

Programme Guide

For all students enrolled on:

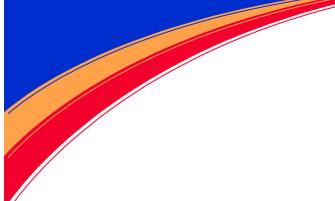
DipHE in Long-Term Conditions

**BSc (Hons) in Long-Term Conditions (all
pathways)**

**Professional Clinical Practice for General
Practice Nursing Graduate Certificate**

Effective from 1st September 2018





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1. Introduction & Welcome to Education for Health

1.1 Welcome to Education for Health

We are very pleased to welcome you as a student of Education for Health and are delighted that you wish to undertake a complete programme of study with us. We hope that in doing this you will develop your skills as a practitioner by using the knowledge that you gain to offer evidence-based healthcare. This guide has been developed specifically for students who are undertaking a full programme of study rather than a single standalone module.

This guide includes information and contact details for the key people within the organisation who will be able to advise and support you during your programme of study. It also includes hyperlinks to direct you straight to all the information you will require whilst completing your programme of study.

It is important that you also read the student guides on your iLearn 'My Courses & Learning' page as they give you more information about learning with us and assessment. Please also familiarise yourself with our policies and procedures, located here:

<https://www.educationforhealth.org/education/student-support/regulations-policies/>

Recognition of Prior Learning (RPL), i.e. bringing credits from previous study or experience into your programme, is also permitted in some circumstances. Further details and contact information is available on the Policies and Procedures page, located above.

It is not unusual for a programme of study to take a number of years to complete. During this time, there may be a number of changes to the rules and regulations governing specific aspects of programme study. Please ensure you regularly check such information within Section 13 of the Policies and Procedures page, located above.

1.2 Learning with Education for Health

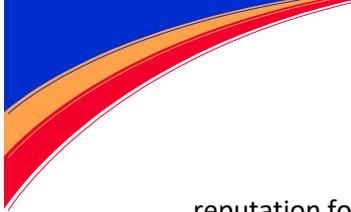
Education for Health has been educating healthcare professionals since 1987, growing from a small respiratory organisation into a specialist health education provider ranging across respiratory, cardiovascular, diabetes and many other long term conditions.

Our vision is for a world where everyone living with a long term condition receives high quality care and can manage their condition to the best of their ability. We firmly believe that the way to achieve this is through a well informed and well educated workforce.

Education for Health training adopts a blended learning approach. Study materials and guidance are available to you on a virtual learning platform (iLearn) from where you can start your learning journey. Most modules have a study day(s) to support them. These study days are designed to both maximise the opportunity of face-to-face contact with clinical experts and your fellow students and support you with eLearning.

1.3 The Open University

The Open University (OU) was founded in 1969. Since then it has established an international



reputation for the quality of its teaching by supported open learning for its research and for offering a university education to many students who would not otherwise have had the opportunity to study.

As an organisation, Education for Health is validated by The Open University through The Open University Validation Partnerships (OUVP), which ensures that all of the validated programmes that we offer are of the high standard necessary to meet The Open University regulations.

Open University validated awards are “of the same standard as other UK awards at the same level”. (<http://www.open.ac.uk/cicp/main/validation/about-ou-validation>)

1.4 Your relationship with The Open University

Your primary relationship during your studies is with Education for Health. However, as a student of an OU validated institution on an OU validated programme, there are a number of additional benefits that your registration for an OU award brings. These include:

Access to the OU Careers Service <http://www.open.ac.uk/careers/>

Access to some OU Library Services <http://library.open.ac.uk/>

The OU will also act as the final decision making body in certain appeal cases.

Further information about the Education for Health complaints and appeals procedure can be found on our Policies and Procedures page, located here:

<https://www.educationforhealth.org/education/student-support/regulations-policies/>

If you have any problems or queries during your studies, your first point of contact should always be Education for Health. However, you can access information from the OU online via their general website: www.open.ac.uk.

1.5 Your Status as a Programme Student

We will register all students who enrol on a programme with The Open University. This registration is for award purposes only and is in accordance with The Open University’s procedures and requirements.

For all other purposes, you are registered with Education for Health. We have responsibility for all aspects of your welfare and the student experience whilst undertaking your programme.



2. Academic Calendar

Education for Health recognises the difficulties of studying around both work and family commitments. For this reason, the programmes that we offer at an undergraduate level are delivered on a modular basis (i.e. there are no fixed start dates or terms). This allows you to have more flexibility in not only deciding when it is convenient for you to study, but also to choose modules which complement your area of clinical work or are of particular interest to you.

