

ALL NATIONS CHRISTIAN COLLEGE
UNDERGRADUATE AND POSTGRADUATE PROGRAMMES
STUDENT AGREEMENT 2021-22

Introduction

This agreement forms part of the Student Contract when you enrol an undergraduate or postgraduate programme of study at All Nations Christian College.

It sets out the relationship between you (also referred to as 'you' 'the student') and All Nations Christian College (also referred to as 'we', 'us' 'the College' or 'All Nations'). All documents referred to in this agreement can be found on the College website: www.allnations.ac.uk and will become accessible on the VLE/e-Learning site when you become a student.

At the point of enrolment, the College and you are making the following commitments:

EXPECTATIONS AS YOU START:

1 Application and Admission:

WE WILL withdraw our offer to you and/or withdraw you from your programme/terminate your registration with the College/Open University (OU) if you have provided inaccurate or incomplete information in your study or visa application. In the case of a visa application this would also lead to the withdrawal of our sponsorship.

YOU WILL provide accurate and complete information in your application form to the College. You will also bring to the attention of the College any change of circumstance related to the disclosure of criminal convictions. This should be disclosed to the admissions team if this occurs before you start or to the Programme Leader if you are already studying with us when the change occurs. You will provide accurate and complete information if you are required to obtain a visa and/or a Disclosure and Barring Service (DBS) check to work with children/vulnerable adults.

2 Registration:

WE WILL register you with the College if you have accepted the offer of a place on a programme of study and we have received your programme deposit. If you are taking an Open University validated programme we will register you with the OU in the first few weeks of the start of your programme. The maximum period of registration for programmes of at least one year's length is three years longer than the length of your original course .

If you are a postgraduate student who chooses not to select your specialism at the start of your programme, we will register you initially for an award in Missiology and transfer this at a later date to another award if necessary.

Your registration with the OU will come to an end upon their ratification of the recommendations of your final results by the All Nations Exam Board. Your registration with the College will come to an end at 2pm on the last Saturday of your final academic year. We will not consider you to be an active student of the College from then and you are therefore ineligible to access modules free of charge as a current student after that date.

YOU WILL accept your place in writing and pay the deposit requested before you can be registered on your programme of study. If you are a Student Route visa applicant you will provide us with all the documentation requested before we will issue you with a CAS.

3 Enrolment:

WE WILL, at the commencement of your programme, enrol you on your programme of study on receipt of your completed enrolment form and other requested paperwork.

YOU WILL submit the completed enrolment form, proof of identity, qualifications and immigration status at the start of your programme. All students must enrol/re-enrol annually and non-UK residential students must also present their passport and proof of valid immigration status annually.

4 Changing your Studies:

WE WILL be prepared to change your undergraduate level of study within the first two weeks, if you:

- meet the admission requirements
- have discussed this with academic tutors
- have the approval of the Programme Leader
- are not a student route visa student, since you may not change their programme of study without applying for a new visa.

You would then need to wait until the following academic year to apply for a change of your level of study.

YOU WILL gain permission from the programme leader if you wish to change, withdraw from or defer the programme for which you have been accepted. See also Progression and Award below and Payment Terms and Conditions for financial implications of withdrawal or deferral (<https://www.allnations.ac.uk/sites/default/files/PDFs/Payment%20Terms%20%26%20Conditions.pdf>).

5 International Residential Students

WE WILL comply with UKVI regulations regarding accepting applications from international students and providing a CAS for Student Route applicants. Failure to provide evidence of valid immigration status on arrival at College will result in a withdrawal of your offer of a place and our sponsorship of any Student Route visa and termination of your registration. (See Payment Terms and Conditions for cost implications

<https://www.allnations.ac.uk/sites/default/files/PDFs/Payment%20Terms%20%26%20Conditions.pdf>).

YOU WILL, on arrival at College, provide your passport for inspection, indicating valid permission to study in the UK. Student route visa students will also produce their vignette and biometric card (unless still to be collected). If relevant, you will be taken by the College, within the required timescale, to either collect your biometric card and/or to register with the police.

