



**CORNWALL COLLEGE
UNIVERSITY
CENTRE**

The Cornwall College Group Higher Education Student Handbook

2024-2025



**BICTON
COLLEGE**



**CORNWALL
COLLEGE**



**DUCHY
COLLEGE**



**FALMOUTH
MARINE
SCHOOL**



**UNIVERSITY OF
PLYMOUTH**



**PLYMOUTH
MARJON
UNIVERSITY**

In partnership with

**FALMOUTH
UNIVERSITY**

If you require any part of this Student Handbook in larger print, or an alternative format, please contact: *HE Operations* CCHEA@cornwall.ac.uk

Please note:

All the information in this handbook is correct at the time of printing.

The Cornwall College Group is proud of its teaching and research, and it undertakes all reasonable steps to provide educational services in the manner set out in this Handbook and in any documents referred to within it. It does not, however, guarantee the provision of such services. Should industrial action or circumstances beyond the control of the Institution interfere with its ability to provide educational services, the College undertakes to use all reasonable steps to minimise the resultant disruption to those services.

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Important – please note

The College will do its best to provide appropriate support for students with a disability. In the context of Higher Education study, the term disability covers a range of impairments, medical conditions, mental health issues and specific learning difficulties. We have put in place several changes to procedures and to our campus to make our courses more accessible, and this is reflected in the diversity of students studying with us. However, it is important for us to consider any individual requirements sufficiently far in advance to enable us to advise you on the range of options available and to put in place appropriate arrangements.

Please ensure you have told us about any disability even if you do not think it will affect you while you are at college.

If you have already told us about a disability, we may ask you for further information or invite you for an information meeting (with the HE Learning Support Co-ordinator, and a member of the Learning Support Team, if necessary). We can then accurately assess, in discussion with you, your individual requirements and ensure that we have the best possible chance of having any necessary adjustments in place at the start of your course. We can also advise you further about claiming for Disabled Students' Allowance.

If you have a disability but have not yet told us about it, please [click here](#) to email the College HE Disability Adviser. While we can make reasonable adjustments to our provision, we may not be able to meet your individual requirements if we do not have the opportunity to assess them in advance. This could impact negatively on your experience of the course or even your ability to complete your course, or to take up your place.

Please respond positively to any requests from us for information. We can then explore with you the support available such as assistive technologies, study skills sessions and personal enablers. We can also address any health and safety issues and relevant academic or professional expectations and, if necessary, advise you on alternative options. Any information you give us will be dealt with in confidence and only shared within the College with your consent and on a 'need to know' basis. We want to give you the best possible chance to take up your place, to be ready for study and to be able successfully to complete your university course.

Welcome and Introduction

Dear Student,

Welcome to the Cornwall University Centre. Whether you are a student following a University of Plymouth Pathway, Falmouth University, Marjon University or one of Cornwall Universities own, I hope that your time with will be enjoyable, inspiring and that your course and time with us will enable to progress into a fulfilling career. We have put lots of support in place for you across many areas such as additional study needs, career planning, learning resources and health and wellbeing to give you the best possible student experience.

We would like you to be a part of the offer here at CUC and to do that, we would like students to come forward and help us shape what we do for you, and for other students that will study here after you. The student representative system will help us achieve this so please think about becoming a student rep, deputy rep or programme help. Details will be shared at induction.

If you require any assistance whilst studying with us, please reach out to your lecturers, study support staff or any other staff members. We are here to support and help you in any way we can.

Good Luck.

A handwritten signature in blue ink, appearing to read 'Van', followed by a large, stylized flourish.

Mr Cleeve Jenkins MSc, PGCE, BSc (Hons)
Director of Higher Education

This handbook contains important information and guidance that will aid your studies:

- The College's procedures, facilities and opportunities
- Programme Information – *it should be noted that the Programme Specification for your programme of study will be housed on the relevant page of the College website and within the programme Moodle pages.*
- Academic Regulations including Extenuating Circumstances
- Student Support
- Financial information and guidance on funding
- Learning Resources
- Study Skills Support including key resources on Referencing and Plagiarism

Note: The information in this handbook should be read in conjunction with the current edition of:

- The Cornwall College Student Charter <https://www.cornwall.ac.uk/downloads-documents/>
- University of Plymouth's Student Handbook <https://www.plymouth.ac.uk/your-university/governance/student-handbook>
- Falmouth University Student Handbook [Regulations, Policies & Procedures for Students \(falmouth.ac.uk\)](https://www.falmouth.ac.uk/regulations-policies-procedures-for-students)
- Marjon University [Student Regulations Framework | Plymouth Marjon University](https://www.marjon.ac.uk/student-regulations-framework)
- Relevant Programme Moodle Pages – details of which will be given by your Programme Manager.

Personal Tutor

Personal tutors are designated as a sustained and first point of reference for individual students on personal, domestic or academic matters; detailed information will be available from your Programme Manager.

Contact List

Communication structures in Higher Education vary between campus sites but your Programme Manager will point you in the right direction. Alternatively, you can contact a member of the HE Operations Team, who amongst other duties, support all HE staff (cchea@cornwall.ac.uk).

The HE Operations Team is a dedicated professional service responsible for providing a wide range of services to students, staff and partners. The team works collectively and collaboratively with internal academic clusters; other college professional services, external bodies and partner organisations to deliver these services. Our work underpins the undergraduate and post graduate student academic experience from application through to graduation; including admissions, registration, student experience and enhancement and transcript/certificate production.

Our role is to guide and support academic and administrative staff in a number of areas include TCCG and Partners University policies and regulations, student records, institutional and national quality assurance matters; academic management information, external statutory returns and the development of partnerships agreements. The team act as the main point of call for key external agencies and awarding bodies.

Who's who

Key staff in specific HE areas are shown below:

Title	Name	Email	Telephone
HE Operations Team			
Director of Higher Education and International Student Recruitment	Cleeve Jenkins	cleeve.jenkins@cornwall.ac.uk	01637 857921
HE Academic Policy and Quality Lead	Amanda Crowle	amanda.crowle@cornwall.ac.uk	01637 857933
HE Quality Support Officer	Laura Nicholson	laura.nicholson@cornwall.ac.uk	
Admissions and Customer Services Manager	Heather Fitzgerald	heather.fitzgerald@cornwall.ac.uk	01209 617698
Offsite Student Accommodation Officer	Caroline Dorman	caroline.dorman@cornwall.ac.uk	07500572546
Student Experience Managers and Support Officers (pastoral support)			
Student Experience Manager (Duchy Stoke Climsland)	Wendy Graves	wendy.graves@cornwall.ac.uk	01579 372325 07855 277322
Student Experience Manager (Camborne/Rosewarne)	Sue Emery	sue.emery@cornwall.ac.uk	01209 721312
Student Experience Manager (Falmouth)	Danny O'Shea	danny.oshea@falmouthmarineschool.ac.uk	01326 310303
Student Experience Manager (Eden)	Laura Turner	laura.turner@cornwall.ac.uk	01726 226665
Student Experience Manager (Newquay)	Elly Isaac	elly.isaac@cornwall.ac.uk	01637 857964
Student Experience Manager (St Austell)	Sam Smith	Sam.smith@cornwall.ac.uk	
Each campus has a Student Experience Manager who can be contacted to access a range of support from safeguarding and wellbeing, help with study and academic skills development or careers guidance. By visiting the Learning Centre or Student Social space on campus you can access or be signposted to a range of support.			
Bursaries and Student Finance Support			
General Enquiries and Student Finance Manager	David Sharples	David.sharples@cornwall.ac.uk	01209 616438
HE Learning Support Coordinator			
HE Learning Support Coordinator	Chris Milne-Jones	Chris.milne-jones@cornwall.ac.uk	01209 616326
Safeguarding			
Deputy Designated Safeguarding Lead	Lucy Weaver	Lucy.weaver@cornwall.ac.uk	01579 372391
Deputy Designated Safeguarding Lead & Student Welfare Lead	Melanie Thomas	Mel.thomas@cornwall.ac.uk	01209 616377/ 07776284930
HE Careers			
Careers Advice & Guidance Officer: HE Transition	Katherine Alexander	katherine.alexander@cornwall.ac.uk	01726 226478

