



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

## **2019-20**

## Table of Contents

1. Introduction.....	3
1.1 Personal Details Note.....	4
1.2 Student email account and how to forward to personal email account.....	4
2. The College Year .....	5
3. Terminology Explained .....	6
4 Student Involvement and Student Representatives.....	9
5. Course Management .....	10
5.1 Introduction .....	10
5.2 Personal Tutorials and Personal target setting (PTS) .....	10
5.3 Tutorials .....	11
6. Your Responsibilities.....	11
6.1 Unfair Practice.....	11
6.2 Plagiarism.....	11
6.3 Turnitin .....	13
7 Troubleshooting.....	13
7.1 Workload Management and Issues .....	13
8 Books and Journals .....	14
9 Support Facilities .....	14
10 Academic Skills Workshops and Study Skills on Moodle .....	14
11 Students with Disabilities or Specific Needs .....	14
12 Personal Development Plan .....	15
13 Careers Support.....	15
14 Fees responsibility .....	15
14.1 Refunds/Changes to Fees Due to Withdrawal .....	16
14.2 Outstanding Fees.....	16
14.3 Bursaries .....	16
15. Erasmus+ and other international opportunities .....	17
16. Enterprise .....	18
17. Bilingualism.....	18
18 Coleg Cymraeg Cenedlaethol .....	19

## 1. Introduction

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), which supports the HE Student Charter and your online programme handbook. You will be given online access to this information book, the HE Student Charter and a Programme Handbook by your Programme Leader. This will provide you with more specific details about your course, subject modules/units, timetabling arrangements, assessment details, awarding partner rules and regulations etc. (This will be in the form of a Moodle Programme page for easy online access with links to appropriate policies for your programme). 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.

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.

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

As a higher education student, there are expectations that you will set a good example in your college. It is important to engage fully as a student partner of the college, by participating in student union activities, learner voice forums such as voting for a student representative for your class, participating in programme team meetings, and taking up extra-curricular activities, which can support your learning and future options. This, alongside wearing your HE lanyard all creates your student HE culture and community.

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.

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.

## 1.1 Personal Details Note

**Please Note:** It is your responsibility to ensure that if you change any personal details eg your name or address, 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).

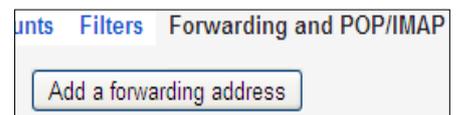
Please also follow the same procedure for any change of address to avoid your award being sent to your old address

## 1.2 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



## 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.

### Grŵp Llandrillo Menai – CALENDAR 2019/20

#### Term One HE

Event	Higher Education
Term one starts	Monday 09/09/19
Induction week	Monday 09/09/19 to Friday 13/09/19
Teaching begins and 2 <sup>nd</sup> year students return	Monday 16/09/19
Staff Development Day 1 (no teaching)	25/10/2019
October Half Term	Monday 28/10/19 to Friday 01/11/19
Term 1 ends	Friday 20/12/19
Christmas Break	Monday 23/12/19 to Friday 03/01/20

#### Term Two HE

Event	Higher Education
Term 2 starts	Tuesday 07/01/20
Staff Development Day 1 (no teaching)	06/01/20
February Half Term	Monday 17/02/20 to Friday 21/02/20
Student Term 2 ends	Friday 03/04/20
Easter Break for students	Monday 06/04/20 to Friday 17/04/20

#### Term 3 HE

Event	Higher Education
Term 3 starts	Monday 20/04/19
May Day Bank Holiday	Friday 08/05/20
May Half Term	N/A
Term 3 ends	Friday 22/05/20

**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.

### 3. Terminology Explained

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.

Your course is divided up into core, compulsory 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. Students typically complete 10 or 20 Credit modules (or units) within degrees and each year structure contains 120 credits.

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. It is possible for some programmes to offer modules outside of typical semesters. Your Virtual Learning Environment and timetable should provide further clarity.

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 GLIM.

