



Education & Skills  
Funding Agency



# Apprenticeship Handbook – Project Manager Degree Apprenticeship

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**European Union**  
European  
Social Fund

## Foreword

It is a pleasure to welcome you to Arden University and I wish you well in your studies.

Arden University is at the forefront of distance and blended learning provision, not only in the UK but also all over the world. It intends to maintain this position as a leader in supported online learning. This means combining appropriate communication technologies and knowledge media with personal tuition and counselling to ensure that you can learn effectively and enjoyably.

Arden University takes its obligations to each of its apprentices very seriously. You have registered for an apprenticeship with particular personal goals in mind; our staff will work closely with your employer to help you achieve those goals successfully.

The purpose of this Handbook is to describe the procedures and policies that are an essential element in sustaining an effective relationship between Arden University and our learners. These policies make explicit the expectations on both sides. I advise you to familiarise yourself with the contents pages and to read any sections that are of interest to you. The Handbook should then be kept for more detailed consultation as particular issues arise. Most of the questions you have about Arden University practices will be answered in these pages.

I trust that you will find your association with Arden University a stimulating and rewarding experience.

**Professor Carl Lygo  
Vice Chancellor and CEO  
Arden University**

The benefits of undertaking an apprenticeship are clear for both the apprentice and the employer. As an apprentice, you can gain a qualification which provides you with both the technical and academic skills, such as critical thinking, required to operate more effectively within your organisation and provides a viable alternative to a full time degree programme. Employers are also increasingly seeing the benefits of apprenticeships and the impact they can have on their organisation, from both a performance and learning and development perspective.

The Apprenticeship Team at Arden University is focused on supporting you, as an apprentice, and your employer, to get the most of this qualification. As with other Apprenticeship Standards, individual module learning outcomes are linked with the Apprenticeship Standard's Knowledge, Skills and Behaviours, and therefore enable you to get a deeper understanding of how theoretical concepts and models can be applied in the work place setting.

This is an exciting new chapter in your career journey, and we wish you all the best in your studies.

**The Apprenticeship Team**

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## Introduction

Welcome to your apprenticeship programme. In partnership with your employer, Arden University will support you to underpin your 'on the job' work-based learning with academic study, to achieve an apprenticeship and degree qualification without leaving your full-time employment.

You will be studying alongside other apprentices, who may be working for a range of different organisations, which will provide for a stimulating cohort of fellow apprentices with whom you can interact. Whilst you are expected to invest time and effort into your studies, assessments will mainly be focused on your own or your company's work, to maximise their value to you and your organisation. We hope that you will find your learning experience to be productive, enjoyable and successful.

The purpose of this handbook is to introduce you to apprenticeships with Arden University and to lay down the standards that the university requires from learners. It also sets out the way in which we operate.

In this document, you will also find guidance on various key aspects of your programme (such as online study, and masterclasses and assessment sessions).

## Key Terms

<b>Apprenticeship Standards and Knowledge, Skills and Behaviours (KSBs)</b>	The Apprenticeship Standards outline what an Apprentice will be doing, and the Knowledge, Skills and Behaviours required of them, by job role.
<b>Break in Learning (BIL)</b>	A temporary withdrawal from your programme for six weeks or more.
<b>End Point Assessment (EPA)</b>	The final stage of your apprenticeship where you present your project and portfolio to an independent panel who determine your final apprenticeship grade of achievement.
<b>End Point Assessment (EPA) Gateway</b>	The point at which all your studies for both your apprenticeship and the degree have been completed and you, your employer and Arden University agree that you are competent to be put forward for EPA.
<b>e-Portfolio</b>	An online platform where you will upload evidence and reflective tasks, building towards your final portfolio for End Point Assessment.
<b>Extenuating Circumstances</b>	Sudden and/or unforeseen circumstances that prevent you from submitting a module (degree). If your claim is accepted, you will be permitted to submit at the next available submission period, without penalty.
<b>ilearn</b>	Your Virtual Learning Environment, where you will find your Degree module content, online Adobe Connect Sessions and the online libraries.
<b>Off the Job (OTJ)</b>	As part of your employer's commitment and the requirements under the Apprenticeship Funding Rules, your employer must provide you with a minimum number of hours Off the Job time for study towards your apprenticeship. Your OTJ hours will be planned at your enrolment.
<b>Tri-partite Meetings</b>	Mandatory meetings conducted every 8-12 weeks between the you (the apprentice), your Coach and your employer.

## ***What is an Apprenticeship?***

An apprenticeship is a focused learning programme intent on assisting you to develop new skills and enhance their knowledge. For some it can be an opportunity to “learn whilst you earn”, for others it will support their development if they have recently been promoted or been tasked with additional responsibilities or formalise significant occupational experience. At the end of this programme, you will have developed the Knowledge, Skills, Behaviours and experience to gain a nationally recognised qualification that confirms competence in your chosen area.

## ***The Apprenticeship Structure***

Figure 1 illustrates the structure of your apprenticeship, broken down into three interlinking components:

1. Knowledge, Skills and Behaviour (the degree).
2. Masterclasses and assessment sessions.
3. Off-the-job (OTJ) training, research and other activities.

Each component of the apprenticeship will help you to identify and capture evidence of effective implementation of the Knowledge, Skills and Behaviours in the workplace required to complete your apprenticeship programme.

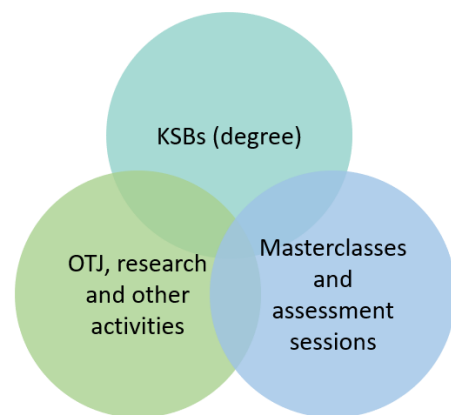


Figure 1: Apprenticeship Structure

## ***The Apprenticeship Journey***

Your apprenticeship programme and journey involve several key stages:

1. Application and enrolment.
2. On-programme.
3. Work-based project.
4. Gateway.
5. End Point Assessment.

## **Stage 1: Application and Enrolment**

### ***Induction***

Our induction process aims for you to:

- Get to know staff and fellow apprentices.
- Gain a comprehensive understanding of various aspects of your programme of study.
- Access a range of resources to support your study.
- Ask questions relating to any aspect of the learning experience.
- Become acquainted with Arden University procedures and policies.

During your induction, we will introduce you to our facilities and learning resources, and the pastoral support available to you. You will also meet your Programme Team Leader, the Apprentice Manager, your Coach and the Apprenticeships Support Team. In addition, we will explain the apprenticeship requirements and delivery model in full. Your timetable, sent to you with your offer letter or separately afterwards, will include details of induction dates and activities.

Induction is supplemented with an online induction module that you must complete before you begin your studies on the apprenticeship programme. This contains information you need to get started,

including how to use ilearn (our Virtual Learning Environment, see also page 11), how to access support, and a range of activities to introduce you to key study skills which will help you with the programme. There is also an interactive quiz to consolidate your understanding of the skills, processes and procedures you will encounter during your studies.

At the start of your Apprenticeship, you will receive your username and password details for ilearn via email. These will allow you to access your induction module by logging onto ilearn and selecting the induction module.

The induction module includes several lessons, each with learning materials, activities and discussion areas. This structure will be replicated in each module once you start the programme. We recommend that you work through each lesson and all the activities in full. You can find these in the 'My Induction Learning' menu. You should also refer to the information under 'My Programme', 'My Support', 'Getting Started' and 'My Resources'. A guide to navigating the Induction Module is available under 'My Resources'.