Staff / Student Communication

The College and programme staff will communicate with students in the following ways:

- Email/ text messaging
- Institution extranet / intranet / virtual learning environment and any off-campus access guidance if appropriate.
- Awarding Body – emails from either University of Plymouth [Mobile App](#) , Marjon or Falmouth (as appropriate).
- Programme Notice-Board (various locations around the campuses; your Programme Manager will point you in the right direction for yours)
- Programme Teams pages

Studying at Cornwall College - Information and Student Support

- [Accommodation](#) / Student Wardens (if appropriate) – Campus based accommodation is only available at Bicton. [Caroline Dorman](#) is the Offsite Student Accommodation Officer who will be able to guide you on finding accommodation privately.
- For those studying through the Tournament Golf College please contact them on 01579 661200 or general email – recruit@tournamentgolfcollege.com or for queries relating to finance finance@tournamentgolfcollege.com
- Catering – each campus has a refectory which can be accessed by students. For most campuses there are other catering opportunities available outside; often just a short walk away. Please note that the College is moving towards cashless payments.
- Parking (if appropriate) – parking is available on all sites; however, spaces at Falmouth and Newquay are very limited and it will often be the case that students will have to park in a public car park and pay the relevant fee.
- [Childcare](#) - Flying Start Childcare is available on a number of campuses. Contact details are available by clicking on the link.
- Personal Security & Crime Prevention – it is the responsibility of the student to ensure that they look after their personal belongings. If you see anything or anyone acting suspicious on campus then please ensure that you contact a member of staff.
- Healthcare – a google search will give you the information on what is available nearer to where you are living whilst studying with the College. [NHS Cornwall and Isles of Scilly](#) is also a good place to search. For those students living and studying in Devon <https://www.dpt.nhs.uk/>
- For dentists [NHS England South West](#).
- Counselling services. In the first instance please ensure that you speak with the Student Experience Manager. It should be noted that the College does not have an in-house counselling provision; however, the Improving Access to Psychological Therapies (IAPT) services are as follows:
 - Devon Depression and Anxiety Service (Devon but not including Plymouth)
 - Plymouth Options (Plymouth)
 - Outlook South West (Cornwall)

Students can access the Penhaligon Counselling Agency 01209 616163.

- <https://www.plymouth.ac.uk/student-life/services/learning-gateway/disability-and-dyslexia>
- Careers - Katherine Alexander Careers Advice & Guidance Officer: HE Transition: 07773233951 katherine.alexander@cornwall.ac.uk. She will be available to provide advice and guidance around employability and progression to all HE students on all campuses. This can be made available to students on an individual or group basis.

Specific areas that can be covered:

- Local and national labour market intelligence and trends
- CV and job application preparation including the STAR recruitment process
- Transferable Skills Analysis
- Interview Skills
- Careers Advice
- Funding streams to support further studies

- Study Support Officers are available on all campuses for any student to access academic study skills support. Available to offer 1:1 support, group work, and remote via email and telephone support. [Please refer to the list of contacts on pages 8](#)
- Gym / Recreation facilities –There are gym facilities available at Camborne, St Austell, Stoke Climsland and Bicton that can be accessed by students; for opening times please refer to each site for details. For outside college facilities a local search on google will guide you; but within Cornwall and Devon there are [Better Leisure Centres](#). Those studying through Plymouth Marjon University will have access to the Physical Training Facilities; details on how to access these will come from your programme manager.
- [Safeguarding](#) – Everyone at Cornwall College has an important role to play in safeguarding the welfare of children, young people and vulnerable adults, and preventing abuse. All our staff complete compulsory safeguarding training and we have Safeguarding Officers for each of our campuses and off-site provision. Details of relevant people are show in the contacts list but more is available on the webpages, click on Safeguarding.
- Bullying - [Anti-Bullying and Harassment Policy-Learner \(cornwall.ac.uk\)](#)
- Complaints – If you are not happy with any aspect of your studies; speak to either your Programme Manager or a member of the Student Experience Team. For further information please refer to the section on [How to raise an Issue?](#)
- Disciplinary Issues - <https://www.cornwall.ac.uk/governance/?s=disciplinary+>

Financial Information and Guidance on Funding

- [Fees](#) – are communicated to students prior to commencing on their programme of study. Further information is available on the web site. For those studying through the Tournament Golf College, fee enquiries should go to finance finance@tournamentgolfcollege.com
- Council tax exemptions forms available from Site Administration Offices. Please ensure that you take your College ID as proof of your identity.
- Student Funding – www.gov.uk/student-finance
- Disabled Students' Allowance <https://www.gov.uk/disabled-students-allowances-dsas> The HE Disability Adviser can support students when making these applications.
- [Bursaries](#) – details of available bursaries will be advertised on the College website. In order to allow students, the opportunity to apply for a bursary the details will be released on the 1st October. An email will be issued to all students providing further details. *It should be noted that the College Bursaries are only available to those students on an Undergraduate programme of study and **not** those students on Cert Ed, PGCE, or MSc programmes.*

TCCG Policies

Details of relevant policies and procedures relating to Higher Education can be found at <https://www.cornwall.ac.uk/university/supporting-your-university-experience/>

For other policies and procedures relating to College Governance follow the link - <https://www.cornwall.ac.uk/college-governance/>

Awarding Body Policies

Marjon University - <https://www.marjon.ac.uk/student-life/computing-and-media-services/policy-and-procedures/>

University of Plymouth - <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations>

Falmouth University- <https://www.falmouth.ac.uk/student-regulations>

Student Representatives and the Feedback loop

Each programme should have one or more student representatives elected by their fellow students to sit on the Programme Committee. Course representatives are a vital conduit, linking staff and students so that issues of quality of provision affecting students can be promptly and appropriately addressed. In addition, representatives provide feedback to the programme's staff on innovations and can assist the programme team in developing the curriculum to meet student needs.

Course representatives will feedback from the meetings to all students on the programme demonstrating the impact of student voice and report on changes made to the programme based on feedback. Training will be provided for those taking on the role.

Student Voice

The University values the Student Voice and is actively promoting the work supported through the student community. More information can be found at <https://www.plymouth.ac.uk/student-life/student-voice>

For Falmouth University -

<https://www.thesu.org.uk/studentvoice/team/>

For Marjon - <https://www.marjon.ac.uk/student-life/>



Student Representation, Feedback and Evaluation

Your opinions and needs, often known as 'Student Voice' are an important aspect of being an HE student. The Quality Assurance Agency (QAA) for Higher Education in the UK, suggests that 'Student engagement is all about involving and empowering students in the process of shaping the student learning experience'. Thus, the Student Voice is really important and as such we actively encourage all students to get involved at a range of levels in their learning and in quality assurance, enhancement and management of their course.

Students are encouraged to take an active interest in the developments of their programme of study but also activities relevant to the whole of the HE student body. There are opportunities for student representations to be made at the following meetings:

- Programme Committee Meetings (Spring and Autumn)
- Joint Board of Studies (Partner University Annual Monitoring meeting – Annually)
- HE Academic Board (HEAB)
- TCCG Board of Governors (Termly)
- Student Feedback Meetings (Termly)

Applying for your University of Plymouth Student Card

If you are studying a University of Plymouth programme you are entitled to our student card. This is key for identification purposes but also allows you swipe access into the library on the main Plymouth campus.

To complete this process, you must be enrolled with The University of Plymouth.

- Go to <https://eservices.plymouth.ac.uk/app/>
- Click on Register as above using your personal email address given to you during Induction
- Once registered, check you will be sent an email confirming successful registration to your UoP email address, which must be accessed in order to activate your E-applicant account
- Complete the online form and the card will be posted to your institution for collection.



The Plymouth Online Study Guide

If you are a University of Plymouth student you are able to access the University's e-resources through the Plymouth portal (the University's internal staff and student website).