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

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 partnering Higher Education Institution's (HEI) regulations. This will be made clear to you by your Programme Leader. At Grŵp Llandrillo Menai you may study for:

- Honours Degrees (L4 - L6 360 Credits)
- Ordinary Degree (L4 - L6 300 Credits)
- Foundation Degrees (L4 - L4 240 Credits)
- Higher National Diplomas (HND) (L4 - L5 240 Credits)
- Higher National Certificates (HNC) (L4 120 Credits)
- Certificate in Higher Education (L4 120 Credits)

#### **Teaching and Learning Strategies Explained: Lectures, seminars, tutorials, workshops**

**Lectures** are typically 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, engage in discussion and class activity and make notes of key concepts, in order to absorb new knowledge. Lectures often 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 practical skills associated with your particular programme.

**Seminars and subject tutorials** are often used to consolidate lectures. They provide you with the 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. Participation can be challenging for some, but engaging will bring rewards in helping develop your confidence and self-esteem.

**Student centred learning/Self-directed learning** are generic terms used to differentiate between student contact with tutors using the methods listed above and the student's own effort outside the normal structured teaching environment. It includes student's own primary research and information gathering. The time expected to complete this work and complete assignments, projects or presentations is shown in each module descriptor under the heading "Teaching and Learning Strategy". It is expected that this time allocation to a module indicates to the student the effort required on their behalf. This time given is not restrictive and more able students will often expend more time than this in the completion of their own learning. Students are expected to take greater responsibility for their own learning as they progress through the programme.

**Group Critiques** are often used in creative subjects and require students to produce and present a body of work for critical discussion within an atmosphere of informed, positive criticism. Its broad aim, is for a formative and immediate view of students' work to be shared and good and bad practice to be disseminated amongst the peer group.

**Personal Tutorials** are meetings with the personal tutor and a student or group of students to review progress and feedback and develop targets for own future development.

**Guest Speakers** and field trips enhance delivery by introducing a sense of the outside or real world into the learning and teaching process. Trips or external speakers can provide insight into current working practices in different areas of expertise and experience and gives the students insight into various career opportunities.

### **Pace of study**

As a *full time* student, you will normally be expected to study 40 hours per week, over 30 weeks, to include classes, studying in your own time and assignment work. This pace will enable you to complete 120 credits per year and an Honours 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 could apply to complete, a top-up to honours degree programme which will entail an extra 1 year of study full-time or often 2 years part-time.

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

In certain cases, you may be able to request credits for previous learning undertaken. For this to be possible previous learning must have been 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 Coordinator/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 GLIM 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 GLIM matches national standards. This includes the use of software called Turnitin, which will detect plagiarism; second marking of work to ensure fair grades are awarded and external examiners reviewing work and grades meet national standards.

For all GLIM courses there are regular meetings and boards to deal with matters referred via 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 regulations and are answerable internally to Academic Board and externally to the HEI Partner/Awarding Body.

Your HE programme requires an annual election of **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 Group.

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 throughout the year.

#### **4 Student Involvement and Student Representatives**

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 aspects 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 President** :The HE Officer is elected by you, the students on an annual basis. The role of the HE President 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.

How to contact the HE Officer, or to follow what's going on:

- HE President: [hesupresident.llandrillo@gllm.ac.uk](mailto:hesupresident.llandrillo@gllm.ac.uk)
- Twitter: @SUGllm
- Snapchat: SUP Menai / SUP Llandrillo / SUP CMD / SUP HE

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

## **5. Course Management**

### **5.1 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.

### **5.2 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.

### **5.3 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.

## **6. Your Responsibilities To Produce Original Work**

Your duties and responsibilities as a HE student are detailed in 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?

### **6.1 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.

For more information please refer to the GLLM HE Policies website, where you can find the relevant policy and procedure for your awarding body.

### **6.2 Plagiarism**

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.

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.

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 counterpose an argument.

## **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.

### **6.3 Turnitin**

**Please Note:** GLLM and other HEIs use '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.

## **7 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!

### **7.1 Workload Management and Issues**

Please remember that study at HE requires a heavy workload and time commitment. This is **unavoidable**, so knowing this, you must use **time management to 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 and the Welfare team 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.

## **8 Books and Journals**

As a HE student you will become a regular user of library and online. 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. 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.