You can join the induction module before the formal intake start date, and there will be several tasks already available for you to work through. You should complete the Interactive Quiz within two weeks of the formal intake start date. Further module materials will be released in accordance with the set timetable for your Apprenticeship, which will be sent to you in your offer pack and published on ilearn.

### ***Skills Scan and Review of Prior Learning***

As work-based learning programmes, apprenticeships aim to develop apprentices in their roles and/or to prepare them for roles with additional responsibilities which they are aspiring to achieve, or indeed to formalise occupational experience.

You will complete an initial review of your prior learning and a skills gap analysis and this will help to create your individual learning plan. This shows your key strengths and areas for development, within the context of your role over the duration of the programme.

### ***Functional Skills: English and Maths***

To successfully begin the apprenticeship, funding rules require all apprentices to undertake a Functional Skills Initial Assessment and to subsequently achieve level 2 competencies in English and Maths.

- If you already have GCSE, AS- or A-levels (or equivalents) in grades A-C in English/English Language/English Literature and Maths, you must submit evidence of your qualification certificates prior to starting the programme to be eligible for Functional Skills exemptions.
- If you have not previously achieved level 2 Functional Skills or equivalent qualifications, or if you no longer have the qualification certificates as evidence, you must complete diagnostic assessments before starting the programme. You will then complete level 2 Functional Skills qualifications alongside your apprenticeship.

The apprenticeship rules require all apprentices to achieve these level 2 qualifications, and you cannot progress beyond the gateway assessment (readiness review) without evidence of achievement of these qualifications.

## ***Personal Development***

Our aim during this programme is to support your development, equipping you with skills that will help you with your future career path and your personal and social development. We will do this in many ways, including by:

- Providing individual coach support.
- Increasing your awareness of key British values such as democracy, mutual respect, tolerance for all and the rule of the law.
- Assessing your personal learning and thinking skills, and providing appropriate support to ensure you are confident in yourself and your abilities.
- Conducting regular review meetings to support you with your plans.
- Working with you to reflect on personal behaviour and the moral responsibility that we all must support others and create a supportive and productive society.

## ***Apprentice and Employer Obligations***

The apprenticeship programme requires that you take personal responsibility for scheduling your own study time to ensure that you can complete the required activities and assessments before the deadlines. There are published regulations about how you can progress through your programme which can be viewed at <https://arden.ac.uk/about-arden/our-policies-standards>.

### *What we expect from you, the apprentice*

You must:

1. Attend all masterclasses and assessment sessions (or communicate with your lecturers and Coach if you not able to attend).
2. Complete E-portfolio activities in a timely manner, logging your required off the job time.
3. Communicate with the Apprenticeship Support on degree module issues.

### *What we expect from apprentice employers*

Your employer must:

1. Adhere to the commitment statement.
2. Support you with your off the job hours.
3. Attend tripartite meetings throughout the duration of the apprenticeship.
4. Communicate with Arden University if there are issues or concerns that could affect your completion of the apprenticeship.

If these requirements are not fulfilled, including the off the job hours (a funding requirement), we will contact you to see if support is needed and to discuss any difficulties you are having completing the off the job hours. If we do not hear back from you, we will escalate this to your employer, at which time a decision will be made as to whether you will remain on the apprenticeship programme.

In addition, by embarking on our apprenticeship programme, you confirm your commitment to Arden University's **Student Charter** (Annex 1). We are passionate about supporting people, achieving our best and inspiring progress. To help us support and inspire you to achieve your best, we have created a Charter – it's a set of guidelines that we can all follow, highlighting how we can work together to ensure you have a great learning experience.

## **Stage 2: On Programme**

### ***Key Programme Features and Learning Outcomes***

Your programme is mapped to the relevant Apprenticeship Standard: Project Manager (Integrated Degree). You can find the Apprenticeship Standards at The Institute for Apprenticeships and Technical Education: <https://www.instituteforapprenticeships.org/occupational-maps/>.



The Apprenticeship Standard outlines the key Knowledge, Skills and Behaviour that you will acquire as part of your apprenticeship. The programme specification for your degree award also sets out how the individual modules of your degree relate to the Apprenticeship Standard.

<i>Programme</i>	<i>Modules</i>
Project Manager Degree Apprenticeship	<p>Level 4:</p> <ul style="list-style-type: none"> <li>• Business Research Methods and Analysis (20 credits)</li> <li>• Business Consulting (20 credits)</li> <li>• Principles of Procurement &amp; Contract Management (20 credits)</li> <li>• Governance in a Global Business Environment (20 credits)</li> <li>• Introduction to Project Management (20 credits)</li> <li>• Principles of Professional Practice (20 credits)</li> </ul> <p>Level 5:</p> <ul style="list-style-type: none"> <li>• Advanced Project Management (20 credits)</li> <li>• Agile &amp; Hybrid Project Management (20 credits)</li> <li>• Project Justification (20 credits)</li> <li>• AI and Big Data Analytics in Project Management (20 credits)</li> <li>• Projects Planning (20 credits) Level 5</li> <li>• Advanced Professional Practice to the end of Level 5</li> </ul> <p>Level 6:</p> <ul style="list-style-type: none"> <li>• Project Change and Control (20 credits)</li> <li>• Quality Management (20 credits)</li> <li>• Project Risk and Issue Management (20 credits)</li> <li>• Developing People and Capabilities (PMQ) (20 credits)</li> <li>• Final Project including End Point Assessment. (40 credits)</li> </ul>

<i>Undergraduate apprenticeships</i>
360 credits split into three equal-sized levels – levels 4, 5 and 6 on the national qualifications framework.
Teaching is split into equal-sized study periods each year, spanning three months (a calendar quarter).
Apprentices normally study six modules (120 credits) per year, with study lasting three years.
The pass mark on all modules is 40%.
Evidence of OTJ
You will be assigned a Coach to support you throughout the programme.
Quarterly tripartite review meetings between you, your line manager/ employer and Coach.

<i>Postgraduate apprenticeships</i>
180 credits at level 7 on the national qualifications framework, made up of 120 credits within taught modules, plus a 60-credit work-based project.
Teaching is split into equal-sized study periods each year, spanning three months (a calendar quarter).
Apprentices normally study one module (20 credits) per quarter, over two years. The final 'Research Project' is released following your first year of enrolment.
The pass mark on all modules is 50%.
Evidence of OTJ
You will be assigned a Coach to support you throughout the programme.
Quarterly tripartite review meetings between you, your line manager/ employer and Coach.

Learning outcomes define academic standards and levels of achievement. They describe, at a threshold level, the knowledge, understanding, effective and transferable skills which you are expected to demonstrate to successfully complete each module and the programme overall.

Within the modular curriculum structure, learning outcomes are expressed for both programmes and their constituent modules. Your achievement of the learning outcomes of the individual modules collectively contributes to your achievement of the learning outcomes of the programme for which you are registered.

The learning outcomes of your programme are set out in the programme specification [LINK].

The learning outcomes for each module are set out in the relevant Module Descriptor Form (MDF), along with indicative module content, recommended reading and assessment details. Further details are included within the induction module on ilearn under 'Module Details'.

### ***Off the Job Hours***

Apprenticeship programmes are designed to allow you to study alongside your work commitments, with your employer's support. Your employer has committed to allow you a minimum amount of your time off the job (OTJ).

You will discuss how and when you will complete and record your OTJ hours with your employer/line manager and Coach at your first coaching meeting. You may agree that you spend a full specific day each work week as your 20% OTJ (such as every Wednesday), or you may agree to spread your hours out over the working week.

The following activities would count towards your OTJ hours so long as they take place within your normal working day and have relevant outcomes to meet the standards of your apprenticeship programme. Work towards your apprenticeship completed in your personal time (such as evenings or weekends) does not count. It is important to capture and record all your OTJ activities.

