

# WHAT IF...

I HAVE STUDIED  
AT HE LEVEL  
BEFORE?

I NEED AN  
ASSIGNMENT  
EXTENSION?

I AM FACING  
UNFORESEEN  
SUDDEN FINANCIAL  
DIFFICULTY

?

I CANNOT  
CONTINUE WITH  
MY STUDIES

?

I THINK I WANT  
TO WITHDRAW

?

I THINK I WANT  
TO TAKE A  
BREAK FROM  
STUDY

?

I CANNOT HAND  
MY ASIGNMENT  
IN ON TIME

I PAID THE £250  
DEPOSIT AT  
ENROLMENT

I HAVE A  
COMPLAINT

# WHAT IF?

With so much information it's sometimes difficult to remember what you need to do when faced with unusual and/or unpredictable situations. This quick guide is intended to help you through what actions you will need to take if you face circumstances which impact on your studies.

## CONTENTS

Accreditation of prior certificated/experiential learning	1
Exceptional extenuating/mitigating circumstances	2
HE discretionary support fund	3
Completing payment of fees	4
Intercalation/authorised break in study	4
Withdrawal	5
Refund of fees following withdrawal	5
Complaints	5

# WHAT IF?

## ACCREDITATION OF PRIOR CERTIFICATED/EXPERIENTIAL LEARNING

### Do you have relevant experience or have you studied at HE level before?

If you have answered yes to either of the above questions you may be eligible to apply for:

- Accreditation of Prior Certificated Learning
- Accreditation of Prior Experiential Learning

If you wish to apply for APL/APEL you must complete the following actions to ensure your application is considered:

- Contact your course co-ordinator to discuss options available to you.
- Complete an application and provide supporting evidence (if necessary) to your course co-ordinator.

Evidence will be required to support any applications and decisions are subject to approval by awarding bodies.



# WHAT IF?

## EXCEPTIONAL EXTENUATING/MITIGATING CIRCUMSTANCES

### Are you experiencing negative unforeseen circumstances?

If you have answered yes to the above question you may be eligible to apply for:

- Exceptional extenuating/mitigating circumstances.

Where unforeseen circumstances beyond your control impact negatively on an assessment, you can submit a claim for exceptional extenuating/mitigating circumstances. If approved, your claim will normally mean that you can submit a late assessment without any penalties. Successful exceptional extenuating/mitigating circumstances claims, however, cannot be used as an alternative to completing the assessment and achieving the required learning outcomes. Note that in some cases, you may be asked to submit a different piece of work.

Circumstances which will not be considered include the following:

- Holiday
- Pressure of work
- Minor illness (e.g. a cold)
- Poor time management
- Poor practice (e.g. not saving/losing work)
- Moving house
- Weather conditions
- Minor accidents or injuries

Normally, the following are not acceptable, but can be discussed in individual circumstances with the course co-ordinator, who may refer to the assessment board and/or external examiner:

- Financial problems
- Domestic problems
- Legal problems

Applications **MUST** be completed and provided to your course co-ordinator **prior to the assessment deadline** (at least seven working days, except in extremely exceptional circumstances). If you wish to apply for exceptional extenuating/mitigating circumstances you must complete the following actions to ensure your application is considered:

- Contact your course co-ordinator to discuss options available to you.
- Submit your application with supporting evidence to your course co-ordinator.

Mitigation panels will be held on the third Wednesday of every month until June and applications must be submitted **two weeks prior to the panel** to be considered, applications submitted after this date will be considered at the panel in the following month.

# WHAT IF?

## HE DISCRETIONARY SUPPORT FUND

### Are you facing unforeseen sudden financial difficulty?

If you have answered yes to the above question you may be eligible to apply for:

- The HE Discretionary Support Fund.

The HE Discretionary Support Fund is help provided by the college for students facing sudden unpredicted financial difficulty, in order to support continuation of studies.

The fund is a limited amount to provide loans and/or grants awarded on personal circumstances, and so applications should be supported by as much evidence as possible to ensure that appropriate levels of support can be granted. To be eligible to apply for the fund you must:

- have enrolled and be attending an HE course.
- have applied for all support available through Student Finance England.
- if you have previously received an Emergency Hardship Loan, you should have repaid this in full.
- be facing sudden unpredicted financial hardship.