There is access to over £2 million of e-resources and e-journals in a variety of different subject ranges which can be used to support your studies. This link takes you to the [University of Plymouth Library](#) page via the Digital Learning Environment (DLE) and if you then click on '[Partner Institution – 'Your Library Subject Guide'](#)' then 'partner institutions' it will lead you to your institution pages which are essential to familiarise yourself with Plymouth services and e-resources. This [video guide](#) demonstrates how to access Primo at your institution. In addition, the University has created a Student Study Guide available at www.studywithplymouth.ac.uk which signposts you to a wealth of resources including Study Skills Guides and using the Plymouth Email Accounts

Communications from the University of Plymouth

Any communications with University of Plymouth will come via your Plymouth email account. ***You will not be able to forward these or those of the college to your personal email addresses.*** You will need to ensure that you regularly log on to check that you do not miss any key emails.

To access The University of Plymouth website directly:

- Type in www.plymouth.ac.uk and then click Login.
- Enter the **username** and **password** given to you by your Programme Manager or Learning Resource Staff member.

You will automatically have a **University of Plymouth e-mail account** accessed through '**My Email**' structured as follows: [Firstname.Surname@students.plymouth.ac.uk](#). Your password will always be given in this format Dob.dd/mm/yyyy e.g. Dob.10/07/1984. You can change your password once into the portal however please make sure it is something memorable as you will need it throughout your studies.

How to Change or Reset your Password

- To change your password at any time - click on the 'Change Password' on the top right-hand side of the homepage.
- If you have forgotten your password follow this link: <http://www.plymouth.ac.uk/password>.
- Failing that you can contact cchea@cornwall.ac.uk or a member of staff in the College Learning Centre, who will be able to reset your password.

Electronic Student Perception Questionnaire (e-SPQ) and National Student Survey (NSS)

The College will invite you to complete an annual online questionnaire (e-SPQ) specifically focused on your experiences as a Higher Education student. You will also be asked to participate in the National Student Survey (NSS) at the end of your programme. Both of these provide valuable information to enable us to improve your programme and learning experience. You will receive feedback from Programme Managers on changes that have been made due to your feedback so it is key to engage with these surveys to have your voice heard.



The SPQ is an in-house survey conducted at the start of the Spring Term (usually opening towards the end of January and closing early April). This is an opportunity to you to have you say regarding your experiences. All HE programmes regardless of the awarding body will take part in the survey at the same time. You will be expected to use your College Student ID number to access it. Details will come out nearer the time. The outcomes from the surveys will be fed back into the Annual Programme Monitoring process.



Terms Dates

2024 Term 1

New HE students start	Monday 16 th September
Returning HE students start	Monday 23 rd September
Half term	Monday 28 th October
Term ends	Thursday 19 th December



2025 Term 2

Term starts	Tuesday 7 th January
Half term	Monday 17 th February
Term ends	Friday 4 th April

2025 Term 3

Term starts	Monday 22 nd April
Half term	Tuesday 30 th May
Term Ends	Friday 6 th June

Examination weeks will vary between campuses. Details of when these will take place will come from your Programme Manager.

For those studying through the Tournament Golf College, there will be specific dates relating to travel for the part of your studies located in Spain and Portugal. This will be communicated to you directly from the Programme Manager.

Assessment

Formative and Summative Assessment

Your performance in a module will be assessed during the academic year, normally through a combination of coursework and end of year examinations. You must pass the assessments in order to be credited with that module for your award. In addition, some modules may have to be passed as pre-requisites for others taken later in your programme.

The method of assessment varies between modules and your lecturers will advise you of the method(s) to be used. This reflects the need to develop a range of different knowledge, understanding and skills. During your programme you may experience some, or all, of the following types of assessment:

- Coursework essay questions
- Coursework group reports
- Coursework case study problems
- Group presentations
- Small group assessed discussions
- Practical's
- Formal examinations
- In-class tests
- Online assessments
- Portfolios
- Research project

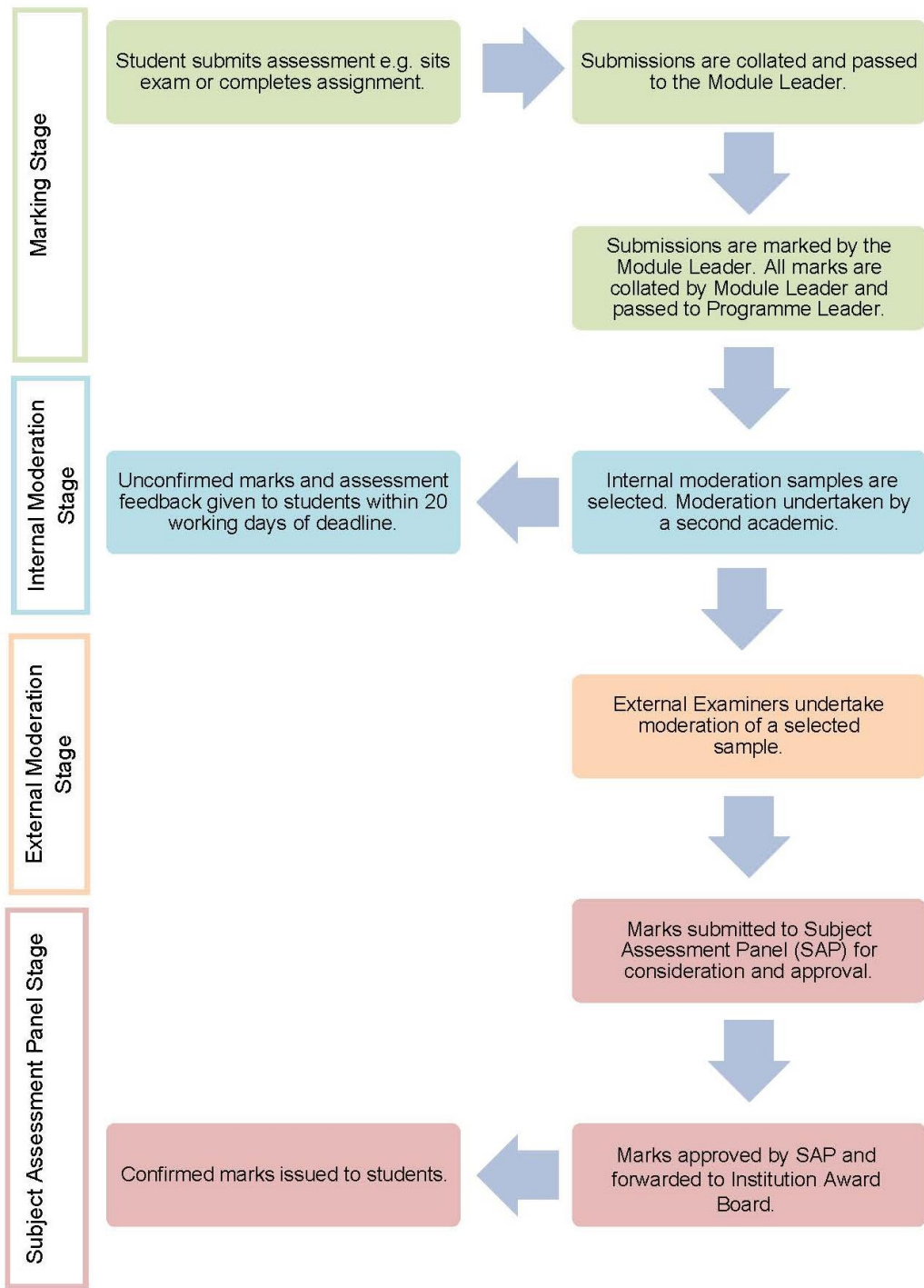
In all cases these are chosen and designed to assess your achievement of the particular learning outcomes for the module. You will be given Assessment Criteria which are used to judge the extent of your achievement.

Please note that **ALL** assessment marks and results are **provisional** until confirmed by the Subject Assessment Panel and verified by the Award Assessment Board.