- |  |                                       |
|--|---------------------------------------|
| 1. Attendance at mandatory masterclasses each month. | 8. Research.                          |
| 2. Online training.                                  | 9. Mentoring.                         |
| 3. Coaching sessions.                                | 10. Job-related projects/secondments. |
| 4. Performing new elements of the job.               | 11. Conferences.                      |
| 5. KSBs assessments.                                 | 12. In-work placements.               |
| 6. Testing.  | 13. Industry visits.                  |
| 7. Assignment development.                           | 14. Shadowing a colleague.            |

### ***Portfolio and E-Portfolio System***

Your apprenticeship will be assessed, in part, by a portfolio of evidence. This evidences how you have met all the requirements of your Individual Learning Plan and the apprenticeship standard which lists all the required Knowledge, Skills and Behavioural outcomes.

You will have access to Arden's online E-portfolio system to help you build your portfolio. At application, you will receive an email to create your E-portfolio account and password and complete all information required for your application.

### ***Coaching***

At the start of your programme, we will assign you to a Coach who will support you throughout the duration of your programme.

Your Coach will support you with the Apprentice E-Portfolio, building evidence against the Knowledge, Skills and Behaviours for your programme. This portfolio of evidence will then be assessed when you reach End Point Assessment (EPA), when the Independent Assessor will assess that you have successfully implemented the KSBs within your place of work.

The first meeting allows you, your line manager/employer and your Coach to get to know one another, and:

1. Go through the Skills Scan and agree targets.
2. Discuss and agree the importance of the Off the Job (OTJ) hours necessary to complete the apprenticeship, with examples of OTJ activities (see more details below).
3. Completing an apprenticeship system health-check, ensuring you have the required access needed for your apprenticeship.

### ***Tripartite Meetings***

You will attend a tripartite meeting every 8-12 weeks, with your line manager/employer and your Coach. It is mandatory for all of you to attend these meetings.

Tripartite meetings take place and provide an opportunity to discuss your progress and next steps on the programme. It is also an opportunity to raise any areas of concern or ask for additional support to help you complete your E-Portfolio.

Your Coach will make the arrangements with you to book your tripartite meetings in.

Each tripartite meeting must be logged within your E-Portfolio, confirming that it has taken place and what you discussed. All parties must sign this record.

### ***Masterclasses and Assessment Sessions***

These take place regularly throughout your studies. They cover skills, career development, masterclasses, assessment and much more. They provide opportunities for you to acquire evidence towards your portfolio that demonstrates your attainment of the Knowledge, Skills and Behaviours towards the Apprenticeship Standard for your programme.

At the end of each session, your lecturer will ask you to complete an activity that summarises the themes covered in the session. Once you have completed this activity, you should upload it onto the Apprentice E-Portfolio System.

### ***ilearn***

ilearn is our online virtual learning environment. ilearn enhances your learning experience and helps you through your studies. You will find clear guidance about the key functions of ilearn and how to use them during your induction and in your early modules, as well as our expectations on your engagement with the learning materials and activities online, and how these will integrate with and support your work-based learning.

You can access ilearn at [www.ilearn.rdi.co.uk](http://www.ilearn.rdi.co.uk).

1. Enter your username and password and click 'Login'.
2. Select the relevant Module from the "My Modules" section in the middle of the screen.

ilearn provides access to:

- The induction module.

- Your modules (after you have successfully completed the Induction Quiz). Each module site includes module materials, lessons and assessment details.
- Resources such as online electronic libraries and support information (user guides, links to rules and regulations).
- Discussion forums and messaging facility.
- My Notebook where you can make notes within each lesson. These will be collated and accessible from the 'My Notebook' link at the top of each module page.
- Unitu, Arden University's online platform for the student/apprentice voice, allowing students/apprentices and staff members to communicate with each other and to raise and act upon feedback.
- A collection of online resources to assist with study skills including referencing, academic writing skills, numeracy and exam skills.
- Comprehensive personal and career development resources. After selecting 'view more', click on the green 'Career Portal' button to enter.

We update ilearn regularly with new and relevant information as it becomes available. Tutors may make announcements or add notes to relevant sections or engage with you in discussion forums.

There is also a page for your own personal profile and photo. You are encouraged to add information about yourself, as other apprentices may find it interesting.

ilearn is our primary way of communicating with apprentices so it is essential that you visit it on a regular basis. Please remember to look at the 'News & FAQs' section for new messages and discussions.

If you require assistance navigating ilearn or with any of the features, there are a range of guides under the 'My Resources' menu.

### ***Learning Materials***

You will access your core learning material via ilearn under 'My Learning'.

The module learning materials (in 'My Learning') are designed to facilitate your learning and to allow you to achieve the learning outcomes for each module. The material is interactive and contains practical activities, which have been designed to enable you to apply theoretical principles and frameworks. As with the induction module, each is broken down into lessons containing learning materials, activities and discussions.

To get the best out of your learning experience, you are encouraged to discuss your ideas with other apprentices or your colleagues; this will make learning much more stimulating. Remember, if in doubt, or if you have any questions about the modules or how to study, ask your Coach or Lecturer. A good way to do this is via the discussion area in the relevant lesson. This way other apprentices who may have similar questions will also benefit.

### ***Digital Delivery etiquette***

To help you make the most of your online learning experience, we recommend that you:

- **Join on time, from a safe space if online** – whether you are in the classroom or online, make sure you are ready for the session. The zoom session will start 10 minutes before the scheduled start of the session, so you can join in a few minutes beforehand. If you are in a study centre, make sure you get to the classroom in good time. If joining online, make sure that you are in a safe and undisturbed place.

- **Introduce yourself** – if you are online, use the web cam, microphone or chat box to say hello to the class. If you haven't done this at the start of the session, then say something like 'Hello everyone, it's Chris here...' when you start to talk. If you are in the classroom, say hello to the people online.
- **Avoid noise distractions.** Put your phone on silent mode. In a study centre, just have one person speaking at a time. If online, mute your mic when others are talking.
- **Be polite** – if someone answers your question, say 'thank you'. Wait your turn to speak.
- **Be considerate** – we are all getting used to a new learning environment and may have to cope with unexpected challenges. Assume everyone is doing their best.
- **Use your web cam wisely** – you may want to hide your home background; however, the video filters are quite distracting. We suggest using 'San Francisco', 'grass' or 'earth' if necessary.
- **Be ready to join in** – be brave and share your thoughts with the rest of the class. This will help you and other students to learn and show your lecturer that you're listening!
- **Use reactions**, depending on guidance from your lecturer:
  - **Reactions** tab in the task bar:
  - Icons (in the **Participants** tab)
  - Chat box, web cam, or mic.
- **Use the chat box carefully** – be brief, keep to the point and don't use capitals (THIS IS VERY RUDE!).

## ***Library Resources***

To support your studies, you have access to our extensive Digital Library (via ilearn – My Resources – Resource centre menu). Our Digital Library contains more than 35,000 journal titles, 500,000 e-books and a range of academic and industry databases.

You will find a wide range of resources to explore in the Library Portal which you will use at different stages of your studies. We recommend that you get started by exploring the [Subject Guide](#) for your area of study and by registering for your free [Perlego Account](#) using your Arden Office 365 email login details.

The Library Portal can be accessed under the My Resources section of [ilearn](#) or by going to <https://library.arden.ac.uk/>.

You will use your [Arden Office 365 login credentials](#) to access Library resources. We will email you your Arden Office 365 details along with details on how to recover your password after you register for your programme. If you have not received the details or require assistance with your Office 365 credentials, contact [help@arden.ac.uk](mailto:help@arden.ac.uk).

