

Pearson BTEC Level 4 Higher National Certificate in Electrical and Electronic Engineering for England (Full-time)

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1 INTRODUCTION

Welcome to Engineering course at Uxbridge College (West London Institute of technology). This handbook is designed to give you a general overview of the College and the School of Engineering.

We hope that you will enjoy your time of study with us and that the course will provide a stimulating experience – assisting both your personal development and future progression to higher levels of study and employment in one of the most exciting and vibrant areas of endeavour available.

We have designed Higher Education courses with employers to ensure the programmes meet the needs of the current and future job market. Students have opportunity to work in state-of-the-art laboratories with the latest industrial equipment in electronic, electrical, and mechanical engineering. The Higher Education programmes enrich students with engineering concepts, develop practical and problem-solving skills with excellent support from industry-experienced lecturers and technicians with specialism in a variety of subjects. Advanced laboratories have high specification computers with a variety of software packages to design and test products and systems.

We work closely with various employers in Engineering such as Martin Baker Aircraft Ltd., Heathrow, Mars, Surface Measurements. Students participate in employer webinars, skills development through F1 challenge, skills projects e.g. drones, robotics to enhance knowledge and skills beyond curriculum, mini projects from employers with judgements and awards. Students after completion of higher education courses progress to employment or top up degree. Our students have secured employment in various engineering companies such as TfL, Sky, BT, Schwing Stetter, Lufthansa Technik Landing Gear Services UK.

Muhammad Maruf Tungekar
Head of School, Engineering- Mechanical and Electronics

- **HE Team**

Muhammad Maruf Tungekar has a Master's degree in Electronics with over 5 years of industrial experience in Electronics, Information Technology and Telecom sectors and over 22 years of experience in Further & Higher Education. His areas of expertise are Analogue and Digital Electronics, Information Technology, Mathematics, Programming, Communications Engineering, Design and Development and Leadership and Management.

Rakesh Thapar has a MBA (IT), BSc in Biochemistry and Microsoft Certified Professional (MCP). He has 14 years of industrial experience in Wind turbine (Vestas (A/S), Electronics and PC industries and over 8 years of experience in Further & Higher Education. His areas of expertise include Business Studies, Management of Projects, IT, Health, and Safety.

Dr Muhammad Khurram Shaikh has achieved a PhD in Face recognition, has 3 years of industrial experience in software development, data network infrastructure development and Electrical/Electronic consultancy and over 15 years of teaching experience in Further & Higher Education. He has extensive research experience in machine learning and image processing field and has published many papers and written a chapter of the book on Biometric Security and Privacy. His areas of expertise include Mathematics, Electrical and Power Engineering, Mechanical principles, Electrical, Electronic and Digital principles, Engineering Science, Further Mathematics, Analytical Methods, Data Communications for networks, Further Analytical Methods, Fuzzy Logic and Control systems and Electronic Design Automation.

Zeenat Pir has an MSc in Mechanical Engineering with over 13 years of teaching experience in Further and Higher Education. Her areas of expertise are Mechanical principles, Thermodynamics, Fluid Mechanics, Further mechanical principles, AutoCAD and Engineering Design.

Ahmed Ojo has an MSc in Electrical Engineering with 2 years of professional engineering experience in major academic institution and consulting engineering company in UK and over 6 years of teaching experience in Further & Higher Education. His areas of expertise are Microprocessors, Electronic and Electrical Principles and Digital Systems.

Mahdi H. Marashi has a MSc degree in Material Science Engineering. He has over 3 years of industrial experience as a material expert and design milling machine and over 14 years of teaching experience in Further and Higher Education. He has extensive research experience in Nano-technology field and has published many papers. He has a national patent on "High Energy and High Temperature Ball Mill" given by State Department for Registration of documents by Iran's government. His areas of expertise are Material Science Engineering, Further Mathematics.

Masood Ahmed Khawaja has a MSc degree in Electrical Engineering specialization in Telecommunication. He Has over all 5 years of industrial experience as Instrument Engineer, RF Engineer and Regional Project Manager South Region and over 12 years of teaching experience in University and Further Higher Education. He wrote research papers in different conferences. His areas of interest and research are Wireless Communication, Wireless sensor nodes and Mobile Communication.

Dr Ahmad Khanipour received his BSc degree (1989), MSc degree (1991), and Ph.D. (2008) in Mechanical Engineering from the University of Bradford, UK. He worked at the university as an associate professor in the Department of Mechanical Engineering from 1991 to 2021. With over 12 years of industrial experience, he served as the Managing Director of the National Automotive Industrial Plan in Iran from 1992 to 2004. Ahmad has supervised more than 60 industrial and student

graduate theses since 1991, all in the field of mechanical and automotive engineering. He has published numerous journal papers in ISI and Scopus. His current research focuses on automotive engineering, hybrid and electric vehicles. Dr Khanipour's areas of expertise include Thermodynamics, Mathematics, Engineering Science, Fluid Mechanics, Advanced Mechanical Principles, and the Design of Internal Combustion Engines.

Sohail Shah is a highly accomplished professional with extensive industry and teaching experience. He holds a Master of Science (MSc) degree in Digital Systems, complemented by a first-degree in Electronic and Communications Engineering. With over 12 years of versatile expertise across diverse industries such as engineering defence (MOD), financial banking, and media management, Mr Shah brings a wealth of practical knowledge to the table. His teaching proficiency is underpinned by a Postgraduate Certificate in Education (PGCE) from the Institute of Education, London. Specializing in electronics, embedded systems, and computer programming, Mr Shah is a recognized authority in his field. He has demonstrated his innovative approach by developing and publishing numerous applications tailored for the domain of embedded systems and mechatronics, showcasing his commitment to advancing technology and education.

2 Course Information

College Calendar – 2025/26

HE Induction Day – Friday 26th September 2025

HE programmes start week commencing Monday 29th September 2025

To view the College calendar for the academic year 25/26 please go to: www.hruc.ac.uk/calendar

The calendar is fixed and all students are reminded that holidays cannot be booked within the dates below.

- Programme Specifications

1.	Awarding Institution / Body	Pearson
2.	Teaching Institution	HRUC (Uxbridge Campus)
3.	Final Award	Pearson BTEC Level 4 Higher National Certificate in Electrical and Electronic Engineering for England
4.	Course Title	Pearson BTEC Level 4 Higher National Certificate in Electrical and Electronic Engineering for England
5.	Course Code	H4EU4F
6.	Language of Instruction	English
7.	Language of Assessment	English
8.	Mode	Full-time
9.	Duration	32 Teaching weeks
10.	Number of Hours / Week	15
11.	Number of Days / Week	3-4
12.	Total Qualification Time per year	1200 hours per year
13.	Guided Learning	480 hours per year
14.	Independent Study College and Home	720 hours per year

Aims of the Programme

The course provides a broad based education enabling successful students to enter careers in design and building operations in the Electrical and Electronic Engineering industry. In particular, the course aims to:

- Deliver Specialist Engineering units which are made up of 75% theory and 25% practical session in workshops/labs
- Develop a range of skills and techniques, personal qualities and attributes essential for successful performance in working life and thereby enable learners to make an immediate contribution to employment at the appropriate professional level
- Prepare for a range of technical and management careers in Electrical and Electronic Engineering
- Equip individuals with the knowledge, understanding and skills for success in employment in the Electrical and Electronic Engineering based industry
- Provide specialist studies relevant to individual vocations and professions in which learners are working or intend to seek employment in Electrical and Electronic Engineering and its related industries
- Enable progression onto (or count towards) an HND (Higher National Diploma) or further professional qualification in Electrical and Electronic Engineering or related area
- Provide a significant educational base for progression to Incorporated Engineer level

The course provides opportunities for students to:

- Achieve a nationally recognised Level 4 vocationally specific qualification.
- To gain a nationally recognized vocational qualification.
- Achieve a qualification to enter employment as an engineer/technician or progress to higher education vocational qualifications such as a full or part-time Electrical and Electronic Engineering or related area.
- Focus on the development of higher-level skills in a technological and management context.
- Develop a range of skills and techniques and attributes essential for successful performance in working life.

Skills & Other Attributes

Learners studying for Pearson BTEC Higher Nationals certificate in Electrical and Electronic Engineering will be expected to develop the following skills during the programme of study:

- analyse, synthesise and summarise information critically
- read and use appropriate literature with a full and critical understanding
- think independently, solve problems and devise innovative solutions
- take responsibility for their own learning and recognise their own learning style
- apply subject knowledge and understanding to address familiar and unfamiliar problems
- design, plan, conduct and report on investigations
- use their knowledge, understanding and skills to evaluate and formulate evidence-based arguments critically and identify solutions to clearly defined problems of a general routine nature

- communicate the results of their study and other work accurately and reliably using a range of specialist techniques
- identify and address their own major learning needs within defined contexts and to undertake guided further learning in new areas
- apply their subject-related and transferable skills in contexts where the scope of the task and the criteria for decisions are generally well-defined but where some personal responsibility and initiative is required.

Assessment, Learning and Teaching

A variety of teaching and learning methods will be used according to the needs of participants. The range may include formal lectures, tutor led presentations, participant led seminars, group discussions, individual and group experimental work, personal development exercises, role plays and counselling and interpersonal skills practice.

The total guided learning hours for this course is 480. This comprises 75% in formal lectures, 20% practical, 3% seminars and 2% trips. Apart from these formal guided learning hours, Pearson recommends approximately 720 hours of independent study, to reinforce students' learning in the college. The intention is to facilitate students to become increasingly independent in their learning and develop their personal and professional identity so that they become more confident. The breakdown of suggested independent study consists of 70% of e-learning, researching and completing assignments at home and in the LRC and 30% of utilising lab-facilities outside timetabled hours.

Achievement is evidenced through following assessment methods:

- Coursework Assignment and Pearson set assignments including structured tasks and reports (85%)
- Written Test (10%)
- Practical tasks including workshops, presentations and oral exams (5%)

Professional body recognition

In developing the Pearson BTEC Higher Nationals certificate in Electrical and Electronic Engineering, Pearson have liaised with:

- The Institution of Engineering and Technology (IET)
- Institution of Mechanical Engineers (IMechE).

By aligning to professional body competency standards, content and assessment supports students to develop as professional practitioners for the future. This adds value for students by offering them access to continuing professional development.

Progression Routes

Learners can progress after completing Level-4 HNC in Electrical and Electronic Engineering to Level-5 HND in Electrical and Electronic Engineering. After completion of the HNC learners can choose to enter the employment in the following roles: design engineer, project engineer, installation and commissioning, maintenance engineer, technical sales, technical trainer, technician, lecturer, quality control, etc.

- **Unit Specifications**

The following list of modules will be offered:

Pearson BTEC Level 4 HNC in Electrical and Electronic Engineering for England				
Unit number	Unit Name	Unit Level	Unit Credit	Unit Type
4001	Engineering Design	4	15	Core Unit Mandatory
4002	Engineering Maths	4	15	Core Unit Mandatory
4004	Managing a Professional Engineering Project (This is a Pearson-set)	4	15	Core Unit Mandatory
4014	Production Engineering for Manufacture	4	15	Specialist Mandatory
4015	Automation, Robotics and Programmable Logic Controllers (plcs)	4	15	Specialist Mandatory
4017	Quality and Process Improvement	4	15	Specialist Mandatory
4019	Electrical and Electronic Principles	4	15	Specialist Mandatory
4021	Electrical Machines	4	15	Specialist Mandatory

Note: Each 15-credit unit approximates to a TQT of 150 hours and 60 hours of Guided Learning. Students pass their HNC Level-4 units before progressing HND level-5.

The students wishing to progress from Level-4 HNC in Electrical and Electronic Engineering to Level 5 HND in Electrical and Electronic Engineering must have completed a minimum of 120 credits and achieved at least a pass grade in 105 credits.

The assessment of Pearson BTEC Higher National qualifications is criterion-referenced and centres are required to assess learners' evidence against published learning outcomes and assessment criteria.

All units will be individually graded as 'pass', 'merit' or 'distinction'. To achieve a pass grade for the unit learners must meet the assessment criteria set out in the specifications.