During your period of study, Student route visa students will comply with the terms of your visa by keeping the College informed of your overnight location **at all times until you leave the country or apply for a different visa** and by only working the permitted number of hours if applicable. You will not be able to change the award on which you have been registered or defer or extend your studies without potentially jeopardising your visa status and our sponsorship.

6 Finance:

WE WILL provide value for money by tight budgetary monitoring, and tapping external sources of funding where available, through fundraising and the hiring of our premises. We thereby aim to continue to set competitive fees and provide bursaries to help those most in need. We will also co-operate with any government student loan provider to facilitate the release of funds to you and the College.

YOU WILL not come to College without being able to meet the costs of your first term of study and without having a reasonable payment plan in place for the remainder of the academic year. If you are in College accommodation and receive maintenance funds from any government provider you will pass them on to the College immediately upon receipt. (See also the *Payment Terms and conditions*

<https://www.allnations.ac.uk/sites/default/files/PDFs/Payment%20Terms%20%26%20Conditions.pdf>)

7 Risk Management:

WE WILL provide you with the reassurance that we have measures in place to enable you to complete your course despite any unexpected events occurring as outlined in the College Student Protection Plan which forms part of your contract with the College.

YOU WILL read the *Student Protection Plan* so that you understand your rights and expectations should something unexpected happen to jeopardise the continuation of your studies: <https://www.allnations.ac.uk/sites/default/files/PDFs/Student%20Protection%20Plan.pdf>

8 Pre-Commencement Information:

WE WILL send a reading list to registered students during the term before the start of your programme. A weblink to pre-enrolment information containing the answers to the questions most frequently asked by new students and giving details of your orientation programme (see below) will be sent to you before the start of your programme. Residential students will also be offered the help of a Barnabas (a returning student) to provide extra support during your transition to College life.

YOU WILL ensure you make arrangements to arrive and depart at the time indicated each term, noting that it is not usually possible to offer accommodation to early arrivals. The help of a Barnabas is optional but we hope wherever possible as a returning residential student, you will volunteer to become a Barnabas to a new student.

If you are entering directly onto Level 5 or Level 6 you may wish to take advantage of the period before arrival to start working on the extra assignment(s) you will be required to submit in the first term of study, which you will find on your Reading List.

9 Orientation Programme

WE WILL provide a full orientation programme for residential students designed to help you make the most of your time at College, familiarise yourself with the campus or online technology, help you to settle in to community life, understand the expectations for those living and studying on campus and make you aware of the particular academic expectations of your programme of study. We will also provide an induction programme for online/FDL postgraduate students specifically tailored to their needs.

YOU WILL engage with all relevant orientation and induction events. If your programme is longer than one year you will engage with orientation events for your level of study at the start of subsequent years.

10 Foundation Course for Students joining directly in Level 5/6

WE WILL provide undergraduate students who join direct in level 5/6 with general information about the contents and requirements of the Foundation Course in the Undergraduate Programme Handbook each year. Specific details of the delivery of the course are subject to change but will be made in consultation with those affected.

YOU WILL engage fully with the requirements of the Foundation Course if you are a direct entry student to Level 5 or 6 studies.

EXPECTATIONS ABOUT YOUR STUDIES:

11 Quality Education:

WE WILL provide you with a high standard of education according to that required by the Office for Students (OfS - the regulating body for Higher Education in England). We will do this by:

- Engaging an enthusiastic team of qualified academic tutors, with a variety of previous cross-cultural experience as well as support staff who are all committed to supporting you in your studies.
- Monitor our programme content and delivery through rigorous internal quality assurance processes.
- Cooperate with the Quality Assurance Agency (QAA), who, on behalf of the OfS, monitor our programmes and their delivery regularly and by the OU who validate our undergraduate and postgraduate programmes.
- Provide resources to assist your learning e.g. through the VLE/e-learning site, library, learning support and IT.
- Maintain academic standards through a rigorous marking and moderation procedure, production of detailed feedback and a no tolerance policy towards academic misconduct.