## ***Academic Skills***

Our team of Academic Skills Tutors are there to support you throughout your studies. They deliver optional workshops covering a range of topics including:

- Using the Library,
- Academic Writing,
- Referencing and Avoiding Plagiarism

Academic Skills Tutors are also available to provide one-to-one support with any aspect of your academic writing.

You can find out more about the Academic Skills Team by watching this [short video](#) or by visiting the [Academic Skills](#) area of the Library Portal.

## Study Periods

There are four module start dates during each calendar year, listed below. Modules are released at the beginning of each study period.

1. January-April
2. April-July
3. August-October
4. October-January

For apprenticeships, one module is delivered within each study period of the year. The appropriate modules will be automatically released to you. Please check your 'My Modules' on iLearn on or shortly after these dates.

## Assessments

There are several types of assessment within the apprenticeship programme:

1. Portfolio of evidence.
2. Work-based project.
3. End Point Assessment (EPA).
4. Academic/professional award (degree).

The portfolio evidences how you have met all the requirements of your individual learning plan or Apprenticeship Standard, which lists all the required Knowledge, Skills and Behavioural outcomes.

See page 15 for details of the assessments for your academic/professional award (degree).

## Stage 3: Work-Based Project

As you near the end of the programme, you will complete a work-based project. The theme will be agreed between you, your employer and the university, ensuring that support mechanisms are in place to help you complete it. You will first identify what is required and present the Terms of Reference and initial plan for agreement with your employer and Arden University.

The agreed business problem must form part of your role and suitable time should be set aside for you to plan, implement and write up the project/report. The project should be undertaken at your employer's premises, and your employer must ensure you have access to appropriate resources to complete it. At the end, you will sign a statement confirming that the work-based project is your own work.

## Stage 4: Gateway

Table 1: Gateway Requirements

Programme	Gateway requirement
Project Manager Degree Apprenticeship	<ul style="list-style-type: none"><li>• Achieve English and mathematics Level 2</li><li>• Submit a portfolio of evidence</li><li>• Attained 320 credits of the bachelor's degree</li><li>• Gained IPMA Level D Qualification or equivalent</li></ul>

After you have finished the required pre-Gateway activities, we will hold a meeting with you and your line manager to confirm you have met the requirements of the KSBs and the occupational competency expected from the programme outcomes that you have met all the learning outcomes required to meet the standards as outlined in your apprenticeship. All parties must agree before you may proceed

through the Gateway towards EPA (End Point Assessment). If you need any reasonable adjustments for EPA, we will notify the End Point Assessment Organisation (EPAO) at this stage, so that they can put a support plan in place.

## Stage 5: End Point Assessment

Table 2: EPA Requirements

Programme	EPA method (stage) 1	EPA method (stage) 2	Notes
Project Manager Degree Apprenticeship	A Work Based Project (4000 words) report with associated documentation	A Professional Review based on the evidence portfolio as: <ul style="list-style-type: none"> <li>• Presentation (15 mins)</li> <li>• Q&amp;A (15 mins)</li> <li>• Interview (45 mins)</li> </ul>	<ul style="list-style-type: none"> <li>• EPA gives 40 credits towards the bachelor's degree</li> </ul>

End Point Assessment (EPA) is the final stage towards completing your apprenticeship. You will be independently assessed by the awarding body (End Point Assessment Organisation (EPAO)) that regulates the Apprenticeship Standard that you are studying.

The appointed EPAO will take the lead on your EPA. The EPAO will contact you and your line manager to arrange a call to discuss the schedule of your EPA and how it will be carried out. The call will confirm the date and the arrangements for your EPA.

During the final couple of months of your apprenticeship, your Coach will ensure that you and your line manager are fully prepared for the EPA.

On successful completion of the EPA, the EPAO will award you an apprenticeship grading and you will receive your apprenticeship completion certificate.

## Assessment of your Degree Modules

You will be expected to study each module and complete your assessment by the published submission date. This will normally be around 10 weeks after the start date of the module. You will need to plan your work and study in collaboration with your employer to ensure that you have enough time to complete your assessment by the deadline. A non-submission will result in a mark of zero. If you have any concerns regarding submission, please contact the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)).

In certain circumstances, you may be able to make a case of exceptional extenuating circumstances to the Student Affairs Committee, and be allowed to submit your assessment in the next available study period (see more details on page X).

Assessment briefs (except for exams) are released via ilearn. They contain:

- Module title, assignment title, submission date, word count.
- Submission instructions.
- Assignment brief/tasks detailing what you need to do.
- Learner Guidelines (where applicable) to assist you in your understanding of the exact requirements of the assessment.
- Specific performance criteria mapped against the grading structure.

For more information about word count, please refer to the [Word Count Policy](#).

The assessment brief will include instructions on how to submit your assessment. Normally, you will be required to submit your assessment electronically to the assessment submission area on your module page on ilearn, by following the assignment submission link. The last submission that you upload before the deadline is the version that will be marked. If you experience difficulties uploading your work to ilearn, you should contact the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)) immediately.

### *Referencing and Avoiding Plagiarism*

You must ensure that you carefully read the information on plagiarism provided within the induction module on ilearn before commencing your first module. You can return to this information later in your studies to refresh your understanding of key definitions relating to academic misconduct and referencing. You must also ensure you have read and understood Arden University's regulations on [Academic Integrity and Misconduct](#).

By submitting each assignment, you will be agreeing to the Learner Declaration. This confirms that the work you have submitted is your own original work. You will also be agreeing for your work to be scanned through Arden University's plagiarism detection system. It is Arden University's policy to scan all assessments through the Turnitin plagiarism detection system.

The Turnitin system is one of the tools we use to help staff to check your work for improper citation, incorrect or inadequate referencing or potential plagiarism by comparing your work against its continuously updated databases. Staff involved in the assessment process use a range of techniques along with their academic judgement, knowledge and experience to assist them in the detection of academic misconduct. A Turnitin originality report showing a match to an external source may be used as evidence during the investigation of suspected cases of academic misconduct.

Before your assignment submission deadline, you are advised to upload a draft assessment to ilearn via the same submission portal that you will use to upload your final version (note that the last submission that you upload before the deadline is the version that will be marked). This will enable you to view the Turnitin originality report, which will show any matches in your work to external sources that have not been correctly referenced and allow you to make corrections before making your final submission. Please allow up to 48 hours for the Turnitin report to be generated, particularly when you re-upload for a second time or more.

To view your Turnitin originality report, click on the percentage 'similarity index score' which will appear next to your assessment once the report has been generated by the system. A guide is also available on ilearn (under My Resources –A to Z Key Information-“Turnitin Guides”) to help you review your Turnitin originality report and identify any problem areas. It is essential for you to read this information before you start planning for your first assessment.

However, an originality report that shows a low or even a 0% match cannot and will not be accepted as evidence that no unfair practice has taken place.

### *Exams*

If your programme includes an exam, the arrangements will be posted in advance on the ilearn module page.

### *Applying for an Extension to an Assessment Deadline*

An extension is defined as permission to hand in a piece of assessed work after the published hand in date, without incurring a penalty. Extensions may be granted in exceptional circumstances, normally



up to a maximum of seven days following the published hand-in date and time in accordance with the [Extension Policy](#).

To request an extension to an assessment deadline:

1. Complete and submit the extension form before the deadline date; the form can be requested from Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)).
2. Describe your reasons for needing a short extension and support this with any evidence you have. Include all relevant facts.
3. Ensure you identify the module(s) and assessments for which you are making an application or your application may be rejected.
4. Provide the specific assessment dates. You must state the date from which your extenuating circumstances affected your work, and the date that you were able to resume your normal pattern of study. These dates should correspond with any information provided in your supporting evidence (if you are able to provide any).
5. You must also make sure that you explain the impact that your circumstances have had on your performance. Try to make your submission clear, but concise.
6. Submit the form to the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)).