Unit 4001: Engineering Design (Core Mandatory)

Unit code:	K/615/1475	Aim: The aim of this unit is to introduce students to the methodical steps that engineers use in creating functional products and processes as an individual or part of a design team; from a design brief to the work, and the stages involved in identifying and justifying a solution to a given engineering need. Among the topics included in this unit are: Gantt charts and critical path analysis, stakeholder requirements, market analysis, design process management, technical drawing, modelling and prototyping, manufacturability, sustainability and environmental impact, reliability, safety and risk analyses, and ergonomics. On successful completion of this unit, students will be able to prepare an engineering design specification that satisfies stakeholders' requirements, implement best practices when analysing and evaluating possible design solutions, prepare a written technical design report, and present their finalised design to a customer or audience
Unit level:	4	
Credit value:	15	

Unit abstract:

The LO1 requires students to study Planning techniques used to prepare a design specification: Definition of client's/users' objectives, needs, and constraints Definition of design constraints, function, specification (e.g., including sub-systems and integrated systems), and milestones Planning the design task: Flow charts, Gantt charts, Design decision matrix, network, and critical path analysis necessary in the design process Use of relevant technical/engineering/industry standards within the design process (e.g., BS8888). Design process: Process development, steps to consider from start to finish The cycle from design to manufacture Three- and five-stage design processes Common tools and techniques used (e.g., Six Sigma, 8 wastes, etc.) Use of data, relevant tools (e.g., design tools/software, data reporting tools) Vocabulary used in engineering design. Stage of the design process which includes: Analysing the situation, providing problem statement, researching the problem, defining tasks and outputs, creating the design concept, and writing a specification Suggest possible solutions, select a preferred solution, prepare working drawings, describe relevant manufacturing aspects/processes (e.g., serialised manufacturing, field level operations, and support), construct a prototype, test and evaluate the design against objectives, design communication (write a report). Environmental considerations: Design for recycling, net zero/Low carbon, design for service and repair, social equity and innovation. Customer/stakeholder requirements: Converting customer requests to a list of objectives and constraints Interpretation of design requirements Market analysis of existing products and competitors Aspects of innovation and performance management in decision-making Stakeholder engagement and communications in the context: Listening, non-verbal communication, clarity and brevity, friendliness, confidence, empathy, open-mindedness, respect, feedback, and picking the right medium; communication with groups including group expectations, dealing with reactions and disagreements, allowing and encouraging participation, acting on agreed outcomes, negative communication, motivating disillusioned colleagues, persuasion and negotiation.

The LO2 focus on Conceptual design and evaluating possible solutions: Modelling, prototyping and simulation using industry standard software, (e.g., AutoCAD, Fusion 360, Catia, SolidWorks, Creo) on high specification computers Sun systems and their integration into the final design Use of evaluation and analytical tools, e.g., cause and effect diagrams, CAD, knowledge-based engineering; use relevant data management systems, databases, data formats, data analytics and workflows Throughput, reliability, availability and maintainability (T-RAM) Possible solutions using latest methods e.g. additive manufacturing, hot isostatic pressing (HIP) Use of related documentation: job cards/build records, 2D & 3D drawing/models, Bill of Materials (BOM), Cost Analysis Reports, Compliance Report, Standard Operating Instructions (SOI's), Standard Process Instructions (POI's), Engineering Query Notifications (EQN's) and Drawing Query Notifications (DQN's).

The LO3 looks into Managing the design process: Recognising limitations including cost, physical processes, availability of material/components and skills, timing, scheduling and design factors such as environmental impact and due considerations. Unit Descriptors for the Pearson BTEC Higher Nationals Engineering Suite Issue 2 – January 2024 © Pearson Education Limited 2024 11 Working to specifications and standards, including: The role of compliance checking, feasibility assessment, and commercial viability of product design through testing and validation Analysing and interpreting data/information for documentation such as Parts Per Million (PPM) quality adherence, cost analysis and test data Documentation control processes and procedures such as format, location, access, authorisation. Design for testing, including: Material selection to suit selected processes, tools, and technologies Consideration of manufacturability, reliability, life cycle and environmental impact (e.g. UN sustainability goals) The importance of safety, risk management, and ergonomics Organisation approved Standard Operating Procedures (SOP's) and documentation recording systems, risk assessment, and the potential implications on safety, quality, and delivery if they are not adhered to. Conceptual design and effective tools: Technologies and manufacturing processes used in order to transfer engineering designs into finished products. Design report: Sample professional design reports and widely used professional formats, key sections of the report, referencing formats including citation.

The LO4 explore Communication and post-presentation review: Selection of communication/presentation tools/methods (e.g. formal and informal presentations, written reports, verbal, electronic, social media, data metrics), team presentation and management (e.g., team integration and dynamics, effective communications, conflict management). Analysis of presentation

feedback: Strategies for improvement based on feedback, including systematic, proactive and transparent approach to improve design solutions.

Learning outcomes:

By the end of this unit students will be able to:

LO1 Create a design specification for a given design brief that meets stakeholder’s requirements, along with a proposed design solution

LO2 Analyse possible technical solutions to implement the proposed design specification

LO3 Produce a design report considering all key aspects including manufacturability (or design for manufacturing and assembly) and environmental impact

LO4 Present the design solution to an audience, including evaluation of feedback and future improvements.

Unit 4002: Engineering Maths (Core Mandatory)

Unit code:	M/615/1476	Aim: The aim of this unit is to develop students’ skills in the mathematical principles and theories that underpin the engineering curriculum. Students will be introduced to mathematical methods and statistical techniques in order to analyse and solve problems within an engineering and manufacturing context. On successful completion of this unit, students will be able to employ mathematical methods within a variety of contextualised examples, interpret data using statistical techniques, and use analytical and computational methods to evaluate and solve engineering and manufacturing sector problems.
Unit level:	4	
Credit value:	15	

Unit abstract:

The LO1 requires students to study the Mathematical concepts: Dimensional analysis Arithmetic and geometric progressions Complex Numbers. Matrices Functions: Exponential, logarithmic, trigonometric, and hyperbolic functions. Engineering and manufacturing sector examples: Case studies with vocational scenarios, occupation/sector specific applications, modern industrial trends, needs and goals (e.g., sustainability, digitalisation).

The LO2 focus on data collection methods Presentation of data – histograms; bar charts; line diagrams; cumulative frequency diagrams; scatter plots Grouped and ungrouped data Mean, mode, median, and standard deviation of data Pearson’s and Spearman’s correlation coefficient Linear regression, Classification methods, linear correlation coefficient and product moment correlation Coordinate systems and reference frames Effective data communication and representation methods/formats for stakeholder groups; accessible, inclusive, and diversity considerations and implications, Hypothesis Testing: Null hypothesis Alternate hypothesis Probability theory: Conditional and unconditional probability Binomial, Poisson, and normal distribution Confidence intervals Estimation of reliability and quality of engineering components and systems.

The LO3 looks into sinusoidal waves: Sine waves and their applications Trigonometric and hyperbolic identities. Vector functions: Vector notation and properties Representing engineering quantities in vector form Vectors in three dimensions. Mathematical software for engineering and manufacturing sector: Use of mathematical software packages (e.g. Mathcad, Microsoft Excel) Confirmation of analytical results.

The LO4 explore the concepts Definition of a function and a derivative, graphical representation of a function, notation of derivatives, limits and continuity, derivatives; rates of change, increasing and decreasing functions and turning points Differentiation of functions Differentiation of functions including: • standard functions/results • using the chain, product, and quotient rules • second order and higher derivatives Types of function: polynomial, logarithmic, exponential, and trigonometric (sine, cosine, and tangent), inverse trigonometric and hyperbolic functions. Integral calculus: Definite and indefinite integration Integrating to determine the area Integration of functions including: • common/standard functions • using substitution • by parts Exponential growth and decay Types of function: algebraic including partial fractions and trigonometric (sine, cosine, and tangent) functions Engineering and manufacturing sector problems involving calculus: Including: stress and strain, torsion, tolerancing, torque settings, motion, dynamic systems, oscillating systems, force systems, heat energy and thermodynamic systems, fluid flow, AC theory, electrical signals, information systems, transmission systems, electrical machines, electronics Efficient problem-solving competencies in the chosen occupation/sector and effective written/verbal communication of solutions.

Learning outcomes:

On successful completion of this unit a learner will:

LO1 Apply a variety of mathematical methods to a range of engineering and manufacturing sector problems

LO2 Investigate applications of statistical and probability techniques to interpret, organise, and present data

LO3 Use analytical and computational methods for solving engineering and manufacturing sector problems by relating sinusoidal wave and vector functions to their respective applications

LO4 Examine how differential and integral calculus can be used to solve engineering and manufacturing sector problems.

**Unit 4004: Managing a Professional Engineering Project (Core Mandatory)
(Pearson-set)**

Unit code:	A/615/1478	Aim: This unit introduces students to the techniques and best practices required to successfully create and manage an engineering/manufacturing project designed to identify a solution to an engineering need. While carrying out this project student will consider the role and function of engineering in our society, the professional duties and responsibilities expected of engineers together with the behaviours that accompany their actions. Among the topics covered in this unit are: roles, responsibilities, and behaviours of a professional engineer, planning a project, project management stages, devising solutions, theories and calculations, management using a Gantt chart, evaluation techniques, communication skills, and the creation and presentation of a project report. On successful completion of this unit, students will be able to conceive, plan, develop, and execute a successful engineering project, and produce and present a project report outlining and reflecting on the outcomes of each of the project processes and stages. As a result, they will develop skills such as critical thinking, analysis, reasoning, interpretation, decision-making, information literacy, and information and communication technology, and skills in professional and confident self-presentation. This unit is assessed by a Pearson-set theme. The project brief will be set by the centre, based on a theme provided by Pearson (this will change annually). The theme and chosen project within the theme will enable students to explore and examine a relevant and current topical aspect of professional engineering.
Unit level:	4	
Credit value:	15	

Unit abstract:

The LO1 requires students to study overview of project management Examples of realistic engineering/manufacturing-based problems Grand engineering/manufacturing challenges (e.g., regional, global, sector, society); relevant case studies Crucial considerations for the project How to identify the nature of the problem through vigorous research Feasibility study to identify constraints and produce an outline specification Project management techniques – Strengths, Weaknesses, Opportunities, Threats (SWOT), stakeholder matrices, risk mapping, radar chart, and summary risk profiles. Team-driven problem solving: positive, professional, respectful, trusting and ethical working relationships. Impact of human factors (i.e., organisational, environment and job factors) on individual/team behaviours and performance. Team support (e.g., coaching/mentoring, feedback, opportunities). Organisational vision and goals. Holistic stakeholder engagement. Develop an outline project brief and design specification: Knowledge theories, calculations and other relevant information that can support the development of a potential solution Project selection relevant to occupation/sector of interest/programme of study (e.g., mechanical, electrical, manufacturing, aeronautical, operations, space, marine, Industry 4.0, automation, computer systems etc.). Ethical frameworks: The Engineering Council and Royal Academy of Engineering’s Statement of Ethical Principles The National Society for Professional Engineers’ Code of Ethics. Professional, Statutory and Regulatory Bodies (PSRBs): Global, national, and regional influences on engineering/manufacturing, and the role of the engineer. For example: The Royal Academy of Engineering and the UK Engineering Council The role and responsibilities of the PSRBs. For example, UK Engineering Council and the Professional Engineering Institutions (PEIs) Roles: Chartered Engineer, Incorporated Engineer, and Engineering Technician, other professional body membership roles, requirements for eligibility and responsibilities Standards and content of the standards. For example, the content of the UK Standard for Professional Engineering Competence (UKSPEC) Occupational standards and alignment with knowledge, skills, and behaviours of a chosen occupation. International regulatory regimes and agreements associated with professional engineering: European Federation of International Engineering Institutions. European Engineer (Eur Eng) European Network for Accreditation of Engineering Education European Society for Engineering Education International Council on Systems Engineering The Institute of Industrial and Systems Engineers (IISE) Washington Accord Dublin Accord Sydney Accord International Engineers Alliance Asia Pacific Economic Cooperation (APEC) Engineers Agreement.

The LO2 focus on Continually monitoring development against the agreed project plan and adapting the project plan where appropriate Work plan and time management, using Gantt chart or similar. Prioritisation of workload/time management techniques to achieve personal and team objectives. Role of KPIs. Integrated quality control checks (including risk assessments and resolutions) Tracking costs and timescales Maintaining a project diary to monitor progress against milestones and timescales. Unit Descriptors for the Pearson BTEC Higher Nationals Engineering Suite Issue 2 – January 2024 © Pearson Education Limited 2024 37 Engineering professional behaviour sources: Professional responsibility for health and safety (e.g., UK-SPEC) Professional standards of behaviour (e.g., UK-SPEC) Relevant government and organisational policies, legal requirements (e.g., employment law, equality law), implications, and compliance. Ethical frameworks: The Engineering Council and Royal Academy of Engineering’s Statement of Ethical Principles The National Society for Professional Engineers’ Code of Ethics.

The LO3 looks into Convincing arguments: All findings/outcomes should be convincing and presented logically where the assumption is that the audience has little or no knowledge of the project process. Critical analysis and evaluation techniques:

Most appropriate evaluation techniques to achieve a potential solution Use of data collection systems, data formats, and dashboards Secondary and primary data should be critiqued and considered with an objective mindset Objectivity results in more robust evaluations where an analysis justifies a judgement and decision making.