All of our modules are online learning based and supported by optional face to face study days (with the exception of Spirometry modules for which attendance is compulsory for study day two). Details of upcoming modules, such as the price, start date and study day venue, can be viewed by selecting 'More Information' next to each module on our store website, link below:

<https://store.educationforhealth.org/>

3. Programme Staff

The day to day management of your programme will involve a number of individuals. These people should be your first point of contact for any queries that you have. As a general rule, queries regarding administrative issues such as programme enrolment, fees, or Recognition of Prior Learning (RPL) applications should be directed to the Programme Manager. Queries about academic issues such as module selection and suitability should be directed to the Director of Education.

All members of the Programme Team are based in Warwick. Their address is:

Education for Health, The Athenaeum, 10 Church St, Warwick, CV34 4AB

3.1 Programme Manager

Your Programme Manager is responsible for ensuring that your progression onto the different modules of your programme is as smooth as possible. They co-ordinate registration and enrolment and are usually the first point of contact for any queries.

Her contact details are:

Programme Manager: Sarah Kitt
Tel: (01926) 838969
E-mail: s.kitt@educationforhealth.org
Availability: Monday – Friday during office hours

3.2 Director of Education

The Director of Education oversees the different aspects of your programme to ensure the quality of the educational delivery. They are responsible for ensuring that all students are treated fairly in all aspects of their programme of study. They are also your first point of contact for any appeals or complaints which cannot be resolved informally.

Her contact details are:

Director of Education: Julia Neal
Tel: (01926) 838969
E-mail: j.neal@educationforhealth.org
Availability: Monday – Friday during office hours

Please also remember to regularly check the Programme Page on iLearn for updates from the team and useful resources, such as the Programme Handbook and Programme Forum.

4. Useful Contacts

The following people will not be directly involved in your programme, but you may wish to contact them during your studies.

4.1 Student Support

The Student Support Team is usually your first point of contact for queries regarding access to iLearn and Turnitin, study day and assessment dates, learning materials, and guidance if you are concerned about the impact of personal circumstances on your study.

You can contact the Student Support Team by:

Tel: (01926) 838969
E-mail: studentsupport@educationforhealth.org
Availability: Monday – Friday during office hours

4.2 Student Experience Manager

You should contact the Student Experience Manager if you are interested in becoming a Student Representative or to enquire about the support available if you have a disability.

Her contact details are:

Student Experience Manager: Janice Koistinen-Harris
Tel: (01926) 838969
E-mail: j.koistinen-harris@educationforhealth.org
Availability: Monday, Tuesday, Wednesday and Friday during office hours

4.3 Customer Support

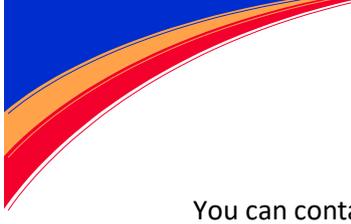
The Customer Support Team can help with queries about module bookings and enrolment.

You can contact the Customer Support Team by:

Tel: (01926) 836835
E-mail: customersupport@educationforhealth.org
Availability: Monday – Friday during office hours

4.4 Finance Team

The Finance Team can help with queries about fees and payment.

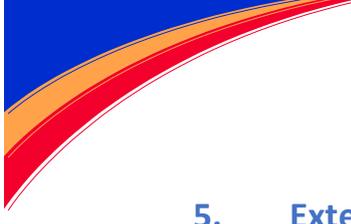


You can contact the Finance Team by:

Tel: (01926) 836835

E-mail: Finance@educationforhealth.org

Availability: Monday – Friday during office hours



5. External Examiners

External Examiners' roles are to ensure that justice is done to all students in the assessment of their academic performance and that of the OU validated awards are maintained and of parity with the higher education sector.

The external examiners for the programme are:

Julie Reynolds, Lecturer (Nursing), College of Health & Care, University of Derby

Bernie St Aubyn, Senior Lecturer (Adult Nursing), School of Nursing, Midwifery and Social Work, Birmingham City University

The External Examiners must remain impartial and students should therefore not contact them directly.

