

## Frequently Asked Questions – For Faculty of Health & Social Care Postgraduate Professional Education (PPE) (CPD) Students

### **Enrolment**

Why do I need to enrol?

- Students need to enrol to confirm that they are attending during the forthcoming academic year.
- Enrolment enables us to produce a student account individual to you
- To confirm that you agree with Edge Hill University policies and procedures
- To enable us to report to the necessary funding bodies

What do I receive on enrolment?

- When enrolment has been completed each student will receive an email to confirm they are fully enrolled. This will be sent to an Edge Hill University email address and the personal email supplied during the application process.
- You need to keep this email safe as it will be required to access computer facilities, learning resources and a student UNI Card.
- You must also produce this email and UNI Card when you are attending examinations.
- The module area on Blackboard will be available 24 hours after you have received your confirmation email.
- Module handbooks and further induction information can be found in your module area on Blackboard.
- Programme handbooks can be found at <http://www.edgehill.ac.uk/health/cpd>

### **Attendance**

What do I need to bring with me on the first session of the module?

- Students who are based at the Ormskirk Campus must display a parking permit to be allowed onto campus. These can be claimed as soon as enrolment has been confirmed.
- Students need to produce their confirmation of enrolment email on the first day.
- It may also be useful to bring the module handbook with you. This can be found in your module blackboard area if your enrolment has been confirmed.
- Some modules require students to bring some form of electronic media, such as a tablet or mobile phone with them.

Do modules require me to attend a minimum number of sessions?

- No, however some modules are governed by professional bodies so students will have to meet the required study / practice hours to be awarded the given qualification. Please check with the relevant tutor for advice.
- **SHA and HEE funded students** should be aware that we are required to report any non-attendance to their trust lead or funding body.
- Your trust may require full attendance on the module – we advise students to check with their trust.

What do I need to do each week when I attend?

- Students should ensure that a register is circulated and updated. These are required for health and safety, student tracking and attendance reporting.

## **Non Attendance – Intercalation & Withdrawals**

How do I report Non Attendance?

- Students are encouraged to report non-attendance on any sessions to the administration team. This can be done by calling 01695 657249 or emailing cpdconfirmations@edgehill.ac.uk
- You can also liaise with your module tutor.

What can I do if I am unable to attend for a while due to a particular reason?

- Please discuss your situation with your module tutor at the first opportunity. We may be able to arrange an intercalation form to be sent to you so that you can suspend your studies at a later date. There is however a cut off time by which you should do this.
- **SHA and HEE funded students** should be aware that we are obliged to report you as “stopped attending” if you miss more than 3 sessions in a row.
- Intercalation would need to be discussed with your line manager as they would need to provide confirmation from them agreeing to your suspension of studies.

What do I do if the module is not what I expected?

- Please discuss this with your module tutor

What do I do if I do not wish to continue on the module?

- Please discuss this with your module tutor. If agreed we will send you a withdrawal form to complete to confirm your intentions.
- Students should be aware that module fees would stand if they have enrolled or attended.
- **SHA and HEE funded students** should be aware that this would need to be discussed with your line manager as they would need to provide confirmation from them agreeing to your withdrawing from the module.

## **Fees & Funding**

When are fees charged?

- Fees will be charged once you have enrolled on the module, irrespective of whether you have attended or not.

Who will be charged?

- Students need to provide us with written confirmation from their employer/ sponsor either by production of a signed funding confirmation form, email from their sponsors work address, or by letter on company letter headed paper. This confirmation must contain all relevant information, including purchase order details. Students are ultimately responsible for the payment of fees.

- If we do not have a funding confirmation form and you are not HEE funded then an invoice will be raised to you.

I have been invoiced for a module, but my trust has agreed to pay, what can I do?

- Students should submit confirmation from their sponsor (see above). When this has been received a credit note will be raised to you and a new invoice will be sent to your sponsor. If you have made payments and are due a refund, we will process it at this time.

Can I pay by instalments?

- Fees can be paid in instalments by prior arrangement or on enrolment. Please contact the Faculty Finance Team on 01695 650716 or email [fohscfinance@edgehill.ac.uk](mailto:fohscfinance@edgehill.ac.uk)

How does Edge Hill collect Fees?

- Students are advised that invoices are to be paid within 30 days of receipt.
- Payment methods are listed at
  - <http://www.edgehill.ac.uk/health/cpd/cpd-fees-and-finance/>
- If the invoice remains unpaid after 60 days, Edge Hill then begins its standard credit control procedures.
- Students will not receive their results of assessment if fees for the module are still outstanding when the Assessment Board sits.

I still have fees outstanding or a query regarding my invoice – Who do I contact?

- Students should contact the Faculty Finance Team on 01695 650716 or email [fohscfinance@edgehill.ac.uk](mailto:fohscfinance@edgehill.ac.uk)

## **Assessment & Awards**

Where do I find my assignment submission date and marking criteria?

- These will be found in your module handbook.

I am unable to submit my assessment on the allocated date, what can I do?

- Please discuss this with your module tutor as soon as possible. Several arrangements can be made to assist you.
- Extensions may be given, however there is a cut-off date and discussions must have been made with your module tutor before applying.

What happens if I do not submit my assignment?

- All students who have enrolled and have not formally intercalated or withdrawn from the module, or been given a revised submission date, will be expected to submit work on assignment submission date.

- Students who do not submit will be given a second attempt following ratification at the Assessment Board. The second attempt will have a capped mark of 40%.
- **SHA and HEE funded students** should be aware that all non-submissions will be reported to Trust Leads and HEE budget managers.

How do I get my results?

- The completed marking and feedback sheet is posted to your home address once assessments have been marked and moderated. The mark indicated is a PROVISIONAL RESULT only. If you have submitted your assessment online (via Turnitin) the provisional marks will be released to students 6 weeks after the submission date. These can be viewed online.

When are my results confirmed?

- Some assessments are then sent to an External examiner for verification and all module results are then ratified at an Assessment Board. Assessments which are submitted in December usually are confirmed during March, whilst assessments submitted in May are confirmed in August.
- All results will be confirmed by post after the Assessment Board has met.

I have been “referred” in my module – How long do I have to resubmit?

- If you have been referred in your module (theory and/ or practice) you will have a ***minimum of 1 month to re-submit*** the referred element(s). The re-submission date will be confirmed on the letter you will receive following the Assessment Board.

What do I receive on successful completion?

- If your fees have been paid for the module, you will receive a formal pass letter and academic transcript confirming your mark and credits awarded. Unfortunately, we do not send out certificates.
- If a module has been professionally accredited then your details will be sent to the registered body for processing.
- We will not send out confirmation of successful completion if the module fees have not been paid.

How do I collect my assignment?

- Students are advised to contact the module coordinator as soon as they receive their results letter to arrange collection of their work. Assignments not collected after 2 weeks will be destroyed.

I have studied modules on a stand-alone basis, how can I use them towards a programme?

- Credits awarded can be transferred into a programme no later than 5 years from the Assessment Board date.
- Please check the Edge Hill web site for Course Information at <http://www.edgehill.ac.uk/health/cpd>

### **Reporting Requirements**

I am funded by one of the HEE learning contracts – what do HEE require from Edge Hill?

- The contracts require us to report your attendance or non-attendance and pass/fail results on completion.

All students should be aware that information will be used within Edge Hill for education and training administration as well as ancillary and support services. It may be necessary to disclose information to LEAs, HEFCE, HESA and other relevant bodies to enable them to carry out their statutory functions.