whether you are awarded the Higher National Certificate at the end of the course. The Sheffield College HE Office sends out results letters at the end of the Academic Year, usually within 2 weeks of the final Exam Board meeting.

Further information regarding Exam Boards can be seen here, <https://www.sheffcol.ac.uk/about-us/terms-and-conditions> and click on *Exam Board Policy & Procedure*.

5.11 Provision of Certificates

On successful completion of the course, your results are submitted to Pearson, who will issue your Certificate to the college. It is vital that you ensure TSC HE Office always has your current address so that these important documents go to the correct address.

You **must** notify The Sheffield College HE Office by emailing HEOffice@sheffcol.ac.uk if you change either your term time or the permanent addresses given at enrolment, as well as your email address and mobile telephone number.

5.12 Graduation

During the summer following successful completion of your course you will receive an invitation to attend our graduation ceremony. This is a memorable occasion where family and friends join you and your tutors to celebrate your achievements. The ceremony takes place in the autumn following successful completion of your course.

6. Learning Resources

All college campuses provide Wi-Fi access so that you can connect your own devices. There are drop in sessions at all college campuses to help you if you experience difficulties.

6.1 Access to College Resources

Learning Resource Centres (LRCs) provide open access to resources, study space and computing facilities, in a pleasant and welcoming environment. You will find a Learning Resource Centre located at all of the College campuses - Hillsborough, Peaks and Sheffield City College. Opening times can be found on the [college website](#), in our information leaflets, and are displayed in each centre, as well as 24/7 electronic access where available.

It is our aim to make the LRC a flexible service, giving support throughout your time in college. Regular Student Forum meetings are held, where we welcome feedback and suggestions from students in order to improve our service.

LRCs provide you with an extensive range of resources to support your learning, including:

- Books, magazines and newspapers
- DVDs, multimedia, online and electronic resources
- Study support materials and learning packages
- Internet access, including Wi-Fi to connect your own device. Secure access to online resources is provided through an authentication service (currently Shibboleth) more information is available via our Google Classroom page [ibllshj](#)
- Resources can be produced in alternative formats, please contact your tutor.

You will be able to borrow many of these resources but others are available only for use in the LRC.

In each LRC we have dedicated staff available to support students' learning needs:

- Senior Learning Facilitators are available during working hours for face to face and remote support, and questions can be sent via email to learningresources@sheffcol.ac.uk or LRCteam@sheffcol.ac.uk they will be answered by the next available assistant.
- Senior Learning Facilitators also offer small group workshops on particular study skills - for example: referencing; researching a subject; effective internet searching, etc. We also have a Study Skills Google Classroom page [kmtfsoe](#)
- Staff are appropriately trained and keep up to date by attending regular updating sessions.

The LRC staff can help you with your study and research skills, and have specialist knowledge of the resources available in your subject area. The team can provide training in a range of library related information skills to enable you to use resources effectively to support your studies. During induction you will be given a tour of the facilities and have the opportunity to meet the staff.

Your access to the College's IT facilities is by means of a Student Account. Students are given a small starting balance on their printing and photocopying account. When that has been used, further credits can be purchased.

You can pre-book a computer to work on at any of the LRCs, so that you know a PC will be available when you need it.

The [library catalogue](#) and details of all the services offered are available from all college LRCs, or online in the LRC sections of the [college website](#).

All students of the Sheffield College can borrow from any campus LRC. In order to borrow resources, students must bring their student card to the issue desk. Students are required to show their student card to gain access to College campuses.

Each student can borrow a total of up to 10 items, which may include:

Type of Loan	No. of items	Loan Terms
Ordinary Loan	Up to 10 items	3 Weeks
Short Loan	Up to 5 items	1 Week
Reference	Discretionary	Discretionary

The loan period is designated depending on the nature of resource and likely demand. The loan period may be changed following consultation with colleagues, or in periods of high demand.

Ordinary and short loan items can be renewed twice, either by calling in to the LRC, by email learningresources@sheffcol.ac.uk or by telephone. Reserved and overdue items will not be renewed.

Fines are charged for overdue items. Costs for lost or damaged items are the full cost of replacement, or is negotiable if the advertised price is not available.

Students can reserve items that are on loan to at the issue desk or via the library catalogue. If a resource is not available at their own centre, LRC staff can request it from another centre. This may take up to 5 working days. If your request cannot be satisfied within the college LRCs, we have access to a range of inter-library loan schemes, including links with the British Library.

