

Policy/procedure title	UcWA Collaborative Provision Student Agreement		
Review Cycle *Please specify	1 year	Responsible Department	Student Services
Procedure Owner *overall responsibility	Admissions & Business Support Manager		
Responsible Person (if different to above) *responsibility for communicating changes and staff training where appropriate	Quality Coordinator		
Types of provision this procedure applies to:	Higher Education Study Programmes		
Revision Record			
Rev. No.	Date of Issue	Details and purpose of Revision:	
1	May 2024	New Policy	

Equality Impact Assessment

Whenever a policy is reviewed or changed, it's impact assessment also must be updated. The Equality Act 2010 seeks to simplify discrimination law and introduced statutory duties to promote equality whereby The College of West Anglia must, in the exercise of its functions, pay due regard to the need to promote equality in relation to the protected characteristics.

Could any staff or students be adversely impacted by this policy/process? If yes give details and how this will be mitigated:

Date	Action and Monitoring:
May 2024	No Actions required

E, D & I Statement

This procedure has been reviewed in line with the Equality Act 2010 which recognises the following categories of individual as Protected Characteristics: Age, Gender Reassignment., Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion and Belief, Sex (gender), Sexual Orientation and Disability. We will continue to monitor this procedure to ensure that it allows equal access and does not discriminate against any individual or group of people.

Introduction

This agreement is for students who have registered to study an Open University (OU) qualification offered under a Collaborative Provision Arrangement between The Open University and the College of West Anglia.

In line with the programme information on the college website, students will follow a programme of study made up of Open University modules carefully selected by The Open University and the college, and will study the programme using a combination of The Open University's flexible distance learning model, along with some face-to-face support at the college. Successful completion of the programme of study will lead to the award of an Open University undergraduate qualification.

The [Open University Conditions of Registration \(Collaborative Provision\)](#) sets out your agreement to study the qualification with The OU. This Collaborative Provision Student Agreement sets out the college's responsibility to provide you with the face-to-face element of your programme. It explains how the college will communicate with you during your studies and it details the services, support and facilities you can expect to receive from the college while you study towards your qualification with The Open University. The agreement also sets out what is expected of you when you come onto the college campus, including the relevant college policies and regulations you will need to agree to comply with.

If you have any questions about this agreement or if there is anything you would like to discuss please contact the college's admissions team at **01553 815449** or at admissions@cwa.ac.uk .

Relevant college policies

In addition to The OU policies and regulations detailed in your Open University Conditions of Registration (Collaborative Provision), there are a number of college policies that will apply to you during your studies. These are available on the [University Centre West Anglia policy page](#), and most significant are:

- Admissions Policy for Collaborative Provision with the Open University
- Attendance Policy for Collaborative provision programmes with Open University

- Careers, Education, Information, Advice and Guidance (CEIAG) Policy
- Health and Safety Policy
- Higher Education Student Complaints Policy
- Privacy and Cookies Policy
- Reasonable Adjustments Policy
- Safeguarding, Child and Vulnerable Adult Protection Policy
- Student Acceptable Use of IT Systems Policy
- Student Behaviour Policy
- Student Charter and Code of Behaviour

How we will communicate with you

We may need to contact you during your studies to provide you with any relevant information about your face-to-face sessions or college services. It is therefore important that the contact details we hold for you are correct. We will send communications to you using the details you provided on your application to the college or your Registration Agreement (if different). You can update your email address on the student portal.

It is your responsibility to keep your personal information up to date and to notify the college without delay if you change your name or contact details. If you need to update your personal details at any point during your studies, you can do this on your student portal.. Please be aware that any changes you make to your personal information on the college system will not be communicated to The OU. It is your responsibility to follow the steps outlined in your Conditions of Registration (Collaborative Provision) to update the OU of any changes to your personal details.

You are expected to **check your emails at least once a week** for important announcements, updates, and information related to your academic assessment and college activities.

What you can expect from the college

Face to Face Support

The college will deliver a half day of face to face activity each week to support your online learning materials. The weekly delivery plan will be available at enrolment, but will typically consist of:

- group tutorials tailored to student need, such as research skills, systems and procedures, time management, and essay writing
- group sessions related to the weeks topic on your OU study planner
- tutor drop-in sessions for individual support
- student self-study

If there are any issues with service delivery, we will notify you as quickly as possible and make alternative arrangements, where possible.