The LO4 explore media selection, what to include in the presentation and what outcomes to expect from it. Audience expectations and contributions Presentation specifics. Audience: project supervisors, fellow students and employers and others involved. Time allocation, structure of presentation Reflection on project outcomes and audience reactions Conclusion to report, recommendations for future work, lessons learned, changes to own work patterns. Unit Descriptors for the Pearson BTEC Higher Nationals Engineering Suite Issue 2 – January 2024 © Pearson Education Limited 2024 38 Reflection for learning and practice: The difference between reflecting on performance and evaluating a project – the former considers the research process, information gathering and data collection, the latter the quality of the research argument and use of evidence. The cycle of reflection: To include reflection in action and reflection on action How to use reflection to inform future behaviour, particularly directed towards sustainable performance The importance of Continuing Professional Development (CPD) in refining ongoing professional practice. Reflecting on competencies gained. Keeping abreast of developments in engineering/manufacturing processes manufacturing and emerging technologies through reskilling/upskilling (e.g., digital competencies, sustainability goals).

Learning outcomes:

By the end of this unit students will be able to:

LO1 Select a project that will provide a solution to an identified engineering/manufacturing problem.

LO2 Conduct planned project activities to generate outcomes which provide a solution to the identified engineering/manufacturing problem.

LO3 Produce a project report analysing the outcomes of each of the project processes and stages.

LO4 Present the project report drawing conclusions on the outcomes of the project

Unit 4014: Production Engineering for Manufacture (Specialist Mandatory)		
Unit code:	H/615/1488	Aim: This unit introduces students to the production process for key material types; the various types of machinery used to manufacture products and the different ways of organising production systems to optimise the production process; consideration of how to measure the effectiveness of a production system within the overall context of the manufacturing system; and an examination of how production engineering contributes to ensuring safe and reliable operation of manufacturing. On successful completion of this unit students will be able to learn about the role and purpose of production engineering and its relationship with the other elements of a manufacturing system; most appropriate production processes and associated facility arrangements for manufacturing products of different material types; and designing a production system incorporating a number of different production processes.
Unit level:	4	
Credit value:	15	
Unit abstract:		
<p>The LO1 requires students to study Common practices for manufacturing Research and develop tools, processes, machines, and equipment Integrate facilities, production layout, and systems for producing quality products Design, implement and refine products, services, processes and systems, considering manufacture, assembly and end of life Use financial planning, recording and review processes and documentation, budgets, estimating, cost control, cost forecasting, and investment appraisal Application of quality system tools to support production engineering to include, Inspection strategies, Check Sheets, Fishbone Diagram, Histogram, Pareto Chart, Control Chart, Scatter Diagram and Process Flowcharts. Combination of manufacturing technology and management science. The LO2 focus on Common ceramics, polymer, composite, and metals manufacturing processes The influence of mechanical and physical properties of the materials on the production process. Bonding and jointing technologies, including welding, adhesives, fasteners, locking and retaining methods, interference fits and mechanical assemblies.</p> <p>The LO3 looks into Function of the range of production facilities within a manufacturing plant: Production design for manufacture and assembly Cellular and flexible manufacturing systems Component production using CNC machining centres and automated production processes (single, batch, flow, mass) Unit Descriptors for the Pearson BTEC Higher Nationals Engineering Suite Issue 2 – January 2024 © Pearson Education Limited 2024 107 Automated materials handling equipment, conveyor systems, automatic guided vehicle servicing, product assembly and production lines Heat treatment facilities, paint and coating plants Warehouse, stock storage equipment The purpose, operation and effects of incorporating concepts such as lean manufacturing and just-in-time (JIT) supply to the production process Relevant manufacturing methods used and their applications, such as machining, joining, forming, assembling, shaping, processing, printing, moulding, extruding and casting.</p> <p>The LO4 explore Production systems: Production performance criteria, through-put rates, yield rates, cost effectiveness, sustainability, flexibility and reliability Optimising supply chain performance and management Documentation control processes and procedures such as format, location, access, authorisation Production documentation management: job cards/build records, 2D &</p>		

3D drawing/models, Bill of Materials (BOM), Cost Analysis Reports, Compliance Report, Standard Operating Instructions (SOI's), Standard Process Instructions (POI's), Engineering Query Notifications (EQN's) and Drawing Query Notifications (DQN's) Use of Industry 4.0 tools/technologies and integration to promote effectiveness and operations (e.g. automation, robots, PLCs, digital systems and manufacturing engineering systems) Essential collaboration between manufacturer, supplier and retailer. Production errors and rectification: Cost in terms of time, material waste, product recall, reputation and litigation Production data collection, critical evaluation and analysis; effective use of data collection systems and data formats. The human component: Human factors. Impact of organisational, job and environment factors on individual performance, characteristics, and behaviours at workplace Cultural openness to new ideas and continuous improvement Technically savvy to encourage advanced/latest technologies for efficiencies including performance optimisation Collaboration and information sharing. Performance management and rewards Engineer training and development practices.

Learning outcomes:

By the end of this unit students will be able to:

LO1 Illustrate the role and purpose of production engineering and its relationship with the other elements of a manufacturing system

LO2 Describe the most appropriate production processes and associated facility arrangements for manufacturing products of different material types

LO3 Analyse how a production system can incorporate a number of different production processes for a given product or assembly

LO4 Explore the effectiveness of a production system in terms of its operation within the wider manufacturing system.

Unit 4015: Automation, Robotics and Programmable Logic Controllers (PLCs) (Core Specialist)

Unit code:	K/615/1489	Aim: The aim of this unit is for students to investigate how Programmable Logic Controllers (PLCs) and industrial robots can be programmed to successfully implement automated engineering solutions. Among the topics included in this unit are: PLC system operational characteristics, different types of programming languages, types of robots and cell safety features. On successful completion of this unit students will be able to learn about programming PLCs and robotic manipulators to implement a set of activities, different types and uses of PLCs and robots available, writing PLC programs using a language of their choice, and program industrial robots with straightforward commands and safety factors
Unit level:	4	
Credit value:	15	

Unit abstract:

The LO1 requires student to study Modular, unitary and rack mounted systems Characteristics, including speed, memory, scan time, voltage and current limits Input and output devices (digital, analogue) Interface requirements Communication standards (RS-232, RS-422, RS-485, Ethernet) Industrial communication networks at Supervisory (e.g. Ethernet), Cell (e.g. PROFINET/PROFIBUS) and Field (e.g. AS-Interface) levels; industrial networks configuration and commissioning; installation, application and operational aspects Industrial Communication Protocols (e.g., Profinet, EtherNet/IP, Powerlink) Internal architecture Different types of programming languages (IEC 61131-3) Programmable Logic Controllers (PLC), Variable Speed Drives (VSD), Human Machine Interface (HMI) and Supervisory Control and Data Acquisition (SCADA).

The LO2 focus on Programming language: Signal types Number systems (binary, octal, hexadecimal) Allocation lists of inputs and outputs Communication techniques Network methods Logic functions (AND, OR, XOR) Associated elements (timers, counters, latches) PLC, HMI & SCADA configuration, and programming Modern context of PLC programming and Automation Unit Descriptors for the Pearson BTEC Higher Nationals Engineering Suite Issue 2 – January 2024 © Pearson Education Limited 2024 116 Test and debug methods: Systematic testing and debugging methods Proper application of appropriate testing and debugging method.

The LO3 explore Element considerations: Types of robots Mobile robotics Sensors, tools and end effectors Programming methods Key functions/commands and application in designing and implementing robot tasks Robotics hardware and software tools, configuration, calibration, programming, and fault finding Robot manipulators (kinematics, design, dynamics and control, vision systems, user interfaces, instrumentation configuration and calibration); effective use of data collection tools/systems and data formats for inputs/outputs within the context. Impact of Industry 4.0: Automation, robots, PLCs, smart factories using Industry 4.0 based technologies (e.g., data and digital technologies/systems) Performance optimisation Documentation control processes and procedures such as format, location, access, authorisation Integration and impact on organisations.

The LO4 focus on Safety: Health and safety policies, procedures and regulations, potential hazards, risk assessment and mitigation Cell safety features Operating envelope Operational modes User interfaces.

Learning outcomes:

By the end of this unit students will be able to:

LO1 Describe the design and operational characteristics of a PLC system

LO2 Design a PLC program by considering function requirements, PLC information, programming and communication techniques

LO3 Program industrial robots using commands to perform a given task with the knowledge of the key elements and their functions
LO4 Investigate the design and safe operation of a robot within an industrial application.

Unit 4017: Quality and Process Improvement (Specialist Mandatory)		
Unit code:	H/615/1491	Aim: This unit introduces students to the importance of quality assurance processes in a manufacturing or service environment and the principles and theories that underpin them. Topics included in this unit are: tools and techniques used to support quality control, attributes and variables, testing processes, costing modules, the importance of qualifying the costs related to quality, international standards for management (ISO 9000, 14000, 18000), European Foundation for Quality Management (EFQM), principles, tools and techniques of Total Quality Management (TQM) and implementation of Six Sigma. On successful completion of this unit students will be able to illustrate the processes and applications of statistical process, explain the quality control tools used to apply costing techniques, identify the standards expected in the engineering environment to improve efficiency and examine how the concept of Total Quality Management and continuous improvement underpins modern manufacturing and service environments
Unit level:	4	
Credit value:	15	
Unit abstract:		
<p>The LO1 requires students to study The tools and techniques used to support quality control Attributes and variables Testing processes Quality tools and techniques, including statistical process control (SPC), measurement of variables (such as dimensions, weight, signal, temperature, time,) testing (such as non-destructive and destructive). Designing quality into new products and processes using Quality Function Deployment (QFD), and enhance quality in managing and monitoring supplier performance Quality assurance: Principles and levels of quality assurance, systems, and operational consideration. Importance of accurate record keeping and monitoring of activities.</p> <p>The LO2 focus on Costing modules (including budgeting, forecasting and control of direct and indirect costs, fixed and variable costs including actual, accrued and committed costs), analysis and interpretation of data and information The importance of qualifying the costs related to quality Documentation such as Parts Per Million (PPM) quality adherence, cost analysis and test data How costs can be used to improve business performance including achieving sustainability objectives.</p> <p>The LO3 looks into The history of standards The role of standards and their importance in enabling and supporting trade, business and industry; ethical usage of standards and implications Standards for measurement Unit Descriptors for the Pearson BTEC Higher Nationals Engineering Suite Issue 2 – January 2024 © Pearson Education Limited 2024 131 International Standards for management: purpose and internal governance arrangements to ensure compliance; relevant standards (ISO 9000, ISO 9001, ISO 14000, ISO 14001, ISO 18000, AS9100, TS16949 etc.) European Foundation for Quality Management (EFQM) as an aid to developing strategic competitive advantage Organisation context: Importance and use of organisations approved Standard Operating Procedures (SOP's), documentation recording systems and quality control, risk assessment, and the potential implications on safety, quality and delivery if they are not adhered to.</p> <p>The LO4 explore The importance of quality to industry: how it underpins the ability to improve efficiency, meet customer requirements and improve competitiveness, cost of poor quality. Principles, tools and techniques of Total Quality Management (TQM) Advancements in TQM, KPIs and TQM. Tools for improving quality and delivery. Advanced Product Quality Planning (APQP). Types of faults/defects recorded and analysed to improve future performance. Route Cause Analysis (RCA), Failure Mode and Effects Analysis (FMEA), Fishbone, Practical Problem Solving (PPS), Process Failure Mode and Effects Analysis (PFMEA). Tools for data collection and analysis, e.g., automatic test equipment, visual automatic inspection system, data acquisition equipment, software to analyse the data and inform operators in real time. Tools and techniques associated with lean manufacturing and process improvement such as Six Sigma, Kaizan, 8 Wastes. Workplace organisation such as 5S's (sort, set in order, shine, standardise and sustain), continuous flow, Poke Yoke (error proofing), 5 Whys (Root Cause Analysis), kanban (pull System), just-in-time (JIT), lean simulation activities, value stream mapping, total Preventive Maintenance Plan-do-check-act (PDCA), Single Minute Exchange of Die (SMED), A3 Reporting. Other lean operational and quality enhancement practices (e.g., visual management, waste reduction and shop floor problem solving). Selecting the most appropriate tool/technique to solve a problem (including problem analysis models such as Is/Is Not).</p>		
Learning outcomes:		
By the end of this unit students will be able to:		
LO1 Examine the applications of statistical process control when applied in an industrial environment to improve efficiency		
LO2 Analyse cost effective quality control tools		
LO3 Determine the role of standards in improving efficiency, meeting customer requirements and opening up new opportunities for trade		
LO4 Analyse the importance of Total Quality Management and continuous improvement in manufacturing and service environments		

