



# **HE Student Information: Studying at GLLM (Grwp Llandrillo Menai)**

## **2017-18**

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## **DEAR HIGHER EDUCATION STUDENT,**

Welcome or, for many of you, welcome back!

The purpose of this information book is to give you general information about Higher Education (HE) at Grŵp Llandrillo Menai (GLLM). For new students, there is a lot of information to take on board and it may take you a few weeks to familiarise yourself with the new terminology. You will be given access to an online Programme Handbook by your Programme Leader that will provide you with more specific details about your course, subject modules/units, timetabling arrangements, assessment details, partner rules and regulations etc. (This maybe in the form of a Moodle Programme page for easy online access with links to appropriate policies for your programme)

Further information relating to finance and other personal matters can be found on the website, the learner portal and information is also available from the Student Learner Services situated on each campus.

Studying at HE is challenging because it is intensive and the expectations of you are high, but it should be exciting and interesting and it will provide you with many skills which will open up many opportunities for you in the future. It is our aim is to treat our higher education students as equal partners in the learning process. You will be provided with a copy of the College's Student Charter for HE Students on your Programme page on Moodle (or link to the GLLMs website) which provides information about general expectations related to your course, before during after you have completed your studies.

The staff at Grŵp Llandrillo Menai (GLLM) are here to help you achieve your qualification; we see your success as our reward. Class sizes are small compared to those on a university campus and are informal and friendly. You will be assigned a Personal Tutor and you will have frequent and regular contact with them. Each individual student at GLLM matters; because of this we are proud of the excellent results achieved by the many HE students who have studied here before you.

When Grŵp Llandrillo Menai's higher education provision was reviewed by the Quality Assurance Agency for Higher Education (QAA) in March 2016, the feedback was extremely positive reinforcing the fact that academic standards and the student learning experience are of the highest quality.

It is very important that you keep in close contact with your Personal Tutor and Module Tutors especially if, in the future, you feel that you are struggling. Grŵp Llandrillo Menai has a Student Attendance Policy and it is important that you make yourself familiar with it. We know that high attendance invariably leads to academic success. Please, therefore, let us be a team and work together in partnership to maximise your true potential.

We want to encourage you to commit yourself, not only to the completion of your course, but also to engage fully in your personal development. As you make new friends and develop new ideas, you will emerge as a transformed individual and, in achieving this, we sincerely hope you have an enjoyable and stimulating experience.

Good luck with your studies.

## PERSONAL DETAILS

**Please Note:** It is your responsibility to ensure that if you change your name, you must inform your tutor (who will ask you to complete and sign the appropriate form) otherwise you will not have the correct name on your award; you may be required to present evidence of the change (e.g. marriage certificate or deed poll authority).

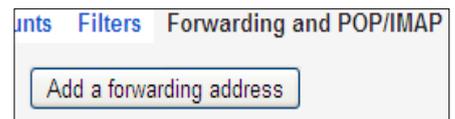
Please also follow the same procedure for any change of address to avoid your award being sent to your old address

### Student email account and how to forward to personal email account

As a GLLM student you will be assigned a student email account and address. Important information about your course and college is sent to this address throughout the year. Please check this on a regular basis.

If you would like to forward the information to a personal account then you need to:

1. Log in to your Student or Gmail account.
2. Click the 'Settings' icon in the top right corner and select 'settings'
3. Select the 'Forwarding and POP/IMAP' tab and click 'Add a forwarding address'
4. Enter the email address you want your mail to go to and press 'next', 'proceed', and 'ok' to send a verification email to your other account.
5. Check your other email account for the verification email and click the link within. You will be redirected to a page confirming the success.
6. Go back to Gmail/Student email and back to the settings page. Click 'verify'.
7. Select the 'Forward a copy of incoming mail to .... (your personal email address)' and 'Keep Grwp Llandrillo Menai's copy in the in box' option, click 'save changes' and you're set up. Whenever an email is sent to your student/Gmail account it will also be sent to your preferred account



## 1. AIMS OF THIS GENERAL INFORMATION BOOK

This information book provides you with useful background information about the structure, operation and administration of your course, alongside your Moodle Programme page and Learner Portal. They provide details relating to your programme and course regulations. It is important that you fully familiarise yourself with the information contained in your Student Programme Handbook on your programme page of your VLE (Moodle) because it refers to or signposts to the rules and regulations relating to your rights and responsibilities, assessment, conduct, academic appeals and other student guidelines, relating to the correct HE partner institution for your programme. Please note that the rules, regulations and policies relating to your programme are continually being updated; it is therefore vital that you regularly check throughout the academic year. Information of a more general nature relating to Grŵp Llandrillo Menai (GLLM), can also be found on GLLM website.

