



# **LEARNING AND SUPPORT HANDBOOK**

**2011 – 2012**

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## Foreword from the Principal

Welcome to Ruskin.

We are delighted that you have chosen to study in a college with an important history and a bright future. Over the next year, we are redeveloping the Headington site in preparation for moving our headquarters there in September 2012. Five buildings have already been refurbished, including all the residential accommodation and some of the teaching space at Headington. Alongside these, a major new academic building, also housing a library and cafeteria, is being constructed. You will be able to see it taking shape during your time here and those of you who are just starting a three year degree will almost certainly be taught in it later on. In the meantime, we would ask you to be flexible and to help us to help you during this time of change.

During your time here we can also guarantee that there will be at least two visits by external reviewers charged with guaranteeing the quality of our further education courses, our higher education provision in general, and the Ruskin programmes that lead to the award of Open University degrees. If you think that sounds overlapping, you are right, but it is all part of contemporary educational practice. Both panels of visitors will want to hear from students and we will work with you and your representatives to ensure that you have every opportunity to prepare what you want to say. This will involve the visitors meeting with students, observing some classes and even having casual conversations to find out how you like it here.

We are confident that, like the students we have taught for over one hundred years, you will experience Ruskin as a positive and life-changing place. That doesn't mean that studying here is easy – it wouldn't be worthwhile if it was – or that everyone gets on all the time.

All that Ruskin asks of you is that you should do your very best while you are here to focus on your studies and to assist other people to study effectively. In return, we trust that your learning will give you everything you are hoping for. Everyone in the College is dedicated to your success, so don't be frightened to ask for help and support whenever you need it.

Ruskin is an exciting place to be, with an enormous amount to offer, provided that we all remember to respect one another's right to study and live in a mutually supportive environment. Respect means treating each other as equals. It means taking other people seriously, even if you don't always agree with them. It means not putting anyone down just because they may be different from you. Indeed, it means celebrating our differences and the diversity in the membership of the College. That is part of the richness of the Ruskin experience.

Self-respect is also important. Make yourself proud of the way you behave and of your ability to achieve your goals. Make your family and friends proud. Make Ruskin proud.

Good luck!

Professor Audrey Mullender  
**Principal**

# Section 1: Ruskin College General Information

## 1.1 Ruskin College Mission Statement

The Mission of Ruskin College is that of providing educational opportunities to excluded and disadvantaged adults, to transform the individuals concerned and the communities, groups and societies from which they come.

## 1.2 Ruskin College Charter

*Ruskin College believes that education is a powerful vehicle for progressive social change, particularly when it enhances the capacity, confidence and self-belief of those less confident.*

The College Charter sets out the standards to which the college aspires. Neither students nor the College are legally bound by the terms of the Charter, but many points are embodied in College policies and procedures.

### **BEFORE YOU START YOUR COURSE**

- We will provide clear, accurate, free information about our courses and services.
- We will offer impartial and confidential guidance to help you make the right choice.
- Your course application will be dealt with fairly and efficiently.
- We will tell you about sources of financial help.

### **TEACHING AND LEARNING**

- We will use teaching methods that are varied and stimulating.
- We will give you regular and timely feedback on your progress.
- Your achievements will be nationally certificated wherever possible.

### **STUDENT FACILITIES**

- You are entitled to become a member of the Ruskin Student Union and enjoy the benefits of membership.
- You are entitled to use the College Library, computing, student support facilities, and counselling service.

## **EXTERNAL ORGANISATIONS AND NATIONAL AND LOCAL NEEDS**

- We will provide courses which are responsive to the needs of adult learners, their trade unions and employers, and the community both locally and nationally.

## **EQUAL OPPORTUNITIES**

- Ruskin College is committed to the maintenance and extension of equal opportunities. We see discrimination, direct or indirect, based on a person's gender identity, skin colour, ethnic or national origin, age, socio-economic background, employment status, disability, religious or political beliefs, family circumstances, sexual orientation, HIV status or any other distinction, as unjust and immoral. In addition to being unjust, such forms of discrimination represent a waste of human resources and a denial of opportunity for individual self-fulfilment.

## **COMPLAINTS**

We will deal with all complaints from registered students speedily, according to the College Complaints Procedure. This covers all matters except assessment, which must go through the academic appeals procedure in the Regulatory Framework.

## **QUALITY ASSURANCE**

- Ruskin College is committed to providing its students with an excellent learning experience.
- We have in place evaluation systems which encourage all users of the College to participate in monitoring and improving our provision.

We welcome suggestions and constructive criticism through these systems.

### **1.3 Complaints Procedure**

Ruskin College is committed to providing the best possible service for its students. In order to do this, we need you to tell us when we fail to meet your expectations. The College will keep this procedure under review and will monitor its operation to ensure that it is applied fairly and effectively.

This procedure covers the action to be taken should you wish to complain to the College about your course or programme of study.

#### **How to complain**

In the first place please feel able to discuss your dissatisfaction with the person you believe is responsible for causing it. Most difficulties can be resolved quickly and easily by doing this. If you don't feel able to do so, or if you are still dissatisfied, please follow the procedure set out below.

**If you wish to make a formal complaint**

Please put your complaint in writing to the Principal.

**Your complaint will be**

- Acknowledged within five working days
- Taken seriously and investigated by the appropriate manager, who will not have been previously involved with the matter complained about.

**When will you hear?**

- You will normally get a reply within ten working days

**What next if you are unhappy with the reply?**

- If you are not happy with the reply you have received, please write to the General Secretary. He will acknowledge your letter within five working days and will normally reply within ten working days.

**If you are still not satisfied with the outcome**

If your course is funded by the Skills Funding Agency and you have exhausted the College's internal complaint procedures you can complain to:

Skills Funding Agency  
Cheylesmore House  
Quinton Road  
Coventry  
CV1 2WT

If your course is funded by the Higher Education Funding Council for England it is not generally possible to complain to HEFCE unless the matter concerns allegations of financial mismanagement. However, if your course is validated by the Open University Validation Service (OUVS), as most of our higher education courses are, please see the OUVS complaints procedure that is published on the Ruskin College intranet site in the Student Services section. You must have exhausted the College's internal complaints procedure before complaining to the OUVS.

If you are studying on the BA (Hons) Social Work course and you would like to make a complaint via the General Social Care Council (GSCC) please see the complaints procedure that is in the Social Work Course Handbook. Before you do this you must first have exhausted the College's internal procedures.

## **1.4 Term Dates 2011 - 2012**

### **AUTUMN TERM**

Induction Week 26<sup>th</sup> – 30<sup>th</sup> September 2011

Monday 3<sup>rd</sup> October 2011 – Friday 9<sup>th</sup> December 2011  
(Reading week 24<sup>th</sup> – 28<sup>th</sup> October 2011)

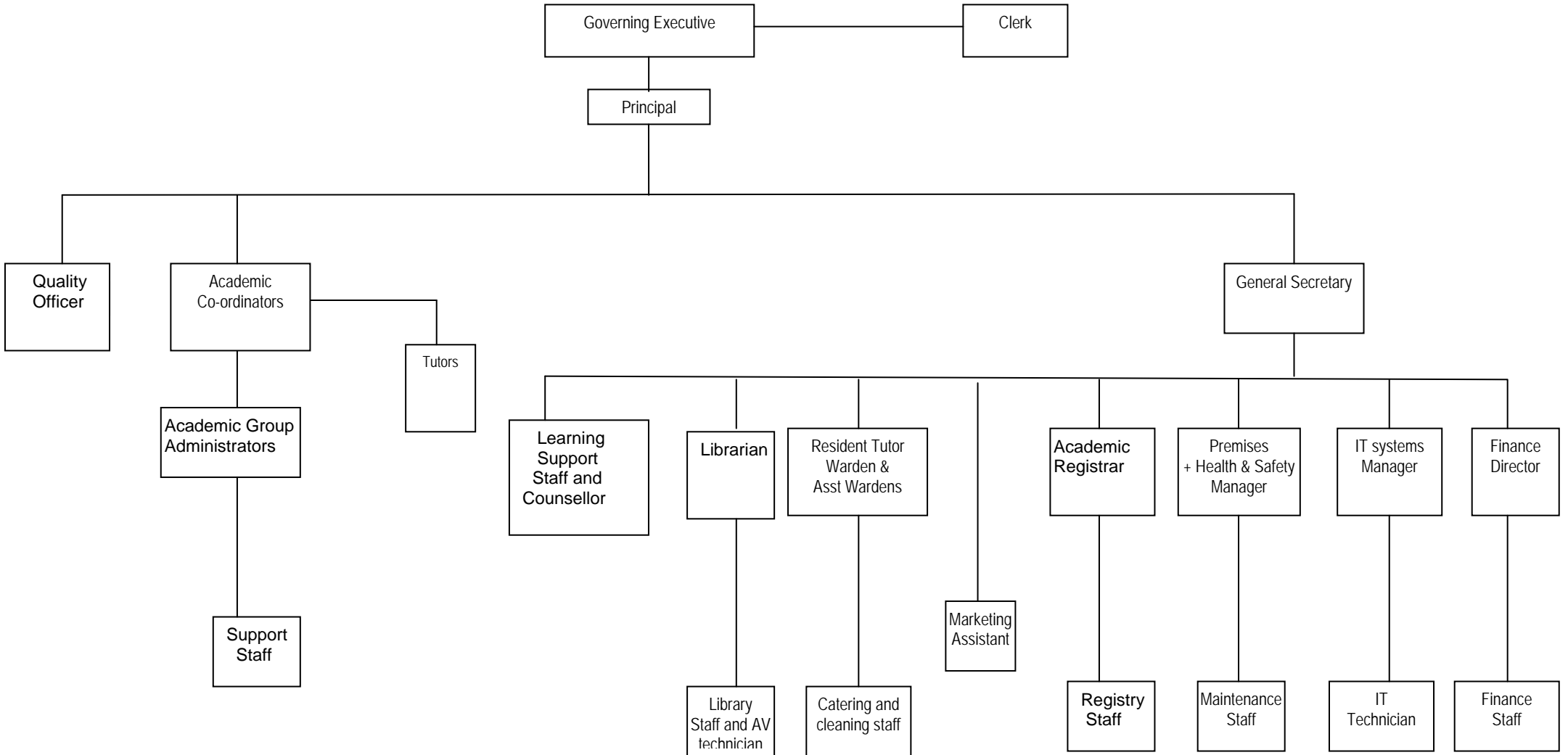
### **SPRING TERM**

Monday 9<sup>th</sup> January 2012 – Friday 16<sup>th</sup> March 2012  
(Reading week 13<sup>th</sup> – 17<sup>th</sup> February 2012)

### **SUMMER TERM**

Monday 23<sup>rd</sup> April 2012 - Friday 29<sup>th</sup> June 2012  
(Reading week 4<sup>th</sup> – 8<sup>th</sup> June 2012)

## 1.5 Management Structure of Ruskin College



## 1.6 Governance and Management

The governance of the College stems from a Council comprising co-opted individuals and nominated representatives of organisations that can help the College fulfil its mission. Ruskin Council meets twice a year, in December and July. It elects a Governing Executive which meets four times a year and is responsible for the governance of the College.