Please refer to your Programme Specification and Module Records for further details on how the teaching, learning and assessments are achieved within each module.

Full details on your programme's assessment schedule and hand in process will be provided by your Programme Manager and will also be housed on the relevant Moodle pages.

Assessment Flowchart



Taking Your Learning Seriously

Key Features of University Level Study

Outlined below are key features of University or Higher Education (HE) level education, including what differentiates this from other forms of education e.g. at school, institution or in the workplace.

Attendance

You are expected to take responsibility for your learning and attendance in timetabled sessions. In some modules if you do not attend consistently you may risk losing marks, either directly or by missing an assessed presentation or group activity. Any absence also affects your peers as it may disrupt planned group activities and limit the range of discussions. You will be expected to be available for every week of your Institution terms. Please ensure that holidays are only arranged outside of term and assessment commitments. Students who do not attend run a very high risk of failure.

The College expects all students to attend all scheduled classes, field trips and other events that are part of their programme of study. All teaching is developed to give you relevant and necessary experience. We know that students who do not attend perform less well.

If you are ill or otherwise unable to attend, you should send apologies to your tutor and ensure that you have caught up with the work. There may well be occasions when attendance dips and either the Personal Tutor or the Student Experience Manager will contact you to check on your welfare and/or offer support. Part of taking responsibility for your learning includes seeking out support where needed to give you the best chance to succeed.

Programme leaders work very hard to make sure that teaching and assignments are well designed, and that they support your learning. Where minimum attendance is required before an assessment can be undertaken this will be clarified in the programme Moodle pages.

Your Approach to Studying

Probably the most significant difference between university level study and other levels of education is the amount of personal responsibility you have. This has implications for how you approach your studies.

Staff will use a variety of educational approaches, depending on the learning outcomes of the module. These may include: lectures, group work, discussion, student led activities, simulation; technology supported activity, practical scenarios, and directed study. Your active participation will enhance your learning. It is **your responsibility** to acquire the required knowledge and skills.

Key strategies to become a Successful Student

You must take proactive responsibility for your own studies. We will give you as much help and support as we can but ultimately your success (or failure) is down to you.

Plan your time carefully. Write a personal timetable as soon as you can.

Attend all lectures and tutorials and take notes.

Do not miss deadlines.

Read extensively around your subject. Just being familiar with the set text books is unlikely to be enough to pass.

Seek help, if you need it, as soon as possible. If you need specific help with your studies, speak to your lecturer or tutor or make a personal appointment to see them. Even if your problem has nothing to do with your programme, it may have an effect on your ability to study. Let someone at the Institution know - ignoring problems will only make things worse later on.

At this level of study, **you will be treated as a responsible adult**, capable of acting on your own initiative.

You may be used to a learning or workplace environment with fixed hours and routine activities. However, HE studies requires you to develop new study, time-management and prioritisation skills to make effective use of your study time and to meet programme deadlines. Your weekly timetable consists of planned learning activities, such as lectures, and time for you to undertake additional reading, assignment preparation and private study. The contact time that you have with lecturers is only part of your module timetable. As an indication, the average amount of 'total student effort' expected for a 20-credit module will be around 200 hours, but you may only be timetabled for example 15 hours per week (2.5 days).

You must, therefore, learn to use your time constructively. Your most valuable learning will be done in your own time and in your own way.

Reading for your study

You will not complete your programme successfully if you do not read regularly and in-depth. You will be given reading lists for each module. You should purchase at least one recommended text for each module. Since books are expensive, however, it may be a good idea to pool resources by sharing with friends in a study group.

Please note that you may only be able to borrow basic texts from the library on a short-term basis. Demand for such texts may be very high at certain times in the year; so, do not rely on them being available.

You are strongly recommended to follow current issues relevant to your programme in the quality press, for example, The Times, Independent, Guardian and Telegraph. You should also make use of subject-related journals held in the library.

Reading texts for Higher Education demands note-taking as well as reading skills; as with lectures keep careful notes from your reading.

Private Study

Your private study time is likely to be taken up by different tasks for each module or by preparing for tutorials or undertaking some reading of a programme text or library research. In addition, private study time provides students with the opportunity to ensure they have understood the subject, for reflecting on any feedback on assessed work and building up a good set of notes for revision.

Study Groups

In all our programmes, the institution encourages students to learn skills to enable them to work as groups and teams. These are not merely useful during your programme. In any employment context you will find such skills and experiences invaluable. Sometimes you will find you are assessed on a piece of written work or presentation completed as a group. Many students benefit significantly from working collaboratively in study groups, to check their understanding of difficult issues or concepts and to revise.

Factors Affecting Your Learning

In addition to teaching, academic support and private study there are often factors which influence your learning environment. If you are aware of these, you will be able to manage your studies more effectively.

Effective Learning

Learning refers not simply to the sum total of facts and information you can recall at a given moment. It also relates to how you use and apply information and how you find, store and retrieve it. One of your aims as a student should be to become a more effective learner.

The quality of your learning will depend on these starting points:

- Your attitudes, attendance, aims and goals
- Your dedication
- Your aptitude for the subject
- Your willingness and ability to learn
- Your use of resources - tutors, books, materials, the work experiences built into the programme, etc. - and time - your timetabled lectures and tutorials as well as private study

To assess how well you are learning, you should frequently check your progress by keeping in touch with your tutors and your fellow students and ensure you are up-to-date with deadlines.

Time Management

Good time management lies at the root of effective learning. You will need to plan the use of your time carefully. You will have the demands of your programme, learning in lectures and tutorials, working on assessments and completing your private study to consider.

A personal timetable can help you in assessing all your priorities: paid work, social and family commitments, as well as your studies.



You will have to think realistically about the number of hours that you need to study to be a successful student. If you are studying full-time, we would expect that your lectures, other timetabled sessions and private study taken together will only account for a proportion of the 200 hours of study required for each 20-credit module. However, the amount of study effort required varies from student to student.

Coping with Stress

Stress can be a serious problem, particularly in your first year when you may be adjusting to a new environment, arranging accommodation, managing your finances, living away from home and balancing your time between study and family / work commitments. There is, however, plenty of help available and you are encouraged to make use of support services.

Each of our awarding bodies will have different services available that students will be able to access;

- University of Plymouth has also developed a set of e-resources to help support student's wellbeing. Self Help Inspiring E-Resources (SHINE) are available here: <https://www.plymouth.ac.uk/student-life/services/learning-gateway/shine>
- Plymouth Marjon University - <https://www.marjon.ac.uk/student-life/student-support/> / <https://www.marjon.ac.uk/student-life/student-support-/student-counselling/>
- Falmouth University - <https://www.falmouth.ac.uk/experience/support/wellbeing-support>

Extenuating Circumstances

Extenuating Circumstances are circumstances which:

- Have an impact on your ability to attend or complete your assessment at the usual time, and
- are outside of your control or you could not reasonably have predicted

We do expect you to plan your studies to allow for the usual ups-and-downs, including minor illnesses or minor personal issues, so claims for extenuating circumstances relating to these will not be approved.

For those studying via University of Plymouth, TCCG approved programmes (FdAP) and Falmouth a claim can be made by going to the [HE Students Support Moodle page](#).

For those studying via the Tournament Golf College please follow the link [EXTENUATING CIRCUMSTANCES \(marjon.ac.uk\)](#)

Key changes to the Rules for this academic year:

- Student may have an extension of up to five working days if a claim for extenuating circumstances is approved and **extensions of ten working days for coursework submissions have been removed.**
- Students may **submit only one self-certified** claim for extenuating circumstances in an academic year. All other claims must be supported by evidence.
- The deadline for submission of extenuating circumstances **claims is five working days after the original deadline or date of assessment.**
- Students may submit their evidence **up to 15 working days after they have submitted their claim form.**
- **Work submitted late, without the approved extenuating circumstances, will receive a mark of zero – we are no longer capping at the pass mark for assessments submitted within 24 hours of the deadline. Once it is more than 59 seconds late it will receive a mark of zero.**

Assessed coursework / major project / dissertation or equivalent:

Extenuating Circumstances claims must be submitted no later than 5 working days after the deadline for submission or date of assessment. If you don't have access to evidence at the time you submit your extenuating circumstances claim, you should still submit your claim so that it can be considered but you can submit your evidence up to 15 working days after your form.