Disability Support

We encourage all students to tell us about any difficulties they are experiencing at any point during their studies so that timely, effective support can be offered. If you shared details of a disability or health condition during the registration process, you will be contacted by the college admissions team to discuss any support and reasonable adjustments you might need to access the face-to-face element of your programme. This is in line with our duty under the Equality Act 2010. The [Reasonable Adjustments Policy](#) provides further information on understanding the support and adjustments the college can make. You can also contact senco@cwa.ac.uk or telephone **01553 815500** for a discussion around the processes and support available.

College Services

As a student on this collaborative provision programme between the OU and the college, you are entitled to access the following college services:

Additional Learning and Disability Support

We welcome applications from learners with a wide range of disabilities and learning difficulties and are committed to providing a productive and supportive environment to help you reach your potential and fulfil your ambitions. The college has a strong tradition of support for students with a range of individual needs. More information is available on our [Personal and Learning Support site](#). Our campuses are accessible to people with mobility difficulties and our King's Lynn and Wisbech campuses have fully-equipped care suites.

Careers advice and guidance

We can support you in making those next steps on your career options and progression plan through confidential and impartial advice and guidance, including help with work experience and job applications. For more information, speak to our team at careerteam@cwa.ac.uk or explore our [website](#).

Computing and Learning Resource Centre

In addition to being an OU student, you will also have a CWA student account and profile, as accessed through the [LEARN homepage](#). As part of this you are entitled to use the Learning Resource Centre and computing facilities when on campus and at home. More information is on our [website](#).

The Hub and other Social Spaces

There are a wide range of resources here for all learners including social spaces, kitchen areas, and a canteen. There are also quiet work areas, PC access and charging/plug points, access to free digital resources, photocopiers, and physical library resources. The college has a university centre building for adult learners studying Access to Higher Education or Higher Education programmes which has its own social space.

Nursery

[Applewood Nursery](#) is our educational nursery. There are fees associated with this as detailed on the website, but learners who are parents will be able to conveniently access this provision onsite (subject to spaces)

Student Support

Our higher education support team work closely with you and curriculum staff to offer practical advice and support to help you overcome any challenges you are facing on your course. They offer information and advice on a wide range of welfare, wellbeing, mental health and safeguarding issues, offering the right support to help you and keep you safe. The [Welfare Hub](#) is available to all students through LEARN.

Complaints

The college is committed to delivering high-quality services to students. If you are dissatisfied with the service you have received, you can submit a complaint to the college by following the [college complaints procedure](#). If your complaint raises concerns regarding academic standards, the OU will be contacted by the college to respond to those concerns. If you remain dissatisfied with the outcome of your complaint, you may be able to request a review of the decision by the OU.

After internal procedures have been completed, you will be provided with a Completion of Procedures letter. If you remain dissatisfied with the outcome of your complaint, you may be able to complain to the Office of the Independent Adjudicator for Higher Education (OIA), an independent body set up to review HE student complaints.

You must make your complaint to the OIA within 12 months of the date of your Completion of Procedures letter.

What the college expects of you

Attendance

You are required to attend the face-to-face programme sessions outlined in the programme information on the college website. Absences should be reported through the [student portal](#), as per the [guidance](#).

If you have concerns about your ability to attend, or if you experience any difficulties while you study which affect your attendance, engagement or progress, you should speak to your tutor in the first instance, or college Student Services, who can then assist you and appropriately refer on if needed. Advice and guidance will be provided to you by both the college and the OU so you can receive the most effective support and understand any options you may have.

The college is required to monitor your attendance and share this with the OU to enable any student finance to be released. The Student Loan Company (SLC) requires regular attendance in order for you to continue to be entitled to maintenance funding.

This monitoring information will be reported to the OU every two weeks. If you **miss two face-to-face sessions across a fortnight**, this will be flagged and reported to the OU. If a **pattern of missed attendance is observed**, for instance, non-attendance every other week, this will also be flagged to the OU. The [Attendance Policy for Collaborative provision programmes with Open University](#) will be followed and provides further information on processes and expectations.

Regular engagement with the virtual learning environment through your module website to complete your OU study will be monitored as per the [Conditions of Registration \(Collaborative Provision\)](#).