6. Undergraduate Programmes

6.1 Programmes offered by Education for Health

The Open University (OU) has validated all of the following programmes:

1. The Diploma of Higher Education in Long-Term Conditions (DipHE in Long-Term Conditions)
2. The BSc (Hons) in Long-Term Conditions (Long Term Conditions, Cardiovascular or Respiratory pathway options)
3. The Professional Clinical Practice for General Practice Nursing Graduate Certificate

DipHE	BSc	GradCert
3 years to complete	5 years to complete	1 year to complete
240 CATS	360 CATS	60 CATS
£365 registration fee	£385 registration fee	£100 registration fee

The relevant specifications for each programme are located at:

DipHE Long Term Conditions:

<https://www.educationforhealth.org/wp-content/uploads/Programme-Specification-DipHE-LTC.pdf>

BSc (Hons) in Long Term Conditions:

<https://www.educationforhealth.org/wp-content/uploads/Programme-Specification-BSc-LTC.pdf>

BSc (Hons) in Long Term Conditions (Cardiovascular Pathway):

<https://www.educationforhealth.org/wp-content/uploads/Programme-Specification-BSc-LTC-Cardiovascular.pdf>

BSc (Hons) in Long Term Conditions (Respiratory Pathway):

<https://www.educationforhealth.org/wp-content/uploads/Programme-Specification-BSc-LTC-Respiratory.pdf>

Professional Clinical Practice for General Practice Nursing Graduate Certificate:

<https://www.educationforhealth.org/wp-content/uploads/Programme-Specification-Graduate-Certificate.pdf>

6.2 Academic Credits

Each module that you undertake has been assigned a certain number of credits under the Credit Accumulation Transfer (CAT) scheme. Individual modules are usually assigned 15 or 30 credits (equivalent to 15 or 30 CAT points) at a designated academic level (Framework for Higher Education Qualifications (FHEQ) Level 5 or FHEQ Level 6).

The credit value and academic level have been determined by The Open University. This decision is based on a number of factors but includes the length of the module and the depth of knowledge required.

How many credits are required for each programme?

For the Diploma programme, you will need to achieve a total of 240 credits.

For the Degree programme, you will need to achieve a total of 360 credits.

For the GradCert programme, you will need to achieve a total of 60 credits.

How do I obtain my credits?

Your credits can be obtained from completing modules and, if applicable, some credits may be awarded for study that you have previously completed at Education for Health or another institution, or for relevant experience (please see Recognition of Prior Learning below).

To enrol on our DipHE or BSc (Hons) programme you would normally need to be a UK registered Healthcare Professional. If this is not the case, you will need to be working in the UK in a relevant field of healthcare and able to provide evidence of study at level 4.

By fulfilling one of these criteria, you will automatically be eligible for a minimum of 120 credits at level 4 towards your programme, depending on your individual circumstances.

Recognition of Prior Learning (RPL) in addition to these 120 credits at level 4 is not permitted for the DipHE Programme.

A further 120 credits for the BSc (Hons) programme is permitted at a level 5 equivalent. Regardless of the credits you bring in, you will be required to study all compulsory modules and a further 60 credits at level 6, which can be broken down as follows:

- 15 credits: Evidence Based Healthcare Level 6
- 15 credits: Complexity in Long Term Conditions Level 6
- 30 credits: BSc Project Level 6
- 60 credits: from optional Level 6 modules

Please contact us prior to your application to discuss your individual circumstances.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a way of obtaining credits towards your programme.

In order for a course to be considered for RPL, it must be directly relevant to the programme that you wish to study. The Programme Team are responsible for ensuring that all RPL is relevant to your programme of study.

An application for RPL credits must be made at the point of admission.

For further information regarding RPL, please visit our Policies and Procedures page:

<https://www.educationforhealth.org/education/student-support/regulations-policies/>

6.3 Enrolment

It is possible to register for a programme by visiting our online store via the following link:

<https://store.educationforhealth.org/catalog?pagename=Programmes>

In order to complete the enrolment process, please ensure that you have sent us the following:

1. A copy of your health professional registration certificate or evidence of your other relevant qualification or study.
2. Copies of any certificates which you wish to be considered for RPL portfolio, and fee (if applicable).

These documents should be sent to the Programme Manager.

3. Your Open University registration fee (see below), which is payable on application when you register online via the link above.

6.4 Open University Registration Fee

Education for Health is the educational institution through which you will receive your training. The award itself is issued by The Open University.

In order to be registered as an Open University Student, you need to pay a one off registration fee. This must be paid in full before you receive the results for your first module.

These fees are set by The Open University and are not controlled by Education for Health.

The appropriate Open University registration fee can be found on our website:

<https://store.educationforhealth.org/catalog?pagename=Programmes>

The registration fee per student is a single non-refundable fee. It is not permissible to defer payment of the registration fee to a later stage of the programme as until this is paid we cannot register you with The Open University as a programme student.

6.5 Module Fees

Each module that you wish to undertake has its own module fee. The fees are shown on our website:

<https://store.educationforhealth.org/>



There are a number of different options for payment of module fees for students undertaking a programme.

Full Payment on commencement of the Programme

This may be appropriate if you are being sponsored. Prices will be held at the level of those current at the time of your registration.

