



College Handbook 2024/2025

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Welcome to OLC College

On behalf of the staff at the college I hope you enjoy your studies at OLC. We are delighted to be working in partnership with Sunderland and other higher education programmes at OLC. I hope the information contained in this Handbook will help you settle into the college quickly and will be a useful guide during your stay.

Our mission is to ensure that all who join the College experience a quality learning programme that ensures success but is also fun. We aim to provide a friendly and supportive environment in which to study and work, and a wide range of courses and support services to meet the individual needs of students and staff.

OLC is proud of its educational provision and its links to the local community. We have a strong commitment to providing access to and encouraging participation in higher education. We strongly believe that investment in education provides real benefits for you, the community, and the wider economy.

We have a strong commitment to engaging with and listening to you as our students. We have designed our courses and qualifications to give you the opportunity to build your skills and confidence.

OLC is also committed to supporting you throughout your studies. Our website, Moodle and student handbook sets out the services and resources available to help you with your studies. If you do experience a problem or just need help, please do let us know. Our Student Support Team will be happy to provide useful information and let you know where to go for more detailed help and advice.

Once again, welcome to OLC and best wishes with your studies.

Sally Dixon

Principal



Welcome from the Director of Student Experience and Enhancements

First of all I would like to offer my congratulations on having been offered, and accepting, a place to study here at OLC.

Our students are extremely important to us and are at the heart of all that we do at OLC. In order to support and help you have the best possible experience at OLC college, our Student Services team aims to provide a friendly, welcoming service for students and any of your idea or enquiries.

We work closely with the academic and curriculum team to provide: Information and advice on courses, careers and options after college; financial advice; and additional learning support.

We also work closely with our student representatives to provide: student voice; enrichment and enhancement activities; socialising and charity events with Raise and Give Group (RAG); Student Welfare; Student Social Activities Committee; and Pastoral Support.

The Student Services Team and Pastoral Team are always happy to meet and help in any way they can.

Julie Semmens
Director of Student Experience and Enhancements



Introduction

The OLC (Europe) College Handbook is intended to give students guidance on what is expected from them during their time at the College, what they can expect from the College in return, and an introduction to the forms and procedures they will need to fill out and follow in the course of their studies.

Dedicated to providing students with the best learning experience possible, OLC (Europe) adheres to the teaching practice of “Learning by Doing” to ensure that each and every student has the optimal chance of achieving their potential.

If anything in this handbook is unclear please see a member of OLC Staff for clarification. The College is open every weekday, except Bank Holidays, and staff will be available for guidance on college, academic or personal issues from 9am to 5pm.

The Government emphasis that schools are required to ensure that key ‘British Values’ are taught in all UK schools.

The Five British Values are:

- Democracy
- The Rule of Law
- Individual Liberty
- Mutual Respect
- Tolerance of those of different faiths and beliefs

OLC will ensure to promote these values inside and outside of the classroom. We follow equal opportunities guidance which guarantees that there will be no discrimination against any individual or group, regardless of faith, ethnicity, gender, sexuality, political or financial status, or similar. OLC is dedicated to preparing students for their adult life beyond the formal examined curriculum and ensuring that it promotes and reinforces British values to all its students.

Students will be introduced to the principles surrounding British Values and the government’s PREVENT programme during induction onto the course.

Useful contacts

Congratulations on receiving your offer of a place at OLC Europe. Selecting where to study is an important decision, so thank you for choosing OLC. As you have chosen us, we would like to offer our guarantee to support you through your student journey, from applying to graduating with your Qualification.

All the staff at OLC believe engagement is the key to success, so we work together in a positive and approachable way, creating a culture where everyone feels comfortable and included.

If you are worried about returning to education, or would like to speak to any of our friendly staff, please contact us on the relevant number below:

Student Enrolment Team
01204 525 511 (206)
studentservices@olceurope.com

Other Course Enquiries
01204 525511 (206)
enquiries@olceurope.com

SLC Queries
01204 525 511 (208)
kellyh@olceurope.com

IT Support
01204 525 511 (212)
jkear@olceurope.com

Learning Support Team
01204 525 511 (206)
studentservices@olceurope.com

Teaching and Learning
01204 525 511
etsapayi@olceurope.com

DBS Enquires
01204 525 511
lsayers@olceurope.com

Library and Academic Resources
01204 525 511
studentservices@olceurope.com

Office of Quality and Compliance
01204 525 511 (212)
[ymotara@olceurope.com](mailto:y motara@olceurope.com)

Graduation Ceremonies
01204 525 511 (206)
studentservices@olceurope.com

Pastoral Care
01204 525 511 (207)
msadif@olceurope.com

Health and Social Care
01204 525 511
swilliams@olceurope.com

Business Management
01204 525 511 (212)
pboyle@olceurope.com

Bolton Campus Reception
01204 525 511
studentservices@olceurope.com

Manchester Campus Reception
0161 228 3077
studentservices@olceurope.com

Oldham Campus Reception
0161 2436336
studentservices@olceurope.com

London 7 Sisters Campus Reception
020 8800 6621
studentservices@olceurope.com

OLC (Europe) Ltd. Assessment Guidance

At the Organisational Learning Centre you will be given a variety of different assessment types in order to give you the very best chance of meeting the learning outcomes for your programmes. There are different pass grades attainable on each assessment: Pass, Merit and Distinction. Every assessment may not offer the chance to attain all three grades, but there will be chances for you to gain all three within every unit. If you receive a referral for an assessment then you have not met the requirements to pass and you will need to resit/resubmit.