Unit 4019: Electrical and Electronic Principles (Specialist Mandatory)		
Unit code:	A/615/1495	Aim: Electrical engineering is mainly concerned with the movement of energy and power in electrical form, and its generation and consumption. Electronics is mainly concerned with the manipulation of information, which may be acquired, stored, processed or transmitted in electrical form. Both depend on the same set of physical principles, though their applications differ widely. A study of electrical or electronic engineering depends very much on these underlying principles; these form the foundation for any qualification in the field, and are the basis of this unit. The physical principles themselves build initially from our understanding of the atom, the concept of electrical charge, electric fields, and the behaviour of the electron in different types of material. This understanding is readily applied to electric circuits of different types, and the basic circuit laws and electrical components emerge. Another set of principles is built around semiconductor devices, which become the basis of modern electronics. An introduction to semiconductor theory leads to a survey of the key electronic components, primarily different types of diodes and transistors. Electronics is very broadly divided into analogue and digital applications. The final section of the unit introduces the fundamentals of these, using simple applications. Thus, under analogue electronics, the amplifier and its characteristics are introduced. Under digital electronics, voltages are applied as logic values, and simple circuits made from logic gates are considered. On successful completion of this unit students will have a good and wide-ranging grasp of the underlying principles of electrical and electronic circuits and devices, and will be able to proceed with confidence to further study.
Unit level:	4	
Credit value:	15	
Unit abstract:		
<p>The LO1 requires students to study Fundamental electrical quantities and concepts: Charge, current, electric field, energy in an electrical context, potential, potential difference, resistance, electromotive force, conductors, insulators, and electrical power Modern applications examples of electrical systems. Circuit laws: Voltage sources, Ohm’s law, resistors in series and parallel, the potential divider Kirchhoff’s laws, Thevenin’s theorem, Norton’s theorem, superposition. Energy and power: Transfer into the circuit through, for example, battery, solar panel or generator, and out of the circuit as heat or mechanical. Maximum power transfer theorem Power analysis and test methods.</p> <p>The LO2 focus on Frequency, period, peak value, phase angle, waveforms, the importance of sinusoids. Mathematical techniques: Trigonometric representation of a sinusoid. Rotating phasors and the phasor diagram. Complex notation applied to represent magnitude and phase. Reactive components: Principles of the inductor and capacitor. Basic equations, emphasising understanding of rates of change (of voltage with capacitor, current with inductor). Current and voltage phase relationships with steady sinusoidal quantities, representation on phasor diagram; Inductor and capacitor applications. Unit Descriptors for the Pearson BTEC Higher Nationals Engineering Suite Issue 2 – January 2024 © Pearson Education Limited 2024 146 Circuits with sinusoidal sources: Current and voltage in series and parallel RL, RC, LC and RLC circuits. Transient and Steady State analysis of RL, RC, LC and RLC circuits Reactance, impedance, resonance, bandwidth, quality factor Time and frequency response of filters Mains voltage single-phase systems. Active power, reactive power, complex Power, root-mean-square power quantities, power factor Introduction to DC and AC generators/motors, introduction to three phase power systems. Ideal transformer and rectification: The ideal transformer, half-wave and full-wave rectification. Use of smoothing capacitor, ripple voltage.</p> <p>The LO3 looks into Semiconductor material: Characteristics of semiconductors; impact of doping, p-type and n-type semiconductor materials, the p-n junction in forward and reverse bias. Simple semiconductor devices: Characteristics and simple operation of junction diode, Zener diode, light emitting diode, bipolar transistor, Junction Field Effect Transistor (FET) and Metal Oxide Semiconductor FET (MOSFET). The bipolar transistor as switch and amplifier. Simple semiconductor applications: Diodes: AC-DC rectification, light emitting diode, voltage regulation Transistors: switches and signal amplifiers Modern applications examples of electronic devices.</p> <p>The LO4 explore Analogue concepts: Analogue quantities, examples of electrical representation of, for example, audio, temperature, speed, or acceleration The voltage amplifier; gain, frequency response, input and output resistance, effect of source and load resistance (with source and amplifier output modelled as Thevenin equivalent) Introduction to operational amplifiers. Digital concepts: Logic circuits implemented with switches or relays Use of voltages to represent logic 0 and 1, binary counting Logic Gates (AND, OR, NAND, NOR) to create simple combinational logic functions Truth Tables.</p>		

Learning outcomes:

By the end of this unit students will be able to:

LO1 Apply an understanding of fundamental electrical quantities to analyse circuits with constant voltages and currents

LO2 Analyse circuits with sinusoidal voltages and currents

LO3 Describe the basis of semiconductor action, and its application to simple electronic devices

LO4 Explain the difference between digital and analogue electronics, describing simple applications of each.

Unit 4021: Electrical Machines (Specialist Mandatory)

Unit code:	A/615/1495	Aim: This unit introduces students to the construction, modelling and characteristics of a range of electromagnetic machines and their practical application. Among the topics included in this unit are: principles underlying the operation and construction of brushed DC, induction, and synchronous machines (motors and generators), electromagnetic transducers and actuators; and operating characteristics of electrical machines such as voltage, current, speed, torque, power rating, electromagnetic interference (EMI) and efficiency. On successful completion of this unit, students will be able to gain knowledge and understanding of the operating characteristics of different types of electrical machines and their practical applications in the industry.
Unit level:	4	
Credit value:	15	

Unit abstract:

The LO1 requires student to study Construction, application and characteristics and operation of machine types such as: DC brushed, single phase induction, three phase induction, universal, types of synchronous (BLDC/BLAC, wound rotor) Stator, rotor, windings, commutator/slip rings, bearings, case, cooling. Typical applications of a range of electrical machines (generators/motors), possible modes of operation (torque, speed, position), and how they are chosen for a specific application (based on key performance parameters: torque-speed characteristic, losses, efficiency, size, cost, etc.). Brushed and brushless DC machines: Brushed versus brushless; advancements and case studies. Brushed DC machine equivalent circuit model, analysis of the circuit, testing/characterising.

The LO2 focus on Characteristics and testing (characterisation) of induction machines (locked rotor and no-load tests) Equivalent circuit model of one phase with magnetising branch approximation. Starting methods Direct On-Line (DOL) Star/Delta Variable Frequency Drives (VFD) Operation, key characteristics, and parameters: Voltages, power, speed, torque, inertia, EMI, efficiency, and safety (including health and safety policies, procedures and regulations, compliance, risk assessment process and procedures) Protection devices.

The LO3 explores Operation and characteristics of synchronous machines: Characteristics and testing of synchronous machines (too much load can cause them to lose sync and torque) Focus on two types: Permanent Magnet Synchronous Machines (PMSM – Brushless AC) and the wound rotor for larger applications (grid power generation) Starting methods (Closed loop control of PMSM with a VFD) Practical applications Equivalent circuit model Voltages, power, speed, torque, inertia, EMI, efficiency Cooling and protection.

The LO4 focus on Construction, application, characteristics and testing of electromagnetic transducers and actuators Transducer types (active, passive, sensor), actuator types (solenoids, linear, rotary including stepper motors) Practical applications Voltage and current requirements, hysteresis, and speed of operation. Torque/force Insulation Protection (IP) rating Contact types Back Electromotive Force (EMF), EMI and efficiency.

Learning outcomes:

By the end of this unit students will be able to:

LO1 Investigate the different types and operation of electrical machines

LO2 Explore the operation and the various starting methods of induction machines

LO3 Explore the operation and the various starting methods of synchronous machines

LO4 Analyse the operating characteristics, construction and applications of electromagnetic transducers and actuators

- **Assessment Plan**

Pearson BTEC Level 4 Higher National Certificate in Electrical and Electronic Engineering for England			
	Unit Name	Submission Date	
		Assignment 1	Assignment 2
Yearly	Engineering Design	January 2026 February 2026	May 2026 June 2026
	Engineering Maths	January 2026 February 2026	May 2026 June 2026
	Production Engineering for Manufacture	January 2026 February 2026	May 2026 June 2026
	Automation, Robotics and Programmable Logic Controllers (plcs)	January 2026 February 2026	May 2026 June 2026
	Quality and Process Improvement	January 2026 February 2026	May 2026 June 2026
	Electrical and Electronic Principles	January 2026 February 2026	May 2026 June 2026
	Electrical Machines	January 2026 February 2026	May 2026 June 2026
	Managing a Professional Engineering Project (This is a Pearson-set)	May 2026 (Pearson Set)	

Assessment and delivery plans are subject to change. Your tutors will tell you of any changes to your course as soon as they occur.

HN Global

Pearson have created an online platform for all students studying their Higher National qualifications. It's called HN Global, is free for students to use and contains 4 key sections:

- 1) Textbooks for core units – containing selections from textbooks chosen to cover the learning outcomes of the core units
- 2) Study skills modules – resources and exercises to help develop your skills in areas like essay and report writing, giving presentations and critical thinking.
- 3) Career Development – access to online career services, including guidelines on CV writing, interview skills and a jobs board
- 4) Forum – for you to discuss your subject with or ask questions of students and tutors from around the world.

To sign up, go to <https://hnglobal.highernationals.com> and complete your registration.

3. ASSESSMENT

A) Course Structure

It is important you know the structure of your course as this affects the units that you will study and how your grade is calculated.

The course you are on is a Regulated Qualifications Framework (RQF) qualification. It is made up of units, each at a set level and with a certain number of credits.

RQF Levels

There are 9 Levels ranging from Entry (the lowest) the 8 (the highest). The table below shows some qualifications and their levels:

Level 8	Doctorates (e.g. PhD / DPhil)
Level 7	Master's degrees (e.g. MA, MSc, MEng) Postgraduate Certificates Postgraduate Certificate in Education (PGCE)
Level 6	Bachelor's degrees (e.g. BA, BSc, BEng) Professional Graduate Certificate in Education Graduate certificates and Certificates
Level 5	Pearson BTEC HND Foundation Degrees (e.g. FdA, FdSc) Certificates of Higher Education (Dip HE)
Level 4	Pearson BTEC HNC Certificates of Higher Education (Cert HE)
Level 3	BTEC Nationals (e.g. Level 3 Foundation Diploma, Diploma, Extended Diplomas) Access to HE Diplomas A Levels / T levels / Level 3 NVQs
Level 2	BTEC Firsts (e.g. Level 2 Certificate, Extended Certificate, Diploma) GCSEs (Grades 9 to 5) Level 2 NVQs
Level 1	BTEC Level 1 Award, Certificate, Diploma GCSEs (Grades 4 to 1)
Entry Level	Entry Level (1, 2 and 3): Pearson BTEC Entry Level Certificates, Certificates and Awards

'Higher Education' refers to the courses that are on this list at levels 4 to 8.

RQF Units – credits and time

Each RQF qualifications is made up of units. On BTEC HNCs and HNDs most units are 15 credits in size – some are larger and are a multiple of 15 (e.g. 30, 45) in size.

These units have been designed from a learning time perspective and are expressed in terms of Unit Learning Hours (ULH). ULH represent the total hours that a student needs to achieve the required learning outcomes, for a given Unit.

The ULH for a 15-credit unit is 150 – which includes 60 hours of Guided Learning and 90 hours of independent study.

Guided Learning

This is when a tutor is with you, giving you specific guidance towards learning aims. This includes:

- lessons, lectures and tutorials in class, workshops or the LRC with a teacher
- live webinars or telephone tutorials led by a teacher
- E-learning supervised by a teacher
- work based learning supervised by a tutor
- Any supervised assessment activity (for instance exams with invigilators, or observation of you making a presentation etc).

Guided Learning Hours are usually on your timetable and you are expected to attend 100% of them.

Independent Study

For a 15 credit unit there are **90** unit learning hours that are not guided learning. This is the time you are expected to spend on independent study - working on your own. This could be reading up on the subject, conducting research, e-learning, watching podcasts / webinars, work-based learning etc. It also includes the time you spend completing work set by your teachers.

You can complete independent study anywhere – inside the college (e.g. in the LRC) or outside. If you need to access specialist equipment, please talk to your teacher to help arrange it. Please note that there may be some rooms or equipment that you are not permitted to use without supervision (e.g. engineering workshops).

You can still communicate with teachers and other students during your independent study time, but you will have to arrange this yourself. You should find out from your teachers when you can see them in their office, or how best communicate with them outside timetabled classes (e.g. on Microsoft Teams).

An important part of Higher Education is being organised. You need to attend all of your guided learning and spend enough time on independent study to succeed.

Total Qualification Time

If you add up all of the ULH on your qualification you get the Total Qualification Time. This is an estimate of the amount expected to be required for a student to achieve the qualification. Remember that this includes both guided learning and independent study.

The Total Qualification Time for a HNC is 1,200 hours.

Total Guided Learning for a 4 HNC is 480 hours. So you should be doing 720 hours of independent study while working on your HNC.

The total Qualification Time for an HND is 2,400 hours.

This is made up of the HNC plus an additional 1,200 hours – as with the HNC 720 hours are independent study.

B) RQF Pearson Higher National Qualifications (HNs)

Pearson publish specifications which give the details of the units available and the rules of how they must be combined to make a valid qualification.

The Pearson BTEC Level 4 HNC is a Level 4 qualification made up of 120 credits.

- This is usually made up of 8 level 4 units, each worth 15 credits.
- There may be fewer units if some are worth more credit.

The Pearson BTEC Level 5 HND is a Level 5 qualification made up of 240 credits. This is made up of the HNC (120 credits at level 4) and then 120 credits at level 5.