Module by Module

You pay module fees as you enrol for each module. This may be appropriate if you have any exemptions and/or are self-funded, but please note that prices may be subject to change during the course of your programme.

All fees must be paid in full before you will be eligible to graduate.

6.6 Sources of financial help

You may be able to get help to pay the fees by obtaining funding from your employer or, where applicable, primary care organisation or NHS trust.

The Education for Health website also has details of any potential financial support for your studies and how to apply for it, on the occasions when it may be available:

<https://www.educationforhealth.org/education/courses/funding-sponsorship/>

6.7 Enrolling onto each module

Once you have decided which module you want to study next then please complete an application form online. Module start dates and study day information can be found on the Education for Health website:

<https://store.educationforhealth.org/>

Remember that you do not have to wait until you have received the results from one module before you start your next one.

Once you are registered on the programme, you will receive a Module Selection Form with your welcome email to aid the planning of your studies.

6.8 Your Responsibilities as a Programme Student

Students undertaking study with Education for Health are acknowledged as being adult learners, and our training and delivery is tailored to the recognised theories of adult learners.

As an adult learner, you must ensure that you have read and understood the rules governing the programme you are enrolled on. You are also responsible for raising any concerns you have about your progress with the Programme Team.

For further information regarding what you can expect from Education for Health and what Education for Health expects from you, please see the Student Charter on our Policies and Procedures page:

<https://www.educationforhealth.org/education/student-support/regulations-policies/>

You will be responsible for ensuring that you know exam dates and coursework submission dates. The Student Support Team will be able to confirm these with you.

If your details change:

We need to contact you at various times during the programme, for example to send your results; we therefore need your up-to-date contact details. If you do change work or home address, please contact Student Support.

If your name changes after you have registered for the programme and before you receive the results for your final module, please contact Student Support as soon as possible.

If you change your programme of study:

A change in your circumstances may mean that you may wish to transfer to a different programme of study. If you decide that a different programme of study is more appropriate for you, you will not have to pay a second registration fee as long as:

- The programme to which you are transferring is of the same academic level (e.g. Degree to Degree)
- The programme to which you transfer is of a lower academic level (e.g. Degree to Diploma).

No refund can be given if the transfer is to an award of a lower academic level.

Should you wish to transfer to a programme with an award of a higher level, a further fee of the difference between the registration fee already paid and the registration fee for the higher award will be payable.

Students enrolled on the DipHE who have completed Complexity in Long Term Conditions at Level 5 and wish to step up to undertake the BSc (Hons) award will be required to complete an alternative 15 credit module at Level 6 in order to meet the compulsory requirements of the award and make up the required credit total.

If you subsequently withdraw from or otherwise discontinue a programme of study, fees are not returnable in whole or in part.

Education for Health is committed to equal opportunities and does not discriminate. Full details of the Education for Health policy on equal opportunities is available on our Policies & Procedures page:

<https://www.educationforhealth.org/education/student-support/regulations-policies/>

7. Student Support, Guidance & Advice

7.1 Student Support

Throughout your studies, support is offered through the Student Support Team who can be contacted via the details provided in Section 4.1.

We aim to respond within 5 working days. If your query requires specialist expertise, we will ensure that it is directed to the member of staff best able to help.

Each module also has an Education Lead who is available to offer advice and support with academic and clinical queries. Their contact details are available on the Module Specification, which is available within your learning materials on the iLearn 'My Courses & Learning' page.

7.2 Support for Students with Disabilities or Special Needs

If you have a learning disability or any other condition or disability that would place you at a disadvantage as a student, either when studying or with any part of the assessment, it is important to let us know so that we can make arrangements to best meet your needs. Please tell us about your specific needs when you enrol or contact us directly via the details provided in Section 4.

Our Support for Students with a Disability Policy is available on our Policies and Procedures page:

<https://www.educationforhealth.org/education/student-support/regulations-policies/>

7.3 Study Skills

If you have not studied for some time or are not used to distance learning, you will find study support information, guidance and directions to further sources of support in your Student Guide and the Academic and Writing Skills Guide on your iLearn 'My Courses & Learning' page.

7.4 Student Participation and Evaluation

We are committed to involving students in all aspects of the design, development and delivery of our programmes. We believe that student engagement and effective student staff interaction is fundamental to the enhancement of the student experience as well as beneficial for the organisation in contributing to our operations and strategic development.

We are also committed to providing all students with opportunities to engage in enhancing the student experience, in ways that are flexible and take into account our student population of part-time working professionals.

Further details on student feedback and how it is used at Education for Health, student representation on committees and the Student Reference Group can be found in our Student Engagement Policy, available in section 8 of the Policies and Procedures page of our website: <https://www.educationforhealth.org/education/student-support/regulations-policies/>.