Claims will **not** normally be accepted months prior to a deadline for example 3 months. However, where there are circumstances that will affect your ability to submit, that are outside of your control or you could not reasonably have predicted, these will be reviewed on an individual basis; examples being upcoming court cases or jury duty (for example).

Fit-to-sit policy:

A time-specific assessment means an assessment that takes place in a particular time-slot, such as an examination, test, presentation, quiz or performance. For this type of assessment, we operate a "fit-to-sit" policy. This means that if you attempt these types of assessment, you have declared yourself fit to do so. If you think extenuating circumstances may affect your opportunity to complete these types of assessment to the best of your ability you must:

- **NOT** attend the time-specific assessment
- Submit a claim for Extenuating Circumstances

If you begin a time-specific assessment, but become unexpectedly unable to continue, you should report your circumstances to the invigilator or other person facilitating the assessment before leaving. You may submit a claim for extenuating circumstances, which, if approved, will be for non-attendance.

The lists below are not intended to be definitive but if you are in doubt please contact cchea@cornwall.ac.uk

Examples of circumstances which would normally be considered valid:

Your own health problems

- Serious mental health issues
- Major accident or injury
- Hospitalisation (including for operations)
- Serious short-term illness that is incapacitating and at its peak at the time of a time-specific assessment, such as an exam, test, performance or presentation
- Following NHS advice to self-isolate

Significant life events

- Pregnancy-related conditions, childbirth (including a partner or surrogate in labour) or adoption
- Bereavement causing significant impact
- Separation or divorce of yourself or your parents.
- Representing the University at national level, or your country at international level, or participation in an event that is of benefit to the University/College international reputation.

Unexpected disruption or events

- Recent burglary, theft or serious car accident
- Jury service that cannot be deferred
- Exceptional changes to employment
- Serious accidents or illness affecting family/friends

Assessment Issues

- Unavailability of the DLE where the module lead confirms that this would have a significant impact on your preparation for an assessment or exam.
- Late diagnosis of a condition, for example, dyslexia, meaning you have not had the appropriate support for assessment, including provision in exams.

Examples of circumstances which would NOT normally be considered valid:

Your own time management

- You slept in or your alarm clock did not go off
- Your car broke down, or your train or bus (or equivalent) was delayed or cancelled, unless you can show that you'd made reasonable allowance for such disruption
- Misreading timetables of any kind, or time management problems, such as assessment deadlines close to each other.

Life Events

- Family celebrations, pre-booked holidays, house moves or similar events, in which you either have input to or control over the date or may choose not to participate without significant negative effects.
- Appointments of any kind, including legal or medical appointments, which could be rearranged
- Minor illness such as colds, coughs, sore throats or hay fever unless the symptoms are particularly severe
- Minor accidents or illness affecting relatives or friends, unless you are a sole carer
- Financial problems, including debt sanctions imposed by the College. However, cases of exceptional hardship or significant sudden changes in financial circumstances since enrolment may be considered

- Sporting, recreational or voluntary commitments, unless you are representing the College/University at national level or your country at international level, or participating in an event that is of benefit to the College's/University's national or international reputation

Computer problems

- Corrupt data or media
- Poor internet connectivity
- Printer failure
- E-submission of an assessment file in an incorrect format or of the wrong file by accident
- Re-submission of an assessment accidentally after the deadline
- Lack of access to IT facilities due to sanctions imposed by the College

Other

- Usual expected pressures of study, such as exam stress or anxiety.
- Problems with postal or other third-party delivery of work.

Hand in Process

On each individual programme Moodle page there will be an assessment schedule. This will indicate when assessments will be set and hand in dates and when you can expect to receive feedback.

All summative assessments will be submitted anonymously for both examinations and coursework at all levels of study. **You will need to ensure that you adhere to the submission instructions as noted on the assignment brief.** It is advisable to ensure that you have run your work through Ouriginal if requested to submit your work in this format; you may get feedback returned via Ouriginal as well. However, you may also be asked to submit work via Moodle. The assignment brief will inform you where work should be submitted and if you experience any difficulties speak with your Module Leader/Programme Manager.

There will be occasions when this will not be practical due to the nature of the assessment and the possible contact between the student and the examiner. All modules must be assessed as per the Module Record. The front page of the module record will indicate the assessment type and breakdown such as Coursework 50% and Examination 50%. Further details of what those actual assessments will entail will be detailed on the back of the module records in Section B. This page is updated and reviewed on an annual basis.

Should there be a need to make a change to the assessment on the front of the Module Record (Section A) this will be formally agreed through the Minor Changes process. Such changes will be discussed with students at the Autumn Programme Committee Meeting.

The College adheres to the [Anonymous Assessment Policy](#) as laid down by the University of Plymouth; but this also applies to programmes approved and awarded by Cornwall College. Please refer to either Plymouth Marjon University or Falmouth University for the relevant policies.

Return of Assessment and Feedback

Students can expect to receive feedback on their submitted assessments; including examinations within 20 working days. This is in line with the TCCG HE Assessment Policy and that of the [University of Plymouth Policy](#). There will be opportunities to have in-class group feedback as well as individual feedback and this will be agreed with the Programme Manager.

Academic Matters - Procedures for dealing with late submissions and extenuating circumstances

Your programme will operate under one of the following sets of Academic Regulations; to view these regulations, go to:

University of Plymouth - <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations>

Plymouth Marjon University - [Quick link for students | Plymouth Marjon University](#)

Falmouth University - <https://www.falmouth.ac.uk/student-regulations>

Late Work

Work submitted late, without the approved extenuating circumstances, will receive a mark of zero – we are no longer capping at the pass mark for assessments submitted within 24 hours of the deadline. Once it is more than 59 seconds late it will receive a mark of zero.

If you have a reason that your work was late i.e. illness etc. you can complete an Extenuating Circumstances Form located in the [HE Students Support Moodle page](#).

Academic Offences

Issues of plagiarism and any form of academic dishonesty are treated very seriously. They could result in you failing a module or even having to leave your programme.

The University of Plymouth has developed information on plagiarism which can be found here: <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations/plagiarism>

Falmouth University - [Academic Misconduct Procedure 14 December 2020 \(falmouth.ac.uk\)](#)

Plymouth Marjon University [Student Regulations Framework | Plymouth Marjon University](#)

Contract Cheating

Issues of plagiarism, collusion and any other form of academic dishonesty are treated very seriously. They could result in you failing a module or even having to leave your programme. Some offences, such as contract cheating, where you deliberately pay someone else to write work for you, will be punished more severely than plagiarism, where you copy a paragraph from a published source without properly referencing the source. Support on referencing can be sought from the Learning Centre.

Artificial Intelligence (AI)

The use of Artificial intelligence to submit work which is passed off as original will be classed as plagiarism. There are exceptions where AI can be used, however it is imperative that this is correctly referenced as any other work would normally be.

Further details about its use can be found by speaking to your programme leader.

Academic Dishonesty: How to stay straight and clean

Types of Academic Dishonesty

- Buy an essay online
- Steal essays from another student

- Not doing your fair share of group work
- Copy bits of your housemate's essay
- Copy and paste large chunks of an essay from the internet
- Just copy 'a little bit'
- Work with a friend to produce an individual essay
- Taking bits from a coursework already submitted
- Making up results from a questionnaire

Types of Academic Dishonesty: Exams

- Take a paper out of an exam when you shouldn't
- Bringing in a translator or dictionary or programmable calculator to the exam
- Bringing in crib sheets or notes
- Getting someone else to take an exam for you
- Using your mobile to get answers in an exam
- Copying the work of another student by looking over their shoulders
- Learning some exam answers off by heart from the internet
- Working with other students to prepare exam answers

Why Cheat?