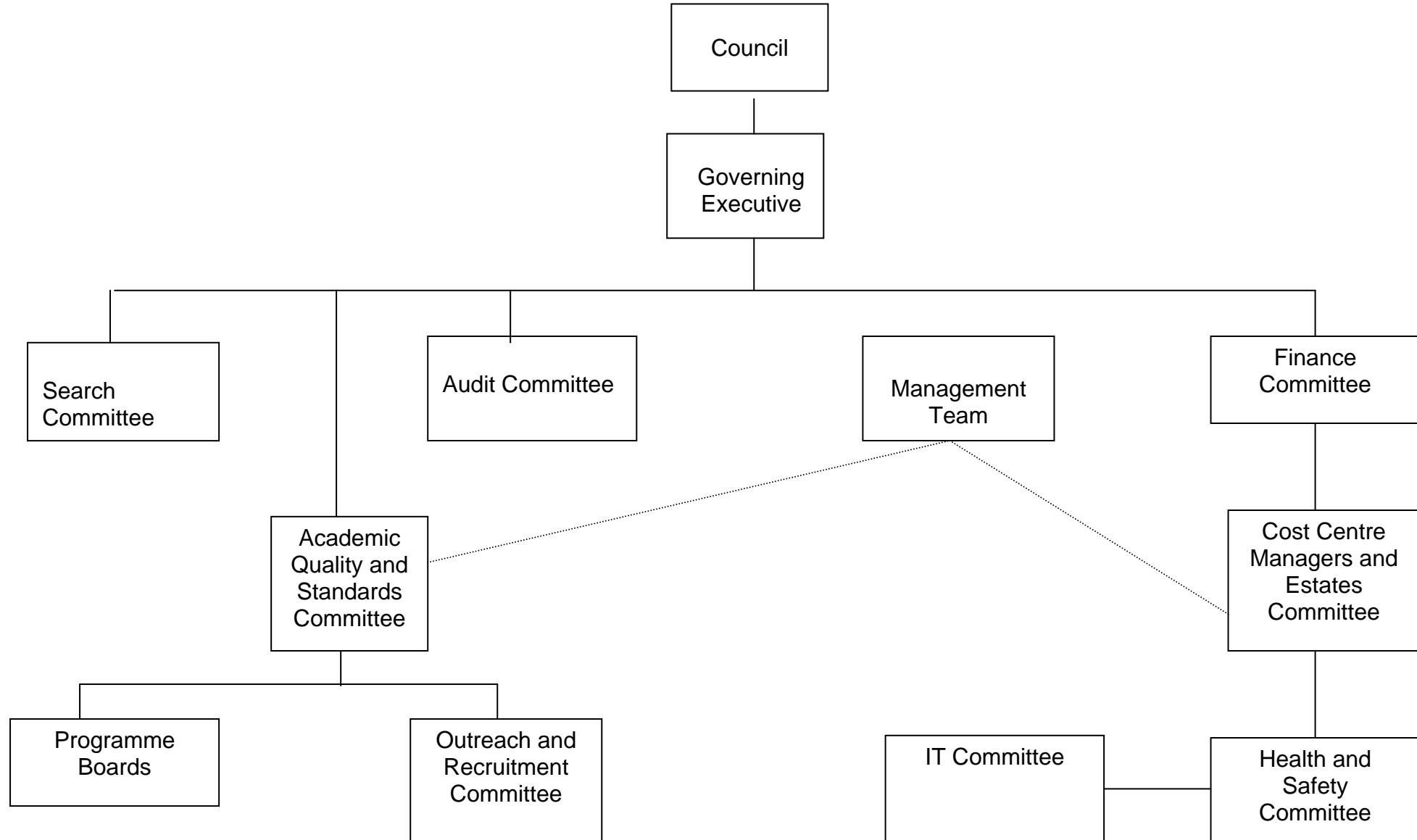
The Principal is responsible to the Governing Executive for management of the College. In this role the Principal is supported by the General Secretary, Finance Director and Academic Registrar, who together form the Management Team of the College.

The College has established procedures for the involvement of both students and staff within its structure. The student membership of committees is as follows:

Council	4 students (including Ruskin Student Union President)
Governing Executive	2 students (from the four students on Council)
Academic, Quality and Standards Committee	1 student representative from each Programme Board (see below)
Programme Boards (Law and International Labour and Trade Union Studies; Social Work, Youth Work and Community Work Studies; Humanities and Social Sciences)	1 student representative per 20 students for each course
Outreach and Recruitment Committee	1 student representative from each Programme Board.
Health and Safety Committee	1 student representative

Election of members to these committees is held early in the Autumn Term. A meetings timetable is published by the General Secretary. Student representatives are elected by students to represent the views of a particular cohort of students on a particular programme e.g. second year English Studies students. They reflect the views of the group to the board or committee on which they are represented e.g. Humanities and Social Sciences Board. They also report back issues arising from the Board, as appropriate. In addition, student representatives can raise issues of general concern with relevant members of staff on behalf of the student group.

## 1.7 College Committee Structure



## Section 2: Ruskin College Learning and Support Services

### 2.1 Student Services - The Academic Registry

The Academic Registry at Walton Street is the focal point for all student enquiries – if we can't help you ourselves we should be able to re-direct you to someone who can. Social Work students can be assisted by the Social Work Office. There are also the Youth and Community Work support staff based in Reception in Smith House at Ruskin Hall, Headington. Students on the Law and International Labour and Trade Union Studies courses can be assisted at Stoke House, Headington.

#### What can we help you with?

Most of your life at Ruskin other than actual teaching and assessment is dealt with by the Academic Registry. This ranges from acceptance, through entry to leaving: registration, timetables, UCAS application details, certificates, records of achievement, quality evaluation forms – the list is almost too long to cover! ***We also co-ordinate all student records, so please let us know if you change your name or address.***

The Registry is located on the first floor at Walton Street. The following College administrative staff are based there, or in an adjacent office:

#### **Academic Registrar – Hannah Jones**

Manages the administration of the non-residential, non-teaching and timetabling parts of student life, processes admissions for the Humanities and Social Sciences and Law and Trade Union Studies courses and UCAS applications.

01865 7596047 / [hjones@ruskin.ac.uk](mailto:hjones@ruskin.ac.uk)

#### **Marketing Assistant – Stuart Maidment**

Promotes the College and courses.

01865 759642 / [smaidment@ruskin.ac.uk](mailto:smaidment@ruskin.ac.uk)  
or [marketing@ruskin.ac.uk](mailto:marketing@ruskin.ac.uk)

#### **Learning and Disability Support Administrator – Lizzie Ledger**

Administers the provision of disabled student support.

01865 579646 / [eledger@ruskin.ac.uk](mailto:eledger@ruskin.ac.uk)

#### **MIS Officer – Eamonn Deeley**

Administers College management information.

01865 759786 / [edeeley@ruskin.ac.uk](mailto:edeeley@ruskin.ac.uk)

The Academic Registry is open during term-time, Monday to Friday between 9am and 5pm. We can also be contacted by Fax (01865 759640) or using the direct line telephone numbers and email addresses listed above. We are happy to make arrangements for an appointment in a ground floor room for any student with restricted mobility.

## **2.2 Study Support**

Ruskin provides a range of advice and guidance to students including:

### **Support for Disability**

The College is committed to making reasonable adjustments to enable disabled students to participate fully in academic life. The College has a Learning and Disability Support Administrator (Lizzie Ledger 01865 759646, [eledger@ruskin.ac.uk](mailto:eledger@ruskin.ac.uk)) who advises students with disabilities. Should you wish to disclose a disability at any stage in your studies, please contact The Academic Registry at Walton Street for a Disability Disclosure Form. You can also download this form from the Student Services section of the intranet. The information that you provide us with may need to be shared within the College, but will only be conveyed on a need-to-know basis. It is entirely up to you but, if you do not disclose a disability, we will not be able to support you with applying for equipment provision, making adjustments for assessments or other appropriate help. Assessment cannot be altered retrospectively.

If you require advice on this process, please contact the Learning and Disability Support Administrator at Walton Street who will also be able to advise you if financial help is available to support you in your studies. Please remember that you will need to provide appropriate evidence regarding your disability. It is your responsibility to provide this evidence and to cover any associated costs related to obtaining it.

A written record of your information will be kept securely and may be stored on a computer in accordance with the Data Protection Act 2003. The information may also be used for statistical purposes without your identity being revealed, for example so that we can check how many people we are helping and whether it is working.

### **Support for Specific Learning Difficulties**

Prior to Induction (depending on your course), all new students will be screened for literacy to ensure that they have reached the appropriate literacy level to embark on their studies. Students who do not achieve Level 3 (seen as the appropriate level to move on to the first year of a BA degree or a CertHE) in this screening will be asked to complete online and hard copy work books. This is so that you can improve your skills prior to enrolment and during your studies.

Students who are or may be dyslexic are offered an assessment and also, where needed, an integrated programme of support work. This is specifically designed to help overcome some of the difficulties dyslexic adults face in studying. It can include spelling and reading strategies, organisational skills, note taking and essay planning.

## **Study Skills Support**

The Learning Support staff are located at Walton Street on the second floor. Learning Support tutors provide general study skills support as an integral part of the provision we offer you. This includes individual study skills support for those who need one-to-one work.

If you wish to access this support, please make an appointment at Reception at Walton Street where a booking system is in operation. You may call in to book your appointment in person, or email [auberoi@ruskin.ac.uk](mailto:auberoi@ruskin.ac.uk) or ring 01865 759788. If you need a ground floor appointment this can easily be arranged – just ask.

## **General Literacy Support**

The College offers drop-in classes at Walton Street on Monday evenings (literacy in the Autumn and Summer terms and numeracy in the Spring Term).

## **2.3 Disabled Student Allowance (DSA)**

### **1. For Students on the one year full-time Certificate of Higher Education English Bursary-holders**

Disabled students who receive bursaries from the Residential Colleges Committee and who are assessed to need one can borrow laptop computers from Ruskin College. In addition, they can claim for reimbursement of extra study costs which arise as a result of their disability. Claim forms are available from the RCC Awards Office, Suite 30, Westgate Centre, Oxford OX1 1NZ (Tel 01865 727035). Students will need to provide evidence of their disability and pay for any associated costs in obtaining this evidence.

#### Scottish Bursary-holders

Scottish Bursary-holders who have a disability should contact their local education authority in the first instance.

### **2. For students (full time or part time) on a Diploma of Higher Education/Foundation Degree or BA Degree or a part-time Certificate of Higher Education**

English and Welsh award-holders should contact Student Finance England or Student Finance Wales to claim reimbursement of extra costs which arise as a result of their disability and their study (including the purchase of computer equipment) under the Disabled Student Allowance (DSA). Reimbursements will only be made once an Awards Notification has been provided. Students will need to provide current evidence to support their DSA application. This includes students previously assessed on their CertHE course.

**Northern Irish** award-holders should contact their Education and Library Board.

**Scottish award-holders** should contact the SAAS at: Student Awards Agency for Scotland, Gyleview House, 3 Ledheughs Rigg, Edinburgh EH12 9HH.

## 2.4 The Ruskin College Counselling Service

Ruskin College offers a *free and confidential* counselling service to all students.

To make an appointment,  
you can email the counsellor, Wendy at:  
[wrobertson@ruskin.ac.uk](mailto:wrobertson@ruskin.ac.uk)  
or telephone: 01865 759635

You will normally be offered an appointment within a week.  
Alternatively, drop by during office hours.  
Appointments can often be scheduled for the same day.

The College counsellor is **Wendy Robertson**.

	<b>Office Hours:</b>	
<b>Monday</b>	<b>8am – 4pm</b>	<b>Walton Street</b>
<b>Wednesday</b>	<b>8am - 3pm</b>	<b>Walton Street</b>
<b>Thursday</b>	<b>8am – 4pm</b>	<b>Headington</b>

### **How to find the room:**

**Walton Street:** Take the central staircase to the first floor. Turn right through the door and the counselling room is first on the right, room 1.14.

**Headington:** Take the staircase in Stoke House and follow the corridor to the First Floor Seminar Room.

<p>Please consult the Counselling Service intranet website for further information, as well as useful links to other websites and local support groups covering a wide range of personal problems and issues.</p>
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## **2.5 The Role of the Personal Tutor**

As part of its learning services, the College has a personal tutor system. Each personal tutor is responsible for a number of students. The overall aim of the personal tutor system is to enable students to fulfil the requirements of their course and to facilitate their learning. Students will be allocated to a personal tutor within their subject area, usually during Induction Week.

### **The Personal Tutor**

- Provides academic and study advice and oversight to students throughout their programme, including the individual learning plan (ILP)
- Is the key contact at Induction and throughout the year
- Is available at weekly consultation times
- Receives relevant institutional support, advice and guidance notes from a needs assessment (if applicable) about specific learning needs
- Writes or co-ordinates references for students for employment and further study
- Receives copies of reports on students, including doctors' notes and diagnostic reports
- Records and reports student progress to the Programme Board
- Ensures students are meeting course requirements
- Helps students through the College system
- Knows what resources are available and can refer to appropriate services
- Is provided with a personal tutor pack to support their work.

