



Higher Education

The main terms and conditions of registration at Barking & Dagenham College.

This document aims to direct you to the key terms and conditions of your registration at the College and signpost the relevant policies, procedures and support to aid you during your time here.

The contract between you and the College takes effect at your enrolment. However, the College is committed to providing you with detailed and accurate information in order for you to make an informed decision about where and who you wish to contract with. If you require any further information or clarification prior to enrolment, please contact Brendan James, Head of Higher Level Skills & Enhancement at brendan.james@bdc.ac.uk who will endeavour to make sure you receive the information required.

Accessing Information

The College website, the Universities and Colleges Admissions Service (UCAS) and our printed prospectuses are useful sources of information. These are in addition to open events at the College and provide you with information about our courses, the awarding bodies, our fees and other key information. We encourage you to use these sources to find key information. However we appreciate that talking to key staff at the College is a useful way of finding out specific details about your chosen course. The College uses the interview process to ensure that all applicants have the opportunity to make an informed decision for their personal circumstances and aspirations.

The College open events are scheduled throughout the year and includes evenings and Saturdays. However, if you require alternative arrangements, please get in touch with our Admission and Enrolment Team who will seek to accommodate your needs.

Applications

The College receives its prescribed higher education applications via UCAS. The prescribed courses of study include; HNC, HND, Foundation Degrees, BA (Hons). Applications for Part time courses can be made directly to the College. Non prescribed, professional and chartered courses, including teaching courses are made directly to the College.

The College [Higher Education Admissions Policy](#)

The policy covers key information on eligibility and admissions guidelines.

The Student Charter

At enrolment, you become a student of the College and the charter describes the values and behaviours of the College. These are important as they frame the learning environment within which we all operate. At enrolment, the college commits to a partnership with you. The Charter provides detail of the College's and your contribution in the partnership.

[The Student Charter](#)

Consumer Rights

As a consumer purchasing a higher education course, the College works to ensure that you are aware of your rights. The Competition and Markets Authority (CMA) has produced a guide for students to assist them to know in knowing their rights under consumer law. Please follow the link to the CMS summary document.

[The CMA Student Guide](#)

The College is committed to providing you with a great learning experience. In order to help us improve our service, the College has a Higher Education Student Forum. This Forum enables you to express your views on the positive aspects of studying at the College as well as highlighting areas where the College can improve. You are encouraged to join the forum and assist us in providing the excellent service we all strive for.

Compliments and Complaints.

In instances where the service you receive does not meet the highest level we all require and you may want to make a complaint. In the first instance we would ask you to speak to a member of staff so they can take action to resolve the issue.

The Head of Higher Level Skills and Enhancement can help you identify the most appropriate way to make your complaint. Please do not hesitate to ask for assistance. This can be helpful in deciding if the complaint is about the services offered by the College, or if it relates to the awarding body that validates the award you are studying for.

If you are not happy with the informal route you can make your complaint formal by putting it in writing. A formal written complaint will follow the complaints policy process and when completed you will receive a formal letter from the College to close your complaint.

If you are on a prescribed higher education programme but are dissatisfied with the outcome after your complaint is formally closed by the college, you have the right to take your complaint to the Office of the Independent Adjudicator (OIA), Third Floor, Kings Reach, 38-50 Kings Road, Reading, RG1 3AA

<http://www.oiahe.org.uk/>

[The Compliments and Complaints policy](#)

Enrolment Contract

You are required to enrol at the College at the start of your course, and at the start of each subsequent year for two or three year courses.

The enrolment process may include a number of different stages including applying to the College, attending an interview, accepting the offer of a place at the College, registering for your place which can involve entering your personal details and proving your identity.

When you complete your enrolment at the College, you become liable for the tuition fees. It is normally signified by signing your agreement with the College. From this point you are entitled to a statutory cancellation period of 14 days. If you choose to leave your course **after this period** you will be liable for the fee for the course, or in certain circumstances, at the discretion of the Chief Financial and Enterprise Officer, a proportion of the fee to cover the period from your enrolment to the date of your official cancellation at the College.

The enrolment process includes collecting personal data about you. This personal detail is covered by the General Data Protection Regulation (GDPR), details of this which are included for your reference in the [Learning Agreement Part 2](#).

Sample enrolment declarations for [Student Loans](#) and [Instalment Plans](#) are available.

Upon enrolment you are required to abide by the rules and regulations of the College. These include the awarding body regulations for your chosen course of study. These will be available to you when you enrol via your Programme Leader and the HEZone.

The Payment of Fees

Undergraduate fees

The tuition fees for our undergraduate courses in academic year 2018/19 are:

Higher National Certificate, part-time, £2,500 per academic year
Higher National Certificate, full-time, £5,000 per academic year
Higher National Diploma, full-time, £5,000 per academic year
Foundation Degree (FdA), full-time, £5,000 per academic year
BA (Hons), full-time, £5,000 per academic year

Please note, if a repeat year is required this will also be charged at the annual fee level.