8. Personal Development Planning Opportunities

8.1 Personal Development Planning (PDP)

As a programme student, we encourage you to complete personal development plans for each module that you undertake, as this will help you meet your own individual learning goals as well as provide valuable information to help you in your compulsory modules. It can also form part of your individual professional development portfolio, which many health professionals are required to keep as part of their re-registration process. A template can be found within your eLearning resources.

In addition, upon receipt of your yearly interim transcript, you will be invited to participate in a 1:1 conversation with a member of the Programme Team, usually over the phone. You may find the above-mentioned template useful as a basis for this conversation.

8.2 Workplace Mentors

In addition to contacting Student Support, it is recommended, but not required, that you find a mentor, i.e. someone in your workplace who can support or mentor you during your studies. Your mentor's role is to complement that of Education for Health by offering you more practical, day-to-day support.

If you think that a mentor would be helpful for you, we strongly advise you to identify this person as soon as possible and ensure that you can have regular contact with them for the duration of your studies.

You may want to phone or meet up with your mentor on a regular basis as you go along to get feedback on your progress or you may prefer to contact them only if you have a particular issue to discuss.

Some of the qualities to look for in such a person are:

- Time, commitment and enthusiasm
- Ability to support and motivate you
- Friendly, approachable and constructive
- Proven knowledge in your area of study
- Sufficient and appropriate clinical experience
- Ability to direct you to appropriate resources.

You should work together to establish the ground rules for this relationship, for example:

How much time they can spend helping you

You must decide when, how often and where you will meet. Allow enough time but be realistic about the time that you can both spare from your professional and private commitments.



Where to meet

Agree on a meeting place that gives you privacy for your discussions without interruptions.

Alternatively, you may wish to 'meet' via the telephone or by email.

What to discuss

Agree in advance what you want to discuss to help you get the most out of your time together.

Constructive criticism about your progress

Your mentor should identify the things you are doing well as well as areas that need improving.

Follow up advice

When you have successfully completed your programme, you may wish to keep in touch with each other for informal discussions and advice. You can also seek advice from Education for Health's Student Support Team.

9. Facilities & Services

9.1 Study Resources

OpenAthens

OpenAthens is a system that enables users to access material that has been purchased for their use. You can get an OpenAthens account if you belong to an organisation with organisational access. In England, the NHS has purchased content for healthcare professionals who provide NHS-commissioned care.

Register for an OpenAthens account as soon as possible if you are eligible for one as registering can take some time.

Further guidance regarding OpenAthens is available within your Student Guide and the Academic and Writing Skills Guide on your iLearn 'My Courses & Learning' page.

Free eLearning

Our free eLearning resources are available to support your development within clinical practice. Offered across a wide range of clinical areas, they are an ideal chance to enhance your skills using practical scenarios:

<https://www.educationforhealth.org/allresources/free-elearning/>

9.2 Study Day Venues

Our module study days are held at a range of venues across the country, the ones used most often being in Warwick, London, Stirling and Liverpool. For further details, please visit:

<https://www.educationforhealth.org/about-us/us/find-us/venues/>

9.3 Workshops

If you wish to supplement your learning whilst studying a programme with us, please see our website for the wide range of workshops that we offer:

<https://store.educationforhealth.org/catalog?pagename=Workshops>

9.4 Individual Module Requirements

Individual modules may require access to specific equipment and resources. Please see individual module information on our store website (linked below) or contact the Student Support Team for more details.

<https://store.educationforhealth.org/>

10. Assessment & Progression Regulations

The pass mark for each module is 40%, with a minimum mark of 40% for each assessment element.

You will normally be permitted to commence the next module of your chosen pathway before receiving the result of your previous module. If you are unsuccessful you will be permitted to be re-assessed at any convenient stage during your programme of study, provided the arrangements accord with the reassessment regulations for that module

You will be permitted a maximum of 2 attempts to complete each module. If you are unsuccessful on the second attempt of an optional module, you will not be permitted a further attempt at the module and must select a different optional module to obtain credits for your programme.

Should you be unsuccessful on your second attempt of a compulsory module, you will be required to withdraw from the programme, as you will be unable to complete the programme requirements.

Please note that for any assessment element that is resubmitted, a maximum mark of 40% will be applied to the element.

10.1 Obtaining your award

If you have successfully completed all the modules necessary to obtain your Diploma of Higher Education, your options are to either receive the award of Diploma of Higher Education or to progress to complete the requirements for the Degree. Please note that you will not normally be allowed to obtain both awards.

If you have successfully completed all the modules necessary to obtain your Degree, you will be eligible to receive the award of BSc (Hons).