## **2.6 The Role of Academic Tutors**

Tutors have a range of roles and responsibilities. They:

- are full or part-time members of the academic staff or visiting tutors
- provide classes, and tutorials over a range of programmes
- take professional responsibility for the delivery and preparation of their allocated teaching
- maintain up-to-date documentation on current teaching

- participate in the review of current teaching programmes and the development of new ones
- prepare appropriate book lists, essay and assignment titles and handouts for their students
- set, mark, return and keep records of student work including attendance and tutorial performance to an agreed timetable as published in the Programme Handbooks
- participate in Examination Boards and maintain academic standards
- make use of continuing professional development opportunities, both in College and elsewhere, to enhance their professional competence
- belong to appropriate organisations and networks of subject specialists and professional educators
- propose library acquisitions
- maintain accurate registers for all teaching and return them to the Registry
- write termly reports
- receive the previous term's reports
- provide study skills support through tutorials and class teaching sessions
- report on student problems/progress/and the probationary first term to personal tutors, Academic Co-ordinators, the Programme Boards and the Academic Registry
- attend and contribute to Board and other college meetings of which they are members
- draft university references during the first term for UCAS and Oxbridge applications
- invigilate examinations
- act as project supervisors and assessors
- respond to requests for information/action from the Academic Registry or relevant Academic Group
- participate in termly module evaluation and end of course evaluations

- participate in the Annual Review of their programme(s) and contribute to resultant reports to external bodies
- promptly notify students and college of any unplanned absence and reschedule any missed teaching sessions
- undertake development, research and writing in their specialist area or in relation to their teaching
- represent and promote the College with other organisations
- participate in recruitment activities (internal and external) including open days and taster days
- take part in the admissions process including selection interviews

## **2.7 Ruskin College Library**

The Library of Ruskin College is situated in the main College building in Walton Street. Along with the rest of the College it will move to Headington in 2012. The Library contains some 40,000 volumes and well over 100 current periodicals. Many of these periodicals are also available electronically. The Library holds copies of past students' dissertations and projects. Lists of these are kept at the Library counter. Readers now have access to around 2,000 electronic books.

The main subjects of the collections reflect the major teaching areas of the College: Social Sciences, Social Work, Youth Work, History, Women's Studies, English Studies, Law and Trade Union studies. Much background and reference material is also held. There are extensive collections of pamphlets, archives, audio tapes and DVDs. Lesser-used materials are kept in nearby stacks and are available on request.

The Library consists of a Lending Library, where staff are available to assist readers, and a Reference Library for quiet study. Both rooms contain computers and scanners for use by readers. The lending library has photocopiers in colour and black and white.

The College is open to all current students and staff of the College. Past members of the College and other researchers who wish to use the collections are invited to apply to the Librarian.

### **Staff**

Valerie Moyses (Librarian)

Raymond King (Library Assistant)

Kate Beeby (Graduate Trainee, from September 2011)

## **Opening Hours**

### *Lending Library, Term Time:*

Monday to Thursday            9am to 6pm  
Friday                                9am to 5pm

Saturdays - on most Saturdays in term-time the Lending Library will be open, and will be staffed by a temporary or student assistant.

In cases where not all Saturdays can be staffed, any alterations will be announced on the College's Intranet. In particular, Saturdays in Reading Week may not be covered as most people are away.

### *The Reference Library*

24 hours a day in term-time.

### *Vacation opening*

Both the Reference and Lending Libraries are usually open on vacation weekdays, 9am to 1pm and 2pm to 5pm, but occasionally staff may have to close the Lending Library in order to work elsewhere. A notice will be placed on the door when this happens, including to announce the re-opening time.

## **Special Collections**

The Library holds the sound and written archives of the folk singers, Ewan MacColl and Peggy Seeger, as well as the College's own archive. These may be consulted on request for scholarly purposes.

Library guides and further information are available in the Library and on the College's intranet.

## **2.8 Computing**

The college has extensive IT facilities available to students. These include open access computers at both sites that can be used 24/7 in term-time.

All machines are networked and benefit from a fast 100meg connection to the higher education internet link known as JANet. Each machine at present is running Windows XP Professional with standard applications such as Microsoft Office Professional, and other more specific software such as SPSS, Read and Write Gold, Inspiration (on a limited number of machines) and Online Typing Tutor installed.

All students' computing accounts are enrolled, via Federated Access Management, for access to journals and other on-line resources with which the library has registered or subscribed.

The college operates and maintains an Intranet, providing staff and students with both in-house and remote access to materials such as electronic copies of lecture notes, course and module handbooks, office services, access to the library catalogue and useful contacts.

The intranet also provides the opportunity for discussion and debate via the use of electronic bulletin boards (general and course specific). Students may also use the intranet remotely to access their college e-mail account and files stored in their personal area of the network.

Wireless connection is available to students holding a College computing account from the residential blocks at Headington. Limitations at the Walton Street site make it difficult to provide extensive coverage. There is therefore wireless access only in some study bedrooms, but reasonable access from ground floor public spaces such as the Student Common Room. Ask the Assistant Warden at Walton Street if this presents you with a particular problem. There are desktop computers available 24/7 in the library.

All teaching rooms are equipped with interactive whiteboards affording access to electronic copies of class notes, large screen video presentation and so on. Each board is connected to the College network and has access to on-line resources.

## 2.9 Student Finance

### Finance Office

The Finance Office, based on the first floor at Walton Street, is open for student finance matters and queries at the following times:

Monday to Friday 9.30 am - 3.30 pm

A ground floor appointment can be made by asking at reception.

The office deals with the following student finance matters:

- Collection of grants and scholarships
- Collection of Hardship Fund and Learner Support Fund allocations
- Collection of travel expenses
- Payment of fees by cheque, direct debit and debit/credit card
- Activation of student loans after registration
- Invoicing for residence and catering charges and tuition fees

Please note that you will need to show your student ID card before any financial transactions can take place.

### Grants, Awards and Loans

**One-year Certificate of Higher Education full-time students** who are, and have been resident for three years in the UK, are over 19 years of age and have not had funding for higher education before, normally receive an Adult Education Bursary paid by the Skills Funding Agency (SFA) or their local education authority for Scottish students. In the case of the SFA, these grants are assessed by the Residential Colleges' Awards Officer and paid through the College at the start of each term. Queries on the assessment of grants should be directed to Christine Francis, Awards Officer

([cfrancis@ruskin.ac.uk](mailto:cfrancis@ruskin.ac.uk), or telephone 01865 727035).

**Part-time Certificate of Higher Education students, all Diploma of Higher Education students and students on BA degrees and the second year of the Foundation Degree**

For full-time students, the Government's new student finance system means:

- A loan is available to cover tuition fees
- The College's full-time tuition fees in 2011/12 are £3,375
- Less well-off students could be eligible for grants of up to £2,906 through your Local Education Authority (LEA) if you are a continuing student (you started a course at Ruskin before 2009) or through Student Finance England or Wales if you are a new student
- The College will give fee remission of £338, by way of a grant, to every student who receives the full grant of £2,906. The payment of this HEFCE Bursary is at the end of the academic year and subject to you receiving a full maintenance grant not being in debt to the College
- A graduate only starts to pay back the loan when they are earning £15,000 a year

For part-time students, the student finance system means:

- The College's tuition fees in 2011/12 are £845 or £1,230 (depending on your course)
- The Government offers fee grants of up to £1,267 through your LEA
- Course grants of up to £265 are available through your LEA if you are a continuing student (you started a part time course at Ruskin before 2009) or through Student Finance England or Wales if you are a new student

You are advised to consult the website [www.direct.gov.uk/studentfinance](http://www.direct.gov.uk/studentfinance)

Queries about loans and grants offered by your local education authority (LEA) should be addressed to the relevant LEA. Payment is made directly into the student's bank account by the Student Loan Company.

Students on a BA degree in Social Work are eligible to apply for a non means-tested bursary that is currently awarded by the General Social Care Council (GSCC), although this is due to change. The bursary is available for full-time and part-time students. The GSCC bursary currently comprises a grant of up to £4,575 for new undergraduate students; this is intended to provide an incentive to students to train as social workers. Students can choose to use the bursary to pay fees or they can use it to meet other costs and take out a fee loan.

**Overseas Students**

Overseas students may be financially supported in a variety of ways. These include funding from national and international organisations and trade unions. All overseas students are responsible for raising their own funds.

### **Postgraduate students**

Postgraduate students are responsible for the payment of their own tuition fees. Home students may be able to get financial assistance through a Professional and Career Development Loan (PCDL). Information on a PDCL can be found at:

<http://www.direct.gov.uk/en/EducationAndLearning/AdultLearning/FinancialHelpForAdultLearners/CareerDevelopmentLoans/index.htm>

Additional information on postgraduate funding can be found at:  
[http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/ChoicesAfterYouGraduate/DG\\_10012463](http://www.direct.gov.uk/en/EducationAndLearning/UniversityAndHigherEducation/ChoicesAfterYouGraduate/DG_10012463)

The College is unable to make any advances of grants for the following term.

### **Scholarships**

In addition to their main source of finance, the College offers a small number of student supplementary scholarships. These are set out in detail on the College website. Queries on scholarships should be addressed to the Academic Registrar in the first instance. Scholarships are paid out in varying ways - some union awards are paid direct to the students, some come through the College and these are normally paid in three equal termly instalments at the time that grants are paid.

### **Hardship Funds**

For CertHE (Level 4) students there is a Learner Support Fund provided by the Skills Funding Agency.

For Dip HE and Foundation Degree (Level 5) and BA (Level 6) students there is a Higher Education Access to Learning Fund provided by HEFCE.

Application forms should be downloaded from the intranet or collected from the Finance Office.

There are some limited funds available to meet individual student hardship in emergencies. Application forms are available on the intranet or you can request a copy from the Finance Office at Walton Street. Completed forms should be returned to the Finance Office. When applying for these funds, the form should be completed as fully as possible in order to avoid any delay in processing the application. You will also be asked to provide proof of your current income and outgoings.

Please note that hardship funds will not be awarded to cover debt that was incurred prior to coming to the College.

Once you have returned the completed application form with supporting documents, your personal tutor will be contacted and asked about your attendance and progress. Applications may be refused on grounds of non-

attendance, non-submission of work and so on. If there are any concerns about your attendance or progress, you may be asked to attend a meeting with your tutor before your application is processed further.

If a satisfactory reference has been received from your tutor, your application will be assessed at a meeting of the General Secretary, the Finance Director and/or the Academic Registrar. This assessment will take account of your circumstances, your needs and the overall funding available.

### **Amenities Fund**

One third of students' Composition Fee is set aside to meet the annual cost of a TV licence and newspapers, plus an amount for purchase of amenities.

### **Banking Facilities**

Grants are paid by cheque and students are advised to have a bank or building society account into which cheques can be paid.

All the main clearing banks and building societies have branches in Oxford and in most cases also in Headington which is within walking distance of Ruskin Hall.

The College banks with the Co-operative Bank, at 13 New Road, Oxford. There is a facility at this branch for Ruskin students without bank accounts to cash cheques made payable to them by Ruskin College. When using this facility, formal identification will be required.

## 2.10 Fees

The College fees in 2011/2012 are as follows: -

Certificate of Higher Education (full time)	£3,960*	
Certificate of Higher Education – per year (part-time)	£845	
Diploma of Higher education (full time)	£3,375	
Diploma of Higher education (part time)	£845	
BA degree full time	£3,375	
BA degree in Social Work and Youth and Community Work (part time)	£1,267	
Overseas student (full time)	£10,759	
Overseas student (part time)	£5,385	
MA student (full time)	£4,065	
MA student (part time)	£2,033	
Residence and catering fee term time at Walton Street	£122.78	per week
Residence only (Headington and Christmas and Easter vacations at both sites.	£87.50	per week

\* This fee is set by the Residential Colleges Committee as the fees are funded through the Adult Education Bursary Scheme.

**Please read paragraph 3 of the College Regulations and the Tuition Fee Policy contained in this handbook about payment of fees.**

## 2.11 Childcare

The Skills Funding Agency provides the College with limited funds to support childcare costs of full-time and part-time students. Full-time CertHE (not Youth and Community Work or Social Work) students receive support for childcare from the Adult Education Bursary Scheme via a Childcare Grant. The childcare fund can provide additional support to full-time students up to a maximum amount of £148.75 per week or £255 per week for two or more children. For more information and to find out about eligibility and local childcare providers ring the Awards Office on 01865 556360.