***YOU WILL** take responsibility for your learning and the opportunities made available to you and thereby aim to get the most out of the large investment of your resources you have made in your studies. We expect you to do this by committing yourself wholeheartedly to all aspects of your learning programme and forming and participating in community as much as possible.*

You will therefore:

- *apply yourself to your studies to the best of your ability, through completing necessary readings, attending all mandatory learning experience (e.g. lectures, tutorials, tutor groups, ministry placements, church attendance, community worship and CIM sessions etc)*
- *arrive/login punctually and engage fully with your studies, read the materials before classes, actively participate in classroom discussions, clarify your understanding and contribute fully to all group work and not engage with non-class-related material for personal reasons, (e.g. social media), during their delivery*
- *familiarise yourself with your assessments and how they will be marked, reading and following up on the feedback given and seeking clarification where required*
- *demonstrate professional behaviour in your own academic conduct by ensuring the work you submit is your own and that you acknowledge any use you make of the work of others*
- *seek help and support as early as possible*

12 Attendance:

WE WILL monitor attendance in all mandatory sessions and issue you with warnings where we are concerned it is inadequate. We will support you if circumstances are affecting your ability to comply with attendance regulations. However if your absence is prolonged without reason, disciplinary procedures may result in you being required to defer or withdraw your registration and therefore, if applicable, Student Route visa sponsorship.

***YOU WILL** aim to attend 100% of all mandatory learning sessions. You will familiarise yourself with the regulations surrounding absence in the Attendance Policy. Failure to comply with your responsibility to meet this requirement of your programme of study may result in the failure of a module and potentially the programme.*

13 Programme Delivery and Regulations:

WE WILL make all reasonable efforts to deliver programmes of study as described in materials published by the College to appropriately enrolled students and clear, simple to follow regulations to ensure everyone is treated fairly. However, the College reserves the right to

make variations to the contents or methods of delivery of programmes, if such action is reasonably considered to be necessary by the College. Circumstances when this may occur include, but are not limited to:

- unexpected departure or absence of key personnel
- flood or other natural disaster or epidemic, fire, explosion, or collapse of building structures, failure of equipment etc
- loss of utilities (e.g. power, water)
- industrial or other action
- the acts of any governmental or local authority
- where numbers recruited to a module are so low that it is not possible to deliver an appropriate quality of education to students taking the module
- where this will enable the College to deliver an equivalent or better quality of educational experience to students registered on them.

We will always consult students about changes which will affect programme delivery.

YOU WILL ensure you understand your study options and requirements and are able to access the resources provided to meet all the requirements of your programme by reading the summary of academic regulations and familiarising yourself with the regulatory documents mentioned in the Student Contract. You will indicate your future module choices, when consulted, to enable the College to tailor the programme to your cohort's needs.

14 Progression and Award

WE WILL accept your application to change your intended award (e.g. by changing programme, by progressing to the next level or by leaving with an Exit award), if written notification is received by the deadline given. Subject to your meeting the admission requirements, undergraduate student progression will be considered by the July Exam Board, together with all those progressing normally. Postgraduate student in-year progression is agreed by the Postgraduate team. Part-time student annual progression is agreed at the November Exam Board. All Progression and Award recommendations are ratified by the OU Board which meets following our Board for that purpose. (See payment terms and conditions re annual progression).

YOU WILL inform your personal tutor and the Programme Leader as soon as you are thinking of changing your programme of study (e.g. a change to your programme length or award, or transfer to a non-validated programme, or take a study break etc.) and submit the required form/letter.

15 Extenuating Circumstances

WE WILL reserve the right to not take into account consideration of any extenuating circumstances you inform us about after submitting an assignment/sitting an examination.

YOU WILL only request an extension from the Programme Leader if circumstances which are genuinely out of your control are likely to impact your ability to meet an assignment deadline.

16 Ministry Internships and Ministry Placements (Undergraduate students only)

WE WILL assist you as a Level 5 students in finding a suitable Ministry Internship to fulfil the minimum 3-week block attendance requirement for this module as part of your vocational training. We will also assist students in choosing a suitable Ministry Placement in each year of study.

YOU WILL obtain approval from the College before organising a suitable Ministry Internship which is solely funded by you. You may select a Ministry Placement from those offered or obtain College approval for a more preferable placement known to you.