Students enrolled on the BSc (Hons) may exit with a BSc (Ordinary) in Long term Conditions provided that they have completed a minimum of 330 credits (120 credits at Level 5 or above and 90 credits at Level 6) within 5 years of their programme registration.

To be eligible for the BSc (Ordinary) award, students must have completed two compulsory Level 6 modules.

11. Dissertations & Projects

Diploma

Diploma students are not required to complete a dissertation module as part of their programme.

Degree

BSc (Hons) students are required to complete a final project module, called the BSc Project Level 6 module. This provides the opportunity to develop skills and knowledge in the field of long term conditions acquired from previous modules studied as part of their programme by conducting a literature review.

Students will learn:

- How to conduct an extended literature review
- Methods of reading and research for scientific papers
- Effective communication, interpreting & presenting data through presentations

By the end of the module, students will be able to:

- Devise a specific research question
- Conduct an extended literature review
- Select appropriate research methods and provide justification for this selection
- Present the results of your research in a clear, appropriate and structured way
- Have the ability to carry out an extended literature review
- Effectively communicate/present material to a good standard and to put concepts and findings across accurately and clearly
- Learn independently, transfer and apply knowledge to the clinical setting.

12. Determination of Results

12.1 The Diploma of Higher Education in Long Term Conditions

For all pathways within the DipHE in Long Term Conditions the classifications are:

Overall Mark	Award Classification
70 % or above	Pass with Distinction
60 – 69%	Pass with Merit
40 – 59%	Pass
39% or below	Fail

Calculating your overall mark

For the DipHE in Long-Term Conditions, the award classification is calculated by averaging the weighted mark from modules totalling 120 credits. Marks are weighted according to the number of credits allocated to the module. A 15 credit module carries a weighting of 1, 30 credits carries a weighting of 2. We will automatically include the mark from your compulsory module and use the best optional module marks in the calculation.

12.2 BSc (Hons) in Long Term Conditions

For the BSc (Hons) in Long Term Conditions (all pathways), the classifications are:

Overall Mark	Award Classification
70% or above	First Class Honours
60 – 69%	Upper Second Class Honours (2:1)
50 – 59%	Lower Second Class Honours (2:2)
40 – 49%	Third Class Honours
39% or below	Fail

Calculating your overall mark

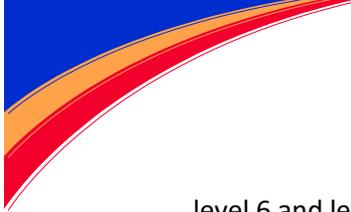
Marks are weighted according to the number of credits allocated to the module. A 15 credit module carries a weighting of 1, 30 credits carries a weighting of 2.

For students who registered on the programme before September 2015:

We will automatically include the mark from your compulsory modules and use the best Level 6 optional module marks in the calculation for the remaining 60 credits.

For students who registered from September 2015:

We will automatically include the mark from your compulsory modules and a ratio of 2:1 from your



level 6 and level 5 marks in the calculation for the remaining 60 credits.

12.3 Professional Clinical Practice for General Practice Nursing Graduate Certificate

For the Professional Clinical Practice for General Practice Nursing Graduate Certificate, the classifications are:

Overall Mark	Award Classification
40% or above	Pass
39% or below	Fail

13. Other Institutional Policies & Regulations

All of Education for Health's Policies and Procedures (outlined below) are available in electronic format at the following link:

<https://www.educationforhealth.org/education/student-support/regulations-policies/>

Full List of Policies and Procedures

1 Mapping of Education for Health Policies and Procedures to the QAA Quality Code for Higher Education in the UK

QAA Mapping

2 Teaching and Learning Strategy

Teaching and Learning Strategy

3 Organisational Mission and Values

3.1 Organisational Mission

3.2 Organisational Values

3.3 Student Charter

3.4 Collaborative Research Policy

4 Academic Governance Reporting Structure

4.1 Academic Governance Structure Overview of Committee Structure

4.2 Terms of Reference Academic Board

4.3 Terms of Reference Academic Standards Committee

4.4 Terms of Reference Programme Examination Board

4.5 Terms of Reference Teaching and Learning Committee

4.6 Terms of Reference Technology Enhanced Learning Group

4.7 Terms of Reference Appeals Committee

4.8 Terms of Reference Academic Review Panel

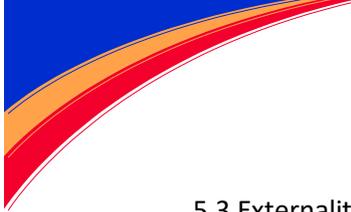
4.9 Terms of Reference Moderation Board

4.10 Terms of Reference Module Review Committee

5 Curriculum and Programme Development

5.1 Principles for the development of the taught curriculum

5.2 Schedule for Curriculum Development

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- 5.3 Externality in module and programme approval
 - 5.4 Module and Programme Approval Process
 - 5.5 Changes to existing modules or programmes
 - 5.6 Withdrawal of module or programmes
 - 5.7 Minimum and Maximum Duration of Study
 - 5.8 Quality Framework