Students who are studying on a HEFCE-funded course or a part time CertHE course can apply for assistance with childcare responsibilities through Student Finance England or Student Finance Wales. The childcare fund can provide additional support to full-time students up to a maximum amount of £148.75 per week or £255 per week for 2 or more children. For more information on eligibility and approved childcare providers visit:

[www.direct.gov.uk/studentfinance](http://www.direct.gov.uk/studentfinance)

Applications for childcare support should be made via the form available from the Finance Office at Walton Street.

Applications are considered by a small panel of staff. Any support agreed will be on a termly basis and applications need to be made termly. It is the student's responsibility to make a new application each term and to provide appropriate current evidence.

## **2.12 Accessibility - Physical Accommodation and Access**

Our objective is to improve access to facilities for disabled students and to plan future improvements. A major programme of work has been undertaken to make our buildings more accessible and they continue to be improved as part of the College's Capital Project.

### Old Headington campus (also known as 'Ruskin Hall')

#### *Stoke House*

The ground floor is accessible via the ramped main entrance. This allows access to the accessible toilet facility, the common room, dining room and ground floor classrooms. The bedrooms in this building are not accessible for wheelchair users but there are bedrooms within other blocks on the site that can be used by learners whose classes take place in Stoke House.

#### *Webb Building*

Has a ground floor accessible bedroom with its own bathroom. The kitchen is shared with the rest of the building. There is also level access into the seminar room in this block.

#### *Biko Block*

Has a self-contained accessible flat on the ground floor that includes two bedrooms with their own shared kitchen and bathroom.

#### *Smith House*

Is partially accessible on the ground floor only.

### Walton Street

Accessibility to this site has been improved by providing a combination of ramps and stair lifts to the ground floor levels, which has allowed for access to some of the principal areas of the building. This includes the reception window, the library, Raphael Samuel Hall, the Elvin Room, Seminar B, Seminar D and the Student Common Room. There is an accessible toilet facility at ground floor level. Other adaptations that have taken place include tactile paving slabs to the concourse, an induction loop system to Raphael Samuel Hall and improved lighting levels.

There are no College-owned parking facilities for any students at Walton Street, but there are limited on-street accessible parking bays in Worcester Place, to the side of the College, for use only by disabled drivers.

## **2.12 Oxford Brookes Careers Service**

Ruskin College students are able to access the Careers Service at Oxford Brookes University. For more information visit: <http://www.brookes.ac.uk/studying/support/careers> , call 01865 484670 or email [careers@brookes.ac.uk](mailto:careers@brookes.ac.uk) Throughout the academic year Ruskin, in conjunction with the Careers Service at Brookes will run a number of personal development sessions such as CV-writing and interview skills.

## **2.13 Employability Statement**

### **Career planning and employment**

Advice for students wishing to progress to employment is provided through an arrangement with the careers guidance service of Oxford Brookes University and through individual guidance by personal tutors. CV clinics are held in-house. Information about the new integrated adult careers service, Next Step, is given to students.

### **Work experience and placements**

Students undertaking degrees in Social Work in Youth and Community Work and in Writing for Performance undertake placements as an integral part of their course. Social Work students are assisted by the provision of a placement agreement meeting.

Students taking the MA ILTUS are afforded opportunities to engage directly with front line trade union activity.

All students are given the opportunity to volunteer with the Pitt Rivers Museum, with which we have a partnership agreement, this being of particular value to History students.

### **Information**

Information on courses accredited by professional bodies, the National Youth Agency and the General Social Care Council, is available through student handbooks.

### **Support for the development of employability within courses**

All HE courses are devised using the appropriate academic infrastructure and attention is paid to relevant transferable skills as well as subject content. Talk to your tutor about the skills your course designed to develop.

### **Opportunities for developing employability outside the curriculum**

A number of students are employed by the College as Student Ambassadors and to assist with a range of support functions e.g. marketing, outside events, summer schools, library work, administration and security. There are further opportunities for developing employability through the roles of student representatives on committees and student union officers.

### **Personal development planning**

Personal development planning is embedded within all courses. In some programmes student complete reflective diaries, while in others they use individual learning plans to assist in planning the next stages in their development.

### **Support for postgraduate students**

Postgraduate students are supported with the offer of extension activities within the College, such as attendance at outside lectures and seminars from visiting speakers. They are also encouraged to attend appropriate subject activities, for example at the University of Oxford. Almost all study here part-time whilst already in employment, but a number have gained advancement following MA studies here or have gone on to doctoral level study and an academic career.

## **Section 3: College Regulations, Policies and Procedures**

### **3.1 College Regulations**

#### **3.1.1 General**

The purpose of the College Regulations is to seek to ensure the smooth running of the College's life and work and to maintain its reputation as a national and international centre of excellence.

With this in view, all those admitted to the College are required to sign an agreement undertaking to observe the Regulations of the College, to devote the whole of their available time to study and to be responsible ultimately to the Principal for their conduct during their period at the College. Social Work and Youth and Community Work students should also refer to the relevant professional requirements, such as suitability procedures for Social Work. Students are expected to meet tutorial requirements in full and to achieve more than 80 per cent attendance at classes. All new students on long courses will be on a probationary first term (see appendix 1). If a student does not fulfil the course requirements in the first term, they will not have met the contractual conditions on which their place on the course was offered, in which case they may be notified that they may not return to their studies.

#### **3.1.2 Medical matters**

Before admission, students are required to complete a medical form indicating any medical problem which might impede their studies or constitute a hazard to others. The form also seeks to derive information about past illness and health conditions that might be essential to know about in the event of emergency treatment being needed during College residence. The completed form should be returned to the Ruskin College Medical Adviser. Information provided by the Medical Adviser will be seen by senior members of Ruskin staff for the purpose of relevant follow-up.

Students admitted to the College from certain overseas countries (as prescribed by medical advice) may be required to attend for chest X-ray in

their first term.

Resident students are recommended to transfer their medical registration to the appropriate local general practitioner for the period of the course. Contact details may be found in the Community and Residence Handbook.

### **3.1.3 Fees**

The College fees for tuition, and for residence and catering, are payable in termly instalments by not later than the end of the first week of each term. Where a student is in receipt of an Adult Education Bursary, these fees will be deducted directly from his/her award.

Where responsibility for payment of fees is undertaken by a government department, Student Finance England or other organisation, the appropriate letter of authority must be produced at the College Finance Office on the day of enrolment. In all other cases, fees are the personal responsibility of the student and must be paid in full, before the start of term.

If a student leaves the College before the end of term, a refund for that term will not be made and full tuition and residence and catering fees will be payable by the student (see Tuition Fee Policy).

Where a student fails to meet the obligation to pay fees or to return library books or other College materials, or equipment provided by the Adult Education Bursary, the College may withdraw all membership or residential facilities, and/or withhold the issue of academic reports, examination results and certificates and/or take other action, including referring the matter to a debt collection agency and for legal action.

A 'composition' fee is payable by all students. The fund created by this is allocated to the Ruskin Students' Union and to the Amenities Fund. Where a student is in receipt of an Adult Education Bursary, the composition fee will be deducted directly from his/her award.

### **3.1.4 Absence from College**

Ruskin provides a formal academic programme entailing attendance at classes and tutorials. Strong emphasis is placed, also, on the importance of private study outside of formal teaching. Certain courses are offered on a block residential basis and these normally take place at weekends.

Absence from College except at weekends (if not on a block residential programme) should be the subject of immediate communication to the Personal Tutor or Programme Co-ordinator. Absence from the College should be agreed in advance, whenever possible. Any absence exceeding one week should be reported in writing to the relevant Academic Co-ordinator, via the Academic Group Administrator, giving reasons and/or suitable evidence. Failure to attend as required is a breach of College expectations and course validation requirements and may result in disciplinary action. Unauthorised absence from the College will be taken into account when reviewing a student's probationary first term, when considering hardship applications for funding, when writing references and the like.

### **3.1.5 Cars**

At the Walton Street site there are no facilities for the parking of students' cars, motorcycles or other motorised vehicles, other than those with a parking permit related to a disability. This includes weekends. Students who park in the College spaces at Walton Street will be subject to disciplinary action. There are disabled parking spaces along the side of the Walton Street building on Worcester Place. All facilities in Oxford are within convenient walking distance and students are recommended not to bring vehicles to an area where parking is in short supply.

During building works at the Headington site, parking will be extremely limited. Resident students living at Ruskin Hall are not allowed to bring cars onto site. Anyone who does so will be subject to disciplinary action. If a non-residential student has an exceptional case for needing to bring a vehicle to College, they should write to the General Secretary ([cwilkes@ruskin.ac.uk](mailto:cwilkes@ruskin.ac.uk)) in advance of term starting.

Parking is strictly at the owner's risk and no responsibility can be accepted for loss or damage, however sustained. Parking in areas that obstructs other members of the College may result in disciplinary action. Car-sharing and use of Park and Ride facilities are strongly encouraged, as are public transport, cycling and walking, in accordance with the College's Green Travel Plan.

### **3.1.6 Use of Name of College**

A College member taking part in correspondence, discussion or public demonstration must make clear that he/she is expressing a personal view and not that of the College authorities. Any claim for redress by a third party who has allegedly been caused injury by such participation will in all circumstances be answerable by the College member involved and not by the College.

### **3.1.7 Freedom of Speech**

Members of the College are required to comply with the provisions of the Code of Practice on Freedom of Speech and Use of College Premises. A copy of this is included in this Handbook at section 3.4.

### **3.1.8 Copyright**

The terms on which you are accepted as a student of Ruskin College include an agreement that you consent to permit the College Library, for purposes of study, research or preservation, to share in the copyright of all or parts of any theses, dissertation or essays which you submit and deposit in the Library as part of your course work. This is in order for the Library to store this work, to copy it, to place it in a repository and/or to disseminate it electronically in any format. You must also disclose to the College, by appropriate referencing, copyright material belonging to anyone else which you may introduce into your written work. Students will, without further consultation, have the right to use their work as the basis for further research or published work, but not to submit previously assessed work as part of any course or programme of study. The role of the College in assisting in the development of the work should be acknowledged.

### **3.1.9 Visiting Speakers/Special Functions**

The use of College premises by students for any purpose, including the conduct of private or public meetings of groups or societies and the invitation of visiting speakers to address or participate in such gatherings, is subject to the prior approval of the Principal. Applications must be made through Beryl Stewart at Ruskin Hall ([bstewart@ruskin.ac.uk](mailto:bstewart@ruskin.ac.uk) 01865 759656).

The provisions of the College's Code of Practice on Freedom of Speech and Use of College Premises apply.

### **3.1.10 Security**

Members of the College must accept personal responsibility for their belongings brought into or left on College premises. The College cannot accept, in any circumstances, responsibility for loss of, or damage to, personal property. **Individual insurance cover is strongly recommended.** Members of the College are responsible for the conduct of those whom they invite or admit to College premises. Resident students who would like a guest to stay overnight should refer to section 1.20 of the Community and Residence Handbook.

### **3.1.11 Fire Precautions**

Residents are particularly urged to acquaint themselves with the arrangements in the event of fire and to ascertain the position of fire extinguishers and emergency exits. Fire practices will be conducted from time to time. The co-operation of all staff and students is expected in evacuating the building.

### **3.1.12 Addresses**

It is important that College records should be accurate at all times. In particular, changes of address or of next of kin should be promptly reported and vacation addresses notified to the Academic Registrar. **Students must provide a vacation address when they complete their enrolment form. This must not be Ruskin College.** Failure to do so will result in the student not being able to enrol. If you are unable to do this, you must make alternative arrangements with the General Secretary.

### **3.1.13 Code of Conduct**

The College is committed to improving and protecting the general welfare and education of its members irrespective of a person's gender identity, skin colour, ethnic or national origin, age, socio-economic background, employment status, disability, religious or political beliefs, family circumstances, sexual orientation, HIV status or any other characteristic. College members are expected to behave in accordance with this commitment and not to behave in a manner likely to give offence of a sexist, racist or otherwise discriminatory.