You will also be provided or signposted to a copy of the Grŵp's Student Charter for HE Students which provides information about general expectations related to your course, before during after you have completed your studies.

If you are a new student, during your first few days at College, you will hear new terminology, discover new surroundings and begin to experience a whole new approach to studying. This information book explains some of the HE terminology used and provides you with an overview of what to expect during your studies.

You will need your College ID card for using the library and computing facilities here and your University/Partner Institution enrolment number for accessing their online resources and for submitting your assignments. As HE learners you have access to any of the library and study areas on any GLLM campus and to the new UCCL (University Centre Coleg Llandrillo) building at Rhos site, which has specific HE library and study area.



## 2. THE COLLEGE YEAR

The academic year is shorter for HE students; **please ensure** that your Programme Leader **confirms** the exact course start and end dates with; they will also provide you with dates of revision, assessment schedules and exam weeks where applicable. It's important that you should not plan to be absent during any term or exam times.

### **Term Dates - Higher Education Students**

#### Term One

Monday 11/09/17 to Friday 22/12/17 (October half term 30/10/17 to 03/11/17)

#### Term Two

Tuesday 08/01/18 to Friday 23/03/18 (February half term 20/2/17 to 24/2/17)

#### Term Three

Monday 09/4/18 to Friday 25/5/18

## Grŵp Llandrillo Menai - CALENDAR 2017/18

### Term One HE 14 weeks

Event	Higher Education
Student Advice and Guidance Period (A Level results 17 <sup>th</sup> August GCSE results 24 <sup>th</sup> August)	Wednesday 16/08/17 to Friday 01/09/17
Administration / Registration Period Enrolment activity will take place from: 329 <sup>th</sup> August (Student transport will not be provided until 1 <sup>st</sup> September)	
Term one starts	Monday 11/09/17
Induction week	Monday 11/09/17 to Friday 15/09/17
Teaching begins and 2 <sup>nd</sup> year students return	Monday 18/09/17
Staff Development Day 1 (no teaching)	Friday 27/10/17
October Half Term	Monday 30/10/17 to Friday 03/11/17
Term 1 ends	Friday 22/12/17
Christmas Break	Monday 25/12/17 to Friday 25/01/18

### Term Two HE 10 weeks

Event	Higher Education
Term 2 starts	Tuesday 08/01/18
Staff Development Day 2	08/01/18
February Half Term	Monday 12/02/18 to Friday 16/02/18
Student Term 2 ends	Friday 23/03/18
Easter Break for students	Monday 26/03/18 to Friday 06/04/18

### Term 3 HE 7 weeks

Event	Higher Education
Term 3 starts	Monday 09/04/18
May Day Bank Holiday	Monday 07/05/18
May Half Term	N/A
Term 3 ends	Friday 25/05/18

**Please note:** that an additional private study day may be added. This will vary between programme areas and will be confirmed to you during the academic year.

#### Notes

- Total contact time is 34 weeks for HE – including induction days.
- HE dates are based on in-house HE dates (BU Validated programmes, Pearson, SQA). HE students for other university partners are advised to check the dates for their validating universities with their programme leader/personal tutor.
- Bank Holidays:** 2017– Monday 28th August; 25-26th December and 2018 – Monday 1<sup>st</sup> January, Friday 30<sup>th</sup> March, Monday 2<sup>nd</sup> April, Monday 7<sup>th</sup> May, Monday 28<sup>th</sup> May.

### 3. HE TERMINOLOGY EXPLAINED

Your course is divided up into core (main) and non-core modules (or units). Each module (or unit) successfully completed is given a **credit rating** at a designated level which counts towards your final award. Your Student Programme Handbook/VLE will provide you with details of your modules (or units) and the credit rating of each.

Some HE courses run 'sequentially' through the whole academic year with all modules starting and ending together. Some courses however, operate by dividing the academic year into **semesters** (ie half an academic year of 15 weeks each) with some modules starting and ending in the first semester, followed by the remaining modules starting and ending in the second semester.

Modules and Semesters do not affect the timing of Christmas, Easter and half-term breaks but **please note** that there may be some variation between HE start and end dates and those for FE, or between university partner term dates and those here at GLLM.

#### **Lectures, seminars, tutorials, workshops: What's the difference?**

**Lectures** are taught sessions in which the module tutor will pass on a great deal of information to you about the subject. There is often time for interaction, and the key aim is for you to listen intently and make notes of key concepts, in order to absorb new knowledge. Lectures require additional reading to be undertaken before and after the sessions and key texts will be detailed in each of the module descriptors. Some lectures may be delivered to a large group of students who are studying for a range of qualifications but still studying the same module.

**Workshops** can be timetabled so that specialist rooms or equipment are reserved for your use, which enable you to develop and put into practice the practical skills associated with your particular specialism.