17 Your Feedback

WE WILL seek your opinion through module and programme feedback and your cohort's elected student representative to look for and implement ways to improve the learning experience we already offer you, every aspect of which has been designed to enhance your learning and your personal development.

***YOU WILL** be expected complete all module evaluations and annual programme feedback. When requested by your academic cohort representative, you will raise any concerns with them or with the Programme Leader at any time. You may occasionally be asked to share your student experience with members of an external inspection team.*

EXPECTATIONS AROUND SUPPORT

18 Pastoral Care:

WE WILL support the welfare and wellbeing of all students, through the care provided by the tutorial system, the support of the Pastoral Care tutor and other members of the pastoral team. Where referral to specialist services is felt to be necessary, private support will need to be self-funded.

***YOU WILL** inform your Personal Tutor if you are personally troubled. You will also show Christ-like love and care towards others in the community and to familiarise yourself with your obligations under those policies which call you to raise a concern when you are concerned for the safety or wellbeing of another member of the community. (See **Safety** below).*

19 Learning Support:

WE WILL support you in your learning through the personal tutorial system, the Learning Services Team (LST) and study skills sessions. Extra support is available for students for whom English is a second language (ESL) and we will give guidance and support to any student who suspects that they have learning condition (including providing information on how to obtain an official diagnosis and, if eligible, apply for Disabled Students Allowance (DSA) as well as helping those with a DSA to access and benefit from their agreed support. Where concerns arise about a student's fitness to continue studying we will follow the Fitness to Study policy and procedures.

***YOU WILL** provide your own computing device to support your studies and to be able to submit written assignments in typed form. You are responsible for: initiating help by letting your Personal Tutor and/or the LST know if you feel that you need support with your learning; working with them to obtain a learning assessment and/or internal/external support as considered appropriate; paying for diagnostic tests (see *Payment Terms and Conditions*). External support holders (e.g. DSA) are responsible for accessing and using all the services provided and communicating with your providers. Finally, you are responsible for ensuring that any third-party proof-reader adheres to the *College Proofreading Policy*.*

20 College Library Resources:

WE WILL provide and maintain a collection of library materials for loan, reference and electronic use (as appropriate), especially key texts, to support your studies. The Librarian will provide you with a library card, offer guidance on the materials available and their location, scans of resources requested, remind you about copyright restrictions on photocopying, offer guidance on how to use the College's Virtual Learning Environments (VLE) and the e-Learning site and all other library-related matters (during office hours Monday - Thursday). Other members of the LST will provide assistance during office hours on Fridays.

YOU WILL look after Library resources, signing them out when you borrow them and returning them on or before the due date for others to use. You will respect other users and the working environment. Specifically, you will not bring food and drink into the Library, or talk in areas designated for silent study.

21 Financial Support:

WE WILL actively seek external supporters for our bursary fund. We will sympathetically consider applications to this fund from those who meet the criteria. We also receive requests from funding trusts to nominate students who fulfil particular criteria with a view to offering them a grant. Our finance department are always ready to discuss ways of making payments to the College more manageable.

YOU WILL tell the finance department immediately if you have or anticipate difficulty meeting your payment deadlines. If you do get into debt to the College you will: actively seek supporters to help you financially, remain in contact with the College, respond to all communications during that period and not enter into any new financial commitment until any debt to the College has been cleared.

EXPECTATIONS SURROUNDING COLLEGE LIFE

22 Student Handbook/Notices

WE WILL provide a Student Handbook (Campus) to inform those living and studying on campus of all the information they should or may need to know as well as a Student Handbook (online/FDL) for those accessing their studies remotely. The most important information relating to living on site will be posted in Oak House and Easneye House. Other important notices will be posted where most relevant.

YOU WILL abide by the regulations in the Student Handbook. Residential students will take note especially of the content of all notices, listen carefully during orientation, Kick-off (on Monday mornings) and in the College Bulletin for important campus information.

23 Conduct

WE WILL do all we can to facilitate good relations in the community of All Nations. Our Conduct, Conflict and Student Disciplinary policy contains a Code of Conduct which we expect all members of the community to follow and includes the means of settling conflicts and investigating behavioural complaints and misconduct.