Members of the College are also expected to avoid undue noise or other forms of behaviour likely to hamper others wishing to study, to interfere with sleep at night or in general to disturb the work of the College or the harmony of the community. This is particularly important in view of the value attached to the residential context of study at Ruskin. Members of the College are

required to comply with the provisions of the Single Equality Scheme and the Guidelines on Working Together.

### **3.1.14 Disciplinary and Complaints Procedures**

Members of the College are required to comply with the following:

- (a) Student Disciplinary Procedure
- (b) Complaints Procedure
- (c) Academic Code of Practice

### **3.1.15 Variance of Regulations**

The College reserves the right to amend, alter or add to these College Regulations at any time if it considers that to do so is necessary, expedient or in the interests of the College or the students, and in the event that these College Regulations are so amended, altered or added to, there shall be no recourse whatsoever to the College for damages or any other legal remedies by any student of the College or any third party.

## **3.2 Ruskin College Academic Code of Practice**

### **3.2.1 What students can expect academically of Ruskin's learning programmes:**

- Clear and accurate information about courses, qualifications, entry requirements, assessment requirements and tuition fees and funding.
- Admission to a specific programme within the College through fair and efficient procedures.
- A preparatory and induction programme to the College and to the intended programme which will begin on the offer of a place at Ruskin.
- Programmes and modules that state their aims and objectives clearly at the outset.
- Copies of course and module handbooks that are found on the intranet
- Clear programme and module materials provided in time to use them for their intended purposes, which includes assessment deadlines.
- An opportunity to evaluate programmes and modules through module and programme evaluations and representation at Programme Boards and relevant quality assurance events.
- Tutors present at pre-stated tutorial and lecture times or clear notice that such tutorial or lecture times have been cancelled or rescheduled (though this is sometimes unavoidable e.g. in cases of sickness).
- Students can expect to receive timely feedback (within three weeks of submission) of assessments which have been internally moderated. Apart from timed exams and projects/dissertations, students can expect to receive comments on 'scripts' as well as an overall comment on cover sheets.

Students will be informed once their marks have been confirmed by an external examiner.

- Assessed work returned according to the timetable for submission (provided it has been submitted on time), with written feedback.
- Assessments set at an appropriate standard and achievements tested according to the aims and objectives of the relevant learning programme.
- At CertHE level Termly Tutorial Report forms, discussed with the tutor(s) who write them, except for dissertation modules.
- The right to be treated equally and fairly, with due regard to the Single Equality Statement and accompanying policies covering detailed aspects of equality and diversity.

### **3.2.2 What Ruskin expects of students academically**

- Availability in College for **all** timetabled teaching and other meetings throughout the term.
- Attendance at compulsory teaching as indicated by the published timetable, relevant tutor(s) and the requirements of the learning programme.
- Attendance at advice, evaluation, assessment and examination occasions as notified by the relevant College staff.
- Where attendance is impossible, written communication explaining the situation to the tutor(s) concerned within 3 working days after the date of the non-attendance. Where sickness is involved, medical evidence may be required.
- Written work and other course-work as indicated by the relevant tutors within each programme and module, delivered at times when it is expected in accordance with the timetable communicated to students in the Course Handbook and on the Academic Timetable.
- Written work and other course-work that is entirely the student's own work. The College takes cheating very seriously. Cheating is defined in the College's Academic Regulations. Plagiarism is defined in the college policy on plagiarism (see Policy on Plagiarism). If you have difficulty with your work it is important to seek help from your tutor immediately.
- Checking of pigeon holes, notice boards and College email accounts in such a way that no messages are missed. **You must check your pigeon hole, the College notice boards and your College email account at least once a week.**

### **3.2.3 Procedures in the event of such expectations not being fulfilled**

**In the event of a student's expectations not being fulfilled, the student will:**

- i. Bring it to the attention of the person(s) currently teaching them. If the non-

fulfilment of expectations concerns a number of students it should be taken up with the tutor(s) concerned by the appropriate student representative.

- ii. In the event of that not having any effect, communicate in writing to the Principal's Secretary in accordance with the Complaints Procedure.
- iii. The Dean will act on the issue, through the relevant programme board where appropriate, and report back to the student(s) concerned.

**In the event of the College's expectations not being fulfilled:**

- i. Students are required to meet the academic requirements (attendance, submission of required assessments, passing required assessments, conduct in class) of their programmes of study. Failure to meet such requirements may ultimately result in failure of the programme and termination of registration. Failure by new students to meet with these requirements in the first term will constitute failure to satisfy the conditions of the probationary term and may lead to termination of registration.
- ii. In the event of the College's expectations of a student not being fulfilled, the tutor(s) most immediately involved will first warn the student informally, either verbally or in writing, and a note will be made on the student's file. Every attempt will be made at this stage to help the student improve his or her academic performance sufficiently to meet the requirements of this Academic Code of Practice.
- iii. Where improvement does not occur or is not considered sufficient to meet the requirements of this Code of Practice in such a way as to place the student in a position to pass his or her programme of study, any tutor or the Programme Coordinator or the Academic Coordinator may raise the student's progress under the Student Progress item in the Programme Board. The Board will then discuss the matter and may make a recommendation for further action to be taken. A letter will be sent to the student informing them that they are not meeting the academic requirements of the course and what improvement is required.

### **3.3 Student Disciplinary Procedures**

#### **3.3.1 Purpose, Scope and Context**

- i. This procedure is designed to help and encourage all students to achieve and maintain appropriate standards of conduct within College regulations. The procedures outlined apply to all currently registered students and to those who were registered students at the time of the events subject to the procedures and their aim is to ensure consistent and fair treatment.
- ii. Procedures concerning academic performance are contained within the Academic Code of Practice.
- iii. The College may invoke this disciplinary procedure whenever it considers this necessary to fulfil its duties to the whole College community to ensure that students and staff of the College are able to learn or teach effectively, free from interference, nuisance, inconvenience or potential hazard.

- iv. A student or member of staff may involve the police if s/he considers that a criminal offence has been committed or if s/he believes herself/himself or others to be in physical danger. It may or may not be considered necessary to use this disciplinary procedure in addition, either concurrently or subsequently.

### **3.3.2 Suspension**

- i. A student under criminal investigation or subject to current criminal justice proceedings may be suspended by any member of the Management Team while the investigation or proceedings are current. Notification of the suspension will be sent to The Academic Registry (who will place it on the student's personal file), the relevant Academic Co-ordinator and the Resident Tutor, Warden, Librarian, the Counsellor and Receptionists. During a period of suspension, the student concerned will not be allowed entry to College premises unaccompanied or to hold keys to College buildings, but may continue to submit assignments and to have these assessed. These assignments must be sent in by email or recorded delivery and must include the signed plagiarism form. Where the suspension does not lead to disciplinary proceedings, the record of the suspension will be removed from the file and destroyed at the end of the academic year or when the student leaves the College.
- ii. A member of staff called to an incident of alleged gross misconduct (see section 5, below) may instruct a student to leave the site and not return until authorised to do so, pending investigation under the Disciplinary Procedures.
- iii. Any student who is suspended will be informed that this is not a form of disciplinary action. No student will be suspended for more than two weeks at a time. Suspension may be renewed by the Principal or other member of staff nominated by him or her, if grounds still pertain.

### **3.3.3 Disciplinary Procedures**

Minor matters intended to or resulting in some interference but not severe interference with the effective operation of the College, will be dealt with informally, for example by way of an informal oral warning by the member of staff concerned. Some conduct (for example leaving an unacceptable mess in a kitchen or common room, and so on) may lead to the imposition of a task for the good of the College community, to be selected, overseen and reported as completed by one of the Tutors, Wardens or the Premises Manager (for example, tidying indoors or in the College grounds). A student is at liberty to refuse to carry out the task allocated (or to ask for another task to be substituted if there is good reason, e.g. on health grounds), but may be subject to more formal disciplinary procedures instead. Where this is the case, or where the matter is regarded as more serious, the College will apply the following procedures.

### **3.3.4 Oral Warning**

If conduct does not meet acceptable standards and informal measures are not appropriate, the student may be interviewed and given a formal oral warning by a Academic Co-ordinator, a Tutor, Resident Tutor, or other member of staff

designated by the Principal. The student may be accompanied by a friend or an officer of the Students' Union if desired. He or she will be advised of the reason for the warning and that this constitutes the first stage of the disciplinary procedure. A brief note of the oral warning will be made by the member of staff and copied to The Academic Registry (for the student's personal file), the relevant Resident Tutor and the relevant Academic Co-ordinator. This note will be destroyed at the end of the academic year (unless in the case of subsequent expulsion or where the student has applied for a further course at the College where the College reserves the right to take the oral warning into account when considering the application for admission).

### **3.3.5 Written Warning**

If the offence is a more serious one, or if a further offence occurs while the original warning is on the student's record, a written warning will be given to the student by an Academic Co-ordinator, a Tutor, Resident Tutor or other member of staff designated by the Principal, after being interviewed by the member of staff concerned. The student may be accompanied to this interview by a friend or an officer of the Students' Union if desired. The warning will give details of the regulation breached, the improvement required and the timescale.

A copy of this written warning will be sent to The Academic Registry, who will place it on the student's personal file, and inform the relevant Resident Tutor and the relevant Academic Co-ordinator. This written warning will be removed from the file and destroyed at the end of the academic year (unless in the case of subsequent expulsion, or where the student has applied for a further course at the College where the College reserves the right to take the written warning into account when considering the application for admission).

### **3.3.6 Final Written Warning**

If there is still a failure to improve and conduct is still unsatisfactory, or if the misconduct is sufficiently serious to warrant only one written warning, a final written warning will be issued by a member of staff designated by the Principal (or, in his or her absence, by another member of the Management Team), after being interviewed by the member of staff concerned. The student may be accompanied to this interview by a friend or an officer of the Students' Union if desired. The warning will outline the nature of the offence and will warn that expulsion may result if there is no satisfactory improvement. A copy of this final written warning will be sent to the Principal, the relevant Academic Co-ordinator, the relevant Resident Tutor and The Academic Registry who will place it on the student's file. This written warning will be removed from the file and destroyed at the end of the academic year (unless in the case of subsequent expulsion, or where the student has applied for a further course at the College where the College reserves the right to take the final written warning into account when considering the application for admission).

### **3.3.7 Procedure for an Investigation**

- i. In the event of gross misconduct (see section 5, below) or breach of the terms of a final written warning, an investigation will be conducted. Such a case will be investigated by a senior member of staff designated by the Principal, which

- ii. The student concerned will be informed of the allegation(s) and invited to submit a written statement by a stated deadline. The member of staff designated to conduct the investigation will also request written statements by the same deadline from all other parties involved in the allegation(s), including all those making allegation(s) and any key witnesses.
- iii. The student may also submit his or her own witness statements, by the deadline previously communicated, to the member of staff investigating the allegation(s).
- iv. The member of staff who has conducted the investigation will give due consideration to all the written statements and will prepare a report which he or she will send, with all the evidence to the Principal. In the event of the Principal him- or herself conducting the investigation, the report and evidence will be sent to another appropriate member of the Management Team.
- v. The report will contain a recommendation as to whether a hearing is required, with a view to further action being taken, or whether the matter should be dropped.
- vi. The member of staff to whom the report and evidence have been submitted will consider the results of the investigation and if so recommended or if, in his or her own view, it is merited, will, hold a hearing to which all relevant parties and witnesses will be invited.
- vii. The student will be given a minimum of seven days' written notice of the hearing, the date of which will only be changed in exceptional circumstances. The student will also be sent details of the allegations against them and, save in exceptional circumstances, copies of any statements made to the member of staff who has conducted the investigation and the investigation report. The student may be present throughout and has the right to be accompanied by a Student Union officer or friend, to call witnesses, and to question College witnesses.
- viii. At the start of the hearing, the student will be informed of the alleged offence and given the opportunity to respond.
- ix. If the student has elected not to be present, the hearing will go ahead and the allegation(s) will be read out in his or her absence.
- x. The member of staff conducting the hearing will, after listening to all the submissions and giving them due consideration, decide on the outcome of the case and determine the appropriate course of action.
- xi. If the decision is to expel the student, (s) he will be informed of the reason, the date on which this will take effect and the right of appeal.