**Seminars and tutorials** are your opportunity to explore the subject further, in question-and-answer mode with the tutor, in small working groups, using case study exercises etc. Active participation in learning is proven to increase your understanding of a subject; it is also more interesting than acquiring knowledge wholly through lectures and reading and helps develop your confidence and self-esteem.

#### **Scheme, Course, Award and Programme**

To keep things simple, you can use the terms *course* and *programme* interchangeably without too much confusion; **Award** and **Qualification** are also used interchangeably. However, the terms do have very precise meanings within the HEI Partner regulations. This will be made clear to you by your Programme Leader. At Grŵp Llandrillo Menai you may study for:

- Honours Degrees
- Foundation Degrees
- Higher National Diplomas (HND)
- Higher National Certificates (HNC)



### **Pace of study**

As a *full time* student, you will normally need to put in 40 hours per week, over 30 weeks, including classes, studying in your own time and assignment work. This pace will enable you to complete 120 credits per year and a Degree in 3 years (360 credits in total). Half term breaks invariably allow an opportunity to regenerate your batteries and catch up on your reading, assignments or practice.

If you are studying on a *part-time* basis, you will commit the same amount of learning time to each module but complete the programme of study over a longer period of time. This allows you to study at a pace that suits your situation and requirements.

### **What is Credit Accumulation and Transfer Scheme (CATS)?**

CATS is part of a nationally recognised system which allocates **credit points** to HE modules. A **credit** is a unit of academic currency based on notional learning hours, and so modules are credit rated according to the proportion of workload they represent. One unit of credit equates to 10 hours of learning and assessment - a single module usually has a credit rating of 10, 15 or 20 credits. A full time year of successful study usually equates to 120 credits in total (equalling 1,200 hours of learning and assessment).

One of the advantages of credit rating modules is that you can, in certain circumstances, **transfer** credits you have already gained at one institution to another. You are advised to discuss this with your Personal Tutor, if for any reason you need to switch HEI (Higher Education Institution).

Another common advantage of CATS is that you can accumulate credits to advance your qualification, so that, for instance, if you have completed a Foundation Degree, you can do what we call, a top-up to honours degree programme which will entail an extra 1 year of study full-time or 2 years part-time.

### **Credit for Previous Learning (APL)**

In certain cases, you may be able to request credits for previous learning undertaken. When this is certified, for example, if you hold an HNC, HND or Foundation Degree, the process is reasonably straightforward and may result in you studying a reduced number of modules to achieve your chosen award. If you think this applies to your circumstances, then please discuss this with your Programme Leader/Personal tutor.

### **Credit for Prior Experiential Learning (APEL)**

In certain cases, credit can be given for non-certified learning acquired for example through work related or other activities. The awarding of credits for this is usually a more rigorous process. If you think this applies to your circumstances, then please discuss this with your Course Co-ordinator/Programme Leader for guidance on making such a claim.

### **What are Levels?**

The level indicates the relative degree of difficulty of a module. As a rough guide to full time courses, modules in the first year are at Level 4 and in the second year are Level 5 (i.e. to achieve a Foundation Degree, HND). Modules are at Level 6 in the third year to complete an honours degree programme.

### **What about standards?**

The quality of HE courses is taken very seriously at GLLM and monitoring takes place regularly. Courses are monitored and evaluated to ensure that appropriate standards are being maintained. This is your assurance that the quality of your academic experience at GLLM matches that of any HEI (Higher Education Institution) delivering a similar programme.

You will be pleased to know that grades achieved by students at the GLLM are usually at least as high as those achieved by students at our HEI Partners.

For courses with an HEI Partner, Boards of Study meet regularly to deal with matters referred to it by staff, students and/or other bodies, to review the course and recommend any changes and to monitor course implementation and report on course matters. These operate under HEI Partner regulations and are answerable internally to Academic Board and externally to the HEI Partner/Awarding Body.

The composition of the course Boards of Study requires the annual election of a **student representative(s)** for each year of the course. The student members have full voting rights and are expected to represent the views of their peer group and generally bring student viewpoints to the proceedings.

Your views regarding the operation of the course are extremely important and these will be sought formally through questionnaires and review meetings and informally by other mechanisms through the year.

### **Have you got what it takes to be a STUDENT REPRESENTATIVE?**

You need to be able to **listen** to alternative opinions and to **fairly**, and **objectively, voice** those views in meetings and focus groups. If **you** are interested, please inform your Programme Leader/Personal Tutor.

**This experience is excellent on your Curriculum Vitae!**

## **4. COURSE MANAGEMENT**

### **4.1 Introduction**

The course operates with a team comprising of a Programme Leader, Personal Tutors and Module Tutors responsible for each taught module. Details of your course team names and contact points will be on your programme VLE.