- The level 5 credits are usually spread over 7 units – 6 of 15 credits and one larger project unit of 30 credits

C) Your qualification at HRUC

Your qualification has been designed by selecting units from the Pearson specification. Your programme will include all the mandatory core and specialist units, and then (if available) a selection of optional units. The optional units selected may have been chosen because:

- They match the strengths of HRUC (e.g. staff expertise, resources)
- To ensure you have a good range of knowledge to allow progression to a range of employment or further study
- To enable you to apply for specific job roles once completed
- To meet entry requirements for university top-up degree programmes
- To meet the requirements of employers / sponsors of students

The combination of units chosen will provide you with the correct amount of credit and total qualification time, at the correct level(s) to mean that successfully completing them will earn you the qualification.

Your tutors' choice of units is outlined in section 1 and 2 of this handbook. If you think that different optional units should be delivered, or a particular pathway, please talk to your tutor as soon as possible. They may not be able to offer everything you want but we have changed programmes before to include units requested by students – especially where these are required for progression to employment or University.

D) Learning & Assessment

Information in the following pages includes extracts from HRUC policies on Assessment, Internal Verification, Student Submission of Internally Assessed Work and Academic Malpractice. Full copies of these policies are available if you require further information.

Units

Each unit on your qualification has a specification written by the awarding body. These are available from the Pearson website and your tutors may make them available to you. Every unit specification includes:

- The unit title and code number
- Unit type (e.g. core), level and credit value
- Introduction – a summary of the purpose, aims and focus of the unit, as well as highlighting the key knowledge, skills and understanding gained while studying.
- Learning outcomes - this is a list of all you need to know, understand or be able to do to pass the unit
- Essential content – identifies the key phrases or concepts for each learning outcome. Your tutors use this to plan the teaching on your course and they will deliver all of this content to you as part of your course.
- Assessment Criteria – these are statements of the evidence you need to produce. Each learning outcome will have several criteria linked to it. Your tutors use criteria to create assignments.
- Any additional evidence requirements that students will have to complete

- Recommended resources – suggested reading (including journals and websites) and links to other related units.

This information cannot be changed by HRUC staff or students.

Your tutors use these unit specifications to complete a Scheme of Work, showing the topics you will cover in every week of your programme. The Scheme of Work will closely match the unit content and may indicate how it is to be delivered (e.g. classroom teaching, distance / online learning, lectures, seminars, practical sessions, work experience etc).

Assessment of Units

Assessment checks that effective learning of the unit content has taken place.

Assessment on HN qualifications is mainly through the completion of assignments, designed by your teachers.

Pearson may offer example assignments, which your teachers can adapt and use instead of writing their own.

For one Core project unit of the HND, Pearson set a different theme each year. **This does not mean you will have to sit an exam.** You will still be completing assignments - either written by your teachers or suggested by Pearson.

Assignments

Assignment briefs for each unit will be issued to you while you are studying those units. This allows you to get guidance on how to complete the assignments from your tutors while you are working on the unit content they refer to.

Assignment briefs:

- Set you particular tasks or activities to do (e.g. an essay, presentation, project or experiment) and tell you what evidence you need to produce (e.g. a written report, a presentation to group, a completed product). These tasks or activities will be representative of those undertaken in the vocational sector relevant to your programme. If you complete the task or activity as required, you will have provided evidence that you have met one or more assessment criteria.
- State the assessment criteria they are designed to assess. There are usually one, two or three assignment briefs for each unit, with each assignment covering one or more assessment criteria.
- May be broken down into separate 'Tasks' requiring you to produce various different forms of evidence
- Will cover all the assessment criteria for one or more learning outcomes (i.e. you won't get separate assignment briefs for Pass, Merit and Distinction criteria – though there could be different tasks).

It is important that you understand what evidence assignments are asking you to produce. To help use the glossary of terms and evidence at the back of this handbook (Appendix 3).

Submission of Assignments

Assignment briefs will have a deadline for submission of the work. You must submit all your assignments by the submission dates given. Your teachers may have additional rules regarding submission of assignments – for example a particular place where they must be by the deadline.

Make sure you know these rules. Failure to do so will affect your grades and possibly your completion of the qualification.

Your tutors will give you further information and guidance on completing assignments during timetabled sessions and often provide you with resources (e.g. through Teams, links to videos on YouTube, reading lists etc) that will help you to do so.

Draft submission and feedback

To help you achieve the highest grade you can, your teachers will give you feedback on draft assignments before the deadline.

Teachers will tell you when to bring in your drafts and when you will get feedback on them. For every assignment you will get one opportunity to have your draft work looked at – for some longer assignments you may be given a second opportunity.

The feedback on draft assignments will include general advice on how to progress your studies feedback cannot give you advice on what you directly need to do to improve your assignment, or state what grade your draft work would achieve.

For example comments might be that ‘your analysis of the research is not clear, you need to look at it more critically’ and will not be “you need to write this to get a Merit...”

Please note that the deadline on the assignment brief does not change – you must complete any actions identified by your tutor before the submission date.

NB: This is your only opportunity to use your teacher’s feedback to improve your work. Make sure that you read it carefully and if you don’t understand it, ask.

If you do not bring in drafts when asked, teachers do not have to give you another opportunity to do so or provide you with any feedback before you submit the work.

Feedback is usually written so that you can refer back to it throughout the year and use it to help you improve any assignments that you are working on.

Turnitin

All written work that you submit electronically should first have been uploaded to Turnitin – a piece of software that has been developed to check student submissions for accurate referencing of sources. Work uploaded to Turnitin will generate an ‘originality report’. This report will highlight occurrences of other people’s work that has been used or quoted in your assignments and will give you an overall ‘originality’ percentage.

Although you must not plagiarise other people’s work, when writing assignments, it is good academic practice to correctly use referenced sources to support your ideas. Referencing is expected and necessary at this level of study. (See ‘Appendix 1 – Study Guide’ for more information.)

An originality report should show that you have correctly referenced all the sources used in your work. It is recommended that you use Turnitin reports to check your assignments before they are submitted for marking. If you check and find you have not correctly referenced all the sources used in your work, you should update it and check again before submitting it for marking.

Any assignments submitted for marking that contains incorrect referencing or suspected cheating will be dealt with under the College Academic Malpractice Policy (see section K for more details)

Turitin can also indicate where work may have been generated by AI. Unacknowledged use of AI is also Malpractice.

When you submit work through MS Teams, it may be automatically checked by Turnitin.

Authentication

When you submit finished work for marking you must sign it to confirm that it is your own work and has been completed according to the rules of the qualification.

If you submit work electronically (e.g. in Teams) when logged in to your college account, that is the same as you signing a paper copy.

If you sign work which is not your own then you have committed academic malpractice, which HRUC treats very seriously (see section K for more details).

E) Marking and Grading

Once your assignment has been submitted it will be marked and returned to you within 3 (working) weeks. Marked assignments show you which assessment criteria you have met, which you haven't met, and why.

Marking and feedback will show where in your work, or how, you have met criteria. If not all criteria have been met, feedback will state why you did not meet them.

Feedback must not tell you how you can improve your evidence to meet any criteria you haven't achieved.

This is because you may be able to submit the assignment again – see Resubmissions (below). Feedback may give you advice on how you could improve future assignments.

When you have completed all assignments for a unit and they have been marked you will receive a unit grade. This reflects the highest level at which you have met all assessment criteria in the unit.

Units are provisionally graded Unclassified, Pass, Merit or Distinction. Grades are only confirmed at the end of the academic year by the Assessment Board.

- To achieve a Pass you must have met all of the Pass criteria for the unit
- To achieve a Merit you must have met all of the Pass and all of the Merit criteria
- To achieve a Distinction you must have met all of the Pass, Merit and Distinction criteria

Just completing your assignments doesn't mean you will get a Pass (or better) for the unit.

You have to meet all of the Pass criteria to achieve a Pass – if you complete all assignments for a unit but do not meet all the Pass criteria the unit will be graded as Unclassified.

If you do not complete all the assignments for a unit then you do not automatically get an unclassified grade. You will instead have failed the unit – refer to Section H) for more detail.

If you don't pass a unit, then you do not earn the credits associated with it and so may not achieve the minimum amount of credit at the level required to achieve the HNC or HNC qualification.

Resubmission

If your work met all of the Pass criteria contained in the assignment brief, you may not resubmit it to get higher grades. You have only one opportunity to achieve Merit and Distinction grades.

If your work was submitted on time but did not meet all the Pass criteria contained in the assignment brief, you will be expected to re-submit it.

You will be asked to re-do the assignment wherever possible, but you may have to complete a new one – for example if the original assignment was an exam.

Resubmissions usually must be completed within 15 working days of getting feedback on your first submission.

No further guidance or support can be given to you while you complete a resubmission and only one resubmission per assignment is permitted.

If you need to resubmit any assignments for a unit, then your unit grade will be capped at a Pass.

If your resubmission still does not meet all Pass criteria, then the unit grade is Unclassified.

If your assignment was submitted late, you cannot resubmit it. See section F).

F) Late Submission of Work

Extensions to deadlines

If you know that you are going to be unable to meet the submission date, you must speak to your teacher at least 3 working days before the deadline.

If you are unable to meet an assessment deadline due to accident, illness or severe emotional or mental stress you should complete an extenuating circumstances application (see Appendix 2) and submit it with supporting evidence (e.g. a doctor's letter).

Only the Head of School and Section Manager may give extensions to deadlines. These will only be granted on an individual basis depending on the specific circumstances.

If you are given an extension to the deadline you have until this date to complete the assignment. If your work is submitted by this date, it will be marked and graded as described in section E.

Missing deadlines

If you submit an assignment after the submission date without an agreed extension or an accepted extenuating circumstances application, it will still be marked but:

- late work may not be marked at the same time as other students, and may take longer than usual to come back to you
- feedback on late work may also be reduced
- **no re-submission is permitted. If you don't achieve a Pass (or higher) you have failed the unit and possibly the whole course.**

- **May be capped at a Pass. This is so that students can't achieve higher grades by taking longer than others and submitting work late.**

Note that if you submit work late you may not be able to achieve Merit or Distinction grades, depending on the requirements of the assignment.

G) Assessment Boards

Assessment Boards take the final decisions on unit grades. This is to ensure that assessment is conducted with rigour, probity and fairness across all HE programmes and is a requirement of Pearson.

At Assessment Boards the team that delivered your qualification present the grades they have awarded for every unit for every student to an independent panel. Students do not attend. The panel examines the grades awarded in the light of internal and external monitoring reports. They will then either ratify the grades awarded or, if there are doubts about the quality of assessment, ask for further internal verification (IV) to confirm them. This means that unit grades could change following assessment boards. If there are any changes you will be informed about them.

Where students do not have a Pass grade or better for one or more units the panel will ask for more details. If there are valid extenuating circumstances (see section F), the panel could decide to give students more time to complete their work or a resubmission opportunity. The panel will also decide what conditions apply (e.g. new deadlines).

In exceptional circumstances, the panel can recommend that students repeat units they have not passed the following year. The student would have to attend all lessons for repeated units and complete all the assignments again, and the grade is limited to a Pass. There would be additional fees to pay for any repeated units and these will depend on the unit size and content.

The panel's decisions on any further opportunities will depend on feedback from tutors on students' ability, commitment to the course, timeliness of submitting assignments, and if they made use of feedback opportunities.

If students do not have pass grades for one or more units and there are no valid extenuating circumstances, then the panel will confirm the student has not passed the unit(s).

Assessment Boards take place at least once a year, at the end of the academic year. Some courses may have interim assessment boards to review progress during the academic year (e.g. at the end of a semester).

Assessment Boards also decide on progression – for example from Semester 1 to Semester 2, from HNC to HND or from the first year of a part-time course to the second year. Students will normally only be able to progress if they have achieved at least a pass grade in all units due by the board meeting.

If you know that you will not have achieved at least a Pass grade in all units by the Assessment Board, you should write to your tutor explaining why, so that the board can consider this.

If you wish to progress but have not achieved at least a Pass grade in all units by the Assessment Board, you should write to your tutor explaining why, so that the board can consider this.

Appeals against the decisions made by assessment boards can be made using the procedure for appeals against assessment decisions. See Section J for more detail.

H) Overall Grade Calculation

Unit Grades confirmed by Assessment Boards are reported to Pearson. This may happen throughout the year, as units are completed. Once all unit grades are reported to Pearson, they will then produce a certificate and send it to the Examinations Department at HRUC. The certificate will be posted to you as soon as possible. Qualifications have an overall grade of Pass, Merit or Distinction.

HNC

To achieve an HNC you need to have:

- Completed units with 120 credits at level 4
- Achieved at least a Pass grade in units with a total of **105** credits or more at Level 4

This means that you can still gain the overall qualification if you have:

- an Unclassified grade in one level 4, 15 credit unit
- at least a Pass grade in all the others.