Remember that you must pass all your assessments in order to pass the unit, and you must pass all of your units, however in some circumstances there may be one compensated unit in order to complete your programme.

Each of the different assessment types has different requirements that you should be familiar with. Some of the different types you might be given are:

Assignment: These are tasks given for you to complete outside of scheduled lesson time, within a given timescale (usually around 4 weeks). They can take the form of either a written report or essay, presentation, magazine/newsletter article etc. The individual requirements for these will vary from assignment to assignment, but there are several which are universal.

Tasks should always be word processed and be written in a student's own words; plagiarising the work of others will result in failure of the assignment and possible further action being taken against you. Any and all references to outside knowledge and theories should be completed in the Harvard style. Any previously marked drafts of your assignment must be included when you hand in your assignment.

Once completed, assignments should be handed in via Turnitin..

Assignment briefs for completion will be made available in the unit guides for each unit and spares will be available on the college VLE Moodle. As deadlines approach you will also be able to ask for spare assignment briefs at the front office of your campus.

Exam-Style Time Constrained Assessment: Questions and tasks given to be completed under examination conditions. These time constrained assignments are usually 1-3 hours long. Answers are to be written within the provided answer booklet unless instructions on the question paper state otherwise. Always ensure that you have filled in the front of these answer booklets with all your relevant information.

One or more invigilators will be present while the time constrained assessment is underway. If you need anything during the assessment then raise your hand and the invigilator will see you. Invigilators will help you understand the questions on the paper but will not help you with the answers. The assessment will be held in silence and all mobile phones should be turned off. Breaches of the examination conditions may lead invigilators expelling you from the assessment with your paper ungraded. Serious breaches may lead to further action being taken against you.

[\(I am not quite sure whether Sunderland Units are assessed by exam or not\).](#)

Presentations: Individual or group presentations to be given in front of an audience. You will be given a question or task and will have to prepare a presentation in order to answer/complete it. These presentations will have strict time limits, usually around 5-20 minutes, and must contain a certain amount of presentation slides. Within these presentations it is not just your answers which are being assessed but also your presentation and communications skills. A paper copy of your presentation slides is to be submitted at the time of delivering your presentation, and your tutor may also set a written report to support it.

Projects: Projects follow the same basic rules as assignments but are longer and more detailed. As such, you will have a longer amount of time in order to prepare them. Projects usually are based on answering research questions or solving and implementing solutions to programme specific problems. Once complete, the project is submitted in the same way as an assignment.

Portfolios: Portfolios of work are made up from several smaller pieces of work that come together to form a collection showing that you have met the learning outcomes of your unit. These pieces of work may be worked upon in class or in your own time. Once the portfolio is complete it should be submitted in the same manner as assignments.

A Note on Plagiarism and Examination Offences

Plagiarism is the act of reproducing someone else's work and presenting it as your own. This can be as minor as simply forgetting to reference an idea, to as serious as handing in work which has been directly copied from a book, website, another student or any other source. Plagiarism is bad academic practice and if you are found to have deliberately committed plagiarism then action will be taken against you.

No action will usually be taken where the plagiarism is just due to accidental referencing errors, other than the assignment being referred.

For major incidences of plagiarism your work will be referred to the programme manager, who will decide what action to take.

Examination offences include talking or cheating during time constrained assessments, bringing in unauthorised materials or devices, disruptive behaviour and any other behaviour or action that might threaten the reliability of the assessment results. If you are believed to have committed an examination offence, the invigilator will seize your work and remove you from the assessment room; you will then be referred to the programme manager who will take further action.

Almost all plagiarism and examination offences will result in you receiving a formal written warning. You may be invited to attend a viva meeting or intervention meeting in a case of academic misconduct. The ultimate penalty for plagiarism and examination offences is expulsion from the college.

If you feel that any decision on plagiarism or examination offences has been made against you unfairly, or in error, you have the right to appeal. In the case where a decision has been made to expel you from the college, an appeal hearing will be arranged automatically. Refer to the appeals section of the College Handbook for further information on the appeals process.