6 Student Admissions

- 6.1 Policy for the admission of students
- 6.2 Support for Students with a Disability
- 6.3 Recognition of Prior Learning – Overview
- 6.4 Recognition of Prior Learning Policy
- 6.5 APCL Application process – Student Guidance
- 6.6 APEL Application Process – Student Guidance
- 6.7 Code of practice for student discipline
- 6.8 Appeals procedure – admission decisions

7 Enabling student development and achievement

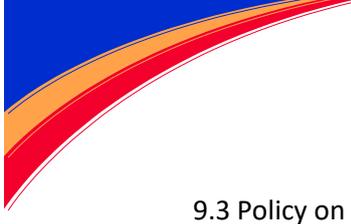
- 7.1 Principles for Student Support
- 7.2 The Provision of Information to Students
- 7.3 Code of Practice relating to Academic Progress
- 7.4 Management of Inactive Programme Students
- 7.5 Policy on Student Recording of Educational Events
- 7.6 Research Policy
- 7.7 Policy on Inclusive Teaching and Learning
- 7.8 Technology Enhanced Learning Strategy

8 Student Engagement

- 8.1 Student Engagement Policy

9 Assessment

- 9.1 Principles of Assessment
- 9.2 Policy on the quality assurance of examination and assessment

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- 9.3 Policy on the retention of assessed work
 - 9.4 Policy on the provision of feedback on assessed work
 - 9.5 Policy on the Conduct of Assessment
 - 9.6 Code of Practice for Student Assessment
 - 9.7 Exceptional Circumstances - Exceptional Circumstances Policy & Application for Exceptional Circumstances Form
 - 9.8 Promoting Best Academic Practice Policy
 - 9.9 Procedure for investigating cases of poor academic practice and suspected plagiarism
 - 9.10 Penalties for Cases of confirmed plagiarism – AMBeR Tariff
 - 9.11 Level Descriptors
 - 9.12 Classification Descriptors DipHE
 - 9.13 Classification Descriptors BSc (Hons)
 - 9.14 Policy on the publication of results
 - 9.15 Policy on the reporting requirements of Programme Examination Boards
 - 9.16 Fitness to Practise Policy
 - 9.17 Fitness to Practise – Procedure for investigating concerns regarding student fitness to practise
 - 9.18 Assessment Strategy

10 External Examining Programme and Module Monitoring and Review

- 10.1 External Examiners
- 10.2 Overview of the Annual Monitoring Process
- 10.3 Institutional Approval and Review

11 Principles for Validation and Revalidation

- 11.1 Principles for validation and revalidation

12 Appeals and Complaints

- 12.1 Academic Appeals
- 12.2 Complaints Procedure
- 12.3 Policy for reporting outcomes of Appeals and Complaints

13 Academic Regulations

Regulations for validated awards co-branded Education for Health

14. Student Participation & Evaluation

14.1 Student Feedback

We use a variety of ways to collect feedback from students about their experience studying with us, about both what works well and what could be improved. We use formal methods such as evaluation forms to gather feedback about modules and programmes.

We also use less formal methods such as discussions with our Student Representatives, with student cohorts on Study Days and with individual students on the phone or by email.

Feedback is reviewed by staff, and followed up as appropriate, on an ongoing basis. Feedback is also periodically reviewed at meetings such as Module Review Committees, Programme Team meetings, Teaching and Learning Committee and Academic Board.

To 'close the loop' about student feedback, we publicise developments made in response to student feedback in our quarterly student newsletter and on the Student Voice page on iLearn.

We always welcome additional Student Representatives, so please consider joining to share your views. Past and present representatives have said they found the experience interesting and rewarding and can be used to support professional revalidation. If you may be interested, please contact the Programme Team on 01926 838 969 or programmes@educationforhealth.org.

14.2 Student Representation

Our Student Representatives are members of Academic Board, which meets twice a year. In between meetings, we seek feedback from our representatives on a range of strategic and operational issues, including arrangements for student support and programme content and development.

We also seek and use student feedback in a range of other ways, addressed in section 14.1 and in our Student Engagement Policy, available in section 8 of the Policies and Procedures page of our website: <https://www.educationforhealth.org/education/student-support/regulations-policies/>.