We will consider your application and notify you via your university email of the outcome (normally within 24 hours). If the request is approved, you will be given a new submission date. Providing you hand in your assessment item on or before the extension submission date, your work will be uncapped and marked using the full range of marks.

If we decline your application, you must attempt and submit the assessment by the original deadline, otherwise a non-submission will be recorded, and any resubmission will be capped at the passing mark.

### *Extenuating Circumstances*

Extenuating circumstances are circumstances beyond your control or ability to foresee which impair your assessed work.

If your circumstances are such that an extension of up to seven days would not be sufficient, or if you feel that, despite being granted an extension, your performance in an assessment will be seriously impaired, you may formally submit a claim for extenuating circumstances in accordance with Arden's [Extenuating Circumstances Policy](#).

If accepted, you will be granted a **deferral**. This means you have permission to postpone submission of your assessment and undertake a new piece of work at the next available submission period.

To make a claim for extenuating circumstances:

1. Discuss the matter with your Coach and Apprenticeship Support ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)) so that your circumstances can be understood and considered.
2. Complete and submit the extenuating circumstances form no later than five working days after the deadline.
3. Clearly state the dates when your circumstances occurred and which assessments were affected. You should also describe what your extenuating circumstances are/were and how they have or would impair your performance in the assessment.
4. Attach relevant supporting evidence to the form (ensuring you keep a copy of any evidence you submit). All claims must be accompanied by evidence, normally from an independent third party. This could include:

- a. Medical evidence that bears the GP Practice's stamp, and/or be on appropriate letter-headed paper. (Please note that some doctors may charge a fee for providing you with medical certification for over 7 days. We are not liable to pay this fee on your behalf.)
  - b. A death certificate.
  - c. A letter from a counsellor who you have been seeing.
  - d. A letter from your employer verifying the extenuating circumstances.
  - e. A Police Report and incident number.
5. If you cannot attach your supporting evidence straight away when you submit the form, you normally have up to ten days from the original deadline to do this.
  6. Submit the completed form and evidence to the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)). This will then be considered by the Student Affairs Committee.

If your application is accepted this will be confirmed to you by email and you will be given a new submission deadline.

If your application is declined you will need to attempt the assessment if the deadline has not passed, otherwise a non-submission will be recorded.

### *Failure to Submit*

If you fail to submit your assessment or attend your examination and have not been granted a deferral due to extenuating circumstances, you will automatically receive a mark of zero. If you are entitled to resubmit or retake the assessment (i.e. you have a referral opportunity), your next submission must be taken at the next scheduled assessment period and your grade will be capped.

### *Pass Mark and Resits*

The pass mark is 40% for undergraduate modules and 50% for postgraduate modules.

If you fail to submit or if you attempt the assessment but do not meet the pass mark, you are allowed a referral opportunity. This normally takes place in the following study period.

If, after a second attempt, you have still not achieved the required grade, you will need to discuss a way forward with the Apprenticeship Team and your employer so that you can be allowed an opportunity to study the module again. We refer to this as a retake of the module and this normally gives you two further assessment attempts, subject to any professional and regulatory body requirements and your performance overall.

Marks for any piece of assessment submitted after the first attempt are capped at the minimum pass mark (40% for undergraduate modules, 50% for postgraduate modules), unless you have received a deferral following an extenuating circumstances claim.

You can have no more than 40 credits at re-take status – carrying these over to the next level of the programme. A third attempt at a module would be completed alongside your next level modules (undergraduate) or before the end of your programme (postgraduate).

### *Notification of Assignment Grades and Examination Boards*

We will send you your provisional grade and assessment feedback via email. This is normally:

- Within 20 working days from the official submission date for assignments.
- Within 30 working days for major project modules.
- Within 20 working days from the date of receipt of your physical examination script from the examination venue for exams.

All grades are provisional and subject to change until they have been confirmed by the Examination Board. Where marks have not been confirmed by the Examination Board, the feedback will indicate this. Examination Boards will also consider and confirm your progress and final award classifications.

Examination Boards are a key part of our quality assurance processes and they are attended by External Examiners. External Examiners are experienced academic staff appointed from higher education institutions independent of Arden University. They review learner work, the marks awarded and the assessment process as a whole before confirming grades. This helps us to ensure to ensure that our standards are comparable with those of other schemes within the UK higher education system.

Examination Boards normally take place in March, June, September and December of each year. You will normally receive notification of confirmed grades within five working days of the Examination Board.

### ***Classification of the Arden University Degree***

The criteria for Arden University awards are set out in our Regulatory Framework.

The minimum credit requirements for your degree are specified in the Programme Specification within your Programme Handbook.

#### *Undergraduate awards*

The base class of degree will be determined in accordance with the Full Honours classification scheme, according to the established percentage band equivalents:

<35%	=	Fail
35-39	=	Pass
40-49	=	Third Class
50-59	=	Lower Second Class
60-69	=	Upper Second Class
>70%	=	First Class

In calculating base class, account will be taken of the credit value of each module mark. The classification will be based on a weighted arithmetic mean, rounded to the nearest integer, of the highest graded 180 credits, of which minimum 100 are at Level 6 and the remainder at Level 5. Any grade at Level 5 or Level 6 which attracted an academic misconduct penalty in category UPC must be included in the classification calculation as part of the 180 credits total. All major projects must be included in the calculation.

#### *Postgraduate awards*

The base class for an award will be determined on the following grade boundaries:

<50%	=	Fail
50-59	=	Pass
60-69	=	Merit
>70%	=	Distinction

The classification will be calculated based on the weighted arithmetic mean, rounded to the nearest integer, of all excluding the lowest graded 20 credits.

If you entered the programme with recognition of prior learning and received exemption from more than a third of credits, you will not be entitled to a merit or distinction.

If you fail to reach the standard for the final award, you may be awarded an exit award as specified in the Programme Handbook.

## Getting Help and Support: Learner Welfare

You will receive lots of support whilst studying with us. Once you enrol, you will have access to a range of services all designed to give you a head start, including a wide range of online resources.

Apprenticeships Team	
<p>The Apprenticeships Team will ensure that you are progressing well in your studies and assist with any administrative queries you may have. The team will offer confidential support and will listen and help you to discuss anything that may be worrying you, causing anxiety or affecting your ability to study.</p> <p>You should also notify the team if you have any change in your circumstances, including if your name or contact details change.</p>	<p>Tel: +44 (0) 24 76 515700 Email: <a href="mailto:apprenticesupport@arden.ac.uk">apprenticesupport@arden.ac.uk</a></p>
Special Educational Needs Support	
<p>Provide support to any apprentice with a diagnosed Special Educational Need.</p>	<p>Tel: +44 (0) 24 76 515700 Email: <a href="mailto:sen@arden.ac.uk">sen@arden.ac.uk</a></p>
Coach	
<p>Your Coach will guide and support you for the duration of your programme, helping you to plan your studies and set up your portfolio using the Apprenticeship portfolio system.</p> <p>Your Coach will provide support and advice to you including:</p> <ul style="list-style-type: none"><li>• Providing guidance and support throughout your Apprenticeship.</li><li>• Working with you and your line manager (or mentor) to develop your individual learning plan.</li><li>• Helping you capture your learning journey through reflections and an E-Portfolio and prepare for your End Point Assessment.</li><li>• Holding regular meetings with you via videocall, to support work-based learning with your line manager or mentor.</li><li>• Monitoring your participation and progress as well as signing off workplace evidence once uploaded to your E-portfolio.</li><li>• Providing a response to your queries, typically within 2 working days.</li></ul> <p>You will meet with your Coach regularly in scheduled one-to-one sessions throughout your programme,. Within each session, you will discuss your progress towards evidencing the Knowledge, Skills and Behaviour as your Coach supports you to generate this evidence and complete your Apprenticeship portfolio for final EPA.</p> <p>Your Coach will also regularly communicate with your employer regarding your progress, and to seek their feedback in terms of the continuous improvement of the programme and Arden's Apprenticeship delivery model.</p>	
Programme Team Leader	
<p>Supports and guides the academic provision of apprenticeships.</p>	<p>Tel: +44 (0) 24 76 515700 Name: Serkan Ceylan Email: <a href="mailto:sceylan@arden.ac.uk">sceylan@arden.ac.uk</a></p>

## Lecturers

Each module has a dedicated Module Lecturer who will provide academic advice and guidance, and answer your questions of an academic nature. Lecturers are approved subject specialists. They will support your academic progress through tasks and activities on ilearn, our Virtual Learning Environment.