The Role of the Personal Tutor:

The personal tutor's role includes:

- To meet with you for a minimum of 15 minutes each term
- Being first line of the complaints / support procedure
- To track attendance and punctuality
- To initiate the intervention process for poor attendance and punctuality
- To initiate the intervention process for non-submissions
- To discover any issues / barriers for non-submissions
- To direct you to the correct place for information
- To set goals
- To send you mitigating circumstances / request for leave forms

It is important to attend any requested meetings and to keep your unit tutor/programme lead or student services informed of any changes in your circumstances.

College/Student Agreement

Contents

1. Introduction
2. Conduct
3. Teaching, Learning, Assessment and Feedback
4. Diversity and Equality
5. Appeals
6. Concerns and Complaints
7. Mitigating Circumstances
8. Fees/Payments

1. Introduction

This document lays out the Student/College agreement between the Student named in this document and OLC (Europe) Ltd. Within the document is the framework of the responsibilities placed upon both college and student in working together towards a joint goal of excellence in all aspects of education.

Students are encouraged to refer to this document when in doubt of either what is expected of them across the duration of their studies, or of what they can expect of the College across the same period.

Other documents also make up part of the Student/College agreement, specifically:

- The Student's Conditional Offer Letter
- The Student's Unconditional Offer Letter
- The Student Handbook
- Health and Safety Policy
- Assignment Record Sheet



This agreement is valid from the date it is signed by both a representative of the College and the Student and carries through until the time the Student leaves the College.

The Student: (Print Name)

The College: OLC (Europe) Ltd (a.k.a) The Organisational Learning Centre

2. Conduct

2.1 The College agrees to:

- 2.1.1 Be committed to providing education and opportunities for learning of the highest quality, at every opportunity.
- 2.1.2 Notify the Student at the first possible opportunity of any changes to schedules, courses or any other factors that might influence the provision of the course.
- 2.1.3 Treat the Student courteously and with respect at all times.
- 2.1.4 Provide a safe environment to the Student, which is conducive to learning.

2.2 The Student agrees to:

- 2.2.1 Be polite and courteous to all staff of the College, as well as all other students of the College, at all times.
- 2.2.2 Take care and not purposefully misuse or damage any and all facilities, furniture and rooms provided by the College.
- 2.2.3 Notify staff of the College of any accident or damage which may potentially cause harm to students, visitors or staff or cause damage to the facilities. Specifically the student agrees to abide by the colleges rules on health and safety in the learning environment including refraining from taking hot drinks up any flight of stairs and from consuming food in the lecture rooms at any time.
- 2.2.4 Behave in a manner conducive to learning at all times on College premises, understanding that disruptive or violent behaviour could result in removal from the premises, expulsion from the course, or other action including the possibility of police involvement.
- 2.2.5 The student will read the college travel plan and where possible adapt individual Behaviour to promote environmentally friendly travel.
- 2.2.6 The student gives their explicit consent to the college using their personal data in any manner the college deems necessary during the length of their course. This will include the publication of any photographs or other written material that is taken during the completion of the study program.
Sunderland Students, see [Equality & diversity - Sunderland College](#)

3. Teaching, Learning, Assessment and Feedback

3.1 The College agrees to:

- 3.1.1 Strive towards constantly improving teaching and learning methods used by all staff of the College.
- 3.1.2 Advocate the use of the College's learning strategy "Learning by Doing," throughout all units, learning and courses.

- 3.1.3 Provide education of the highest quality, and to work with the Student in achieving their potential and obtaining the highest result possible to them.
- 3.1.4 Make clear to the Student the criteria of all assessments, which they have to meet, before the time of assessment.
- 3.1.5 Provide the Student with opportunities to show that they can meet the criteria of assessment across all modules, units or courses that the Student undertakes.
- 3.1.6 Mark and moderate promptly every assessment (those which the College is responsible for) of the Student and to make the results available to the Student at the earliest opportunity.
- 3.1.7 Provide any feedback on assessments performed or taken by the College as soon as they become available.
- 3.1.8 Provide clear guidance, to the Student, staff and visitors on acceptable and unacceptable behaviour within the College.

3.2 The Student agrees to:

- 3.2.1 Promptly attend scheduled lessons, lectures, tutorials and assessments provided for the Student by the College, unless they are missed due to genuine medical reasons, authorised absences or for exceptional mitigating circumstances.
- 3.2.2 Make the College aware when the Student cannot attend a scheduled lesson, lecture, tutorial or assessment, at the earliest opportunity. It is the responsibility of students to ensure that adequate childcare arrangements have been made to ensure mandatory teaching and learning sessions are attended. This includes but limited to, childcare arrangements, work commitments and any other non-essential absence.
- 3.2.3 Work towards meeting any and all criteria of assessment for all modules, units and/or courses that the Student undertakes.
- 3.2.4 Complete and hand in any and all assignments set by the College on or before their scheduled deadline, and understands that assignments handed in after the scheduled deadlines will probably be grade capped at a pass. (unless student apply for extension through Mitigating Circumstance application in due time).
- 3.2.5 Adhere to any and all rules for time constrained assessments (including, but not limited to: Time Constrained Assessments, Formal Presentations etc...) undertaken at the College, and understands that failure to abide by these rules could mean dismissal from the assessment, without grading.
- 3.2.6 Not knowingly or purposefully plagiarise any intellectual property during the creation of assignments, or within any other assessments. The Student understands that doing so could result in their assessment being referred, also holding the possibility of further action being taken against them, up to and including expulsion from the College.
- 3.2.7 Adhere to the rules of acceptable behaviour within the College.