#### **Programme Leader**

The Programme Leader is responsible for the overall management of your programme of study. This includes:

- the delivery and administration of your programme;
- acting as the main point of contact between the teaching team and HEI Partners/Awarding Bodies and for internal processes.

#### **Module Leader**

Each Module Descriptor contained within the Student Programme Handbook/VLE identifies the Module Leader and other tutors who may be involved in the delivery of the module. The Module Leader is responsible for the design, content, assessments and resources for individual modules within the programme of study.

#### **Module Tutor**

Individual Module Tutors are responsible for providing academic support and tracking student progress on the module.

#### **Personal Tutor**

All HE students are allocated a Personal Tutor, whose role is mainly pastoral, to support and guide them throughout their studies. Your Personal Tutor will guide you through the Personal Development Planning process, using the Learner Portal and is the first person you should contact on any matters of concern. Sometimes the Programme Leader will take on the role of Personal Tutor.

If any problems occur, whereby the designated tutor for a given session is unavailable, then every attempt will be made to either reschedule the class or identify another member of staff to cover the session. If for any reason a session is rescheduled or cancelled, your reading list and assignment schedules ensure that you need not waste time, should this happen.

#### **Personal Tutorials and Personal target setting (PTS)**

PTS takes place for all full-time HE students and some part-time students as part of personal tutorials. The aim of PTS is to review, and take action to improve the grades achieved by students on all modules. This is a reflective process and involves a discussion with each of your individual module tutors and yourself. During this process, you will agree target grades for assignments, and at a later date review actual performance. It will take place twice a year, and be reviewed with the Personal Tutor.

Progress against target will be carefully monitored by your subject tutors and your personal tutor. New targets will be discussed and agreed with you during subject/module reviews.

## 4.2 Tutorials

All full-time (and most part-time) timetables include a tutorial slot, which may be spent either as a whole group, in small groups or as a one-to-one meeting with your Personal Tutor as appropriate. The Personal Tutorial system is a major feature of student support at Grwp Llandrillo Menai and tutorials are an opportunity to discuss matters, to keep on top of things when the pressure is on and as a source of advice and help. These have proven to be very useful in supporting students to successful completion. We believe the small classes and tutorial system are major factors in the high achievements of GLLM learners.

## 4.3 Your Responsibilities

Your duties and responsibilities as an HE student are detailed in the Student Charter and your Student Programme Handbook/VLE which signposts to the regulations for your course. However, it is perhaps an ideal opportunity to highlight how seriously Grwp Llandrillo Menai (and our HEI partners) view 'unfair practice' which is a growing problem within HE because of the world-wide web and easy access to a wide variety of information. So what is unfair practice?

### 4.3.1 Unfair Practice

Unfair practice can be defined as an act whereby a person may obtain for themselves or for another an unpermitted advantage that may or may not result in a higher mark than their abilities would otherwise secure. It can occur both under exam conditions and in coursework.

Suspected incidents are investigated and, if proven, will result in you being penalised. Actions range from the issuing of a verbal/written reprimand to the cancellation of a candidate's marks as a whole and their disqualification from any future examination or study at GLLM or at your Awarding HEI partner/body. You can appeal against the decision of an Unfair Practice investigation.

It is your responsibility to be aware of these facts. It is also your responsibility to take reasonable precautions to prevent others from accessing your work both before and after an assessment.

### 4.3.2 Plagiarism

Plagiarism is just one type of unfair practice. What is plagiarism? **Well, it's simply theft!** As HS Pyper (2000) explains:

*'Plagiarism is simply theft. It is taking the words, ideas and labour of other people and giving the impression that they are your own. This applies to even a single phrase or a sentence, not just to the work as a whole. They may be taken from authors you have read or from a fellow student. If this is done with the deliberate intention to deceive your reader, it clearly deserves severe punishment.'*

Sadly, however, it is possible for students unwittingly to lay themselves open to a charge of plagiarism through carelessness or ignorance. The process of investigating such a charge is time-consuming and unpleasant for everyone concerned. For everyone's sake, you should take every care not only to avoid plagiarism but also to avoid giving your reader any reason to suspect it in your work.

Whatever the intention, it is still wrong for anyone to be given credit for a piece of work which is not theirs. If it is not clear to the reader what is your original work and what you have derived from somewhere else, how is a marker to know what deserves credit? Marks will inevitably be lost, even if nothing more serious is amiss, because it is your business as the writer to make the distinction clear for your reader.

### **What is 'Self Plagiarism':**

Re-use of one's own material either in part or wholly, which has previously been submitted in support of an application for academic credit, except where this is appropriately referenced or where it is a resubmission of previously failed work and has been authorised by the programme team

Cases of self plagiarism will be considered unfair practice and incur a range of penalties, if you are worried you may have self plagiarised please discuss your concerns with your tutor.