HND

To achieve an HND you need to have:

- Completed units with 120 credits at level 4 (i.e. the HNC)
- Achieved at least a Pass grade in units with a total of **105** credits or more at Level 4
- Completed units with 120 credits at level 5
- Achieved at least a Pass grade in units with a total of **105** credits or more at Level 5

This means that you can still gain the overall qualification if you have:

- an Unclassified grade in one level 4, 15 credit unit
- an Unclassified grade in one level 5, 15 credit unit
- at least a Pass grade in all the others.

Unit and Qualification Points

If you have failed any unit (i.e. not got at least an unclassified grade), then you have not completed it and will not have earned enough credits to complete the qualification.

Completed units are allocated points per credit - **For the HND, only level 5 units earn points.**

- Unclassified 0 points
- Pass 4 points
- Merit 6 points
- Distinction 8 points

So a 15 credit unit will total 0 points for U, 60 for P, 90 for M and 120 for D.

Points are totalled and the overall qualification grade awarded based on the following boundaries:

Pass	420-599 points
Merit	600-839 points
Distinction	840 points or more

Please note that Universities and Employers may have entry requirements that require you to achieve high grades in specific units or even across all your units.

- **I) Internal & External Monitoring**

HRUC engages in numerous activities to maintain the standard of assessment on your qualifications and to ensure that they meet national standards.

Internal Verification (IV) of Assignment Briefs

Before assignment briefs are issued to students they will be internally verified. An Internal Verifier (a member of staff with specialist subject knowledge) will examine the assignment briefs to ensure that:

- they enable students to achieve Awarding Body criteria
- they are fit for purpose
- the context is relevant to the students
- the guidelines and instructions are clear

they do not discriminate against students as a result of gender, race, disability, sexuality, age or faith group.

You may see a stamp, signature or date on assignment briefs to confirm they have been IVd.

IV of Assessment Decisions

A proportion of assessed work from your qualification will be internally verified. The internal verifier (IV) – who must not be the person who assessed the work – will check that the assessment decisions made are justifiable and that the written feedback and guidance given to you is appropriate. Work must be internally verified from every assignment, every unit, and every assessor on the qualification and from every grade (including unclassified and fail) The IV gives feedback to the assessor about their assessment decisions – they do not communicate directly with students. This process should be completed within the three-week turnaround for marking assignments and should not delay the return of your marked work.

You may see a stamp, signature or date on marked work to confirm it has been IVd.

Standardisation

If different teachers mark work for the same unit (e.g. if there are two or more groups studying the same unit with different teachers), they meet and complete marking exercises to ensure that they all apply assessment criteria consistently and that their marking agrees with awarding organisation requirements.

Standardisation meetings for teachers take place even where assessments or units are marked entirely by one teacher, to ensure assessment practice is consistent across all units and qualifications.

External Examination

External Examiners are subject specialists, employed by the awarding organisation to make sure that HRUC is running qualifications correctly. External Examiners visit the College annually to:

- ensure that the national standard of the qualifications is maintained

- check the accuracy and consistency of assessment decisions by sampling those made by your tutors
- evaluate the effectiveness of the delivery of the qualification and of the assignment briefs
- examine HRUC's commitment to maintaining and improving quality.

When they visit, External Examiners will want to talk to students. You should be asked if you would like to meet with them - although you are not required to. External Examiners will want to check your understanding of the assessment and grading requirements and to ask you about the assessment and resources on your qualification. External Examiners complete a report sent to both the College and the awarding organisation which will contain any actions that we are required to take. Copies of external examiner reports will be made available to students.

Academic Standards

The Academic Standards section of HRUC monitors the quality of the qualifications being delivered and the effectiveness of strategies in place to raise standards and improve quality. It does this by inspecting each department within the College every year and then making and monitoring recommendations. Academic Standards are also responsible for managing the External Examination process and monitoring the College's work in meeting any action plans.

Higher Education Quality and Development Committee (HEQDC)

The HE Quality and Development Committee is part of HRUC's Academic Board, which oversees the development and quality monitoring of all programmes. Chaired by a senior manager with responsibility for Higher education, HEQDC meets at least once a term where it monitors all HE provision in the college.

Key duties include:

- reviewing and assessing key performance indicators such as achievement, attendance and punctuality on HE qualifications
- receiving reports (from Unit Review questionnaires, student surveys, External Examiners, Academic Standards and Pearson) and monitoring the actions taken to address any issues raised
- working to identify and address any common themes running across all HE qualifications.

Staff representatives from every higher education course attend HEDQC, as do Academic Standards staff, the Head of Guidance & Information Services, the Head of Marketing and the HE student year representatives. See the section on student representation and engagement for more information.

J) Academic Appeals (Against Assessment Decisions)

We take great care to ensure that work is marked fairly and within the national standard.

If you are unhappy about your marks, please see your Tutor first – they will explain your grading decision further. Remember, you are only awarded marks for results, not effort, and you must ensure you have met all the assessment rules in this handbook.

If you are still unhappy about your grade, HRUC has a formal Appeals Against Assessment Decisions Procedure. In simple terms it means that if you disagree with any of the assessment decisions that have been made on your course (including those by the assessment board), you can appeal for the decision to be changed. This does not necessarily mean that the assessment decision will be changed but that someone will investigate for you and tell you the decision.

Appeals must be based on one or more of these reasons:

- the assessment procedures were not conducted in accordance with the requirements of the Awarding Body, the College's Higher Education Assessment Policy or in accordance with College requirements
- the assessment was based on inadequate, incorrect or biased information
- your performance was adversely affected by illness or other circumstances which was for good reasons unable to be made known to the assessor at the time of assessment against which appeal is being made
- the assessment decision may seriously hinder full accreditation or progression.

If you are going to make a formal appeal you must do so as soon as possible after you get your result and **not more than 30 calendar days** after you do so.

Appeals Procedure

Informal Procedure

I have an appeal. What can I do?

Talk to my course tutor, Course Team Leader / Section Manager / Assistant Head of School or Head of School

Formal Procedure

If you are not satisfied with the decisions that were made in the informal stage

Write formally to the Assistant Principal for your course, stating your name, the name of the assessor and course tutor, details of the assessment decision and why you think it is wrong.

Exceptions

There are certain circumstances under which the College Appeals Against Assessment Decisions Procedure is superseded. Details of this are contained within the full policy (available on the Intranet and College internet).

The Office of the Independent Adjudicator (OIA)

If you are still not satisfied after the formal appeal has been completed, you can complain to the Office of the Independent Adjudicator – we will give you the details of how to do this. The OIA is an independent body that runs the student complaints scheme for all organisations in England and Wales delivering Higher Education. The OIA cannot re-mark the work or change the grade, but they can make sure that College assessment and appeal procedures were carried out correctly and fairly.

K) Academic Malpractice

The College has an Academic Malpractice Policy which deals with all forms of cheating in assessment (the full policy is available on request). Types of cheating include:

- directly copying or paraphrasing the work of others and presenting it as your own (plagiarism)
- getting someone to produce all or part of your work (personation)
- working together with other students to produce work and submitting it as your own individual work (collusion)
- copying another student's work with or without permission
- knowingly allowing a student to copy your work

- resubmitting previously graded work
- using forbidden notes or books in producing work or tests
- presenting work downloaded from the internet/online sources as your own
- fabrication of results (including experiments, research, interviews, observations)
- deliberate destruction of another student's work
- giving your work to another student so that they can copy from it.
- Use of AI to produce research, reports, assignments etc

By signing work submitted for marking you are confirming that it has been completed according to the rules of the qualification. It is important that you ask your tutor if you are not sure about any of the rules as anyone caught cheating will face penalties as described in the College Academic Malpractice Policy.

HRUC may use Turnitin and other software to look for evidence of academic malpractice in any of your assignments.

Possible penalties include disqualification from units or even the entire qualification. This could affect your ability to successfully complete your programme of study and could lead to exclusion from the College.

4. HE STUDENT REPRESENTATION & ENGAGEMENT

HRUC believes that the best way of constantly improving our higher education courses is by collecting and acting on student feedback. Student views are given the highest priority and so we want to hear from you. There are several ways that you can get involved:

A. Student Representatives

Being a student representative is a great way to help improve the quality of higher education at HRUC (and to improve your CV and UCAS personal statement).

i) Tutor Group Reps

Every HE group is asked to elect a Rep. The role of Tutor Group Reps is to collect the views (both good and bad) of everyone in their group, discuss these with their tutor and to feedback responses to the group.

Tutor Group Reps' contact details are supplied to Student Support so that they are included in whole college (i.e. including FE students) activities - such as tutor group rep training events and meetings.

Tutor Group Reps will be invited to meetings with the Head of School (with the Reps from all other courses in the school)

After these meetings the Tutor Group Reps should share with their group the details of what was said and any information they may have been given.

ii) HE Year Reps

The role of HE Year Reps is to collect the views of the HE students and to report them formally at the HE Quality & Development Committee (held three times a year) to senior College staff. They will then feedback to the HE students what was said at HQDC.

For the summer term HE class rep meeting, the HE Year Reps prepare an annual report for discussion and ratification.

HRUC recognises that this is a significant role and therefore formally recruits (and rewards) HE Year Reps from the new first year students each October. HE Year Reps will usually continue in the role in their second year.

NB: HE Year Reps do not have to be HE Tutor Group Reps too.

B. HE Student Representation Co-ordinator

The HE Co-ordinator is a member of staff who helps the HE Tutor Group and Year Reps in their roles. The Co-ordinator can suggest discussion topics, provide an agenda and help arrange HE Rep meetings, record student views, suggest formats for Reps' reports, proofread the annual report and help with presenting views at HEQDC.

The co-ordinator may also send important or interesting information out to HE Reps for them to share with their group.

C. Student Surveys

Students will be invited to share their views and opinions of their course, tutors and the college regularly. This includes:

i) Unit Reviews

Twice a year students will be asked to complete a review questionnaire. You will be asked to evaluate the teaching and learning, assessment and feedback, resources and environment and the content of the units you are studying. These results are presented at HEASC where your tutors will be asked to comment and state what they are going to do to improve the course.

ii) Surveys

The HE Co-ordinator will send out surveys throughout the academic year – usually once per term – asking for students to rate various aspects of the course and the college. To complete the survey students need to be logged in to their college account.

iii) Graduate Outcomes

This is an external survey run on behalf of the government about 15 months after you finish any HE qualification, to find out what have gone on to do. Results are published so prospective students can see what they can go on to do.

The survey uses the contact detail you give to the college while you are here. Please ensure you keep these details up to date.

iv) Pearson Annual Student Survey

Each year Pearson will ask all students around the world who are studying BTEC Higher National Qualifications to complete a survey about their student experience. Results will help Pearson to continue to develop these qualifications.

D. Tutorials

Your timetable may include tutorial and / or study skills sessions. These are to support and guide you through your studies. This will include identifying and developing the higher-level skills needed on your course and to succeed in employment or further study.

E. Complaints

At HRUC, we try to get things right every time but on occasion things may go wrong. If this happens, we want to hear from you so that we can improve things.

If you have a complaint or concern you should first speak to your tutor. If you feel unable to do this or are not satisfied with their response, you can make a formal complaint. To do so email your tutor, feedback@harrow.ac.uk, feedback@richmond.ac.uk or feedback@uxbridge.ac.uk

If you need help with writing a complaint, please contact one of the Student Support Officers who will be able to explain the process to you and help you complete it.

On receipt of your complaint, we will:

acknowledge your complaint within five working days

investigate your complaint and provide a written response by an appropriate manager.

When you complain please supply as much information as possible to help us investigate (e.g. date, time, location, names / descriptions of people involved, what the problem was, what anyone present said / did).

You can submit complaints anonymously, or as part of a group.

If you feel able to provide your contact details though we will be able to respond to you or ask for more detail if required.

F. Office of the Independent Adjudicator

If you are not satisfied with our response to a complaint you can complain to the Office of the Independent Adjudicator – we will give you the details of how to do this. The OIA is an independent body that runs the student complaints scheme for all organisations in England and Wales delivering Higher Education.

5. RULES & RESPONSIBILITIES

A) Code of Conduct

This Student Code of Conduct applies to all students of the College.

Students are required to abide by the Code of Conduct and College Rules and Regulations

HRUC expects all students to:

- Help to maintain a pleasant environment for everyone.
- Show respect for others and uphold the Equality & Diversity Policy.
- Devote time on the College premises to the purposes of learning and activities which promote learning or personal development.
- Be polite and behave in a manner which will not cause offence to others.
- Show respect for property and possessions and equipment. Students will be liable for any damage for which they are responsible.
- Uphold the good reputation of the College, either on site or off site.
- Follow health & safety and evacuation procedures, this includes any rules around Social Distancing, washing your hands, using sanitiser and/or wearing face coverings
- Wear and display a College ID card and colour coded lanyard at all times, and never lend an ID to anyone else. Staff are authorised to examine identity cards on request. Any visitors to the College Campuses must be approved by a member of staff, must sign in and out at Reception and be escorted by a member of staff.
- Observe the College no smoking rule which applies indoors and outdoors in all areas of the College (except designated outdoor places).
- Conform to the College's policy on the use of Information Technology Facilities.
- Dress appropriately for undertaking College activities and observe the no hats and hoods rule. The College cannot accept liability for loss or damage to personal clothing or property, which occurs on College premises or during any organised College activity.
- Commit to attending all classes. The College reserves the right to terminate a student's enrolment if attendance falls below 80% or they do not attend for a period of 4 weeks or more without good reason. Any action taken against a student will be in accordance with the College's Student Disciplinary Policy and Procedure.
- To provide accurate personal information. Students must notify the College if they change address. Employed students sponsored by their employer must notify any change of employer. Students under 19 years of age must notify the College of the name, address and telephone number of parents/guardians.