4. Diversity, Equality and Ethics

4.1 The College agrees to:

4.1.1 Treat the Student equally in all respects to all other students, regardless of:

- age
- disability
- gender
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sexual orientation

This is in line with the Equality Act (2010).

4.1.2 To stay informed on UK equality law, and update policies to coincide with any revisions to the law.

4.1.3 Encourage all students to embrace diversity within the student body.

4.1.4 Act swiftly to resolve any issues regarding diversity and equality and investigate any acts of intolerance regarding the characteristics stated in 4.1.1, and any other such incidents which the College deems unacceptable.

4.1.5 Provide accurate, high quality information to students.

4.1.6 Ensure the safety, security and welfare of the Student within the College environment, and on any outside activity organised by the College.

4.2 The Student agrees to:

4.2.1 Treat all other students, College staff and visitors courteously and with respect, regardless of the characteristics stated in 4.1.1. The Student understands that intolerance of any form is not accepted by the College and could result in suspension or dismissal from the College, and in the most serious cases could result in Police involvement.

4.2.2 Report to College staff any act of intolerance witnessed, whether it involves the characteristics stated in 4.1.1 or any others.

4.2.3 Ensure that the Student's contact details are available to the College, and to notify the College of any changes in these details at the first opportunity.

Sunderland Students, see [Equality & diversity - Sunderland College](#)

5. Appeals

5.1 The College agrees to:

- 5.1.1 Allow the Student the right to appeal any decision or mark/grade by the College which they feel has been made unfairly, or that does not take into account all the facts of a situation – including any mitigating circumstances (See Section 7).
- 5.1.2 Handle appeals in a formal and objective manner.
- 5.1.3 Handle appeals promptly and with a worthy amount of diligence.
- 5.1.4 Make the Student aware of any information or documentation needed for the investigation within good time of the appeal, such that the Student has plenty of time to submit them.
- 5.1.5 Make available, within reason, the College directors to consider appeals. Where students have exhausted internal channels, students have the option to take appeals to the relevant awarding body– Sunderland, BAC, Pearson and the OIA. For these procedures see the following links.
 - [Complaints Procedure - Sunderland College](#)
 - [BAC Complaints Procedure - \(the-bac.org\)](#)
 - [How to complain to us - OIAHE](#)
 - [Students, Parents & Carers: Feedback & Complaints \(pearson.com\)](#)
- 5.1.6 Communicate to the Student the result or finding of any appeal at the earliest possible opportunity.

5.2 The Student agrees to:

- 5.2.1 Bring any appeals to the College’s attention within 14 days of the relevant decision. The Student understands that delaying appeals for extended periods of time may have an adverse effect on the result.
- 5.2.2 Make appeals honestly, and provide all information required from the Student truthfully and as soon as possible.
- 5.2.3 Bring appeals to the attention of the College through the formal channels put in place, i.e. make them in writing to the relevant college Director. An appeals/complaints form is available to students.

6. Mitigating Circumstances

6.1 The College agrees to:

- 6.1.1 Allow the Student the right and chance to put forward for consideration mitigating circumstances which may have had an effect on grades received. A mitigating circumstances form is available to students.
- 6.1.2 Allow the Student the right to put forward for consideration mitigating circumstances for any decision which may be made against the Student, e.g., in such

cases as plagiarism, dismissal from assessments or lack of attendance to scheduled lessons.

- 6.1.3 Allow the Student reasonable time to provide supporting documentation (original copies) or information for their claims of mitigating circumstances in time for consideration of their appeal.
- 6.1.4 Consider any and all mitigating circumstances submitted by the Student in a fair and objective manner.
- 6.1.5 Report, if appropriate, to the student any results from the consideration of mitigating circumstances.

6.2 The Student agrees to:

- 6.2.1 Submit honest and valid mitigating circumstances.
- 6.2.2 Submit any mitigating circumstances at the earliest opportunity, ideally before or as soon as the situation occurs.
- 6.2.3 Include any relevant documents (original copies) or evidence supporting claims of mitigating circumstances as soon as possible. The student understands that unreasonable delays in providing supporting documents or evidence may reduce their *effect at outcome or decision of the application or appeal*.