### **How do I avoid a charge of plagiarism?**

The first thing to say is '**If in doubt, ASK!**' Your Personal Tutor, Year Tutor or Module Tutor can give you advice. However, common sense will help you avoid most of the problems.

The main thing to do is to provide full and meticulous references to any material that you draw upon in your essay. References should enable the reader to turn straight to the passage you are referring to or quoting in the **same edition of the book or article** that you read. This is why it is important to include full details of publisher, place of publication and date and any other information that pinpoints the particular edition. Different editions of the same book may vary in page numbers, for instance, so your reader will not find the passage on the page you cite.

By putting in full references you are enabling your reader to check the quotation and its context to see if you have reproduced and interpreted it correctly. It also alerts them to other material that might be interesting for them to read if they wish to follow up the topic for themselves. The department issues a style guide on referencing and footnotes which gives you models to follow. Make sure you have a copy and make use of it.

It is not enough just to provide a general reference to a book in a bibliography .... You need to be specific about which passages you have used where in your essay. If references are inaccurate or incomplete or missing, then, whether you mean to deceive or not, your work by definition contains material from 'unacknowledged sources'. For instance, if you fail to provide a bibliography, you are either implying that you made the essay up entirely out of your own head, or else the essay must be based on unacknowledged sources. **A source which cannot be traced because of inadequate references is in effect 'unacknowledged'**. If you have attached the department's declaration of academic integrity to a piece of work with inadequate references, you are lying.

Failure to provide accurate references must also raise the question as to whether you have something to hide from your reader. What would they find if they did go back to the source?' As stated above, in many cases, plagiarism is committed simply because the student does not know how to reference properly. A typical piece of research involves taking different views on a topic

from recognised authors and measuring them against each other. The result of this exercise is to produce a synthesis, another view (that of the student) which to some extent, comprises ideas contained in the previous views.

As long as you clearly identify these previous views and ideas as belonging to other authors whenever they are used in your work, no plagiarism is committed. The recommended way to identify such views and ideas is by using the appropriate Referencing Method expected by your Awarding HEI partner/body - this is usual a form of Harvard Referencing.

**Any written assignment** or other work submitted by you for formal assessment during the course of your study **must be produced by you alone and in your own words**, except for **quotations** from published and unpublished sources which **should be clearly indicated and acknowledged**.

**Paraphrasing quotes, still needs referencing** as you are acknowledging the source of the idea or others views. You must acknowledge all sources, including thoughts, words, drawings, designs, illustrations, photographs, maps, statistical data, graphs, computer programs, information from the Internet, or any other work. It also includes using work produced by other students, including those studying at other universities/colleges. Failure to reference the use of any of these sources constitutes plagiarism.

Your assignments must be your own work (unless specified as group work) and on most courses, you will be asked to sign the front sheet of each submitted assignment to that effect. Assignments submitted by email or other media will be taken as your confirmation of the fact that it is your own work. External sources of assignment material must be acknowledged. If you do not acknowledge the source of material that is not your own, you may be guilty of plagiarism and could face serious consequences.

### **What are the procedures for dealing with Plagiarism and Penalties applied**

Plagiarism and other unfair practices such as copying the work of another student are taken very seriously and will be dealt with in accordance to rules and regulations of the Awarding HEI partner/body.

**And finally**, don't take the risk! Copied or plagiarised work is much easier to spot than you think and the College makes full use of appropriate tools/software to check authenticity.

**Please Note:** GLLM and other HEIs uses 'Turnitin', a sophisticated piece of software that is able to detect plagiarised work from a wide range of sources including the internet and published and unpublished sources.

To avoid plagiarism, remember the following advice:

- take the time to learn how to reference properly;
- when taking notes from any source, remember capture all the bibliographic details at the time (author, title, publisher, date, etc.). This means you can reference it properly later on;
- when making notes, separate your ideas from the ideas of others, for example use a different coloured pen to note what others have said, so you do not inadvertently use it without referencing it in your final work;

- don't be afraid to use your own words; be confident enough to write your own ideas in your own words;
- try not to write your own assignment based solely on your notes from books and journals. Think of your own views and ideas, and use references from others to back them up or counterpoise an argument.

#### 4.4 Troubleshooting

Hopefully, the time spent during your studies at GLLM will be highly enjoyable and trouble-free. However, experience has shown that sometimes individual students can face problems that if not overcome quickly, can affect their studies. If you have any problems, there are several sources of help you can call on (these are detailed in your Programme Course Handbook); the key message is, please do not be afraid to ask for help if you feel you need it.