- I got desperate at the last moment: I could not keep up with the work
- My family expect me to succeed: I have to get good marks
- The lecturers don't care anyway
- Why not? I will probably get away with it
- All I need is that bit of paper at the end of the course
- But the teacher said, "Work together"!
- I am only showing respect for the original writer, who is far cleverer than I am
- If I write in my own words it will be full of mistakes

Plagiarism

Definition: using others' ideas, words or research without clearly acknowledging the source of that information.

To plagiarise, you:

- never have references to your sources
- Reference some sources, but not all
- Reference bullet points or phrases without showing that they are direct quotations

How not to Plagiarise: Direct Quotations

Either:

- "Place in quotation marks", or
single spaced with indented margins for large amounts of text, like this
- Give author's **surname, year** of publication and **page number** (write n.p. if there is no number e.g. for internet sources)
- Only use quotations when the **exact words** are important
- Give the full reference in a list at the end

How not to Plagiarise: Figures and Tables

You can use maps, tables or diagrams from other people but you **MUST** show the source underneath. Then give the full reference in the list of references.

How not to Plagiarise: Paraphrasing

Take information from a source, put it in your own words (paraphrase) and then add the author (or organisations) and year in brackets. In addition, give the full reference in a list at the end.

Type of sources:

- Direct quotations
- Statistics
- Facts which are not common knowledge
- The results of another's research or study
- Other people's theories and ideas
- Other people's interpretations of events

Some students might feel that paraphrasing is disrespectful, produces nonsense, or poor English. However, a British university education is meant to teach you how to criticise the work of others. We expect original work: your own poor English is preferred to other people's good English - you will improve. In addition, good paraphrasing improves the meaning.

Writing in your own words

Academic writing involves summarising, synthesising, analysing or evaluating other people's arguments. To "write in your own words" you understand, reflect on and digest your source material. Then you discuss or re-state this using your own vocabulary and an argument that is structured to the specific task you have been set. (Source: Open University)

Advantages of good paraphrasing

- It clarifies your understanding of the material
- It improves your ability to remember it
- You will be able to use the material in new contexts
- Your argument will be tighter, with fewer words
- Your argument will be appropriate to the question or assignment
- If you can't handle the coursework you won't be able to answer the exam questions

Referencing Guide

Online support available through the [University Referencing Library Guide](#) including the online version of '[Cite them rite](#)'

How to reference using the Harvard Referencing System

Each of our awarding bodies has produced online support referencing guides which are available as follows:



The Cornwall College Group – details available within each campus Learning Centre

The University of Plymouth - <http://plymouth.libguides.com/referencing>.

Plymouth Marjon University - [Library | Plymouth Marjon University](#)

Falmouth University - [Harvard Referencing at Falmouth University | StudyHub \(fxplus.ac.uk\)](#)

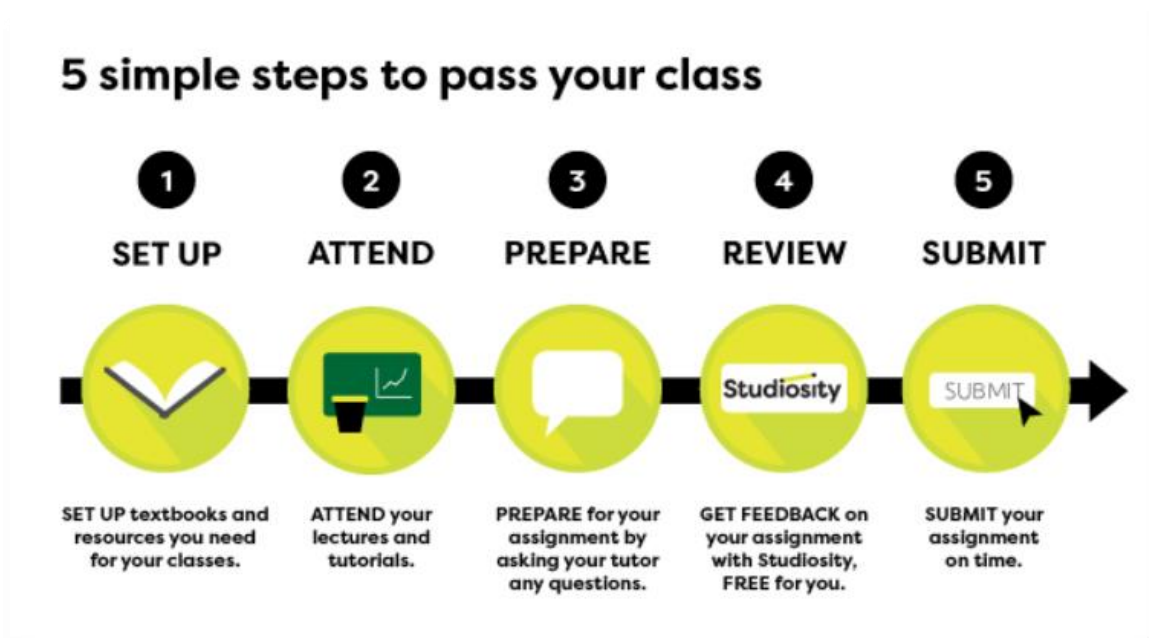
Ouriginal

Ouriginal ([Ouriginal: Text-matching solution - Plagiarism prevention](#)) is a completely automated system against plagiarism and is being successfully used at universities and colleges throughout the whole of Europe. URKUND's system checks all documents against three central source areas: The Internet, published material and previously submitted student material (e.g. Memoranda, case studies and examination works). You can upload submissions at any point so it can be used as an aid to learning good academic practice.

Studiosity

Cornwall College works closely with 'Studiosity' in order to provide the best possible service for our higher education students. A recent survey of our HE students found that many were attempting to access study skills support and/or required help with essay writing out of office hours. This meant that gaining feedback on drafts with information pertaining to sentence structure/syntax, referencing accuracy, and flow of arguments, was increasingly difficult. For some, this may contribute to them deciding not to continue with or complete their studies. Students commented that they would use an online study skills service as they are often attempting to complete assessments during evenings and weekends.

We have therefore partnered with Studiosity to provide a unique, online, flexible study skills and academic writing service that is designed to give you an **extra layer of learning support**, on top of the excellent advice already available via your programme lecturers, and the Study Support teams in the Learning Centres. Cornwall College's Studiosity services could see you getting writing and referencing feedback in a matter of hours. If the deadline is really close, you can also access one-to-one, 24/7 online study help from a qualified subject expert to give you that clarification you were looking for prior to submission of work. To get fast feedback on your drafts in an ethical way; sign up to Cornwall College's Studiosity via the links provided in Moodle, and as explained by programme staff during Induction Week.



Progression to Further Study & How Your Marks are Calculated

Any bridging modules that need to be attended for progression will be noted within your programme specification; the same will apply to those programmes which do not have formally approved progression routes noted.

Please note there is a deadline for progression applications for the University of Plymouth (circa mid-January with the actual date determined annually) and places may be subject to availability.

Your Programme Manager is able to contact University staff in order to communicate your questions regarding progression to programmes at University of Plymouth.

Students who are studying a Cornwall College approved programme (TCCG) will need to review their relevant Programme Specification for progression details. Students who wish to progress to a University of Plymouth approved programme will not be able to take their previous marks with them; any Level 6 will then be based purely on the Level 6 outcomes. For those who wish to progress to other institutions, you will need to adhere to the relevant receiving institutions admissions criteria.

Information on individual programme progression is available in your Programme Specification, on your Institution website and also on the University of Plymouth course web page.

Students who are progressing internally will be required to complete a College Progression Form by 28 February (every academic year) and should be submitted to the AdmissionsTCCG@live.cornwall.ac.uk.

Passing a Module

Students cannot re-take modules that have already been successfully completed.

The pass mark for an undergraduate module is 40% (unless the module record states otherwise). The pass mark for postgraduate Level 7 modules is 50% (unless the module record states otherwise). In both instances a student must achieve an overall module aggregate mark of at least the pass mark.