7. Concerns and Complaints

7.1 The College agrees to:

- 7.1.1 Listen to and investigate all concerns and complaints of the Student.
- 7.1.2 Handle formal complaints in a fair and unbiased manner.
- 7.1.3 Strive to resolve valid concerns and complaints in a manner mutually beneficial to the College and the Student, as well as any other party to the concern or complaint.
- 7.1.4 Make available, within reason, the Student Welfare officer to take informal concerns.
- 7.1.5 Make available, within reason, the College directors to take formal complaints. Where students have exhausted internal channels, students have the option to take appeals to the relevant body, Sunderland, BAC, Pearson and the OIA. For these procedures see the following links.
 - [Complaints Procedure - Sunderland College](#)
 - [BAC Complaints Procedure - \(the-bac.org\)](#)
 - [How to complain to us - OIAHE](#)
 - [Students, Parents & Carers: Feedback & Complaints \(pearson.com\)](#)
- 7.1.6 Report, if appropriate, to the Student any results of a complaint or concern.

7.2 The Student agrees to:

- 7.2.1 Bring honest and valid concerns or complaints to the attention of the College. The Student understands that malicious or purposely untruthful complaints could lead to action being taken against the Student.
- 7.2.2 Bring any informal concerns to the attention of the College through the Student Welfare Officer.
- 7.2.3 Bring formal concerns to the attention of the College through the formal channels put in place, i.e. make them in writing to the relevant college Director. An appeals/complaints form is available to students.

8. Fees and Payments

8.1a The College agrees to:

- 8.1a.1 Provide clear and concise information about the fee structure of the course taken by the Student, along with details about how to make payment or arrange finance where applicable.

8.1b Where the Student is financed through the Student Loans Company, the College agrees to:

- 8.1b.1 Enrol the Student and provide tuition and course support in advance of the Student Loans Company's initial payment to the College.
- 8.1b.2 Provide the Student Loans Company with relevant information, including details of the Student's attendance, in support of the Student's continued access to finance.

8.2a Where the Student is self-financed, the Student agrees to:

- 8.2a.1 Make prompt payment of any course fees to the College.

8.2b Where the student is financed through the Student Loans Company, the Student agrees to:

- 8.2b.1 Complete arrangements for finance through the Student Loans Company as soon as can be reasonably expected.
- 8.2b.2 Notify the College as soon as possible of any delays or problems arising in the application for finance through the Student Loans Company.
- 8.2b.3 The College invoicing the Student Loans Company each term for student tuition fees.
- 8.2b.4 Commit to payment through the Student Loans Company of 50% of tuition fees once the student has completed formal enrolment at the College campus and attended during the first term.
- 8.2b.5 Commit to payment of the full year's tuition fees through the Student Loans Company upon the Student's commencement of the second term.

Signed:

College Representative:

Date:

The Student:

Student Number:

This version of the Student/College Agreement was approved on 19/08/2019

OLC (Europe) Ltd.

Appeals and Complaints Policy

Policy Contents

1. Introduction
2. Appeals
3. Complaints
4. Further Points of Appeal/Complaint
5. The Office of the Independent Adjudicator for Higher Education (OIA)
6. Policy Monitoring and Review

1. Introduction

It is the aim of this policy to ensure that all students and applicants of the College have the right to appeal any decision made or grade given by the College which they consider is unfair, biased or not taking into account all facts relevant to the situation. In all cases the College encourages students to seek resolution informally by bringing issues to the attention of relevant administrators, personal tutors, subject tutor or programme manager.

This policy also aims to ensure that all students or applicants are able to make complaints about actions made, or otherwise, by the College, or relating to any dealing the complainant had with the College.

The College is committed to handling appeals and complaints in a fair and unbiased manner. This policy is intended to be read in line with the Equal Opportunities Policy.

This policy aligns with the expectation and core principles of the QAA Quality Code for Higher Education.

2. Appeals

The College considers appeals to be formal requests from students or applicants to reconsider decisions. Requests constituting formal appeals might include, but are not necessarily limited to, the following:

- requests to amend an award grade;
- appeals against disciplinary action, up to and including expulsion from the College;
- requests to reconsider admission decisions.
- against decision of Mitigating Circumstance Decision

In order to facilitate students and applicants making a formal appeal, the College provides relevant documentation. Specialised appeals and mitigating circumstances forms have been created for this purpose. Documents relating to making appeals are made available to students and applicants through the following channels:

- on the College website;
- from the reception/front office of the relevant campus;
- from Student Welfare Officers or Personal Tutors upon request;
- in the College Handbook;
- via community champions, if applicable;
- upon formal request, i.e. via letter or telephone conversation.

Appeals should be made using the aforementioned documents to the Director of

Director of Student Experience and Enhancements.

Appeals will be considered by an Appeals Panel, under the governance of the Director of Student Experience and Enhancements. Appeals will be handled in a formal and objective manner, promptly and with a due amount of diligence.

The Appeals Panel will inform the appellant of any further documentation needed to consider their application and allow suitable time for submission of these documents. Where an appeals hearing is required, the Appeals Panel will arrange a time and date and inform the appellant in good time of any requirements. Appellants will always be allowed the company of an advocate during any appeal hearing.