Research has shown that students who do not complete their studies are most likely to withdraw very early on in the course. The longer you stay, the more likely you are to succeed, so if the going gets tough during the first few weeks just hang on in there and if you require support during this period then please do ask for it!

#### Workload

Please remember that study at HE requires a heavy workload and time commitment. This is **unavoidable**, so knowing this, **plan** and **organise** your time efficiently. Treat this as excellent preparation for the deadlines you will meet in future employment. Keep employment during your studies to a minimum where possible so that it does not impact on your studies. Also ensure that your family are aware of the demands of being an HE student.

**Module problems** should be raised first with the Module Tutor. You might also discuss the problem with your Personal Tutor. Consider also developing a support group with fellow students; this has proved to be very effective in the past.

**General academic or administrative problems** should be raised with your Personal Tutor. The Programme Manager is also approachable if you wish to raise matters independently with them, and Learning Support staff are excellent at helping you to solve difficulties – for example we have had some real successes in beating Maths, literacy and study skills issues. The departmental administrative staff are also very helpful and should be able to point you in the right direction with general queries.

**Personal problem issues:** the first point of contact is your Personal Tutor - contact them immediately, especially if the problem is affecting your studies. For confidential issues, you may prefer to contact Learner Services who provide specialised and confidential help through our trained counsellors; they can also help with advice on areas such as debt, finance, childcare and transport.

#### 4.5 Books and Journals

As a HE student you will become a regular user of library and online resources and if you are with a HEI partner, you will have access to their online library resources e.g. Glyndŵr University, Bangor University, and the University of Central Lancashire. At this level of study, your contact time with tutors is actually quite small compared to the amount of time you will need to put in to complete your studies.

Your studies are likely to require you to make use of professional/academic journals, as these are the most current resources for research and are often available online (accessible from home). Electronic resources (eg online journals, books and other datasets) are available through the Grwp Library Resource Service and through your university partner where applicable. Newspapers are also a useful source of current information and they are available to you online and in hard copy.

You should purchase the key textbook for each individual module. However, please do check with each Module Tutor which title should be purchased. When you have finished with textbooks at the end of the course and no longer wish to keep them, you will be able to post 'For Sale' notices in the library to recoup some of your investment.

#### **4.6 Student Involvement**

Student involvement in the course is welcomed and encouraged. Representatives from each level of the course will be elected by the student group and will be formally responsible for providing the 'customer view' on the delivery of the course. Where you don't feel able to discuss issues with staff relating to the course, then the student rep might be the best person with whom to discuss these issues.

The opinion of students on the operation and delivery of the course will also be obtained through the online evaluation of student opinion that will take place each year, towards the end of the first term. Students are given the opportunity to comment on the quality of teaching and learning, course content, individual modules, personal and academic tutoring systems and other aspect of course management. Students are asked to indicate where we have met their needs particularly well, so that good practice can be shared with other areas.

Students are also given the opportunity to feedback to external surveys such as the National Students Survey (NSS), which is fed in to external sources as UNISTATs. As they are external organisations who choose the sample, it will automatically go to your student email account.

**Learner Panels** provide you with the opportunity to give feedback about your higher education experience. You may also be given the opportunity to contribute to a **Focus Group**, convened for the purpose of gaining feedback from students on a specific element of their course. The college focus groups will also be attended by the HE Student Union Officer.

**Student Union HE Officer** :The HE Officer is elected by you, the students on an annual basis. The role of the HE Officer is to represent your views and to ensure that the student voice is listened to at college level, GLLM level and nationally as part of the Students Union.

If you have any compliment or concern please feel free to contact the SU HE Officer on email [suofficer.he@gllm.ac.uk](mailto:suofficer.he@gllm.ac.uk)

#### **4.7 Support Facilities**

In addition to the personal tutorials, library facilities and access to online research material, GLLM provides other people and facilities to support you whilst a student here. You will find details of

personal counselling, sports opportunities, general advice and guidance and other information on GLLM website, via your personal tutor and in Learner Service areas relevant to your college campus.

#### **4.8 Academic Skills Workshops and Study Skills on Moodle**

Study skills support for HE learners is available, via the libraries and learning centres, as face to face or online through the GLLM [Study Skills Support Moodle](#) on the following topics:

- Time management
- Note taking
- Essay writing
- Report writing
- Reflective writing
- Referencing and plagiarism
- Internet searching
- Electronic resources
- Critical thinking
- Presentation skills
- Proof reading
- Exam techniques

#### **4.9 Students with Disabilities or Specific Needs**

Grŵp Llandrillo Menai welcomes students with disabilities and specific needs. We aim to provide equality of opportunity for all our students and will do our best to provide the resources and support for individual students with specific needs. We also aim to ensure that all students are able to engage in all aspects of HE life, both academic and social.