Student who find themselves on a repeat for a module or an academic year that has been deemed as a 2nd or 3rd attempt will have the relevant modules capped at 40% (unless the module record states otherwise).

For those on a postgraduate Level 7 modules it will be 50% (unless the module record states otherwise).

For those on a 1st attempt the full range of marks will be available.

Foundation Degree Student Only

If you are studying a Foundation Degree and your aggregate mark across all modules is:

70% or above you will be awarded a Foundation Degree with Distinction

60% - 69% you will be awarded a Foundation Degree with Merit

If you are studying an undergraduate programme and progress to a University of Plymouth honours degree programme, University of Plymouth will calculate your final Honours Degree classification to include marks from each of your levels of study.

- **10% from Level 4 – calculated from the highest achieved 80 credits. Where modules are arranged in such a way that the 80 credits of ‘highest module marks’ cannot be identified unequivocally, the average for the best 70 credits and 90 credits will be calculated and the student given the best advantage.**
- **30% from Level 5**
- **60% from Level 6**

If you progress onto Level 5 of a programme at University of Plymouth, then 10% (of the highest achieved 80 credits or where modules are arranged in such a way that the 80 credits of ‘highest module marks’ cannot be identified unequivocally, the average for the best 70 credits and 90 credits will be calculated and the student given the best advantage) will come from your level 4 marks studied previously, 30% of your level 5 aggregate mark will be drawn from the level 5 modules studied at University of Plymouth and then 60% from your level 6 aggregate mark at University of Plymouth.

There may be wider progression opportunities available to you however you must discuss your individual requirements with programme staff who will be able to offer further guidance. Please note there is a deadline for progression applications (circa end of November with the actual date determined annually) and places may be subject to availability.

Further Information can be found within the Regulatory Framework documents; both postgraduate and undergraduate documents can be found here: <https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations>.

Any student who has completed a TCCG approved programme and then opts to progress to a University of Plymouth validated programme within Cornwall College **will not be able to use** those credits achieved on a TCCG programme as part of their overall degree classification. This therefore means that the outcome of the progression route will be based purely on Level 6 modules only.

Honours Degree

An Honours Degree will be awarded to a student who has achieved 360 credits including at least 120 credits at Level 6 and a further 120 credits at Level 5.

Students who enrolled on Level 4 of a UoP approved programme **from** September 2014 onwards will have their final degree classification based on 10% of their Level 4 marks (using the highest module marks totally 80 credits), 30% of their Level 5 marks and 60% of their Level 6 marks.

For those students who are direct entrants into Level 6 from outside of the University of Plymouth Academic Partnerships; will have their degree outcome based purely on their Level 6 achievement.

Ordinary Degree

For those who opt to follow an Ordinary Degree route; students will have completed and achieved 80 Level 6 credits. It is often the case that for this, students will have made the decision to drop the Honours Project. **In this case, this decision has to be made early on in the academic year and within 2 weeks of the module commencing. Failure to do this could result in you losing an attempt should you chose to take the Honours Project at a later date.** The Ordinary Degree does not have a degree classification applied to it, however it can be awarded with either Commendation or Distinction; provided the programme aggregate is either 60% or 70% (respectively).

The award of an Ordinary Degree can also be applied if a student finds themselves in a situation where they are on a repeat/referral. In some instances, students can opt to drop the Honours Project at this point in the academic year, however, you need to be mindful that should you take this option and at a later date you decide to upgrade to an Honours Degree, you will have to surrender the Ordinary Degree and you will also be on either a 2nd or 3rd attempt (module will be capped at 40%). The award of an Ordinary Degree can also be applied if you fail at a 3rd and final attempt but have achieved 80 credits at Level 6.

Postgraduate Awards – MSc

Students must achieve a minimum module mark of 50% to pass a postgraduate module with no minimum requirement at element level (unless there are non-standard regulations in place to the contrary).

Students may have up to 2 attempts at a module.

A student will be awarded a Masters degree with Merit provided that they have achieved a credit-weighted average mark of 60% or above, across all modules (including the dissertation/research project), and provided that the mark for the dissertation/major project is not less than 50%

A student will be awarded a Masters degree with Distinction provided that they have achieved a credit-weighted average mark of 70% or above, across all modules (including the dissertation/research project), and provided that the mark for the dissertation/major project is not less than 60%

Further information can be found within the Regulatory Framework documents; both postgraduate and undergraduate documents can be found here:

<https://www.plymouth.ac.uk/student-life/your-studies/essential-information/regulations>

[Student Regulations Framework | Plymouth Marjon University](#)

All results are subject to confirmation through the Subject Assessment Panel and Award Assessment Board. These meetings take place at the end of each academic year usually June and July with a Resit Board Assessment Board being held in early September.

Graduation and Results Guidance

At the end of the academic year and all your results have been confirmed; a transcript of results will be sent to you around 3 weeks after the Award Assessment Boards have sat; normally in July. **These will be issued electronically; usually to your college email address.** Should it be necessary to send them to an alternative email it is important that you ensure you update the College with your most current email address. Requests for hard copies can be made to CCHEA@cornwall.ac.uk. It should be noted that any such requests will only be dealt with after all electronic results have been issued.

For those studying a Plymouth Marjon University Programme your results will be issued to the email address that we have on the system, you need to ensure that this is up to date and any changes communicated to HE Operations.

In relation to Graduation; the College generally holds a ceremony in November at Truro Cathedral. Details of which will come out with your transcript of results. There will be a web link that you will need to follow in order to register for the Graduation Ceremony.

Should you have any queries regarding your results they should be directed in the first instance to HE Operations CCHEA@cornwall.ac.uk

Should you need to get a replacement transcript you will need to contact the College using the above contact details. However should you need a replacement certificate you will need to go direct to the awarding body, either [University of Plymouth](#) or [Falmouth University](#) or [Plymouth Marjon University](#) and follow the instructions. The College is not responsible for the production of your certificates from any of the above. However, if you are studying a programme approved and awarded by The Cornwall College Group then you will need to contact HE Operations. The College receives all certificates usually at the end of October and are distributed out shortly afterwards. It should be noted that each institution will charge for a replacement therefore please ensure that you keep it safe.

Example Transcript Explained.

TRANSCRIPT OF RESULTS

Academic Year: 2024-2025

Date of Issue: 18/07/2025

University reference/registration No: 1548007

Date of Birth: 02/03/1968

Language of instruction: English Language of assessment: English

Student Name: Captain Jack Sparrow

Student Address: Fort Charles, Port Royal Church
Bahamas

Awarding Body: University of Plymouth/Cornwall College
Institution responsible for programme delivery: Cornwall College
Location: Camborne

Programme and Stage: **BSc (Hons) in Espionage Techniques**

	Level 4	Level 5	Level 6
Credits Achieved:	120	120	120
Programme aggregate mark:	89.65	73.74	77.25
Final Mark:	77.44		
Result:	Award 1 st Class Honours		

Relevant awarding body student registration number

Final programme aggregate mark. Overall outcome for the year. This section will also indicate if there is a need to complete referral work or repeat. It indicates what you are expected to do in order to either progress to the next level of your studies or be awarded.

Assessment element – C1 (coursework)/ T1 (Test) / P1 (practical)

Overall module outcome (a mark made up of all module assessments)

Module outcome A (pass) N (failed)

Module Code	Module Title	Credits	Level	C1	T1	P1	Module	Result	Attempt
CORC686	The Curse of the Black Pearl	20	6	44.00		76.00	75.25	A	1
CORC687	Dead Man's Chest	20	6	68.45			68.45	A	1
CORC688	At World's End	10	6	74.00			74.00	A	1
CORC680	Tales of the Code: Wedlocked	10	6	60.00		60.00	60.00	A	1
CORC683	On Stranger Tides	40	6	41.55		71.00	71.63	A	1
CORC691	Pirates Lives	20	6	75.69			75.69	A	1

Alumni

The College has a Student Alumni; details can be found at <https://www.cornwall.ac.uk/news/newscategories/alumni/> .