Results/findings of appeals will be communicated to the appellant at the earliest suitable opportunity. Results of appeals will be fed into Quality and Standards meetings for monitoring and review.

The decision of the Appeals Panel is final.

Advice and guidance on all stages of the appeals process will be made available to appellants through Student Welfare Officers and Personal Tutors.

3. Complaints

Individuals with concerns can have an informal discussion with their course tutors, personal tutors, Programme Manager or staff at College campuses in order to resolve the issue.

Complaints will be treated seriously, and complainants will not suffer any disadvantage or recrimination as a result of making a complaint in good faith. Guidance for student complainants is given within the College Handbook. In all cases, it is desirable that complaints are resolved informally and quickly between the relevant parties, and that the formal process is only started if that fails.

Formal complaints will be dealt with in a fair and unbiased manner, in line with the College's Equal Opportunities Policy. Complaints must be submitted on the relevant complaints form to be considered a formal complaint. Complaints should be in writing to the Director of Student Experience and Enhancements.

There may be times when a student submits a complaint, the subject of which is actually an appeal, or vice versa. In these cases, the College may decide to reclassify the complaint or appeal, at whatever stage of the procedure that has been reached, and the College will inform the student of this.

The complaint will be investigated by the appropriate people and a panel set up (usually headed by the Director of Student Experience and Enhancements) to consider the complaint at which the complainant may make an oral presentation to supplement the written complaint.

Notification of the outcome will be given in writing. A complaint report will be presented to the College's Board of Directors, where the College's actions will be evaluated for effectiveness. Only after exhausting the College's arrangements for handling complaints, may a complainant be able to complain to any external authority, such as BAC, Pearson or OIA.

If complainants are in any doubt about where to direct their complaint, they should seek advice from a Student Welfare Officer or Personal Tutor who will then make the necessary arrangements or advise the complainant about what steps to take. If complainants do not have access, or do not wish to have access, to a Student Welfare Officer or Personal Tutor, e.g. in cases where complainants are not registered students at the College, or where complainants wish to complain about the actions of their Student Welfare Officer or Personal Tutor, they should write to the Director of Student Experience and Enhancements for further advice.

Complaints about the actions of individual tutors/lecturers should, in the first instance, be taken up with the Director of Student Experience and Enhancements. Complaints about the actions of the Director of Student Experience and Enhancements should be taken up with the Board of Directors, via the Principal.

If the issues have not been resolved satisfactorily, students can pursue their complaint further via our partner college complaints and appeals procedures. More information is available from:

NCG Students Complaints and Compliments Policy:

<https://www.ncl-coll.ac.uk/media/nwbllu2q/2021-06-complaints-and-compliments-policy.pdf>

NCG Students Appeals Guidance and Policy:

<https://www.ncgrp.co.uk/guide-to-information/higher-education-at-ncg/>

Sunderland College Students Complaints Policy:

<https://www.sunderlandcollege.ac.uk/app/uploads/2020/10/How-are-we-Performing-Complaints-Suggestions-and-Compliments-Procedure.pdf>

Tyne Coast College Students Complaints Policy:

<https://www.stc.ac.uk/sites/default/files/2022-02/Complaints%20Policy%20v8.1.pdf>

Trafford College Group Complaints and Incidents Policy:

[Complaints-Compliments-and-Incidents-Procedure-1-1.pdf \(tscg.ac.uk\)](https://www.tscg.ac.uk/sites/default/files/2022-02/Complaints-Compliments-and-Incidents-Procedure-1-1.pdf)

4. Further Points of Appeal/Complaint

Once the students have exhausted appeal/complaint channels, students also have the opportunity to pursue their appeal or complaint via the following bodies:

- BAC (British Accreditation Council)
- Pearson
- OIA (Office of the Independent Adjudicator)

5. The Office of the Independent Adjudicator for Higher Education (OIA)

The OIA offers an independent scheme for the review of student complaints and appeals and will review complaints / appeals made by students or former students that have been through the College's internal procedure and have not been satisfactorily resolved, as well as the College's procedures and still remain dissatisfied.

The College notifies students when it is satisfied that all internal procedures for an appeal,

complaint or disciplinary matter have been completed. The OIA considers applications only after this point has been reached, and all applications must satisfy the OIA's eligibility criteria. Further information about the OIA and how to make an application is available from the [OIA](#) website.

6. Policy Monitoring and Review

This policy is monitored in order to ensure that it remains relevant and supports appeals and complaints practice. Full review of the policy occurs annually.

OLC (Europe) Ltd.

Mitigating Circumstances Guidance

Notes for the Student – please read carefully

The Mitigating Circumstances Report Form (included below) must be completed if the Mitigating Circumstances Committee appointed by the Board of Examiners is to take account of any extenuating circumstances when considering your academic performance.

You should complete all sections. If necessary, continue on separate sheets (signed by you and attached to this form). The completed form must be signed by the Programme Lead.