The above courses are eligible for Student Loan Funding subject to their criteria for funding.

Please note that university-validated programme fees are considered annually and may increase in future years. However once enrolled the fee will not increase beyond the rate of inflation over the period of your course.

Postgraduate Fees

The tuition fees for our postgraduate courses in academic year 2018/19 are:

- Master of Business Administration (MBA) £5,400 per academic year

The fee will not increase beyond the rate of inflation over the period of your course.

Fees Policy

The College is aware that since the introduction of higher fees, you are making a significant personal investment in your education. Therefore the College's approach to the setting of fees and associated policies, including refunds, is regularly reviewed to ensure they reflect the College's values on regards to fairness and transparency, whilst protecting the quality of the provision and your student experience.

Refund Policy

The College will give you, an employer or sponsor a full refund if the course in which they have enrolled is withdrawn by the college for whatever reason.

The college will not give a refund if you withdraw from the course in which you have enrolled unless the withdrawal is less than 7 days before the start of the course and a valid reason provided in signed written statement.

You will be encouraged to enrol on a more suitable course if the reason for withdrawal is the unsuitability of the original course, despite appropriate advice and guidance by the college. In this case, provided the cancellation and re-enrolment is made within the year, any fees already paid for the original course will count towards the fee payable for the new course. If the fees for the new course are higher, you will be required to pay the extra; if lower, you will receive a refund.

Course fee refunds if you are not satisfied with the quality of a course will only be considered after completion of an investigation as part of the College's complaints procedure. Refunds will not normally be entertained if a small number of classes have been cancelled during a course if suitable arrangements have been made to maintain the required level of study.

Examination fees are non-refundable unless payment has not been made by the College to the examining body, or the fees have been refunded by the examining body.

Materials or equipment fees (for example beauty kits, uniforms, and personal protective equipment) will only be refunded in exceptional circumstances.

The College has insurance policies in place to cover any compensation paid out to you if you had your learning agreement cancelled due to action of the College.

Compensation if you had your learning agreement cancelled due to the action of the College or the colleges implementation of its student protection plan will include commitments to any agreed student bursary, payment of additional travel costs for students affected by a required change in location, compensation for maintenance costs or lost time, or the costs associated with student transfer to alternative courses or providers. Any other compensation will be considered on a case-by-case basis, reviewed and approved by the Chief Finance and Enterprise Officer.

Additional Costs

The College provides a range of free enrichment activities for you if you are a higher education student including industrial and guest speakers.

Additionally, Programme Leaders organise a range of opportunities for national and international trips to enrich your learning experience. The cost and timing of these are carefully considered and you are encouraged to attend. However, you will not be penalised if you do not attend all trips and excursions.

All assignments are carefully planned to ensure you can achieve the learning outcomes without excessive expense. You may however choose to invest additional monies in the production in your assignments. A typical cost for the production of an assignment would be in the region of £30. This would cover the cost of folders for presentation, printing and any additional photocopying. The College's Learning and Resource Centre provides affordable printing and binding and as a higher education student you receive an allocation of printing credits at the start of their course.

Health and Safety

Barking & Dagenham College accepts its legal and moral duties to ensure the health and safety, and welfare of employees, learners, contractors and others who may be affected by College activities. It will achieve this, as far as is reasonably practicable, by;

- Management and control of health and safety risks arising from work activities
- Consulting with employees on matters affecting their health and safety
- Providing and maintaining safe premises, plant and equipment
- Ensuring safe handling, storage, movement and use of substances
- Providing sufficient information, instruction, training and supervision
- Ensuring all employees are competent to carry out their required duties
- Maintaining safe and healthy working conditions with adequate welfare facilities
- Reviewing and, if necessary, revising all policies, risk assessments and procedures at appropriate intervals (not exceeding 3 years. Annually for this General Statement).

As far as is reasonably practicable the College will provide sufficient funds and other resources to allow these actions to be efficient and effective.

The College will strive for continued improvement regarding all health and safety matters by use of a health and safety management system including processes for regular audit and review.

All employees, learners, contractors, visitors and other persons on College premises or associated with College activities elsewhere are requested and required to comply with this policy and to co-operate with the College on all health and safety matters.

This policy will be brought to the notice of all employees and others via;

- Employment application packs, new starter information and induction training
- Other health and safety training
- Articles in the College Bulletin (Staff Info-point)
- Student induction and the student handbooks
- Contract and tender information
- Student Safety group
- Any other means appropriate or necessary.

When you enrol on your course you will be given a course induction. This will include the relevant health and safety information, that will include; workshop and studio safety, chemical safety, and relevant information of working safely in the College and when working off site, on placement or on national and international study trips.

Governance and Policy

Barking & Dagenham College Corporation

Legal Status

Barking & Dagenham Corporation is a Further Education Corporation established under the Further and Higher Education Act 1992.

Further information regarding the College, its [Corporation, Policies, Charters and Assessments](#)

Higher Education

[Policies and useful documents](#)

[HE Quality Assurance Agency \(QAA\) Report](#)