- Use of college digital facilities, Wi-Fi, PCs etc and use of personal devices while on campus must meet expected behaviour standards as must student engagement with other students while online e.g. on social media.

The College will not tolerate:

- Acts of vandalism, spitting and dropping litter.
- Bullying, threatening or abusive behaviour, whether verbal or physical or via electronic means such as text messaging, e-mails or online forums.
- Harassment in any shape or form.
- Swearing or language that is offensive to others.
- Fighting or any form of loud or aggressive behaviour.
- Any form of criminal activity.
- Attempts to convert individuals to religious faiths or political causes.
- Use of the premises to promote a political or religious cause.
- Use, intent to supply, possession, or being under the influence of drugs and illegal substances.
- Possession and / or misuse of alcohol during the College day.
- Possession of a knife or dangerous weapon.
- Use of mobile telephones, personal music systems or other electronic equipment in class, unless approved by the teacher.
- Eating or drinking in non-designated areas of the College.
- Unauthorised use of hardware, software, student email or data belonging to or used by the College.
- Rudeness or aggressive behaviour to any member of the College, or persistent failure to comply with reasonable staff requests.
- Action which is likely to promote or increase the potential for disruption to the College, its students, staff or property.
- Any activity which is likely to bring the College's name into disrepute.

The College takes its responsibility within the local community very seriously and therefore all the above apply both inside and outside of the College grounds.

Those found in breach of this code will be subject to disciplinary action, which may lead to exclusion from the College.

The Code of Conduct is designed to be cross-referenced to other College policies and procedures, in particular the Equality and Diversity Policy, Student Attendance and Punctuality Policy, College Complaints Procedure, Student Rules and Regulations and Student Disciplinary Policy & Procedure.

B) Attendance & Punctuality

HRUC expects every student to attend every timetabled session of their Study Programme and to be ready to begin work at the scheduled start of each timetabled class, in order to benefit from the prompt start time and the maximum learning time, as well as to prepare the student for the world of work, or higher-level studies. The expectation is 100% punctuality and attendance.

As part of the same process, there will be an undertaking on the part of HRUC to ensure all learning activities start promptly, run for their scheduled learning time and alternative arrangements are put in place when a lecturer has an absence (planned or unplanned).

All students are required to arrive on time for all classes and other scheduled activities including those arranged remotely. Persistent lateness and absenteeism are unacceptable.

Only in certain exceptional circumstances, where prior agreement has been made with the Head of School, students may be granted absence. In the case of illness, students must report their absence before the commencement of their scheduled class to the Attendance Coordinator/Department.

Please note that holidays may not be taken during timetabled study periods, as this is highly disruptive to student achievement.

Attendance Coordinators/Tutors are responsible for the general welfare of all students within the school. They will contact students, and parents/guardians when appropriate, whenever they are absent and students may request to see them with any general problems or queries that they may have.

The Attendance Coordinators/Tutors are there to assist students, they will act as a focal point for contact when students have difficulties, where possible we will assist students or attempt to put you in contact with someone who can help.

The Attendance Coordinators/Tutors are responsible with the rest of the teaching team for student attendance and achievement, and these will be monitored as an ongoing process.

Poor attendance could ultimately lead to withdrawal from the College or withdrawal from individual exams or courses

It is the students' responsibility to make sure they understand their timetable and they know where and when their classes will take place. Students who miss a significant number of classes normally obtain poor end of year results. Picking up a set of notes after a lecture or copying somebody else's class notes is a poor substitute for actually attending and participating in classes.

If you are absent for periods of longer than three days please notify your tutor, and in the case of illness you should obtain a medical certificate where appropriate, particularly if you wish the illness to be considered as an extenuating circumstance in respect of coursework or examinations.

C) Equal Opportunity – a Simple Guide

You will hear the phrase 'equal opportunities' many times at College, and throughout your life. It's an important phrase for us and for you, so please take a moment to read this section.

HRUC has a written 'Equality, Diversity and Inclusion policy' about equal opportunities, which is available on the College internet. Its message is that:

- All learners are equally important to us
- All learners need different sorts of help
- We will give whatever help we can to ensure that everyone has an equal opportunity to achieve their qualifications and reach their goals.

We encourage and expect respect between all students, staff and visitors to the College. We refuse to allow discrimination (unfair treatment) against anyone because of their age, gender, ethnic

origin, disability, sexuality, gender reassignment, or faith. We welcome and celebrate the diversity of students and staff in the College.

Please help us make sure everyone at HRUC feels valued, and no-one is discriminated against. Treat staff, students, visitors and neighbours with respect. Do not allow yourself to get involved in any form of bullying or harassment, including name calling and insults. If you feel that you are not being treated fairly and with respect, or if you think that discrimination is taking place, please let a tutor, someone in Student Support or any other member of staff know.

Thank you

D) Religious Observance

HRUC will neither promote, nor permit the promotion of any one religious faith or culture. All individuals will be expected to adhere to College policies, rules and regulations, regardless of their personal faith or religion.

Whilst HRUC resources exist primarily for the delivery of learning activities; arrangements will be made, where this is practicable, for staff or students to carry out essential religious observance.

Dedicated facilities cannot be provided for particular faith groups. It will be at the discretion of HRUC whether lettings arrangements can be entered into with external faith based organisations. Arrangements will not be entered into where such an organisation seeks to promote others to its cause and where the event or activity is barred to those of different faiths or no faith.

The College will consider formal requests for absence for students wishing to observe essential religious celebration, up to a maximum of two days per academic year. The application for absence must be made to the Head of School, ideally a minimum of a week in advance, in writing.

The students receiving permission for such leave of absence, should be aware that classes will be run as normal and that responsibility rests with them, their independent study, and liaison with their teachers to ensure they are not disadvantaged by any lost learning opportunity.

For purposes of bursary claims and register of attendance, students will not be penalised for absence where permission has been properly sought and granted for religious observance.

E) Learning Support for HE Students

The College welcomes students with disabilities and / or learning difficulties. Students may be able to get support with their studies if they have a:

- long-term health condition
- mental health condition
- specific learning difficulty, e.g. dyslexia, dyspraxia

To get this support you must apply for and be granted Disabled Students Allowance (DSA). DSA is a grant that covers the additional study related costs that you will incur because of your disability or specific learning difficulty. DSA is not means tested and doesn't have to be repaid.

Applications for DSA can take several weeks so if you have not already applied, you must do as soon as possible. However, you can apply for DSA even if you have already started your course.

You can get information about DSA - and an application form - from the DSA website. Use the links below:

DSA Website - www.gov.uk/disabled-students-allowances-dsas

DSA Application Form - www.gov.uk/disabled-students-allowances-dsas/how-to-claim

Please read this information carefully as it gives details of the evidence of your disability or specific learning difficulty that you will need to supply when you apply.

Please speak to the Information Centre for further information about applying for DSA.

When you are granted DSA you will receive a Notification of Entitlement, stating the support they will pay for. DSA may help with the costs of:

- specialist equipment, e.g. a computer if you need one because of your disability
- non-medical helpers, e.g. Note Taker, Communication Support Worker, Proof Reader
- extra travel because of your disability
- 1:1 specialist study skills support
- other disability-related costs of studying.

If you haven't already, please discuss your needs with your tutor as soon as possible. Your tutor may need time to put arrangements in place for you.

For information about Learning Support please contact the Learning Support Team

- **F) Health & Safety**

HRUC complies with the Health & Safety at Work Act 1974 and it is the duty of everyone to comply with this Act.

Health and Safety procedures will feature very strongly throughout your course. We make no apology for this, as safety is one area that we cannot allow you to learn by experience.

At no stage should you be asked to operate a machine or piece of equipment or use potentially hazardous chemicals and other substances without risk assessment and adequate training.

You must wear appropriate protective clothing in certain workshops, kitchens, laboratories, craft rooms or leisure facilities. If, during your course you fail to wear the required clothing you will not be allowed into these areas.

Fire alarms / evacuations

Both staff and students are required to evacuate the building when the fire alarm sounds. Each classroom details the nearest fire exit and displays the college fire procedure. Security barriers automatically deactivate throughout the college so an immediate escape can be made.

The Fire Department will send two fire engines to the college so staff must ensure that the road remains clear of standing people

No-one may re-enter the building until the alarms have been turned off and the Fire Department have declared the premises to be safe. The Duty Manager will indicate when people can begin to re-enter the building.

Occasionally the fire alarms are tested whereby a brief alarm signal will sound. These are the only occasions when evacuation is not required and staff will be notified of these prior to the testing via email.

Lock down

In exceptional circumstances, the college may ask you to 'Shelter in Place'. If this happens, please follow staff instructions.

First Aid

The College does not have a First Aid department. Instead, some staff with First Aid qualifications have volunteered to be First Aiders. The list of First Aiders is kept with the reception staff at all campuses.

If a First Aider is required, please contact the main reception desk who will then get a First Aider for you.

- **G) Safeguarding**

We want all students at College to feel safe.

If you, or someone you know, are not feeling safe or you are worried about anything, including any of the issues listed below, please get in touch:

- Physical Abuse
- Sexual Abuse / Harassment
- Self-harm
- Domestic violence
- Drug / Alcohol concerns
- Female Genital Mutilation
- Forced Marriage
- Radicalisation or Extremist Behaviour
- Mental Health
- Neglect
- Gang and Knife Crime
- County Lines Exploitation

You can contact a member of the Student Support Team by telephone on 01895 853380 or in person:

At Uxbridge Campus Room A011 (situated off the Mall)

At Hayes Campus the Student Lounge (situated off the Refectory)

At Harrow Campus student services are just between reception and the refectory

At Weald Campus student services are by reception

At Richmond Campus Student Services are in G32

You can also email us at studentsupport@uxbridgecollege.ac.uk

Confidentiality

All information about you and your personal life is treated with complete confidence at all times.

If exceptional circumstances arise that give us good grounds for believing that you will cause harm to yourself or others, then it is possible we may need to share information with someone else. In such circumstances we would talk to you first.

6. HRUC STUDENT PORTAL, APP AND LEARNING RESOURCE CENTRES

Once you have enrolled as a student you will be able to access the HRUC Student Portal and be able to use the HRUC Student App.

The student portal is where you can find your timetable, access Microsoft Teams, your OneDrive and your College email account, view your grades and attendance.

Everyone in the College will have an Office 365 Account.

This gives you access to One Drive to store your files.

You can also access to Word, Excel, PowerPoint, Teams, Outlook for your email and more.

You will have access to your work 24/7 - at College or at Home.

You can download Office at home too from your College Office Account.

It's also where you can find out about College facilities. We have a Learning & Resource Centre (library) on each site and this is where you can look up opening times and events as well as resources – including databases and journals – for your course.

Open access areas are available for students to use so that you can access a PC outside of timetabled lessons.

The opening times for the areas are generally the same as the College opening times.

By using PCs at the College you are agreeing to our acceptable use policy. This explains how we expect you to use college systems and also how to behave when in the open access areas.

If you do not follow these rules, warnings will be issued which can result in a ban from the open access areas for a period of time.

We advise all students to take regular breaks when working at a PC for health and safety reasons. As a result, students can only use a PC for a maximum of 3 hours at which point they will be required to take a 15-minute break.

7. STUDENT SUPPORT

- **A) The Student Support Team**

The Student Support Team are here to help with any problem or difficulty that might have an effect on your learning or success at College. The problem does not have to be directly linked to your studies to have an effect on your happiness or success at College. This could include any safeguarding issues, mental health, drugs & alcohol issues, general & sexual health, domestic violence, housing or benefit issues plus many more. Whatever the issue, the Student Support team will do their best to help you and, where appropriate, find the best professional help available e.g. we can refer to counselling services or specialist agencies.

There is a student support team available on every College campus.

- **B) Careers Guidance**

HRUC is committed to helping individuals achieve their full potential.

We provide student-centred and impartial information, advice and guidance (IAG) to all learners at the College who want to find out more about their career options or continuing education.

There is an information centre on every College campus.

8. DISCIPLINARY PROCEDURE

You must follow the College's study, punctuality and attendance requirements. If you do not, this may result in:

Notification to parents / guardians (for those 19 years and under)

Notification to sponsoring employers, guardians, Social Workers or Key Worker

Disciplinary action

Withdrawal from the course

Withdrawal of assessment entry

Withholding of any grant, bursary or loan

Notification to any supporting authority, e.g. employer or Local Authority

A brief guide to disciplinary procedures:

Preliminary or informal stage of disciplinary:

Your personal tutor will meet with you to explain the problem and give you a chance to improve.