Any information you provide will be treated confidentially and will only be seen by the Mitigating Circumstances Committee. If it proves necessary to disclose this information to another party, this will not be done unless you give your explicit written permission.

Wherever possible you must supply written evidence. This should be a statement from a person competent to assess your situation professionally. Examples: Doctor's note, a court notice, police report, a letter from Programme Lead, Tutor or Student Welfare Officer, etc.

The completed form, and attached evidence, must be submitted to the Student Support Office or Programme Manager, by the end of the appropriate College Assessment period

The Mitigating Circumstances Committee sits every month to make recommendations to the External Examinations Board. A note of the Board's decision regarding your application will be forwarded to you. Please email jsemmens@olceurope.com for a copy of that decision.

Grounds for Mitigation

1. Grounds for mitigation are unforeseeable or unpreventable circumstances that could have a significant adverse effect on the academic performance of a student. Possible mitigating circumstances include:-

- significant illness or injury;
- the death or critical/significant illness of a close family member/dependent;
- family crises or major financial problems leading to acute stress;
- absence for jury service or maternity, paternity or adoption leave.

2. Circumstances that will not normally be regarded as grounds for mitigation include

- holidays and events that were planned or could reasonably have been expected;
- assessments that are scheduled close together;
- misreading the timetable or misunderstanding the requirements for assessments;
- inadequate planning and time management;
- failure, loss or theft of a computer or printer that prevents submission of work on time: (students should back up work regularly and not leave completion so late that they cannot find another computer or printer);
- consequences of paid employment;

- exam stress or panic attacks not diagnosed as illness.
3. For the avoidance of doubt, pregnancy is not an illness but an altered state of normality, so that unless the woman has an illness, she decides how near to the birth she will work. Events may arise during pregnancy that may constitute mitigating circumstances, and these need to be judged on an individual basis. Note that U.K. legislation does not allow a woman to work in the first six weeks following the birth.
 4. Absence from the College during the semester for any period of no more than five working days will not normally be regarded as grounds for mitigation unless the absence occurred for good cause within a two-week period immediately preceding a formal college examination or the deadline for submitting a piece of assessed course work or delivering an assessed presentation.

Learner Support - POLICY STATEMENT

The Learner Support Policy has been created to ensure all learners are provided with every opportunity to achieve and progress throughout their studies at OLC Europe Ltd.

The College has developed a comprehensive support programme, both weekly and termly, to provide multiple access and referral points to designated individuals.

OLC Europe Ltd is committed to ensuring that:

1. The delivery methods of College courses are clearly disclosed so that students that need a particular delivery style are clear about what the College is offering;
2. All students are offered all practical and reasonable support to complete their qualification;
3. Students receive regular follow up and assistance from Learner Support Staff via the weekly support programme;
4. Additional support is provided by means of tutorials, assignment workshops and tutor meetings to manage and support assignment completion and progression throughout the study programme;
5. External experts that can support students with specific needs are accessed as needed and their contact details published so that students can access these services without firstly having to contact the College.

Key Policy Points:

1. Where it is identified that a student is not making satisfactory progress the College Support Staff and Tutors will review if a special need exists and work with the student to progress their studies. This will be extended to inviting students to assignment workshops during holiday periods.
2. The College will publish on its website a list of external student support services and contact details. In addition, the College will provide all students with a copy of the Learner Support document to inform the Colleges intent and referral points.
3. The College will record student meetings via Tutor files / ILP's, student personal files and via, the VLE system (Synopsis). Such records can be used to inform the Colleges decision on Student Progression.

The range of support services that can be offered from College resources include:

1. Assistance with developing better writing skills to achieve higher academic standards and preparation for academic progression;
2. Assistance to develop transferable skills that can enable students to gain employment beyond the full-time study programme;
3. Availability of materials in different formats to address a disability or remote location (upon request and diagnosis);
4. Agreed follow up and support contact via Support Staff and Tutors.

For further details refer to the attached appendix (Learner Support, Achieving Together).

Learner Support, Achieving Together

During your time at OLC Europe Ltd we want it to be both successful and enjoyable. To help with this, we provide a range of learner support services to give advice, support and encouragement.

We realise that there are times when personal issues, financial problems or other circumstances can affect a student's experience within the College despite the quality of the courses that they are studying and the progress being made.

Our aim is to ensure that you are provided with a wide range of opportunities to develop your writing skills, understanding the importance of research and evidencing research, note taking in class and developing skills that are transferable into the workplace.

We have developed a series of programmes to support all learners throughout their time with OLC Europe Ltd:

Weekly:

1. Assignment support workshops (see your allocated timetable)
2. Critical writing
3. Appointments with support staff
4. Appointments with unit Tutors (by appointment)
5. Drop in sessions with staff to complete UCAS applications and supporting documentation (available every morning 09:00 – 10:00 and every afternoon 14:00 – 16:30)

Termly:

1. Small Business advice and support
2. Career guidance (by appointment)
3. Assignment completion workshops (end of term)

OLC Europe Ltd has developed their existing Career Development Programme to meet the QAA, 2015 Theme – Student Employability. This programme is designed to provide regular access to support to enable learners achieve their potential and progress throughout their studies.