Criminal Convictions

The registration process will ask students to declare if they have any relevant unspent criminal convictions under the [Rehabilitation of Offenders Act 1974](#), by selecting a box on the Registration Agreement. If a student declares a relevant unspent criminal conviction the college and OU will complete a risk assessment to ensure the safety of the student and others.

If the risk assessment determines that the programme at the college is unsuitable for the student to study, the OU will discuss other programme options, where available. This could include studying with the OU on an independent basis without any face-to-face element of study.

Students must also inform the college and the OU if they receive a conviction at any point after the programme has started. To inform the OU about a conviction once the programme has started studying, students should contact the [OU specialist advice team](#) who can offer support and advice through the process. To inform the college about a conviction, students should contact the Student Welfare Manager who will be able to assist students in speaking to the OU should the student require assistance.

Information regarding criminal conviction disclosures is stored securely and viewed only by the Student Welfare Manager, Admissions & Business Support Manager and Assistant Principal of Student Services. Details of convictions are not shared with any other college staff outside of this group unless there is a significant reason to do so. This is in line with the [OU Privacy Notice](#) and the college [Data Protection Policy](#).

If you are unsure whether a conviction is spent and therefore whether you need to disclose it, you can contact the Student Welfare Manager or the OU Student Disclosure Team. For further advice and guidance see the [OU help page on Disclosing a criminal conviction](#) or seek independent advice from the [Unlock](#) charity.

Fees and Costs

Under this Collaborative Provision Arrangement, you will pay your tuition fees directly to the OU. The tuition fee amount is detailed in the programme information on the college website and in your Registration Agreement. If you intend to fund your studies using a loan from Student Finance England (SFE), you will need to register with SFE and [complete the loan application process](#).

Please note: It can take SFE up to eight weeks to finalise applications, so you should apply as early as possible to ensure that your finances are in place in time to start your course. Further step by step information is available in the [Collaborative Provision Admissions Policy](#). To see other funding options accepted by the OU, please see the [OU Fees and Funding page](#).

Any additional costs of study, including any costs associated with attending the college, are outlined in the programme information. These may include printing, and car parking. More information can be found on our [finance page](#) and our [travel page](#).

Disciplinary and Conduct

You are expected to familiarise and align yourself with the behavioural expectations set out in the college [Student Charter and Code of Behaviour](#). These outline what general behaviour is expected from you, and what you can expect in return from the college to help create and maintain a safe, welcoming and inclusive environment. The [Student Behaviour Policy](#) provides the processes and expectations for addressing concerns around behaviour, including specific behaviours and activities that would be considered misconduct by the college and could result in disciplinary action being taken, including criminal activity. You are expected to familiarise yourself with this policy and abide by the behavioural expectations it establishes for on and off-campus activity. Additionally, you are also expected to ensure you have read and understood the OU [Code of Practice for Student Discipline](#) which defines conduct which the university considers an offence.

Safeguarding

To fulfil our safeguarding duty of care, college staff have a statutory and moral obligation to safeguard and promote the welfare of children, young people and vulnerable adults, as per our [Safeguarding, Child and Vulnerable Adult Protection Policy](#). This may also include disclosing relevant information to external agencies such as Child and Adult Protection Schemes or the emergency services, where concerns are raised. In order to coordinate effective, timely responses and prevent the escalation of risk, all safeguarding concerns raised at the college will also be shared with the OU's Safeguarding Referrals Team and responded to, as per [the OU's Safeguarding Policy](#).

To report any safeguarding concerns to the college, email safeguarding@cwa.ac.uk or telephone **01553 815265**. If you are concerned that a child, young person, or vulnerable adult is in possible IMMEDIATE danger - including risk of suicide, please contact the Emergency Services by telephoning **999**.

Personal data

We will collect your data for the purposes of processing your application, health and safety while on the premises or any other legitimate purpose associated with your study in line with the [Data Protection Policy](#). We may also use your disability and ethnicity data for equal opportunities monitoring, identifying if you need support (in conjunction with other data), informing academic research, providing you with relevant opportunities, and ensuring that views of students with specific protected characteristics are represented. This is as stated on your Registration Agreement.

We will share your data with the OU in certain circumstances such as safeguarding concerns, attendance reports, provision of academic or pastoral support, and monitoring academic data. Please see the [college Privacy Notice](#) for more information about how your personal information is collected, stored, used and shared.