Parents, guardians, social workers and key workers will be informed of the meeting. The Head of School will also be informed.

Stage 1: First written warning and

Meeting with Section Manager/Assistant Head of School or Course Team Leader/Curriculum Lead or personal tutor.

Stage 2: Second written warning and

Meeting with Section Manager/Assistant Head of School or Course Team Leader/Curriculum Lead.

Stage 3: Formal Disciplinary Hearing

Meeting with Assistant Principal or Senior Manager, such as Head of School and Student Support representative.

Stage 4: Meeting with Assistant Principal or Senior Manager, such as Head of School and Student Support representative.

This is normally for students that have previously had a Stage 3.

Possible outcomes of stage 3/4 disciplinary hearings:

No further action; written warning; final written warning or Exclusion.

Appeal Stage: If a student is excluded from the College at Stage 3 or 4, they may appeal against the decision by writing to the Principal stating the grounds for the Appeal (please refer to the Disciplinary Policy and Procedure for more details).

Suspension

Any member of staff who believes a student guilty of misconduct or other breach of HRUC's Student Code of Conduct can ask the student to relinquish his/her ID card and leave the premises, pending an investigation which could lead to a full disciplinary hearing.

The student's absence is temporary, and the student will be returning the following day unless the suspension is extended by a Head of School, who will decide on an appropriate way to proceed and must contact the student if the suspension is extended detailing the reason.

Suspension is a neutral act and the purpose is to allow an investigation take place unhindered and/or avoid further issues.

In a suspension, student ID cards are normally be confiscated or deactivated and students may not access the College premises (both internal and external).

APPENDIX 1 – STUDY GUIDE

• A) How to Write Essays

Writing an essay is important for you for a number of reasons:

1. It gives you the chance to research a project in depth
2. It helps you to focus your thinking on a topic.

The plan

A plan is essential for good essay writing. The type of plan and the amount of detail you include is your personal choice. The plan is important because:

your ideas and resources are brought together and displayed before you

your plan gives an outline and shape to your essay

you can establish a line of argument in the plan

your plan can prevent errors, repetition and unnecessary waffle

using a plan enables you to produce your essay much quicker

with a plan, you can concentrate on expressing ideas and writing with confidence, before committing yourself to the final details.

Points to consider in the plan:

1. use plenty of space - it will be easier to read follow and add to
2. plan in pencil with a rubber - you can then rearrange and correct
3. leave a margin - still more notes can be added
4. analyse the questions - this leads to a line of argument
5. state the line of argument - this gives a direction to the essay and helps with the introduction
6. separate out the main idea or areas of knowledge and make them subheadings - they may provide paragraphs
7. fill in any facts, figures, quotations, comments, ideas which fit subheadings - these form main body of essay
8. keep your notes at hand - you need them to look up details
9. use text books - to check notes and to get extra information.

The introduction

The introduction introduces the essay or argument. It should be a statement of intent, wherein you say how you are going to proceed. It is important to you, the writer, because it gives direction. It is also important to the reader and for the impression it first gives.

The introduction should give the following information:

1. an assessment of the topic – to show that you are aware of what you are going to discuss
2. a line of argument, theme or idea – outline how you intend to proceed
3. a transition to the start of the argument – smoothly linked to the first paragraph.

Do not use your best or most important points in the introduction

Do not start with an answer to the question.

You might also consider writing your introduction to a pattern, for example, about two sentences for each of the three points suggested above.

Structuring the essay

To begin with you must think in paragraphs. Some people suggest the six paragraph rule – that you should be able to find six areas to discuss (this can be expanded to seven, eight etc depending on required length of the essay).

Selecting information

You should have at your disposal more facts and knowledge than you need to answer any particular essay. It is important to be selective, and to use only relevant information. A few things can help:

1. reading/lots of research
2. discussing ideas and points with others
3. thinking and note-taking as ideas come to you.

For each piece of information, you choose to use, you must be sure why you are using it.

Logical argument

Information must be used in a logical way. Every idea, comment and observation must be supported by evidence (facts or reasons). Giving reasons and evidence leads to building up a logical argument. Where there are opposing pieces of information or a conflict of view, express them both. It is your duty to do justice to all sides of the argument.

- **B) General Presentation**

All work must be submitted with a cover sheet. If submitting assignments on paper ensure they are in a transparent protective cover. Do not insert each page of the essay in a plastic pocket.

Typing - all essays should be word-processed. Always prepare two copies – keeping one for yourself in hard copy as well as electronically.

Sequence - the essay should have a cover sheet, main body of writing which should include an introduction, argument/discussion, conclusion, appendices (extra things and illustrations) and a reference list/ bibliography.

Pagination - page numbers should begin on the first page (not cover sheet) of the text, following the preface (if used) and continue to the end of the work. They should be placed at the bottom of the page.

Headings - section and chapter headings (in bold text) should always begin on a new page – you can use subheadings to introduce new topics and these should also be identified in bold text. Subsections should be differentiated from the main text by using extra spacing.

Illustrations - must be captioned and numbered. They may be placed throughout the text or placed at the end of the essay. They must be good quality and they should be preferably scanned in to your essay, but if that is not possible then they must be good photocopies, neatly trimmed and spray mounted. A list of illustrations must be included with your work with references to source.

- **C) Referencing Your Reading – Reference Lists & Bibliographies:**

What's the difference between a reference list and a bibliography?

The reference list is used to cite all the items you have made direct reference to in your text (by the author's name and year of publication). The list is organised alphabetically by the names of the authors (or originators) of the work.

During the course of your reading you may have used material for extending your knowledge of the subject, but from which you do not make specific reference.

A bibliography lists all these items, again alphabetically by author. This is generally included after the reference list. Both may also contain research evidence taken from electronic material such as the Internet.

(the above paragraph is taken from: Bucks and Chilterns University handbook (2006) who acknowledge Learning Resources Services, University of Northampton).

Where do you put it?

The reference list and bibliography should come at the very end of the essay. Essays without references and bibliographies will be considered incomplete, and in some cases will not be marked. The reason for the harsh stance is because of the danger of PLAGIARISM (see section 4 Part K) Academic malpractice.

All essays must include a bibliography as well as a reference list.

How do you compile them?

Keep a list of the full bibliographical details of every work consulted during your research. Prepare a notebook in alphabetical order so that you can add new items without any trouble. Make a note of which you have directly used in your text and those you have not so that you can separate them later.

The Harvard Method

The preferred system for referencing is the Harvard Method which is thought to be more student friendly. The Harvard Method is sometimes known as the "author/date" system. In it a work is referred to by its author's name, year of publication and page number in the text in brackets, while its full reference appears only once in a reference list or bibliography at the end of the essay. The need for footnotes is therefore not necessary.

EXAMPLE

Bayley, S, (1991) *Taste*, London, Faber and Faber

Note: Book or journal titles should be underlined or italicised.

The order is: Author, surname/first name, date, title, place, publisher.

Periodical entry:

Periodical entries must give exact references to journal issue numbers and page numbers.

Jones, Lynn (1987) "Literature Review" in *British Journal of Occupational Therapy*, 50, 9 September, 308

If more than one book by an author appears in the bibliography these should be listed in order of publication (earliest first).

Citation of electronic sources – the Internet

The most important thing to remember when using any electronic source is that it is ephemeral by nature. That means that the source may not be there when a revisit is made. The date is therefore necessary at the end of the citation. These can be placed alongside your book lists.

EXAMPLE

References:

Bayley, S, (1991) *Taste*, London, Faber and Faber

Lifelong Learning Uk. (2008) New Overarching Professional Standards for Teachers, Tutors and Trainers in the Lifelong Learning Sector. [Online]
Available from:<http://www.standardsverificationuk.org/documents/professional_standards_for_itts_020107.pdf> [accessed 4th October 2008].

Bibliography:

Keeley-Browne, L (2007) *Training to Teach in the Learning and Skills Sector*, Harlow, Essex, Pearson Education Ltd.

APPENDIX 2 – EXTENUATING CIRCUMSTANCES APPLICATION

*To apply for an extension to an assignment deadline, you must make a request in writing (e.g. email) to your tutor. Your application should be made as soon as you know you will need an extension and no later than **5 working days** after the deadline date.*

Applications made after this will only be considered at the discretion of the Head of School under exceptional circumstances.

When you apply you must make sure you include all of the following information

- Student Name
- Student ID Number
- Programme of Study
- Date
- Details of the assignment(s) – Unit Number and Name, Assignment Number and name, Name of Tutor, Deadline
- Reason for the claimed extenuating circumstances

You should attach any additional evidence - e.g. medical certificate, solicitor's letter, copy of death certificate, police report

Please note: It is the responsibility of the student to ensure that all documentation to support their claim is attached to their application.

APPENDIX 3 – GLOSSARY

Glossary of terms used for assignments. This is a summary of the key terms used to define the requirements within units.

Analyse	Present the outcome of methodical and detailed examination either: <ul style="list-style-type: none"> • breaking down a theme, topic or situation in order to interpret and study the interrelationships between the parts and/or • of information or data to interpret and study key trends and interrelationships. Analysis can be through activity, practice, written or verbal presentation
Apply	Put into operation or use. Use relevant skills/knowledge/understanding appropriate to context
Arrange	Organise or make plans
Assess	Offer a reasoned judgement of the standard/quality of a situation or a skill informed by relevant facts
Calculate	Generate a numerical answer with workings shown
Compare	Identify the main factors relating to two or more items/situations or aspects of a subject that is extended to explain the similarities, differences, advantages and disadvantages. This is used to show depth of knowledge through selection of characteristics
Compose	Create or make up or form
Communicate	Convey ideas or information to others
Create/construct	Skills to make or do something, for example, a display or set of accounts
Critically analyse	Separate information into components and identify characteristics with depth to the justification
Critically evaluate	Make a judgement taking into account different factors and using available knowledge/experience/evidence where the judgement is supported in depth
Define	State the nature, scope or meaning
Describe	Give an account, including all the relevant characteristics, qualities and events
Discuss	Consider different aspects of a theme or topic, how they interrelate, and the extent to which they are important
Demonstrate	Show knowledge and understanding
Design	Plan and present ideas to show the layout/function/workings/object/system/process
Develop	Grow or progress a plan, ideas, skills and understanding
Differentiate	Recognise or determine what makes something different
Discuss	Give an account that addresses a range of ideas and arguments

Evaluate	<p>Work draws on varied information, themes or concepts to consider aspects, such as:</p> <ul style="list-style-type: none"> ● strengths or weaknesses ● advantages or disadvantages ● alternative actions ● relevance or significance. <p>Students' inquiries should lead to a supported judgement showing relationship to its context. This will often be in a conclusion. Evidence will often be written but could be through presentation or activity</p>
Explain	To give an account of the purposes or reasons
Explore	Skills and/or knowledge involving practical research or testing
Identify	Indicate the main features or purpose of something by recognising it and/or being able to discern and understand facts or qualities
Illustrate	Make clear by using examples or provide diagrams
Indicate	Point out, show
Interpret	State the meaning, purpose or qualities of something through the use of images, words or other expression
Investigate	Conduct an inquiry or study into something to discover and examine facts and information
Justify	<p>Learners give reasons or evidence to:</p> <ul style="list-style-type: none"> ● support an opinion ● prove something is right or reasonable
Outline	Set out the main points/characteristics
Plan	Consider, set out and communicate what is to be done
Produce	To bring into existence
Reconstruct	To assemble again/reorganise/form an impression
Report	Adhere to protocols, codes and conventions where findings or judgements are set down in an objective way
Review	<p>Make a formal assessment of work produced. The assessment allows learners to:</p> <ul style="list-style-type: none"> ● appraise existing information or prior events ● reconsider information with the intention of making changes, if necessary.
Show how	Demonstrate the application of certain methods/theories/concepts
Stage and manage	Organisation and management skills, for example, running an event or a business pitch
State	Express
Suggest	Give possible alternatives, produce an idea, put forward, for example, an idea or plan, for consideration
Undertake/carry out	Use a range of skills to perform a task, research or activity. This is the summary of the type of evidence you may be asked to produce
Case study	A specific example to which all students must select and apply knowledge
Project	A large scale activity requiring self-direction of selection of outcome, planning, research, exploration, outcome and review

Independent research	An analysis of substantive research organised by the student from secondary sources and, if applicable, primary sources
Written task or report	Individual completion of a task in a work-related format, for example, a report, marketing communication, set of instructions, giving information
Simulated activity/role play	A multi-faceted activity mimicking realistic work situations
Team task	Students work together to show skills in defining and structuring activity as a team
Presentation	Oral or through demonstration
Production of plan/business plan	Students produce a plan as an outcome related to a given or limited task
Reflective journal	Completion of a journal from work experience, detailing skills acquired for employability
Poster/leaflet	Documents providing well-presented information for a given purpose