Student Employability Programmes

Your time at college is valuable. How you spend it will determine what direction you take following your time with us. As part of the learner support provided, the Student Employability Programme team are here to help you make the right decisions – so make use of us while you can! We can help you in a number of ways:

1. Whilst you are at the College, we can help you do decide what you want to do when you finish your course by considering your interests and your abilities.
2. We can support you in finding out information on your options following your course – whether this be into more education, training or into work.

3. Each term a new calendar of events will be published to support small business development, progression to university and developing your CV/personal statement portfolio.

Useful Careers Information Websites

Prospects

Website: www.prospects.ac.uk

National Careers Service

Website: <https://nationalcareersservice.direct.gov.uk/Pages/Home.aspx>

Advice Line

Extensive information on careers and courses. Useful sections on CV writing, interviews, job seeking and assessing your skills and interests.

Free: 0800 100 900

Email: enquiries@olceurope.com

Tel: 01204 525511 (Bolton Campus)
0161 228 3077 (Manchester Campus)
0161 243 6336 (Oldham Campus)
020 8800 6616 (London Campus)

Job Applications

Website: www.jobapplications.co.uk/

Contact Details

For further information about childcare provision and funding contact the Student Finance Team.

Email: khaslam@olceurope.com

Tel: 01204 525511

Counselling and Student Wellbeing

We offer a confidential listening service for students. Sometimes personal problems can make it difficult to concentrate on studying.

Learners are welcome to talk to our pastoral team about issues such as relationship difficulties, bereavement or anything else that is on their mind.

Contact your Programme Manager, Tutor or Student Welfare Officer

For more information about mental health issues, contact:

Website: www.mind.org.uk/

Student Wellbeing

Our Learner Support Mentor team will provide you with one to one support regarding all aspects of your study and wellbeing through the tutorial system.

In the tutorials you and the mentor will set realistic personal and academic targets, which the Mentor will then support you to achieve.

We actively encourage our learners to take advantage of the tutor meetings. You will be contacted directly by your allocated Tutor to arrange a meeting.

Learning Support

We are a team of Specialist Assessor/Tutors and Learning Support Staff

We are here to support you throughout your studies. We work with a diverse range of students, in a variety of ways, to help them to achieve their potential. We work with learners to develop strategies which promote independent learning.

If you need support you need to make an appointment to meet one of the team. In this meeting you will discuss your requirements and the Learning Support staff or/and Tutors will produce an individual support plan detailing support.

Request for Leave of Absence

To:

I (Name).....Student number (.....) request leave of absence

From.....To.....(dates).

Please give reason for Absence during term

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Documentary Evidence Attached

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Signature of Student..... DATE.....

Signature of Support Officer.....DATE.....

PLEASE NOTE

1. Failure to request leave or refusal to grant leave will mean that the absence is **unauthorised**.
2. When considering granting leave for absence in term time, OLC Europe Ltd. will consider
*duration of the proposed absence *whether the trip/event is rare
*impact on the pupil's education *student's attendance record *family circumstances
3. Please return this form to the front office **at least 3 days before the absence**

Mitigating Circumstances Application Form

The first part of the form is to be completed by the student applying for mitigating circumstances. Once **fully completed**, any evidence relating to the application must be attached to the form and then all documentation must be passed to the appropriate Programme Leader before the assignment deadline or deadlines.

Student Name:

Student Number:

Programme of Study:

Date of Application:

Units and Assignments for which mitigation is being applied for:

Unit Name	Task	Deadline Date

Please give full reasons for your mitigation application:

What documentary evidence is there to support your application? (Attach to the Form)

To be completed by the Programme Leader

Programme Leader: _____

Date Application Received: _____

Reasons for mitigation approved (Please tick box)	
Reasons for mitigation not approved (Please tick box)	
Reasons for the decision made at the Board: Note on confidentiality All information included in the mitigating circumstances application will be treated as confidential by the Programme Leader and the Programme Team. Once processed, it will be logged and kept in a secure environment by the College HE Administrator.	

Student signature.....

Date.....

Complaints and Appeals Form

I wish to lodge a formal:

Complaint:

Appeal about grade received:

Appeal about decision:

Details

Continue on a separate sheet/s if required. A separate mitigating circumstances form is available and should be included if applicable.

Include: relevant dates, locations, course details, descriptions of events, etc...			
Student Name (Print)		Student No.	
Signature		Date	

Receipt of Appeals/Complaints Form



Complaint <input type="checkbox"/>	Student Name	
Appeal Grade <input type="checkbox"/>	Student No.	
Appeal Decision <input type="checkbox"/>	Date	
Staff Signature		