- xii. The member of staff conducting the hearing will write a note of the case, a copy of which will be placed on the student's personal file.
- xiii. Notification of an expulsion will be sent to the student's Personal Tutor, the relevant Academic Co-ordinator, The Academic Registry, Academic Group Administrators, all members of the Management Team, and to all Resident Tutors, Wardens, Librarians, the Counsellor, Learning Support Staff and Receptionists. An expulsion means that the student ceases to be a member of the College. He or she will not be allowed entry to College premises and must return all College property and keys to College buildings. He or she may not continue to submit assignments or to have these assessed. The record of the expulsion will remain on the former student's file for as long as this is retained.

### **3.3.8 Examples of gross misconduct**

The College will consider each case on its facts in determining whether it is a case of gross misconduct for the purposes of disciplinary proceedings. The following list, though not exhaustive, provides examples of offences that are normally regarded as gross misconduct:

- i. Serious dishonesty e.g. (i) theft of property, (ii) falsification of claims for pecuniary advantage or (iii) deliberate falsification of any information given in applying to the College
- ii. Deliberate refusal to carry out a reasonable, lawful and safe instruction, undermining the authority or ability of the College or its staff to perform their legitimate functions
- iii. Interfering with equipment needed for health, safety or fire precautions
- iv. Wilfully ignoring responsibilities or instruction, thereby placing other students and/or members of staff in danger
- v. Arson
- vi. Gross negligence or vandalism, thereby causing or risking unacceptable loss, hazard, damage or injury
- vii. Carrying an offensive weapon
- viii. Being unfit to meet attendance requirements as a result of taking alcohol or other drugs
- ix. Using abusive or defamatory language or making threats by what ever means including through use of the College's IT system
- x. Acts of physical violence
- xi. Abuse against another person on grounds of ethnicity, national or cultural background, gender, sexual orientation, age, class, disability or belief

- xii. Behaviour that is unlawful or in breach of the College's Harassment Policy
- xiii. The use of College resources for access to pornographic material (For the purpose of these regulations, pornography will be interpreted as any sexually explicit material, visual or textual, that is not used in a previously sanctioned educational context.)
- xiv. Bringing the College into disrepute or placing the College's reputation at grave risk.
- xv. Smoking inside College premises.
- xvi. Failing to allow cleaners to enter your room on the designated day(s)

### **3.3.9 Appeals**

- i. A student who wishes to appeal against expulsion should state the grounds for the appeal in writing to the Principal within seven days of the date of expulsion. Grounds for an appeal might include: an objection that the penalty is disproportionate to the offence; new evidence that is now to hand and that could not reasonably have been accessed at the time of the original hearing, with sufficient reason as to why; a claim that the hearing came to an unreasonable conclusion based on the evidence in front of it; or an allegation that the hearing was unfair in some other substantial way. Evidence should be included wherever possible.
- ii. If the Principal has already been involved in the disciplinary procedures with the student concerned at any earlier stage, the appeal will be heard by the Chair of the Governing Executive or his or her nominee.
- iii. The student will be informed of the arrangements for the appeal hearing within ten working days of the Principal's receipt of the appeal letter, the date of the hearing will only be changed in exceptional circumstances. The student may be present throughout and has the right to be accompanied by a Student Union officer or friend. If the student elects not to be present at the hearing, the appeal will be considered in their absence on the material before the person hearing the appeal.
- iv. The outcome of the appeal with reasons will be sent to the student in writing within five working days of the hearing of the appeal.
- v. The decision of the person hearing the appeal is final.

### **3.4 Code of Practice of Freedom of Speech and Use of College Premises**

#### **Part 1 – General Duties**

##### **1. General Duty to Uphold Freedom of Speech**

Members of staff and students of the College are bound at all times to conduct themselves as to ensure that freedom of speech within the law is secured for members of staff and students of the College and for visiting speakers.

The freedom protected by paragraph 1 of this Code of Practice is confined to the exercise of freedom of speech within the law. Examples of statements which involve a breach of the criminal law are incitement to commit a crime, sedition, and stirring up racial hatred. Statements may also be unlawful if they are defamatory or constitute contempt of the court.

##### **2. General Duty not to Impede Access to Places at Which the Right of Freedom of Speech is Exercised**

Subject to limitations on access which may be imposed lawfully by the College authorities, it shall be the duty of every member of staff or student of the College not to impede the free access of any person entitled to be present to a place where the right of freedom of speech is being or is to be exercised.

##### **3. Right of Peaceful Protest**

Nothing in this Code of Practice shall be taken to prohibit the legitimate exercise of the right to protest by peaceful means; provided always that nothing is done which contravenes the foregoing general principles of the other requirements of this Code.

##### **4. Right of Reply**

Ruskin College encourages its members to engage in the free exchange of ideas and views. This spirit is extended to the conduct of meetings. It is expected that the organisation of meetings will provide opportunity for debate and discussion so that views being expressed can be considered and challenged in a constructive fashion.

#### **Part 2 – Academic Activities**

**5.** All those concerned with the organisation or conduct of an activity which forms part of the College's academic activities (such as lecture, seminar, tutorial, class or examination) shall advise the Principal of any facts coming to their notice which indicate that such activity is likely to be delayed or disrupted by improper means.

**6.** The Principal shall be empowered to take appropriate action to prevent or minimise the delay or disruption of an academic activity. All persons concerned with the organisation or conduct of the academic activity under threat shall co-operate in carrying out the Principal's directions.

**7.** If an academic activity is delayed or disrupted by improper means, a report shall be made to the Principal by those responsible for the conduct of such an academic activity.

### **Part 3 – Meetings and College Societies**

**8.** In this Code 'society' refers to any society or club which is formally recognised by the Ruskin Students' Union (RSU), and 'officers' refers to the officers of the society or club or, where appropriate, to stewards appointed by the RSU in respect of particular events.

**9.** Rooms must be booked in advance with the Short Course Academic Group Administrator after seeking approval from the Principal by the officer responsible for the meeting. At that stage details regarding the nature of the event and speakers must be specified on the appropriate form. Responsible officers will be reminded that meetings should be conducted in accordance with this code.

**10.** If not undertaking the duties themselves, the officers of the society shall, through the RSU, appoint stewards who will be responsible for admission to and conduct of the function and subsequent cleaning of rooms. The names of stewards will be notified to the Principal in advance of the event.

**11.** The Principal may give particular instructions regarding the conduct of meetings. These may include:

- (a) The number of persons to be admitted to the meeting;
- (b) The issue of admission tickets;
- (c) The designation of a person as Chair of the meeting with responsibility for its proper conduct;
- (d) The admission (or otherwise) of members of the public;
- (e) Whether alcohol will be allowed at the event;
- (f) Approval from the Premises and Health and Safety Manager

**12.** When any facts come to the notice of any of the officers which indicate that any meeting of the society is likely to be delayed or disrupted by improper means, he or she shall immediately report such facts to the Principal.

**13.** The Principal shall in relation to any threatened meeting be empowered to take appropriate action to prevent or minimise the improper delay or disruption of the meeting.

### **Part 4 – Use of College Premises by Outside Organisations**

**14.** In any case where the College is proposing to grant permission to an outside organisation or group to hold meetings on College premises, the attention of such outside organisation or group will be drawn to the contents of this Code of Practice and permission to use the premises may be refused unless the outside organisation or group both undertakes to secure that the principles embedded in this Code will be upheld and satisfies the College authorities of its ability to discharge its obligations in regard to upholding freedom of speech. This undertaking will form part of the formal letting agreement.

**15.** Rooms are not normally available to outside organisations for music, dancing or social purposes but only for meetings, conferences and similar activities. Visitors to the College will be required to leave the premises not later than 12.00 midnight.

### **Part 5 – Breach of the Peace**

**16.** The Principal may as necessary consult with the local police about forthcoming meetings and activities covered by this Code of Practice. In any case where a serious disruption may be anticipated the Principal shall be empowered, in the light of police advice, to order the cancellation, postponement or relocation of the meeting.

### **Part 6 – Miscellaneous**

**17.** The College is required to keep this Code of Practice up to date. Revisions may be made from time to time in the light of experience.

**18.** Failure to comply with the provisions of this Code may constitute a breach of the College's Regulations and may require that disciplinary action be taken.

## **3.5 Working Together**

Ruskin is committed to the fullest possible participation of all its members in the activities of the College. No one should be put off because of the actions, attitudes or language of others. In particular, women, black, lesbians, gay men and disabled people have the right not to be made to feel ill at ease or distressed as a result of others' behaviour.

The following guidelines have been drawn up to help College members meet Ruskin's commitment to full participation by all its members in a practical and constructive way. You will see that underlying the Code is a commitment to the principle that everyone has equal rights to benefit from, to contribute to and to enjoy their time at Ruskin. This means, among other things, that we should try to avoid all language and behaviour that is unacceptable to others, intimidating or rude, e.g. because it is seen as sexist, racist, disablist, ageist, heterosexual/homophobic or élitist. This includes swearing.

We assume that all College members will agree with these principles and hope that the guidelines will assist in putting them into practice.

A key feature of adult education is the value it places upon the knowledge, experience and skills that everyone brings - both in terms of specific knowledge and their life experience. It is important that everyone feels equal and able to make a contribution if they so wish. So:

- Listen to what others have to say and avoid being dismissive of their contribution.
- Wait until a speaker has finished and do not interrupt their train of thought.
- Aim to have reasoned discussion, not arguments.
- Ensure that any criticism is constructive and that it helps others to develop confidence, skills and knowledge.
- Make your own contribution as clear and concise as possible and do not dominate a discussion, meeting or conversation.
- Ensure that everyone who wishes to speak is given the encouragement and opportunity to do so.

- It is important that members of a group can talk openly about problems they or those they know have experienced in the full knowledge that personal or sensitive information is restricted to the office or classroom, as applicable. Confidentiality must be respected.

### **Language**

Language is important and Ruskin's policy is not to use sexist or racist language. This type of language can always be avoided and should be, as it causes offence. Often it is a reflection of stereotyped thinking. Do not be surprised if you are challenged if you make broad sweeping generalisations about any group, e.g. that women only go out to work for pin money.

Language which contains anti-lesbian, anti-gay or anti-disabilities sentiments or which is abusive or threatening in any way should not be used and nor should we make jokes or comments based on disabilities or sexist, racist, anti-lesbian/gay ideas.

### **Jargon**

Jargon is a barrier to good communication. Take care to explain any jargon or initials you use that other people may not be familiar with so that everyone understands what you are talking about.

### **Harassment**

There must be no harassment of any kind:

- **Sexual harassment** - any unwanted and unwelcome sexual comments, looks, actions, suggestions, or physical contact that is found to be objectionable and results in an unpleasant or intimidating environment being created.
- **Racial harassment** - any unwanted and unwelcome terms, comments, actions or behaviour relating to a person's ethnic origin or colour that members of a racial, cultural or religious group find offensive and that results in an unpleasant or intimidating environment being created.
- **Anti-lesbian/gay harassment** - any unwanted and unwelcome terms, comments, actions, or behaviour relating to a person's sexual preference or lifestyle which is found to be objectionable and results in an unpleasant or intimidating environment being created.
- **Anti-disabilities harassment** - any unwanted and unwelcome terms, comments, actions, or behaviour relating to a person's disabilities which is found to be objectionable and results in any unpleasant or intimidating environment being created.

What has been outlined as guidance for behaviour during teaching/learning and work hours is equally applicable to community life in the College.

### **Outside the Office and the Classroom**

The social side of learning and of employment - discussions in the Common Room for example - should be both enjoyable and valuable. It is important that this is true for everyone. This means on the one hand making sure that everyone feels able to join in if they want to, and on the other hand not putting pressure on individuals to fall in with a group if they do not want to.

## **Conclusion**

These guidelines are intended for you to use during your time at Ruskin to counter any problems as they arise, and to ensure that no one feels excluded from College life as a result of the language, actions or attitudes of others. They also aim to promote Ruskin's policies on equality and diversity in a positive and practical way.