The Lecturer will provide learning support and advice to you including:

- Providing a welcome forum post at the start of the module.
- Providing a response to your email or forum post, wherever possible within 2 working days (Monday – Friday).
- Providing formative feedback within 7 days (Monday-Friday).
- Initiating task and discussions via the module discussion forum on ilearn.
- Moderating discussion boards and inputting as required.
- Hosting live online chat sessions, where appropriate.
- Monitoring Apprentice participation and progress.
- Teaching face-to-face classes.
- Hosting regular Adobe Connect sessions throughout each module, which will focus on helping you to understand the assessment questions in more detail.

Most interactions with your lecturers and peers will be delivered online through ilearn, in addition to regular face-to-face classes.

The lecturing process is an essential aspect of development and support for learners. It is informally based and designed to encourage two-way communication; either peer-to-peer or apprentice-to-lecturer.

## Your Employer

Your Apprenticeship is fully funded by your employer via the Apprenticeship Levy (if they are a levy payer) or partly funded if they are a non-levy payer.

Your employer has committed to provide you with the resources and time to be able to complete your programme of study successfully.

If you experience any problems with the support from your employer, for example if you are not being given appropriate study time, or have trouble gaining reasonable access to organisational information or data that you wish to use for your assessments or final project, you should discuss this with your employer in the first instance, but feel free to also raise any such issues with your lecturer(s), Coach or the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)).

## Peer Support

We believe success on the programme will be enhanced through the development of a supportive learning community. One of the ways in which we achieve this is through facilitated online discussions within ilearn and other lecturer-initiated activity, where you will have the opportunity to undertake group tasks with other apprentices. As an apprentice, you will normally remain with your initial cohort throughout your programme of study, and you will meet and interact with your fellow apprentices during your face-to-face classes, as well as interact with them online.

## Careers Advice and Employability Skills

You will have access to an online Careers' portal with comprehensive personal and career development resources to assist you in developing your career.

### Apprentice ID/Access Card

Once you have uploaded your photograph to ilearn, you will be issued with an Apprentice ID/Access Card to enable you to access the facilities at the campus. Replacement cards if your card is lost or stolen will require you to pay a nominal fee. Please check with the Apprenticeships Team for current fees.

### NUS Apprentice extra card

NUS Apprentice extra card is a discount card for UK apprentices, featuring discounts from hundreds of companies in-store and online. The card costs £11 and is valid for 12 months. To buy a card, visit <https://www.apprenticeextra.co.uk/buy-now.aspx>

## ***Change of Circumstances or Personal Details***

If your circumstances or personal details (such as your name, address, contact details) change, you must:

1. Request a CHOC (Change of Circumstances) Form **within 14 days of the change**, from [apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk).

If you change employer during your apprenticeship, **at least 30 days prior to your new employer start date**, you must:

1. Inform your Coach and [apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)
2. Complete a CHOC Form.
3. Confirm your new employer is prepared to support the remainder of your apprenticeship.

Failure to inform Arden of the change of employer may result in suspension or withdrawal from your apprenticeship programme.

## ***Safeguarding, Prevent and Fundamental British Values***

We are committed to the safety and welfare of all our students and apprentices. Our policies around safeguarding, Prevent and Fundamental British Values seek to ensure that all students and apprentices:

- Have a positive and enjoyable experience at Arden University.
- Have the opportunity to study in environments, including the workplace, where they are safe, listened to, respected and valued.
- Are supported to challenge discrimination and promote the right to equal protection, and are protected from any form of abuse whilst participating in all forms of learning sessions, work-based activities and online discussions.
- Are actively encouraged to notice and manage their own wellbeing, and supported to address any issues of wellbeing and mental and physical health.

All Arden staff are trained to support you and can find appropriate advice and guidance when issues arise, to ensure that we can meet the ambitions set out above in all learning settings.

We will also work with employers to ensure that they are taking responsibility for apprentices' welfare in the workplace. This will mean that they will need to understand and apply relevant regulations and have an awareness of when and where issues might arise. As an apprentice in the workplace, you should feel protected and able to raise any concern with your employer.

## *Safeguarding*

Safeguarding is a broad term requiring processes and policies to protect and prevent the harm of individuals against harm, abuse and neglect, such as:

- Physical abuse
- Emotional abuse
- Sexual abuse
- Financial abuse
- Discrimination
- Neglect
- Self-neglect
- Self-harm

Safeguarding in practice should ensure that all students and apprentices are protected, regardless of age, gender, religious beliefs, ethnicity, disability, sexual orientation or socio-economic background. In the case of apprentices, this means that this protection is available in education settings at university, online and in the workplace, and that these settings have in practice a culture of support that reflects statutory responsibilities.

We believe that safeguarding applies to everyone, not matter their age, job role or position. Being safe, well and protected from harm is a fundamental right whatever your point in your education or career. Arden's staff, programmes of study, systems and processes are all built with this in mind.

The nature of the risk of harm may differ, depending on a learner's specific situation and point in their career or life. Arden is committed to recognising the context of learner's situation and ensuring our approach to supporting their health, wellbeing and safety is in context, relevant and appropriate.

### *Arden University's role in safeguarding is to:*

- Ensure that the safeguarding policy is applied to all learning settings.
- Ensure that apprentices understand the aims of safeguarding how it protects them and how they can access support
- Promote a culture which promotes safeguarding, reducing the potential for harm to be caused or threatened.
- Ensure that university staff working with young or vulnerable people have had an appropriate check completed with the Disclosure and Barring Service.
- Work with employers to ensure that they are aware of their obligations, as well as the University's so that apprentices are protected in all cases.
- Work with employers when concerns are raised, ensuring that outcomes are reached and implemented to protect the apprentice(s) involved.
- Be available for apprentices to ensure they feel they can always raise concerns that they have.
- Ensure that any external speakers are approved.

### *The apprentice employer's role in safeguarding is to:*

- Ensure that they are aware and understand relevant government legislation.
- Understand what safeguarding means in practice at their organisation, in the context of the responsibilities they have for the people they employ.
- Promote a culture which promotes safeguarding, reducing the potential for harm to be caused or threatened.
- Ensure that any people working with young or vulnerable people have had an appropriate check completed with the Disclosure and Barring service.
- Ensure that staff working with apprentices are aware of their Safeguarding duties and that they present no concern to the apprentices with whom they work.
- Be available for apprentices to ensure they feel they can always raise concerns that they have.
- Identify a person responsible for safeguarding.

In the event of any concern of a safeguarding nature, an apprentice or chosen representative should contact the Designated Safeguarding Person by emailing [safeguarding@arden.ac.uk](mailto:safeguarding@arden.ac.uk) or otherwise by contacting:

Suzanne Mitchell, Student Experience Director  
[smitchell@arden.ac.uk](mailto:smitchell@arden.ac.uk)

### *Prevent*

The Counter-Terrorism and Security Act 2015 places a duty on specified authorities, including universities, to have due regard to the need to prevent people from being drawn into terrorism. This is known as the Prevent Duty.