You may qualify for a Disabled Students' Allowance (DSA) following assessment of your disability/specific learning needs. If you think you are eligible for this, you will be asked to complete a DSA Application Form and if eligible, you will be asked to attend a Needs Assessment to identify any specialist equipment and other support you may need for your course. The DSA Application Form can be accessed online at [www.studentfinancewales.co.uk](http://www.studentfinancewales.co.uk).

If you have any further questions or would like to discuss any support needs further, please contact the Learning Support team at your campus.

#### **4.10 Personal Development Plan**

As an HE student, it is important that you consider developing a Personal Development Plan which can be a vehicle for recording your knowledge and skills and other achievements during your studies. The process will help to clarify your goals and provide you with a resource from which material/content may be used to produce your personal statements or CV, in preparation for employment/career management. This may be part of your EBL (workbased) modules and personal tutorials with targets recorded in your Learner Portal.

Also, please remember that career planning is an ongoing process (for both undergraduate and post graduate students), we would impress on you, not to leave it too late and to make use of Careers Wales representatives from the beginning of your course.

#### 4.11 Careers and Employability Services

A range of services are available to HE students, provided by Careers Wales as follows:

- Careers and Employability Advice at Rhos and by phone or email from other sites.
- Bookable Careers Appointments with a Careers Adviser (these may be phone appointments at Coleg Menai and Coleg Merion Dwyfor) – These are up to 45 minutes in duration, offering **confidential and impartial** advice and **guidance to help you with your career planning, CVs interview techniques, job search and your Personal Development** planning etc.
- E-Guidance – If you are unable to visit the Careers Adviser in College you can e-mail your query to the HE Careers Adviser at [HECareers@gllm.ac.uk](mailto:HECareers@gllm.ac.uk) . **This tends to be a popular way to get quick checks on CVs.**

Contact the Careers Adviser by e-mailing or book an appointment through Advice and Guidance.

#### 4.12 Fees responsibility

Learners are charged annual tuition fees in line with the HE Fee Plan approved by HEFCW for direct funded courses. The annual fee for 17/18 direct funded courses is £7,900 for learners commencing study on a HE full time course Where an HE course operates as part of a franchise agreement, the financial regulations and fee levels of the partner organisation apply. **The fee for 2018/19 is expected to be £8,100 per annum.**

Full time Higher Education learners in receipt of financial support from Student Finance Wales/ Student Loans Company must provide a copy of their financial notification at enrolment. Learners should apply for funding on a timely basis. Students from Wales can access a tuition fee loan for £4,046 and a fee grant of £3,854. The learner will start prepaying the loan when earning in excess of £21,000 pa. Any fees not paid via Student Finance Wales need to be paid in full or via instalments by the learner.

Fees for students on Full Time courses franchised from other Universities are set by that University. This means there are a number of different fees for University courses which will be run by Grŵp Llandrillo Menai in 2017-18. In addition each university has its own bursary scheme which applies to learners on these courses.

##### Bursaries

The Grŵp Llandrillo Menai bursaries have been prepared following the fee plan being approved by DfES for the academic year 2017/18 the bursaries below are also expected to apply in 2018/19.

HE courses via various franchise arrangements and the bursary levels will need to be discussed with each franchise partner.

### Students on their first year of study

Bursary	Amount	Criteria	Payment Date
	£		
Grŵp Llandrillo Menai Bursary	250	All students enrolled on a full time HE course	100% in May
HE Full Time Course taught through the medium of Welsh	300	All students studying on certain specific courses taught through the medium of Welsh	50% in May 50% in June
Community First Bursary	200	All students enrolled on a full time Higher Education course who are resident in a Communities First postcode area	50% in May 50% in June
Looked After Children Bursary	250	All students enrolled on a full time Higher Education course who are Looked After Children	100% at the beginning of the second semester in January

### Students on subsequent year of study

Bursary	Amount	Criteria	Payment Date
	£		
Grŵp Llandrillo Menai Bursary	250	All students progressing onto the second year of their qualification are eligible for the bursary on successful completion of the second year and progression onto the third year of study.	100% in July of second year of study

### Refunds/Changes to Fees Due to Withdrawal

The Grŵp recognises that full time higher education learners may not wish to pursue their study for a variety of reasons which may not have been apparent prior to enrolment. As a result of this learners who withdraw within TWO WEEKS of the start of their course will be entitled to a full refund subject to any evidence of fraud or illegal acts or other outstanding debts to the Grŵp.

If the student withdraws after the first two weeks their liability for fees is dependent on their fee status (Home, EU or International), and date of withdrawal and the organisation the course is affiliated to. The following is a guide to show the minimum liability.