## **3.6 Data Protection Policy**

### **Use of Students' Data**

The College is registered under current UK Data Protection law. It holds data in electronic and paper form on your personal details, academic and administrative history and on any relevant financial transactions. This information is necessary for health and safety reasons and to enable us to properly administer your studies with the College: for example, the recording and processing of assessment results, and to provide services and facilities for you and for the production of management information statistics. Your assessment data will be processed to determine your progress and overall award outcome. In due course, your records will form part of the student archive.

A copy of the full Data Protection Policy is available from The Academic Registry and is on the intranet.

The Skills Funding Agency Policy Statement to Students Regarding the Confidentiality of Individualised Student Data is available on request from The Academic Registry.

## **Appendix 1 - Probationary First Term Policy**

### **Background**

Monitoring attendance can help identify students who might be in danger of leaving their course. Early intervention can often prevent situations from escalating, which may otherwise leave to early withdrawal or failure of the student to successfully complete their qualification. OUVS regulations require all OUVS registered students to attend at least 80% of their timetabled classes.

### **Introduction**

Through early identification of such students, Ruskin College has an opportunity to be proactive by offering assistance and guidance to students to help encourage their progression and to avoid potential discontinuation. Due to the broader benefits of attendance monitoring, and to ensure equality of treatment, the attendance of all students is monitored through the same mechanism, as described in this policy. This policy applies equally to all higher education students unless specifically stated otherwise.

If students are not attending and undertaking the course requirements in the first term then it is likely that they will fail to complete the course successfully.

### **Probationary First Term**

1. All students should be aware that under exceptional circumstances, and only with the prior agreement by the Academic Registrar, students may be able to enrol without having fulfilled all their conditions of their offer letter (e.g. the College is still waiting on a reference, medical clearance etc). If these conditions are not met by the end of the first term, the student will be withdrawn under the probationary first term. Under no circumstances will a student with outstanding offer conditions be allowed to start term two. If a condition of your offer was to attend a short course, and you did not do this without good cause, you will not be able to enrol.
2. Students who do not achieve Level 3 on their admissions literacy test (not applicable to Social Work students), but achieve a level 2, may be allowed to enrol on the condition that they attend additional literacy classes during the autumn term. Students who do not attend these literacy classes may not pass the probationary first term. The Literacy Tutor will inform the Academic Registrar at the end of the autumn term of the names of students who have not attended the literacy classes on a weekly basis.
3. The attendance of students on all programmes is monitored by tutors taking registers for classes and recording attendance at tutorials. If any student has missed one or more classes, or has missed the weekly tutorial (every other week for part time students), the relevant Academic Group Administrator (AGA), or other individual nominated by the College is notified weekly via the online registration system or by the Module Tutor on the appropriate form.
4. The AGA or other individual nominated by the College will send a letter to the student informing them that their non-attendance has been noted and giving them the date (ten days from date latter sent) by which they should contact the Academic Co-ordinator (AC) or his/her nominee to arrange a meeting to

explain their absence and discuss pastoral and/or academic support and guidance as appropriate.

5. The AGA or other individual nominated by the College will then inform the AC that the relevant letter has been sent to the student and the date by which the student should contact the AC. When the student meets with the AC they should inform the AC the reason for their non-attendance. This may bring to light that fact the student is facing personal difficulties of some kind. This meeting provides an opportunity for the student to be offered appropriate assistance whilst continuing with their course. Alternatively, the student may need a period of approved temporary withdrawal.
6. If a student has three unauthorised absences in a term the AGA or other individual nominated by the College will be notified by the online or paper registration system and will inform the AC that the relevant letter has been sent to the student informing them that they are at risk of failing their Probationary First Term due to non-attendance.
7. Students who are at risk of failing the Probationary First Term due to non-submission of summative or formative assessments, persistent lateness or other factors will be told of this by their tutor during tutorials in the Autumn term. Students will then have the opportunity to improve their attendance, time keeping etc, before the end of the Autumn term.
8. At the end of the first term each AGA will be notified by the online registration system or paper register of any students who have attended less than 80 percent of classes and/or tutorials due to unauthorised absence. The AGA will inform the relevant AC, Module Tutors, Programme Co-ordinators and the Academic Registrar of the identity of these students. This information will be considered by the Tutors, in conjunction with details of any non-submission of summative or formative assessments, persistent lateness or other factors during Part B of the relevant Programme Boards, to determine whether the student in question has met the requirements of the Probationary First Term.
9. Where the Probationary First Term requirements have not been met, the Academic Registrar will contact the student by letter to inform them that they have failed to meet the requirements of their Probationary First Term and are no longer a registered student at the College. Students will be informed of this one week after the end of the first term. Ruskin College will then inform all appropriate external bodies that the student is no longer registered at the College.
10. The Probationary First Term may be extended to a second term if the AC, in conjunction with Tutors, decide that this is relevant, and would be beneficial to the student. Students to whom this applies, will be informed of the extension of their Probationary First Term to a Probationary Second Term one week after the end of the first term, along with the reasons for why their probationary term has been extended.
11. Students who have passed their Probationary First Term will be notified of this one week after the end of the first term.

12. If a student has attended less than 50 percent of classes due to illness in the first term progression to the second term will be discussed with all relevant parties. In some instances, the college may require the student to produce a letter from their GP to confirm that they are fit to study.
13. In addition to the above, Social Work students should ensure that they are aware of the Suitability Procedure as they are subject to the GSCC Code of Practice (for Social Work) (which covers behaviour and conduct in and outside of the college). Youth and Community Work Students should also ensure that they are aware of the procedures as Ruskin College applies the NYA Ethical Conduct in Youth Work Policy (which covers behaviour and conduct in and outside of the college).
14. Students who fail the Probationary First Term, or fail the Probationary Second Term if applicable, are not able to appeal against this decision. Students who think they might be at risk of failing the Probationary First Term should discuss this with their personal tutor.

## **Appendix 2 - Higher Education Tuition Fees – Guidelines for applicants, students and staff**

### **1. The Tuition Fee Schedule**

1.1 Ruskin College's Tuition fee schedule is approved annually by the College's Governing Executive. This Schedule contains details of tuition fees for the forthcoming academic year. Students need to be aware of their financial obligations to the College before they start their course. The tuition fee costs for each course will be included in the Joining Instructions that are sent out to each student in July.

1.2 The General Secretary and Finance Director propose the Tuition Fee Schedule for approval by the Governing Executive, having consulted with the Management Team.

1.3 Information used in the determination of tuition fee rates include:

- The statutory rates for full-time home/EU higher education students determined by Government
- Ruskin College's commitments made in its Access Agreement with the Office for Fair Access
- Recruitment levels to programmes
- The Government's policy on Equal and Lower Qualifications
- Market intelligence

1.4 The current Tuition Fee Schedule (and the indicative rates for forthcoming academic years) are set out in Annex A (to follow).

## **2. The Determination of Fees Due**

2.1 The fees for an individual student are determined during the admissions process with reference to the Tuition Fee Schedule, the student's course and mode of attendance and the student's fee status. Details of the student fee status are set out in Annex B. (to follow). These matters are normally set out in any offer for admission to Ruskin College and are confirmed in the Joining Instructions that are sent out in July.

### 2.2 Modes of attendance

- Full-time – students studying for 120 CATS points in the current academic year
- Part time – all students studying less than 120 CATS points are classed as part time students. Fees are usually charged pro-rata to the full-time equivalent unless otherwise stated.

### 2.3 Fee status

The Government's regulations on fees 'permit institutions to recoup the full cost of their provision for "overseas" students studying part time as well as for those studying full time'. The regulations provide the statutory framework for institutions to determine the fee status of students. Each case should be considered on its own merits.

#### Categories of students include:

- Home/EU - The criteria is largely based on residency, as set out in the Education (Fees and Awards) Regulations 1997. Such undergraduate students may apply for financial support from Student Finance England. Students studying for a full-time Certificate of Higher Education full time may be eligible to apply for financial support from the Adult Education Bursary.
- Sponsored - The fees of a sponsored student are paid by an external body such as the GSCC, a commercial organisation, the armed forces, a trade union or other funder.
- Residents of the Channel Islands or the Isle of Man
- Overseas/UK-based students who do not meet the residence criteria for home/EU fees
- Students undertaking Equal or Lower Qualifications – fees will be considered on a case by case basis
- All other students.

## **3. The Payment of Tuition Fees**

3.1 It is the student's personal responsibility to ensure that fees are paid and cleared on time. This is the case irrespective of whether the student believes that the tuition fees are to be paid by a sponsor, such as an Embassy or trade union, or on the student's behalf such as through Student Finance England or via the Adult Education Bursary.

3.2 Full time Home/EU students seeking to have their tuition fees paid through Student Finance England must ensure that their applications for support are made before the deadline stated in the letter offering a place at Ruskin College and in the Joining Instructions.

3.3 Tuition fees are due and payable on registration. With the exception of overseas part-time students who must pay their fees in full, all other students must either pay their tuition fees in full or arrange with the Finance Office to pay by instalments (see 3.4 below). The preferred method of payment is by cleared funds through bank transfer, banker's draft or credit/debit card, or by cash.

3.4 Students may request to pay their tuition fees by instalments. Arrangements to pay tuition fees by instalments must be made before registration. Payment by instalments incurs an administrative charge which will be added to the tuition fees due for the academic year. The fee in 2010/2011 will be £50 per academic year.

3.5 External sponsors will be invoiced direct for tuition fees provided an original, signed letter on the sponsor's headed paper, accepting responsibility in full for the fees, is furnished by the student before registration.

3.6 Students who find themselves running into financial difficulties should seek advice from the Finance Office. The Finance Office will then try to agree with the student a programme of payment and may in some cases be able to help with hardship funding.

#### **4. Sanctions for Late or Non-Payment of Fees**

4.1 Where a payment or instalment is missed or defaulted upon (unless the situation is covered by an agreed payment programme), Ruskin College will trigger action to pursue payment. If payment is still outstanding at the end of the academic year, Ruskin College will not provide references, certificates or transcripts for students who are subject to financial sanctions, and will not allow students who are subject to financial sanctions to progress onto the next level of study.

4.2 On applying the financial sanctions, Ruskin College will send a letter to the student at their registered address (it is the student's responsibility to inform the College if they change address), seeking payment within 15 working days of the date of the letter. Where payment is made and cleared within 15 working days, all financial sanctions will be lifted. If a student misses more than one payment, then an administration charge of £50 will be charged to the student.

4.3 Any student who has been subject to financial sanction will not be allowed to pay their future tuition fees by instalments.

## 5. Complaints

If a student is unhappy about a decision concerning payment of tuition fees, he/she may bring a complaint under the College's Complaints Procedure which is available in the Learning and Support Handbook and on the intranet.

## 6. Changes to the Student's Course or Non-registration of an Applicant

6.1 A student who wishes to change their course should contact the Academic Registrar in the first instance. If the change is agreed and the student accepted onto the new programme, the student's registration will be amended accordingly and

- the student will be advised of any change in the fees due and
- will be asked to make arrangements with the Finance Office to pay any additional sum.

6.2 In cases of suspension of study, expulsion or withdrawal, the relevant Academic Co-ordinator or the Principal or the General Secretary will advise the Academic Registry. Any consequential refund of tuition fees, if claimed by the student, will be determined by the table below:

### Withdrawal Prior to Registration

Withdrawal of overseas applicants/students due to refusal of visa at point of entry to the course (original documentary proof of refusal required)	Full refund of tuition fees paid (less an administrative charge of £50)
Overseas applicants who have accepted an offer, been issued with a visa using a Ruskin College offer letter, paid a deposit but who have not registered with the College	No refund of deposit or tuition fees paid

### Withdrawal after Registration

All students	<p>Students who withdraw prior to 31<sup>st</sup> December in any year will be charged tuition fees at a pro rata rate.</p> <p>Students who withdraw after 31<sup>st</sup> December will be charged the full academic year's tuition fee.</p> <p>Students who fail their probationary first term and will only be charged tuition fees for the first term.</p> <p><b>For all students who withdraw from study, the withdrawal date will be taken as the last day they attend class, not the date on which they inform the College that they have withdrawn.</b></p>
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Students in residence at Ruskin College	Residence and catering fees will be charged to the student until the end of the current term in which they leave, regardless of the course withdrawal date. Students will be required to vacate their room as soon as they have informed the College of their decision to withdraw.
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### 6.3 Suspension

If a student is suspended, every effort will be made to remain in contact with the student during the period of suspension to help them keep studies up to date. Should they so wish, this can be through distance learning means. There will be no reimbursement of tuition fees during the period of suspension.