Plymouth Marjon University - <https://www.marjon.ac.uk/about-marjon/alumni/>

Falmouth University - <https://www.falmouth.ac.uk/alumni>

University of Plymouth - <https://www.plymouth.ac.uk/alumni-friends/alumni>

United Kingdom Visas and Immigration (UKVI)

If you are from outside the UK and common travel area (you are not a British, Irish, Channel Islands or Isle of Man national), your college will need to check that you hold the correct visa/permission that allows study in the UK. If you require a Student visa, they will need to ensure you meet all the Student visa requirements before issuing you with a CAS (Confirmation of Acceptance for Studies), which is needed to apply for the Student visa. Copies of your visa and passport will need to be checked and stored by the College at enrolment and there may be other processes connected with immigration compliance that you will be expected to follow.



If you are an EU, EEA or Swiss citizen, and you were resident in the UK before the 31/12/2020 you may have already applied under the EU settlement scheme and have a settled or pre-settled status in the UK you can study in the UK with settled or pre-settled status. If you are new to the UK and have arrived from 01/01/2021 onwards you will need to apply for a student visa or enter as a visitor (for short courses of study only).

External Examiner Arrangements

Each Programme has an External Examiner (regardless as to who the awarding body is) who comes from a Higher Education Institution in the UK (not from the awarding body). The Subject External Examiner is primarily concerned with the standards of assessment of the subject and therefore attends the subject assessment panel. They will verify the process of assessment throughout your modules; advise upon re-assessment and where possible meet students to discuss their experiences on the programme. Your final result is decided by an Examination Board which happens in June, followed by re-sit boards in September.

Copies of your programme' s External Examiner report can be found on your programme' s Moodle page.

Work-Based Learning (WBL) / Work Related Learning (WRL) and Employability

WBL and WRL, in its various forms, is one of the major defining characteristics of your studies. It plays a central role in enabling you to apply academic study to workplace environments and problems. In turn, your programme of study should enable you to integrate knowledge and skills developed in WBL / WRL into your project work and study in taught modules.

An employable graduate is one who is able to meet the requirements of employers and fulfil their career aspirations at a graduate level. They will be able to apply the skills, knowledge and personal qualities developed during their programme to the workplace and other contexts. An employable graduate will need to be able to:



- Demonstrate and apply graduate attributes and skills;
- Demonstrate and apply career management skills: e.g. preparing effectively for the recruitment and selection process;
- Demonstrate and apply lifelong learning skills: e.g. reflecting critically on academic, personal and professional development, identifying and articulating achievements and planning for the future;
- Demonstrate business and organisational awareness: e.g. understand changing working practices, including self-employment, with particular reference to the professions and sectors relating to their programme of study;
- Demonstrate an international outlook: e.g. understanding the attributes and breadth of outlook appropriate for working in a global economy.

Your programme has been designed to put all this in perspective, and give you the opportunities to develop the requisite skills. Work-related skills are integral to the modules and many specifically offer you the opportunity to experience the world of work, even if you are studying full time. Your programme specification details the knowledge, skills and understanding you will be able to demonstrate when you gain your award which is available in your Programme Quality Handbook.

What next?

Employment and Progression Opportunities

As a student studying Higher Education your programme has been designed to help you to succeed in your career aspirations and has been designed with the involvement of employers. Many of these are prepared to come to your Institution to give talks to students about their working environment and the qualities that they expect in potential employees. Please make every effort to attend such events and to profit from such employer contacts.

Many of your teaching staff will also be able to give you helpful career advice. You can also get advice and guidance from the College's [HE Careers & Progression Adviser](#)

Frequently Asked Questions:

What if I want to withdraw from, or suspend from my course?

If you are considering withdrawing from your programme or interrupting your studies for any reason, please consult either your programme manager or your Student Experience Manager and seek advice if you are experiencing difficulties. Just talking to someone may be enough to put you back on track. Students choose to interrupt study or withdraw for a variety of reasons and we may be able to help.

If you decide that you don't want to continue with your studies in this academic year, it is important that you correctly withdraw or interrupt study as there are academic and financial implications that you need to consider.

You must complete the withdrawal or interrupt study form, which is available from Registry. Please note, if you wish to email this form we'll only accept it if sent from your College student email account as proof of signature. Do not, under any circumstances withdraw or interrupt study without completing this form.

Depending on the date you withdraw or suspend study, you may be deemed to have had an attempt at the modules you are enrolled on. For information on the cut-off dates by which you would be considered to have an attempt please contact CCHEA@cornwall.ac.uk.

If you have extenuating circumstances for withdrawing or interrupting study you should complete an extenuating circumstance claim form now. A valid claim for extenuating circumstances could mean you do not lose an attempt at some or all of your modules. This is important as there is a maximum number of attempts any student can have at a module and second and third attempt marks are capped. Please refer to our extenuating circumstances policy for more information on making a claim.

We recommend that you discuss your decision to withdraw with the [Student Loans Company](#) before you make your decision as this may affect your ability to receive funding in the future.

Once your withdrawal/interruption has been formally processed, HE Operations will communicate this to the relevant awarding and funding body advising them of your last date of attendance as recorded on your withdraw/interrupt study form.

What if I want to transfer to another programme?

You'll need to get advice from your Programme Manager, Personal Tutor if you wish to change course. You will need to complete a Transfer form and get your new Programme Manager to sign it. The form is available from HE Operations. It is important that you follow College procedures as you may find that your student loan is at risk if you do not. You will also be required to inform Student Finance England/Student Finance Wales/Student Finance Northern Ireland/Your Funding Body to a change in your circumstances.

Where do I get my Timetable?

Your timetable will either be given to you at the start of the academic year by your Programme Manager or you will be able to access it via the programme Moodle page.



How do I raise an issue?

The College wants to ensure that its courses and its care of students are of a high quality. However, sometimes things may go wrong and you may want to complain. In the first instances you should speak with either your Personal Tutor and/or the HEST. It might be that the issue you are concerned with is of a nature that can be resolved quickly. If after following this route you are still not satisfied then further details are available at <https://www.cornwall.ac.uk/governance/complaints-procedure/>

If after reviewing the procedure you are unsure of what action you would like to take or require further advice and guidance then please use the following:

E-mail: complaints@cornwall.ac.uk

The College subscribes to the OIA (Office of the Independent Adjudicator). For more information on the OIA and how it can help you please follow this link: <https://www.oiahe.org.uk/students/can-you-complain-to-us/>

The OIA have produced an information and guidance booklet regarding their review process for students or their representatives who want to complain about a provider which is a member of the Scheme. The booklet <https://www.oiahe.org.uk/media/2264/intrototheoia-students-jan-2019.pdf> should be read alongside the rules <https://www.oiahe.org.uk/about-us/our-scheme/our-rules/>

Document Title	The Cornwall College Group and University of Plymouth Partner Student Handbook
Version	V9
Created by	Amanda Crowle
Document Date (creation)	4 June 2018
Last Amended	11 September 2024
Approving Body and Date Approved	
Review Date	Annually
Intended Recipients	Potential Students, Programme Teams

Version	Date	Author	Replaces	Comments
1	4 June 2018	Amanda Crowle		Creation
2	17 September 2018	Amanda Crowle / HESTs		Updates to various roles and responsibilities
3	2 October 2018	Amanda Crowle		Updated elements of Extenuating Circumstances/included statement on evidence.
4	24 April 2019	Amanda Crowle		Updates based on the UoP requirements and internal updates to `timetables etc.
5	7/23 September 2020	Amanda Crowle		General updates across the board.
6	24 September 2021	Amanda Crowle		General updates across the board.
7	22 September 2022	Amanda Crowle		General updates across the board – checking of URL links
8	30 July 2024	Laura Nicholson		General updates across the board – checking of URL links
9	11 September 2024	Amanda Crowle		Removal of some elements, updates based on partner changes and dates.
10	20 September 2024	Amanda Crowle		Removal of regulations applicable to Late Submission of assessments.