YOU WILL aim to live and/or work in harmony with others. If you are concerned about a relationship or wish to complain about others, whether staff or student, you will speak with your personal tutor, or their line manager if the complaint is about them, and follow the procedures in the Conduct, Conflict and Student Disciplinary policy. You will co-operate with any disciplinary hearing panels or other investigation panels you are called upon to attend/take part (e.g. disciplinary, grievance, fitness for study, termination of study etc.).

24 Onsite Security:

WE WILL provide you with a badge and a key fob to access all College buildings. We will provide a sign in and out book for all guests and for students studying onsite but living off campus.

YOU WILL wear and ask your guests to wear your badge(s) at all times on site and to keep your key fob safe. You will assist security by always keeping doors securely closed. If living off site you will always sign in and out.

25 Safety:

WE WILL comply with our legal obligations to, as far as it is reasonable and within our power to do so, keep those studying with us safe. We will do this by having policies in place which not only comply with legal obligations but are monitored regularly for their effectiveness. Although some are only relevant to residential students, many cover all students: e.g. Health and Safety, Safeguarding, Prevent Duty, Harassment, Fitness to Study, Acceptable Use of IT and Social Media policies.

YOU WILL, as far as it is within your power to do so, fulfil your obligations under these policies to keep others safe on our campus by (residential students) familiarising yourself with them and, for example, by following fire regulations, by having electronic equipment PAT tested when requested, by following safety procedures in the kitchen and when driving on campus etc. All students should use the internet safely and report concerns about the safety of others, especially vulnerable children and adults, to the Safeguarding and Prevent Lead (Head of Operations) and/or the Pastoral Tutor.

EXPECTATIONS REGARDING COMMUNICATIONS BETWEEN US

26 Communications with the College:

WE WILL respond to your emails promptly (usually within a few days) and provide easy access to administrators and tutors. Part-time tutors and administrators will naturally be less available. We are committed to providing clear, accurate and timely information on your programme and student life via our website, the VLE/e-Learning site and through the weekly Kick-Off and Bulletin news. If a tutor is suddenly unavailable due to illness, we will notify you through many means (residential students: post a notice on the lecture door, notify your student rep to pass on the message to your cohort; online/FDL students: inform you via the e-Learning site/email).

YOU WILL read and respond to emails and/or messages in your pigeon hole promptly (residential students); let the Programme Administrator and/or Receptionist know if you change your contact details; residential students should also attend Kick-Off weekly and read the Bulletin as well as check the academic and other notice-boards to ensure you are aware of all you need to know and especially last minute changes to lecture delivery due to sudden illness.

27 Responding to Student Concerns:

WE WILL provide an opportunity for students to feedback to the College their satisfaction or otherwise of the services provided. This is achieved through academic feedback (See **Your Feedback** above). Other concerns for residential students are met through the weekly Head Student drop-in, via the Head Students to the Principal/Head of Operations at their weekly meeting, and through the open-door policy which operates with all staff, but particularly tutors, your personal tutor, programme leaders and the Head of Operations (a member of the Senior Leadership Team). Online/FDL students should share any concerns with their Personal Tutor, Module Tutor or the Programme Leader. We will listen and respond to any concerns raised by any individual or by their representative on their behalf.

YOU WILL use any of the forums available to you to raise any concern you have so that it can be addressed if at all possible and in the best interests of all those affected.

28 Fairness:

WE WILL treat you fairly and without discrimination at all times, in compliance with our Equal Opportunity Policy. We will also treat fairly all those who are required to attend any form of investigative hearing e.g. a disciplinary or a fitness to study hearing, whether as a witness or a party involved in a dispute etc.

YOU WILL treat all members of our College community fairly and without discrimination too and co-operate with any investigative hearings you are required to or choose to attend.

29 Complaints and Appeals:

WE WILL provide clear sign-posting on the College website and the VLE/e-Learning site so that you will know how to complain about a service provided, make an academic appeal or appeal against a decision reached and how to escalate your concern to a higher authority if unsatisfied with the way your complaint or appeal was dealt with by the College.