### 6.4 Expulsion

There will be no reimbursement of tuition fees to a student who is expelled after 31<sup>st</sup> December. If a student is expelled before December 31<sup>st</sup> then they will pay one term's tuition fee.

### 6.5 Failure

Where a student fails their programme part-way through, they will be charged tuition for the whole of the term in which they fail, but not beyond.

6.6 Any refund of tuition fees of a student who is sponsored will be returned to the sponsor, not to the student.

6.7 Subject to para 6.2 above, refunds made to overseas students and applicants will be returned to their country of origin, either through the agent's office that introduced them to the College, or to the student's/applicant's home address in their country of origin where they have paid direct.

## 7 Referred Students

Students who have been referred and who need to retake one or more entire modules will be charged again at a pro rata rate. Students who have been referred but who only need to resubmit coursework will be charged a £50 administration fee.

## 8 Members of Staff

Tuition fees for courses taken by members of Ruskin College staff are the same as for all other students.

## **Appendix 3 - Policy on Safeguarding Adults at Risk**

### **1. Purpose**

Ruskin College is committed to safeguarding all learners who attend our courses. The purpose of this policy is to develop good practice for all learners about whom we may have particular concerns regarding their health, safety or welfare. The policy applies to all learners who may be at risk, regardless of age, class, ethnicity, gender, religion or belief, disability, sexual orientation or gender reassignment.

### **2. Definition of an adult at risk**

For the purpose of this policy, we will adopt the Home Office definition of a 'vulnerable adult', that is potentially anyone who:

- receives any form of health care
- lives in residential accommodation including sheltered housing
- receives domiciliary care
- receives support, assistance or advice to help them live independently
- requires assistance in the conduct of their own affairs
- receives a direct payment
- is an expectant/nursing mother in residential accommodation provided by the local authority or NHS
- receives any service or participates in activity provided specifically because of disability
- is detained in lawful custody
- is on probation

### **3. Definition of abuse**

This policy is designed to cover situations where an adult may be at risk. This can include situations of self-neglect or self-harm or where a learner discloses abuse or abuse is suspected. For the purpose of this policy, we will adopt the following definition of abuse:

'Abuse may consist of a single act or repeated acts. It may be physical, verbal or psychological. It may be an act of neglect or an omission to act, or it may occur when a vulnerable person is persuaded into financial or sexual transactions to which he or she has not consented or cannot consent. Abuse can occur in any relationship and may result in significant harm to, or exploitation of, the person subject to it.' *No Secrets (2000)*

### **4. Adult safeguarding: procedures to follow**

If you see or hear something or if you are given information that causes you concern about a learner's health, safety or welfare, you should not ignore it.

What you should do:

- keep calm
- if this is clearly a medical emergency or a situation of immediate danger, call the relevant emergency service(s) straight away. You do not need anyone's permission to do this. Otherwise, ask the learner whether they feel that they are, or that anyone else is, at immediate risk
- ensure that the learner's basic needs are met, enlisting others to help if necessary and if you need to stay with the learner

- listen to anything the learner may want to tell you
- take notes of what is said and what you observe, at the time or immediately after
- pass the information on to the Principal, as the designated member of staff with lead responsibility for issues concerning adults at risk, at the earliest opportunity
- tell the learner that you are doing this and that their views and wishes will be taken into account.

What you should not do:

- don't ignore the situation or hope it will go away
- where there is suspected abuse, don't ask any further questions other than concerning immediate risk, or get into any discussion as this may prejudice a later court case
- don't promise complete confidentiality as you will need to pass on your concerns.

## **5. Responsibilities**

All those working with learners at or for Ruskin College have a duty to comply with this policy. This includes all employees, casual workers, volunteers, contractors and their sub-contractors. It may be distressing at the time and somebody will check with you later about any support you yourself may need. One member of staff will be designated to take lead responsibility for issues concerning adults at risk. This is the Principal. Except in an emergency, all concerns should be communicated to her so that she can decide what action, if any, to take. The Principal, as designated member of staff, should make herself aware of any 'multi-agency' procedures operating locally and involve relevant health care, police or social work professionals as appropriate.

The Governing Executive is responsible for regular review and updating of this policy. One member of the Governing Executive will be asked to take a particular interest in this area and to liaise with the designated member of staff.

## **6. Remember**

You are not expected to know about adult safeguarding in detail or to take a lead. You are expected to feel and to demonstrate concern, and to check for immediate danger to the learner concerned or to any other person that may require the emergency services to be called. Beyond that you should only listen and reassure in very general and non-committal terms, communicating your concerns at the earliest possible opportunity to the Principal or whoever she leaves in charge if she is away (normally the General Secretary). Academic staff teaching on programmes that send learners out on placement may need to know more about learners' personal issues (e.g. health or mental health) because these may potentially impinge on the placement organisation's duty of care to the public. This will be discussed with the learner by programme staff at an early stage.

Principal: Professor Audrey Mullender

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## **Appendix 4 – Single Equality Scheme**

### **1. Commitment**

1.1. Ruskin College strives to ensure that every member of the College, whether staff or student, is equally valued and treats one another with respect.

1.2. We will work towards the elimination of discrimination, whether overt, covert, or by omission, in employment and in studying or residing at Ruskin, and we will seek to ensure that individuals and communities have equal access to our learning programmes. This Policy reflects the College's commitment to equality of opportunity and it places an obligation on staff to promote good practice. The College will treat all complaints seriously, with respect and empathy.

### **2. Duties and Responsibilities**

2.1. The College accepts the following specific duties and responsibilities, to:

- Issue a written statement of its policy for promoting equality
- Put in place arrangements for implementing the policy, publicising its contents and its effectiveness
- Assess the impact of its policies on students and staff
- Monitor the admission and progress of students and the recruitment and career progress of staff
- Include in the statement how the process will be publicised
- Publish annually the results of its review through a report to members of the Governing Executive.

### **3. Meeting our Duties**

3.1. We will seek to ensure that:

- Members of the Governing Executive, staff, students and their funders, and all the partners and stakeholders with whom we have links, are aware of this Single Equality Scheme and the action needed for its implementation
- Members of the Governing Executive, staff, students and their funders are aware of the value placed upon equality of opportunity and that action will be taken in the event of any breach of the policy contained in this Scheme
- Members of the Governing Executive and staff have access to comprehensive information that will assist them to carry out their responsibilities for monitoring under the Scheme
- The College's publicity materials present appropriate and positive messages about our community
- The Programme Boards, reporting to the Academic Quality and Standards Committee (AQSC), review schemes of work, lesson content and teaching resources of teaching staff, to ensure they demonstrate sensitivity to issues of equality and diversity
- Students have equal access to appropriate information, support and facilities
- Employment vacancies are advertised appropriately to encourage a

wide range of applicants

- Recruitment and promotion information and procedures are designed to eliminate bias
- Specific staff development events are designed to meet the particular needs of under-represented groups, whether staff or students.

### 3.2. **Monitoring our Progress**

To inform the setting of action points and the measurement of our progress in achieving them, we will collect and analyse the information set out below in respect of staff and students.

3.3. Conscious that Ruskin currently employs under 150 staff, including relatively few people from some categories, the College will initially only monitor the disability, gender, age and ethnic profiles of staff by:

- Ratios in the College overall
- Category of work and type of contract
- Job application rates
- Selection success rates.

The College does not currently collect data about the religion/belief or sexual orientation of staff or applicants, though this is under active consideration. Unless there is an increase in numbers so that individuals cannot be identified, the College will not undertake equivalent analysis of involvement in:

- Disciplinary proceedings
- Grievances
- Promotion applications
- Receipt of training
- Performance appraisals
- End of service.

The data to be monitored will be reported to the Governing Executive annually by the General Secretary and action points will be determined accordingly.

3.4. The College will gather data about its student body through a range of sources, including the cross-College survey (which may require one or more targeted questions). The College will monitor the disability, gender and ethnic profiles of students by:

- Ratios in the College overall and on each course
- Applications for courses, including success and failure rates in admission, in the College overall and on each course
- Retention rates (including withdrawals and exclusions)
- Achievement rates
- Success rates
- Disciplinary action overall and by disposal
- Complaints
- Any reported incidents of harassment or bullying

The College does not currently collect data about the age, religion/belief or sexual orientation of students or applicants for courses, though this is under active consideration.

Figures derived from the data sources listed above will be reported to the AQSC annually by the Quality Officer and action points will be determined accordingly.

4.4 The College will also attempt to monitor the following:

- Language and images used in internal and external communications and for display purposes
- The content of training in equalities and diversity
- The content of induction programmes and relevant handbooks, including in publicising relevant policies and procedures
- The general impact of the College's range of equality policies
- The use of monitoring information to influence change
- The representativeness of the membership of Governing Executive and Council.

#### **4. HOW WILL WE USE THIS INFORMATION**

4.1. The intention is that the analyses will help the College to:

- Monitor the representativeness of staff and students
- Review any areas of under-representation and develop action plans to address issues as appropriate

4.2. Alongside this we will review good practice in other colleges so as continually to monitor our policy and Action Plans.

#### **5. Publicising our Policy and Progress**

5.1. To the public:

- Our commitment to equality of opportunity and to celebrating diversity will be made known via inclusion of this Policy in all relevant College publications and on the Ruskin website.

5.2. To students:

- All students will be made aware of the policy through the *Learning and Support Handbook* which will highlight the College's commitment to equality and diversity and the action to be taken against any breach of College policies
- Personal Tutors, Programme Co-ordinators and all other relevant staff will reinforce the policy during Induction
- All students will be made aware of the process to be followed by anyone suffering from discrimination
- The College Harassment Policy highlights abuse or assault as causes for Disciplinary Procedure.

5.3. To staff:

- All staff will be made aware of the policy through the *Staff Handbook* which will highlight the College's commitment to equality and diversity and the action to be taken against any breach of College policies
- Academic and Programme Co-ordinators and all other relevant staff will reinforce the policy during induction
- All staff will be made aware of the process to be followed by anyone suffering from discrimination

- The College Harassment Policy highlights abuse or assault as causes for Disciplinary Procedure.

## 6. **Division of Responsibilities**

6.1. This policy extends to all visitors to the College, all partners of the College, and to all contractors and subcontractors of the College.

6.2. The Search Committee is responsible for: ensuring that every effort is made to ensure the membership of the Council and Governing Executive reflects the diversity of the communities served by the College.

Members of the Governing Executive are responsible for:

- approving this Scheme;
- ensuring that it is reviewed at least every three years in the light of appropriate evaluation, and approving the resultant revisions;
- receiving a monitoring report at least annually and approving the proposed action planning.

6.3. The Management Team is responsible for ensuring that:

- The College reflects the diversity of the population served by the College
- They are aware of their responsibilities as outlined in this policy and the duties in relation to equality legislation
- They receive monitoring information on students and staff.
- The College's Strategic Plan includes a commitment to equality and diversity
- The Three-Year Development Plan include references to how the College will promote equality and diversity
- The procedures for the recruitment and promotion of staff promote good practice in equality and diversity
- The College's publicity materials present appropriate and positive messages
- Induction and tutorial programmes reflect the College's commitment to the promotion of equality of opportunity.

6.4. Members of the Academic Quality and Standards Committee are responsible for ensuring that:

- They are aware of this policy and the duties in relation to equality legislation
- Monitoring in relation to the range of courses is carried out annually and appropriate action taken if necessary to target under-represented groups
- A review of the recruitment, retention and achievement of students is made annually and included in the Self-Assessment Report, Self-Evaluation Report and annual reports to professional validating bodies
- Academic Groups are aware of the monitoring statistics for their own area and active in following these up through Quality Improvement Plans and equivalent action plans for higher education programmes.

- 6.5. Academic staff are responsible for ensuring that:
- They are aware of the College's duties in relation to equality legislation and are aware of this policy
  - Their schemes of work, lesson content and teaching resources demonstrate sensitivity to issues of equality and diversity
  - They attend staff development events to support them in this process
  - They challenge inappropriate behaviour by either students or other members of staff.