### **Note that the HE Discretionary Support Fund cannot be used for payment of tuition fees.**

If you wish to apply for the HE Discretionary Support Fund you must complete the following actions to ensure your application is considered:

- Contact the HE and International co-ordinator for an application.
- Submit your application with supporting evidence to the HE and International co-ordinator.

### Closing Dates for Applications

Final Years – 1 May
Continuing Years – 1 July

# WHAT IF?

## COMPLETING PAYMENT OF FEES

HE students are at all times responsible for paying their fees, which are payable by academic year. In some circumstances student fees are paid by either a sponsor or Student Finance England (SFE) using the student loan system.

If at the time of enrolment you do not provide either evidence of sponsorship or acceptance through SFE you will pay a refundable fee of £250. This fee will be refunded if evidence is provided within eight weeks of the date of enrolment. If this evidence is not provided by this date, the £250 will not be refunded and you will remain liable for the full fee.

If fees are not paid in full, and you do not respond to the finance team, the college will have to take action. This could include:

- Withdrawal of IT/learning centre facilities.
- Suspension from course of study.
- Refusal to allow re-enrolment.
- Withholding of award.
- Non-attendance at graduation.
- Legal action which could include interest and solicitor's costs; in this case your personal data may be sent to a third party collection agency.

## INTERCALATION/AUTHORISED BREAK IN STUDY

Intercalation/authorised break in study will only be considered where students have completed at least one module in full, and course fees have been paid in full.

If you have taken the decision to take a break from your course, you must complete the following actions to ensure that your intercalation is processed:

- Contact your course co-ordinator to discuss options available to you.
- Book an appointment to complete an intercalation form with the HE and International co-ordinator by contacting us on **01623 627191** ext **8699**.

Your effective intercalation/break of study start date will be no earlier than the date that the forms are completed. There will be no refund in the current year of study, and no reduction of fees in the academic year in which study is resumed.

# WHAT IF?

## WITHDRAWAL

If you have taken the decision to withdraw from your course, you must complete the following actions to ensure that your withdrawal is processed:

- Contact your course co-ordinator to discuss the options available to you.
- Book an appointment to complete a withdrawal form with the HE and International co-ordinator by contacting us on **01623 627191** ext **8699**.

Your effective withdrawal date will be no earlier than the date that the forms are completed, so it is in your interest to do this as soon as possible.

## REFUND OF FEES FOLLOWING WITHDRAWAL

September starts

- If you withdraw from your HE course on or before 30 September in any academic year, you will be charged an administration fee of £25.
- If you withdraw after 30 September and on or before 31 October in an academic year you will be charged 25% of the total fee due for the year.
- If you withdraw on or after 1 November in an academic year you will be fully liable for the total fee for the year.

If you are funded via Student Finance England you will not receive any refund of monies paid by Student Finance England nor be responsible for any unpaid fees, provided you had an approved student loan in place before 30 September in the academic year of study for the course enrolled on.

January starts

- If you withdraw from your HE course on or before 31 January in any academic year, you will be charged an administration fee of £25.
- If you withdraw after 31 January and on or before 28 February in an academic year you will be charged 25% of the total fee due for the year.
- If you withdraw on or after 1 March in an academic year you will be fully liable for the total fee for the year.

If you are funded via Student Finance England you will not receive any refund of monies paid by Student Finance England nor be responsible for any unpaid fees, provided you had an approved student loan in place before 31 January in the academic year of study for the course enrolled on.

## COMPLAINTS

The college is committed to providing a high-level of customer service and a high-quality learning experience from the point of application to the point of graduation.

If you have any feedback, including complaints, please use the electronic form provided under the 'contact us' tab on our website.

Our complaints procedure is also available in the policies and procedures section of the website.

Vision West Nottinghamshire College  
Derby Road ● Mansfield ● Nottinghamshire ● NG18 5BH

For more information please contact us:

Telephone: **01623 627191**

Email:

**hequality@wnc.ac.uk**

 /visionwestnotts

Freephone: **0808 100 3626**

Web: **www.wnc.ac.uk/HE**

 @westnottsHE