## **9 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.

## **10 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

## **11 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, and that reasonable adjustments can be put in place. It's very important that you liaise with your campus Learning Support team as soon as possible.

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 need to complete a DSA Application Form. If you are 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).

It is important that you complete your DSA Application before you start your studies to make sure that the support you require has been assessed and agreed.

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

## **12 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.

## **13 Careers Support**

Our colleges are the perfect place to study the skills you'll need to be successful in the future and find a job in an area you absolutely love. You can use the career finder on the website for initial exploration: <https://www.gllm.ac.uk/careers/>

For personal careers support, contact your campus Learners Services team.

For independent careers guidance and useful resources access [www.careerswales.com](http://www.careerswales.com)

## **14 Fees responsibility**

Learners are charged annual tuition fees in line with the HE Fee and Access Plan (FAP) approved by HEFCW for direct funded courses, or as set by awarding institutions for franchise programmes. A copy of the FAP can be found on the website HE Polices page.

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, each year of their programme.

## 14.1 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.

## 14.2 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

## 14.3 Bursaries

As detailed in the Fee Plan for 2019/20 significant changes have been introduced to the Bursary scheme. To encourage and support progression a bursary of £1,000 will be paid to any learner who progresses directly from the Grŵp's Level 3 FE provision onto a full time Undergraduate HE course.

The bursary for studying through the Welsh Medium will continue along with those for students from Communities First areas and Looked After Children and these are available on an annual basis from 2019/20.

### Students on their first year of study

Bursary	Amount £	Criteria	Payment Date
Grŵp Llandrillo Menai Direct Progression Bursary	1,000	All students progressing directly from a Level 3 programme onto a full time HE course at Grŵp Llandrillo Menai	100% in May
Welsh Language Bursary	300	All students studying on certain specific courses engaging substantially through the medium of Welsh	100% in May
Community First or WIMD Area Bursary	300	All students enrolled on a full time Higher Education course who are resident in a Communities First postcode area	100% in May
Looked After Child/Young Person Bursary	300	All students enrolled on a full time Higher Education course who are Looked After Children/Young Persons	100% at the beginning of the second semester in January

### Students on subsequent year of study

Bursary	Amount £	Criteria	Payment Date
Welsh Language Bursary	300	All students studying on certain specific courses engaging substantially through the medium of Welsh	100% in May
Community First or WIMD Area Bursary	300	All students enrolled on a full time Higher Education course who are resident in a Communities First postcode area	100% in May
Looked After Child/Young Person Bursary	300	All students enrolled on a full time Higher Education course who are Looked After Children/Young Persons	100% at the beginning of the second semester in January (plus £500 at the end of the programme to assist with graduation costs)

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

## 15. 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

## **16. 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
- ☒ Annual Weekend Bootcamps
- ☒ 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
- ☒ Enterprise of the Year Competition

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

## **17. Bilingualism**

Grŵp Llandrillo Menai has a policy of offering bilingual assessment to all students in accordance with the Welsh Language Standards. 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).

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, it would be helpful to 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.

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.

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.

## **18 Coleg Cymraeg Cenedlaethol**

The aim of the Coleg Cymraeg Cenedlaethol is to work with universities and further education colleges (including Work Based Learning) in order to provide more opportunities for students to study in the medium of Welsh and use more Welsh socially.

The Coleg Cymraeg Cenedlaethol offers 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 on their website which allows students to search through the courses eligible for a scholarship. The GLLM Health and Care Degree, run at Dolgellau campus is on the list. An incentive scholarship of £1,500 is available over a period of 3 years for studying 33% of your course through the medium of Welsh. Here is the link for more information about the Scholarship as well as the course itself:

<http://www.colegcymraeg.ac.uk/en/study/financialsupport/incentivescholarship/>

If you would like to contact Sara Davies, Coleg Cymraeg Cenedlaethol Branch Officer for GLLM, see contact details below:

Telephone number –(01248 370 125) Extension number - 3904

Email - [davies13s@gllm.ac.uk](mailto:davies13s@gllm.ac.uk)

Twitter: @SCGLIM