The Prevent Duty is about keeping people and communities safe from the threat of terrorism. Apprentices should be protected from being radicalised or exposed to extremist views. As such as a part of your learning, you will be required to attend a session around this topic.

#### *Arden University's role in the Prevent Duty is to:*

- Ensure that all staff are aware of the Prevent duty and the obligations they are required to meet to enable this.
- Have rigorous processes and procedures to ensure that they meet statutory requirements and government guidance.
- Provide clear channels for apprentices to discuss and raise concerns, so that these can be considered in a non-discriminatory, open environment.
- Ensure prompt response to any concerns raised.

#### *The apprentice employer's role in the Prevent Duty is to:*

- Demonstrate a commitment to the Prevent Duty.
- Seek support and guidance if concerns are raised through contacting the University Safeguarding Team, or their local police force or dialling 101.

In the event of any concern relating to Prevent, any apprentice, student, staff member or other individual should email [prevent@arden.ac.uk](mailto:prevent@arden.ac.uk) or contact the Prevent lead:

Steve Clayton, University Registrar  
[sclayton@arden.ac.uk](mailto:sclayton@arden.ac.uk)

### *Fundamental British Values*

As part of our commitment to Equality and Diversity and to ensure Arden University meets its safeguarding and Prevent responsibilities, it is important that we promote Fundamental British Values. These are defined by the Department for Education as being:

- Democracy.
- The Rule of Law.
- Individual Liberty.
- Mutual respect for and tolerance of those with different faiths and beliefs and for those without faith.

#### *Arden University's role in promoting Fundamental British Values is to:*

- Promote British values throughout our apprenticeship programmes.
- Create opportunities for apprentices to apply their learning to relevant situations and contexts.
- Encourage apprentices to respect each other and their differences, including with regard to protected characteristics outlined in the Equality Act 2010.



### *Online Safety*

Online delivery is central to Arden University's method of academic delivery. As such, we take the online safety of all of our apprentices seriously and have robust measures in place to ensure this. Our Acceptable Use and Social Media Policy for Students, details how we achieve this.

In any event and if you have any concerns or queries around these issues, please do not hesitate to contact your Arden Coach or manager at work so that issues can be managed efficiently.

### **An 'At Risk' Apprentice**

There are many ways in which we look to support you throughout your programme, but if you fall into one or both of the following scenarios, you will be recognised as an 'at risk' apprentice:

1. An apprentice who is at risk of failing to meet academic requirements, therefore being at risk of being unable to progress to the next part of the academic programme; or
2. An apprentice who shows a lack of commitment, as recognised in tripartite meetings, having shown: low/non-attendance at masterclasses and assessment sessions, failure to attend/cancellation of review meetings and 1:1's and/or failure to evidence completion of OTJ training activities on their e-portfolio.

If there are any concerns at any point, the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)) and/or your Coach will first look to work with you to overcome any barriers. If this means additional support and check-in meetings, we will look to implement this.

If at any point we feel that your employer needs to be aware or consulted, we will inform you of this. Ultimately, we will look to work together to promote continuation and completion of the programme.

### **Break in Learning (BIL)**

You can apply for a 'Break in Learning' for long-term planned absences such as medical treatment, maternity or paternity leave and other personal reasons. A BIL does not include annual leave or redundancy.

Your manager must agree to the BIL prior to you applying and a proposed date of return will need to be discussed.

We will notify the apprenticeship funding body if you choose to take a formal BIL, so that funding will be paused until you return to study.

To apply for a Break in Learning:

1. Contact the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)) or your Coach to discuss your circumstances.
2. Complete the 'Break in Learning' form and return this to the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)) with a signed and dated letter or email of approval from your employer.

We will then process your request.

While you are on your Break in Learning, the Apprenticeship Team will keep in touch with you, to help facilitate your return.

Depending on the length of your Break in Learning, upon your return, you may have to join a different cohort.

## ***Withdrawing from your studies***

If you wish to withdraw from your programme, you should contact the Apprenticeships Team to discuss what has led to your decision and if there is anything that can be put into place to see you remain on the programme.

If you still wish to withdraw following any intervention put in place, you should complete and return a Withdrawal Form. We will formally process this, removing you from your apprenticeship programme, and we will also notify the ESFA.

If you have completed any credits prior to your withdrawal, we will send you your transcript and any certificates that you qualify for via post.

## ***Programme Monitoring: Annual Review Process***

At the conclusion of each year, academic departments reflect on the strengths/ weaknesses of the previous year through the Annual Monitoring process. An important part of the process is a consideration of the learner feedback provided by the Programme Committee and the module evaluation questionnaire. Other reference sources considered include: External Examiners' reports, apprentices' module results, apprentices' registration, retention and completion statistics, and the action plan from the annual monitoring report of the previous year.

The views of apprentices are extremely important to the successful running of your specific programme and our programmes overall. Your input is, therefore, very important and is formative in shaping both the content of our programmes and the processes by which they operate.

## ***Your Feedback***

We are committed to providing you with the best possible service and we believe the best way to improve is to listen to your views.

We value your feedback and encourage you to pass on your comments, compliments or concerns. There are a number of ways you can do this:

1. If your comments relate to a particular module, the best way to provide feedback is by completing the **Module Evaluation Survey**. This will appear on your module page just before your assessment deadline. We also run end of module **focus groups** where you can provide feedback.
2. You are also encouraged to provide feedback via Arden's **UNITU** forum which you can access via ilearn or download as an app on your tablet or smartphone. Student/Apprentice Representatives will post issues raised onto feedback boards and present this feedback on behalf of the student body to the relevant programme committee meetings.
3. In addition, you can provide feedback at any time to the Apprenticeships Team via [apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk).

Please note that all feedback will be dealt with in strictest confidence and wherever possible anonymity will be maintained. Your feedback will be considered at Arden University's Apprenticeship Programme Management Committee, following which an update will be posted to Unitu and to the learner feedback forum on ilearn.

## ***Student/Apprentice Representation***

Learners are a key stakeholder in everything that Arden University does. Through student/apprentice representation, Arden University ensures that your voices are heard when making decisions about the learning experience.

Student/apprentice representation is a mechanism that helps Arden University ensure that the learner voice is fully represented in decision making. Representation provides opportunities for learners to share their opinion and feed directly into both programme related developments and the wider activities of Arden University.

Becoming a Student/Apprentice Representative is a great opportunity to make a positive difference to your learning experience and that of your fellow learners, and it is also great for your CV.

Our Unitu platform makes collating other learner views easy, although you must engage with it regularly.

### *Guidelines for the Selection and Appointment of Student/Apprentice Representatives*

Student/Apprentice Representatives are members of Arden University's Programme Committee. This meets every three months to consider programme-related issues.

The Student/Apprentice Representative's role is to gather feedback from fellow learners on what works well with the programme, areas for improvement and any concerns to be addressed. We give Student/Apprentice Representatives all the tools to collect this information effectively, including online training and bespoke functionality in our 'Unitu' platform. Student/Apprentice Representatives then highlight and present key findings to the Programme Committee for consideration.

In addition to this, one Student/Apprentice Representative will also be made a member of Arden University's Academic Board. This also meets every three months to make decisions on a wide range of issues and to review our provision to ensure that it remains fit for purpose.

One Student/Apprentice Representative will also be a member of Arden University's Learning, Teaching and Assessment Committee. This also meets every three months to develop the Arden University Learning, Teaching and Assessment Strategy.

### **What are the benefits of becoming a Student/Apprentice Representative?**

Becoming a Student/Apprentice Representative is an opportunity to gain valuable skills that look impressive on your CV, while networking and engaging with peers and academic lecturers. It also allows you to communicate the important views of your learner community to senior members of staff at Arden University, ensuring your voices are heard and changes are made in the right places.