Withdrawal Date	Percentage of Fee Due
Before the end of Term 1	25%
During Term 2	50%
During Term 3	100%

It is the learners' responsibility to ensure he/she is withdrawn from the course and to notify Student Finance Wales. As the fee charged is dependent on the last date of attendance, specific attention should be shown to the withdrawal date. Learners who have taken out a tuition fee loan will not be entitled to a refund from the Grŵp. The Grŵp will notify SFW/SLC and the SLC will amend the student's tuition fee loan liability accordingly.

### Outstanding Fees

Full time Higher Education learners who have outstanding fees will not be allowed to progress to the next stage of their course, receive awards or attend graduation ceremonies until all debts are settled.

Fees can be paid by:

- Cash
- Cheque supported with a bankers card
- Debit and credit cards
- Invoiced where a letter of authorisation from an employer is received
- Student Finance Wales/Student Loan Company for HE courses

The full Fees policy is available on the Grwp website, under Policies.

## **5. Erasmus+ and other international opportunities**

The Erasmus+ programme offers opportunities for EU students coming into or going out to a number of different EU partnership universities whilst studying on a full time degree. This could involve spending a year, studying your programme or similar in another EU university. You would gain the same equivalent credits (60 EU credits = 120 UK credits). However, you need to consider the teaching will be in the language of the EU country being studied in and you should be proficient in that language.

Another opportunity is the International Student Exchange. This would be a self-funded option to take part in activities with participating international countries such as teaching English as a foreign language in schools, or participating in classes. The International Student Exchange tends to happen during academic holiday times e.g. summer, half terms, avoiding interruption to your HE studies.

To register an interest and find out more contact the GLLM International Office:  
llandrillointernational@gllm.ac.uk

## **6. Enterprise**

Do you have a business idea or maybe you are just wondering whether starting your own business is a realistic career plan for the future? Taking the first step towards running your own business can

seem like a real challenge. We're here to support you right from the beginning to help you grow your seed of an idea into a successful business.

As a HE learner at Grŵp Llandrillo Menai you can access a range of support including:

- 📄 Individual Enterprise Support
- 📄 Access to Business Advisors
- 📄 Enterprise Shadowing opportunities
- 📄 Help with finding graduate start up bursary/funding/support
- 📄 Events to help you learn about setting up and running business
- 📄 Masterclasses and workshops to assist you to develop your idea
- 📄 Test trading opportunities

To register your interest or to find out more information please contact [enterprise@gllm.ac.uk](mailto:enterprise@gllm.ac.uk)

## 7. Bilingualism

- 7.1 Grŵp Llandrillo Menai has a policy of offering bilingual assessment to all students in accordance with the Welsh Language Scheme. Every student has the right to submit assessments through the medium of Welsh or English, irrespective of the instruction language of the course (language courses excepted).
- 7.2 The availability of Welsh-medium assessment will be explained to students at their initial interview and during the induction process. **Those students who intend to present work through the medium of Welsh, when the instruction of the course or module is in English, should normally inform the course tutor at the beginning of the academic year, and at the beginning of a new unit or module during the academic year.**
- 7.3 In those circumstances where the medium of course or module instruction is English, and neither the module tutor nor any other member of staff designated to assess the work possesses a high level of competence in spoken and written Welsh, then alternative routes will be discussed with the student ie the course tutor will endeavour to identify an appropriate colleague within the Grŵp to assess the work in Welsh, and provide assessment guidelines as necessary. The identified Welsh-medium assessor will then assess the written work. The module lecturer will meet the Welsh-medium assessor and conduct a professional discussion about the grading of the draft assessment. If necessary, the student's work may be translated to facilitate this discussion. The discussion will be fully documented or recorded. The module lecturer will then make the initial final decision on the grade to be awarded. This process may also apply to the second marker.
- 7.4 If the course tutor is **unable to identify a Welsh-medium assessor**, the student's written work will be sent for translation. The translator will be asked to provide comments on the Welsh literacy of the assessed work to help the module lecturer with any grading requirements related to literacy. It is appreciated, however, that translation constitutes a

significant intervention, and thus carries a higher risk than the approach adopted above due to the time constraints for the translation.

## **8 Coleg Cymraeg Cenedlaethol**

Coleg Cymraeg Cenedlaethol is an organisation who supports the development and growth of Welsh Medium education opportunities for students.

They offer scholarships to undergraduate students who wish to pursue degree courses at universities across Wales, studying wholly or partially through the medium of Welsh. The Coleg Cymraeg have a course finder which allows students to search through the courses eligible for a bursary. The GLLM Health and Care Degree, run at the Dolgellau campus is on the list. Here's the link to more information on the Bursary itself which includes a link to the course finder: <http://www.colegcymraeg.ac.uk/en/study/financialsupport/incentivescholarship/>

**And finally, we wish you every success with your studies and look forward to seeing you graduate.**