The Learning Resource Centre Charter

We are here to help you be successful students - this is what we do for you:

Each working day we can give you:

- A welcoming, quiet place to study
- A wide range of books, journals, audio-visual materials and online resources relevant to your subject or course, most of which you are able to borrow
- A range of subject and study guides to support your learning
- Learning Facilitators to help you with your enquiries and information needs
- Senior Learning Facilitators to help with your course work and IT enquiries
- Computers for you to use for your college work
- Wi-fi (eduroam) access for you to connect your own learning devices
- Photocopiers, printers and a range of learning equipment for you to use
- Access to all Sheffield College Learning Resource Centres to use their facilities
- Help in finding resources kept in other Libraries and Information Services

When you are not in college you can access many of our services 24/7:

- You can log in to our online services using your college user name and password
- You can email queries to us, to be answered when we are next working
- Our online catalogue helps you find resources in advance of your next visit
- We have a growing collection of e-books and e-journals for your course
- You can find our useful information guides through your Google classroom

In return, this is what you can do for us:

- Ask us for any help that you need
- Take anything you want to borrow to the LRC desk with your Student ID Card
- Take care of any resources you use or borrow, and return them on time so they are available for other students to use
- Pay for any loss or damage caused to resources or facilities in your care, and the fines due on any items you didn't return on time
- Use the computers for course work only so they can be used by others too
- Respect the needs of other students and staff by keeping noise to a minimum for a pleasant and peaceful working atmosphere
- Use the LRC as a learning place - please don't bring food or drinks in
- Help us contribute to the environment by not wasting resources
- Tell us if you have any ideas on how we can improve our services

We aim to provide an efficient and effective LRC service. Your suggestions and comments are welcome.

7. Opportunities to Engage in Quality Assurance of the Course

7.1 Student Representation

Students are invited to send representatives to attend Course Committees, where issues relating to the running and development of the course are discussed by teaching teams. At these meetings students can raise any concerns they have, so that prompt action can be taken to resolve matters. In addition, your academic course tutor will discuss any concerns which arise during group tutorials, and report back on action taken. Student representatives are also invited to attend the course review at the end of each academic year.

The college employs a Student Involvement Facilitator, who calls termly meetings of the HE Student Forum, to which you are invited to send representatives. The Forum discusses non-course issues which are then raised with the appropriate college manager, who provides feedback to the next meeting. The Student Forum elects a lead Student Representative, who represents the student voice at HE Quality Standards meetings with senior managers and directors. Feedback from the Student Representatives across the country is taken into account by the Office for Students (OfS), alongside data from the annual NSS (National Student Survey). Their website can be found here:

<https://www.officeforstudents.org.uk/for-students/what-the-ofs-does-for-students/>

Higher Education students elect a representative to sit on the Student Union.

7.2 Student Surveys

The College conducts an annual HE Student Survey, where you are asked to respond to a series of questions about the quality of teaching and learning on your course. In addition, you are asked to complete unit evaluation surveys at the end of each unit in order to help us to continuously improve. The results of these surveys are fed into the Annual Quality Review process, and action plans are devised which take account of student opinion. You will receive feedback on the action arising from these surveys through your representatives on course committees and your academic course tutor during group tutorials.

7.3 Complaints Process

Definition

A complaint is an expression of concern or dissatisfaction with any aspect of the College's provision that requires a response. Complaints concerning assessment and accreditation may sometimes be dealt with through the college Appeals procedures and those set up by awarding/validating organisations.

- For further details of the Appeals procedure, please see paragraph 5.5 of this handbook.
- For further details of the Complaints procedure, please see paragraph 5.6 of this handbook.

8. Opportunities for Further Study

8.1 Opportunities at the Sheffield College

Details of courses suitable for Higher National graduates, including professional courses, can be found in the prospectus online. Located on the college website [here](#), scroll down to *Download our Guides* where you will find the latest *University Level and Professional* prospectus.

If you are uncertain about what you need to study next to progress your career, you can contact the Careers Advice Team via their central email address; CEIAG@sheffcol.ac.uk

You can also keep up to date with careers events, workshops and job opportunities via the Twitter account, @SheffColCareers.

Find out more about our Careers Advice Service on the college website; <https://www.sheffcol.ac.uk/careers-advice>

8.2 Other Opportunities

Following successful completion of the level 4 HNC programme, you can progress to our level 5 HND programme. On successful completion of the HND level 5 programme, students can either progress onto employment within the industry, or choose to apply for University BA (Hons) top up course which will allow them to achieve a full BA Hons qualification. We encourage our students to stay with us and study their top up with us on our BA (Hons) Creative practice.

You can progress onto the HND qualification, on completion of which, you can apply to 'top up' your Higher National to an honours degree at any university offering the course. You should research their entry requirements via the UCAS and university websites, where you will also find details of the application process; some courses will require you to apply through UCAS, whilst others may ask you to apply direct to the institution. You should check university websites for their current prospectuses.

If you are considering going directly into employment, in which case you should book a careers interview to discuss the opportunities for trainee graduate and internship positions. Careers advisors can also help you with your job search and recommend sources of information such as graduate recruitment fairs.