### **How Student/Apprentice Representatives are appointed**

Representatives are elected to represent all learners from a programme (or group of programmes). Any active learner can nominate him/herself as a Student/Apprentice Representative for that programme when the election period has been announced. Elections are managed via Unitu.

### **How you can become part of this**

To be considered for the role, you will need to respond to the call for nominations by posting on Unitu a short statement about yourself, why you believe you will make a good Student/Apprentice Representative and why learners should vote for you.

Voting will then be opened to the student/apprentice body for a limited period of time using Unitu. It helps to gain support if you also post in your programme hub in support of your election statement, encouraging your peers to vote for you.

### **Student President**

You will be asked to vote (and/or consider standing for election) for the role of President of the Arden University Student President in the same way, every year on Unitu.

### **How you can contact your current Student/Apprentice Representatives today**

We encourage you to discuss with your Student/Apprentice Representatives any ideas for improvement or feedback about your programme. You can do this through Unitu, Arden University's student/apprentice voice platform. Unitu can be accessed via ilearn or you can download the Unitu app on your mobile device.

We will let you know when the next period of nominations will be open.

**We hope you can join the debate!**

## ***Appeals and Complaints***

### *Appeals Against Examination Board Decisions*

An appeal is the process by which a learner requests that the Examination Board reconsider a decision or mark awarded, or a decision on Academic Misconduct.

Appeals will only be considered if there has been an arithmetical error, irregularities in the assessment process, or if there are exceptional extenuating circumstances that for good reason could be made known to the Examination Board prior to the meeting.

Appeals which question the academic judgement of the marker cannot be accepted.

For further information and details on how to submit an appeal, please refer to the [Academic Appeals Process](#).

### *CMI Appeals Policy*

CMI recognises that all apprentices should have access to fair and reliable assessment in which they play an active part. Apprentices therefore have a right to appeal against end point assessment decisions which are unclear or seem unfair. There are 2 stages detailed in the Apprentice Appeals Procedure and each stage must be exhausted before proceeding to the next one.

The main reasons for appeal are likely to be:

- Apprentices do not understand why they are not regarded as competent, due to a lack of, or unclear feedback from CMI.
- Apprentices believe they are competent and that the Independent Apprenticeship Assessor has either misjudged them or has failed to use some vital evidence.

If an apprentice wishes to make an appeal then they must email [epa@managers.org.uk](mailto:epa@managers.org.uk) within 10 working days of receiving their final grading result (FAIL, PASS, MERIT, DISTINCTION) to advise that they wish to appeal. There are 2 stages to an appeal and the EPA Quality Manager decision for each stage is final.

The first stage requires the original EPA to be reviewed by CMIs EPA Internal Quality Assurance Representative who will make a recommendation. This recommendation will be sent to the EPA Quality Manager to agree on a final decision. This final decision will be sent to the Apprentice within 15 working days. The Apprentice will then have a further 10 working days to advise if they want to move to Stage 2.

The second stage of appeal requires the Apprentice to resit their EPA. This second EPA will be arranged for a suitable date/time and with a different IAA and must be selected for internal quality assurance. The overall grading is then sent to the EPA Quality Manager whose decision is final.

The cost to appeal a grading decision is **£250** (wef 1st April 2019).

If an apprentice does not notify CMI that they wish to appeal their final grading within the 10 working days after receiving their result, then this is the result that will be recorded within Skilsure and advised to the ESFA.

### ***Complaints Procedure***

If you have a complaint relating to any aspect of your educational experience, it is recommended that you contact the Apprenticeships Team ([apprenticesupport@arden.ac.uk](mailto:apprenticesupport@arden.ac.uk)) in the first instance. Wherever possible, the University would wish to see any complaint resolved as close as possible to its origin, and with a minimum formality.

For full details of the complaints procedure, please refer to the [Complaints Procedure](#).

In addition, if you're unhappy with the outcome you can complain to the Education and Skills Funding Agency (ESFA) about how your complaint was handled.

You must contact the ESFA within 3 months of getting a decision from your organisation. Email or post your complaint to the ESFA complaints team.

ESFA will acknowledge your complaint within 5 days and will let you know what will happen next.

If you're unhappy with the ESFA response, you can write to the complaints adjudicator to decide on your case if you're unhappy with how the ESFA has dealt with your complaint.

#### **ESFA complaints team**

[complaints.ESFA@education.gov.uk](mailto:complaints.ESFA@education.gov.uk)

Complaints team

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

#### **Complaints adjudicator**

Legal and Information Compliance

Education and Skills Funding Agency

Cheylesmore House

Quinton Road

Coventry

CV1 2WT

### ***GDPR***

Arden University takes the protection of your personal data very seriously and are committed to protecting and respecting your privacy. The General Data Protection Regulation 2016/679 (GDPR) and the Data Protection Act 2018 give people the right to know what information is held about them and requires Arden University to ensure that personal information relating to living individuals is handled properly, held in confidence and is protected from inappropriate disclosure to third parties. As part of our legal obligations we have published a Privacy Policy which you may find in the following link; <https://arden.ac.uk/privacypolicy>

### ***Equality and Diversity***

We are committed to providing equal opportunities for staff, learners, applicants and all persons with whom it deals and will not tolerate any discriminatory behaviour with respect to ethnicity, race, religious belief, gender, sexual orientation, gender identity, gender reassignment, marital status, pregnancy, maternity, age or disability, including mental health. These characteristics align with the protected characteristics defined in the Equalities Act 2010. For further information, please refer to Arden's [Equality and Diversity Policy](#).

## Annex – Our Charter

At Arden University, we are passionate about supporting people, achieving our best and inspiring progress. To help us support and inspire you to achieve your best, we have created a Charter – it's a set of guidelines that we can all follow, highlighting how we can work together to ensure you have a great learning experience.

### **To ensure you have a great learning experience, we ask that you:**

- Treat everyone that works or studies with Arden with respect and comply with our policies and regulations
- Engage positively with your programme, your lecturers and fellow learners to make the most of the learning opportunities we provide
- Help us understand your motivations, personal schedule and targets so that we can help you achieve your goals
- Keep your lecturers and Coach updated on your progress, how you are feeling and if you have any concerns that may be holding you back
- Commit to your studies by attending and taking part in scheduled activities
- Seek help and advice when you need it and make the most of the support available to you
- Complete and hand in assessments on time, with diligence and honesty, whether or not they count towards the final mark and take on board the feedback we provide to help you succeed
- Be an 'Arden ambassador' and promote good, positive behaviour at all times
- Tell us what you think by providing helpful feedback through evaluations, surveys and your Student/Apprentice Representatives.
- Keep up to date about your rights and responsibilities and work with your Student/Apprentice Representatives.

### **To help you have a great learning experience, we will:**

- Provide a warm welcome and be respectful and professional at all times
- Continually deliver high quality, engaging teaching and learning opportunities and access to a wide range of online learning materials
- Publish clear and accurate information about your programme and our policies, procedures and regulations
- Support you on your journey by actively encouraging you to engage with and successfully complete your programme
- Work with you to clarify your career aspirations and give you the tools to achieve your goals
- Give you helpful and timely feedback on your assessments, offering guidance for improvement and supporting your development
- Equip you with the resources and academic and pastoral support needed to achieve the learning outcomes for your programme
- Help you develop a set of personal and professional skills over and above your academic studies as laid out in our 'graduate attributes' (explained in your Programme Handbook)
- Create opportunities to work with others and network with learners from all around the world
- Boost your employability by building on your transferable skills throughout your studies
- Encourage you to develop professional ethics, to strive for equal opportunities and to value diversity
- Listen and respond to constructive feedback and support you to participate in the development of the University.