They can be contacted on StudentRepsEFH@gmail.com if you have feedback or suggestions about the student experience.

14.3 Student & Professional Organisations

Our forum for programme students, accessible via the Programme Page on iLearn, allows students the opportunity to discuss queries with other programme students and receive updates from the programme team.

Registered students are able to purchase a student card from the National Union of Students (NUS), which provides access to a wide range of discounts: <https://www.nus.org.uk/>.

As students usually need to revalidate with their professional body, we provide guidance and tools to support reflection within their learning. The Academic and Writing Skills guide includes some guidance on reflective practice (see section on 'How to approach coursework').

15. FAQs

I have just completed a module with Education for Health and have had my results. I now want to sign up for a programme. Can I use this module towards the programme?

We understand that returning to study can be a daunting process. To enable you to build your confidence in your ability to study you are able to undertake Education for Health modules as standalone modules before you register for your programme.

Please be aware though that any modules you complete before you register for the programme will count as part of your RPL limit if you have received your results.

If you register for the programme before you receive your results, that module will be included as part of your programme and will not contribute to your RPL limit.

How long will it take to complete my programme?

In general, you need to allow at least 12 – 15 hours per week for each module that you study.

- 15 credit modules require approximately four months part time study
- 30 credit modules require approximately six months part time study

We anticipate that most students will take about two years to complete the diploma programmes, but the rules allow a maximum of three years from the time of your registration with The Open University.

We anticipate that most students will complete the degree programme within three to four years, but the rules allow a maximum of five years from the time of your Open University registration.

What do I need to do once I have completed a module and want to continue my studies?

Once you have completed your module, please visit our online Store (<https://store.educationforhealth.org/>) to book a place on the module you wish to study next. You do not have to wait for your results. If you are not sure which module you want to study next, do please contact us.

I was told that a module wasn't included in my specific programme but now it is. I am not sure why I was told I couldn't study it before?

We are only able to include modules in a programme that have been previously agreed at the validation of the programme with The Open University. When new modules are developed, we have to go through a formal approval system with The Open University to ensure additional modules and programme changes are appropriate.

The time allowed for the diploma is three years and the degree five years, so it is quite possible that a module is added to the available module options list, even though the original validation did not include it. Once a module has been approved as part a particular programme or pathway, you will be able to study it.

Do I have the opportunity to meet face-to-face with the Programme Team throughout the course?

We are aware that distance learning study can be quite an isolated experience and we are keen to help you as much as possible. When you come to Warwick we always try to meet up with our programme students. We are also available for contact by email and telephone during office hours.

What happens if my personal circumstances change and I cannot continue with the programme?

Sometimes personal circumstances mean that study either has to be abandoned or put on hold. Sometimes having time out until circumstances change is all that is required.

At other times, students who are unable to complete their BSc (Hons) have the option of obtaining a BSc (Ordinary) degree.

Should students be unable to complete the required modules to achieve a BSc (Hons) or BSc (Ord), it is possible to exit with a DipHE award if they have completed the compulsory module Complexity in Long Term Conditions.

Please contact us so that we can help you and discuss the possible options available to you.

I want to finish the programme as quickly as possible. Am I allowed to study more than one module at the same time?

Yes you can; however we do not normally advise this. We estimate that you will need to study for approximately 12 – 15 hours per week for each module that you study.

You may therefore find it difficult to study for 30 hours in addition to your usual work and family commitments. This may jeopardise your results and overall classification.

If you would like to study more than one module at a time, we advise you to discuss this with the Programme Team.

I have completed all of the credits required for the programme. What happens now?

When your last module has been marked and your final mark determined by the appropriate Moderation Board, your results will be presented to the Programme Examination Board. The Board meets three times a year.

We check that all fees are paid and produce a transcript which lists your module results and any RPL awarded. The transcript is presented to the board and is a formal record of your academic study with us.

Once your results have been determined by the programme board and your classification determined, we forward this information to The Open University.

We also confirm your results with you in writing and give you information about your graduation ceremony.



What letters am I entitled to put after my name?

On successful completion of your Diploma of Higher Education, you will be entitled to put the following initials after your name:

Dip HE

On successful completion of your BSc (Hons), you will be entitled to put the following initials after your name:

BSc (Hons)



16. General Reading List

Department of Health (2012) Long Term Conditions Compendium of Information. Third edition.
Department of Health

The Health Committee (2014) Managing the care of people with long-term conditions. Volume 1.
London: The Stationary Office Limited

Royal College of General Practitioners (2016) Responding to the needs of patients with
multimorbidity: A vision for general practice. Royal College of General Practitioners

**We hope you enjoy studying
with us and wish you the
best of luck
with your studies.**