YOU WILL pray about any grievance you may have with an individual or the College. If appropriate you will initially speak with the person(s) most concerned, or your Personal Tutor to attempt to resolve the situation informally. If at any time you wish to make a formal complaint, you may do so using the College Complaints and Appeals policy and procedure.

30 Data Protection:

WE WILL store and process all the data we hold about you securely and only share it with those who have a right to see it, according to and in compliance with our Data Protection Policy. (See the privacy page on the College website for full details). We will permit you to exercise your rights to see, amend or, where legally permitted to do so, permanently delete the data we hold about you.

***YOU WILL** respect other people's right to privacy. This includes not taking images and particularly not posting images on the internet, without permission, of children and adults who have indicated this could put them at risk in future. You will look at the Student Privacy Notice on our website if you wish to know more about the way we process your data*
<https://www.allnations.ac.uk/sites/default/files/PDFs/Student%20Privacy%20Notice.pdf>

31 Supporting the Aims of the College:

WE WILL continue to seek to fulfil our mission statement to train and equip men and women for effective participation in God's mission to His multicultural world by taking every opportunity to publicise the training we offer here and to provide the opportunity for people to visit us to find out more.

***YOU WILL** be asked to join us in this endeavour by, joining in whenever possible with our Enquirers and Taste & See Days, chatting with visitors about your experience of training here, acting as a College ambassador to your local and home churches. We will also give you the opportunity to represent the College at Christian conferences at events such as New Wine, Opwekking and UCCF mission nights at various locations.*

Whenever you represent the College you will be expected to do all you can not to bring the College into disrepute. This includes, but is not limited to, Ministry Placements, Ministry Internship or otherwise representing the College at public events.

EXPECTATIONS ABOUT LIFE AFTER COLLEGE

32 Surveys During and After College:

WE WILL ask you to complete questionnaires to fulfil our legal obligation to pass on statistical data to the HESA (Higher Education Statistics Agency) used by the UK Government to determine future higher education funding plans. Very occasionally, we will ask you to complete an internal survey to help us to improve our programme or to fulfil an inspection requirement.

***YOU WILL** be expected to assist us in meeting our legal obligations by responding to HESA questionnaires and surveys such as the undergraduate National Student Survey (during your final year of study) and the Graduate Outcomes survey (15 months after students have left the College). Although these are not all compulsory surveys, we are legally obliged to meet minimum return requirements. This means if you have chosen not to respond (if permitted) we need to receive a specific refusal from you; silence is insufficient.*

33 Future Ministry (Undergraduate Students only):

WE WILL provide you with a quality learning experience to equip you for future employment. Although the College cannot guarantee graduate employment, feedback from employers of our former students (e.g. mission agencies and organisations) emphasise the quality of the training they have received and state that they regularly recommend the college to applicants requiring training, believing the college to be a world leader in cross-cultural missions training.

Our annual Missions Fair or equivalent event, gives students the opportunity to meet with representatives of some 40 mission agencies to discuss future ministry opportunities. Your personal tutor and the Ministry Placement tutor will be able to advise you on how to find out more about areas of future ministry you are interested in and, since all tutors have served in different parts of the world, they are another source of ministry advice.

***YOU WILL** engage with the many opportunities provided to explore where your future ministry may lie. This could be through Missions Fair, exploring a short-term vision trip, Ministry Placement and Ministry Internship, and taking advantage of the collective experience and wisdom available from tutors and speakers from around the world who visit the College regularly throughout the year e.g. at CIM or other coffee parties etc.*

34 Graduation and becoming an Alumni:

WE WILL conduct a Completion of Studies and Commissioning Service on the final day of the academic year for residential students. This is not a graduation ceremony since results are not awarded by Exam Board(s) until later. We will provide you with information about life as an alumni in your Leaver's Pack. The Postgraduate cohort who are graduating each year are consulted to agree the best way they would like to celebrate this milestone.

***YOU WILL**, if you are a residential student, be able to invite a limited number of guests to your end of year ceremony. We hope you will wish to stay in touch with the College for many years to come by following the suggestions in your Leavers Pack.*

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