

Higher Education Delivery Model Information Paper for 2023- 2024

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Introduction and welcome to all students in September 2023

This paper provides essential information on the delivery of London South East Colleges Higher Education (HE) programmes from September 2023, delivered directly by the College or with our HE Partner Universities.

Our priority is to make sure we provide you with the highest quality education whilst also ensuring the health, safety and wellbeing of all our students, staff and visitors. We will ensure that we follow the guidance the Government and Public Health England have provided and set out our principles for reopening [here](#).

We plan to provide a combination of face to face and online teaching and learning. The exact mix will depend on your programme of study.

Your assigned programme tutor will provide you with updates and changes to any modes or methods of study should the situation change or if we are required to close or restrict access to any site or campus during the period of your study. All best endeavours will be made to ensure that your experience is not impacted and that you have access to teaching, learning materials and support whether on site or via online or remote access.

We will provide an induction programme to all students aimed at helping student settle in and navigate our systems and support available.

Above all our commitment is to be provide you with an outstanding high-quality education and student experience.

Our frequently asked question (FAQs) are available [here](#) and are updated regularly to include the latest government information and advice together with our latest planning information.

We will continue to provide support for students in health, wellbeing, mental health and disability matters. Please contact our advisors ALS@lse.ac.uk to discuss your support needs.

Teaching and Learning

At London South East Colleges, we pride ourselves in providing a high quality HE academic support and continue to offer the following:

- Course content designed around the needs of employers
- High student satisfaction
- Small class sizes
- Well qualified vocationally trained lecturers
- Good reputation with employers
- Online resources and support
- Well-equipped classrooms
- User-friendly timetabling
- Open door policy for academic and pastoral issues
- More one-to-one support than a university
- A Learning Resource Centre (LRC) at each of our campuses with dedicated library and academic resources
- Dedicated undergraduate Common Room and study space

We have outlined below how we aim to support your teaching and learning from September 2023, further details of which will be provided by your Programme Tutor and contained within the Programme Handbook.

In principle we will aim to:

- Provide a mix of onsite face to face and digital teaching and learning. This will include interactive lectures, lecture capture and remote access to learning materials and content.
- The exact approach to the mix between face to face and digital teaching and learning will vary between programmes. Details will be provided by your programme tutor and referenced in your programme handbook.
- Provide pastoral support and tutorials through a combination of onsite face to face and online, depending on the availability and needs of our students. Where required, the College will seek additional approval from awarding body (Pearson) and partner universities for specific unplanned blended learning.
- Provide an on-campus experience where possible opening facilities, including the learning resource centre (LRC) whilst adhering to the latest social distancing requirements.
- Open some specialist spaces for specific programmes e.g. IT and Science, for some face to face teaching and learning.
- Continue to support students with their placements, working with our partners including professional, statutory and regulatory bodies to provide and support work placement opportunities.

We offer a range of support which is available to all our students, these include:

Induction: providing a structured programme to support new students to settle into their higher education programme.

Student Hub: offering advice and guidance for fees, finance and registration.

Learning support: providing specialist help and resources for those in need of additional support.

Wellbeing: promoting health and wellbeing through access to a range of sports clubs, societies and health and fitness facilities

Careers advice: providing professional advice on job hunting, CV and interview preparations.

Sometimes circumstances may mean that we cannot provide a full range of educational services or that the College has to withdraw or change aspects of your programme and/or the student services and support detailed in below and in the information, you have been provided. This might be because of, for example:

- Industrial action by College staff or third parties.
- The unanticipated departure or absence of members of College staff.
- Acts of terrorism.
- The acts of any government or local authority including but not limited to public health warnings e.g., Coronavirus local or national lockdowns
- Academic changes within subject areas; or
- Where the numbers expected on a module are so low that it is not possible to deliver an appropriate quality of education for students enrolled on it.

The College will do all that it reasonably can do to provide educational services to support your learning.

Teaching and learning using technology

To deliver any online component of your programme we use a variety of platforms and Virtual Learning Environments. The platforms with which you will need to interact will be determined by your individual course and details of these and how to access and use them will be contained in your course handbook and be covered in your induction and early weeks of your programme. As our main Virtual Learning Environments, we use Canvas and Blackboard (course dependant) and support our online delivery using Google Classrooms, Microsoft Teams and Zoom.

All our platforms are designed to allow you the flexibility of access on and off site and at a time when it is convenient for you to study and learn. Operating across a variety of platforms they will provide you with valuable resources and means of keeping in touch whether you use a PC, tablet, or other mobile device.

Learner voice is also an important part of how we monitor and improve the quality of our provision and so that you can feed into this and contribute your voice the LSEC App and Canvas that keeps you in contact with your teachers and peers and enables your voice to be heard.

Student Support

We are committing to providing the same high-quality experience to all students including those with disabilities and will make all endeavours to:

- Provide support and guidance that is reflective of the COVID-19 pandemic in the clearing and recruitment process.
- Ensure ease of access to funding for individuals and a support reasonable adjustment.
- Ensure student support meets and considers the requirements of disabled students during the pandemic
- Facilitate disabled students' participation in welcome and induction weeks and ongoing social activities
- Ensure blended learning is delivered inclusively and its benefits are considered in long-term planning.

Bursary and Financial Support

The College has a HE Student Support fund which can award amounts up to £500 to HE students experiencing hardship and aims to support them to complete and achieve.

It is targeted at students who might be:

- A student with children, especially single parents
- A mature student with existing financial commitments from a low-income family
- A disabled student
- A student that was previously in care
- Having problems with accommodation

Funds have also available to contribute towards the cost of IT equipment and internet access, typically £200 per application.

The amount paid out is decided according to a very short application, is paid in a lump sum or instalments, and doesn't need to be paid back but in some cases might be in the form of a loan.

A panel considers the application and with the right information they can make informed decisions, but students might be asked to provide evidence to support this.

The hardship fund is limited, and any awards are subject to the availability of funds.

All applications to the Student Support Fund are assessed within the guidelines set down by the National Association of Student Money Advisors and National Union of Students. An appeals process is in place.

Additional Learning Support and Students with Disabilities

Our Additional Learning Support Team provide support to learners with learning difficulties and/or disabilities. The level of support available is dependent on an assessment of need and the funding available. Funding will differ depending on your programme, which may affect the level of support that the College is able to offer. In some circumstances, the support will be funded and provided by external agencies, the learner directly or a sponsor.

You may be entitled to apply for the Disabled Students Allowance (DSA). This allowance is not dependent on your income and is not repayable. The DSA is intended to help with the extra costs of study that are a direct result of your disability. Items such as specialist equipment, non-medical helper, travel costs and other general costs, can be included depending on your needs. Further details can be obtained from www.gov.uk.

London South East Colleges is committed to providing an inclusive learning environment and will always make reasonable adjustments, where possible.

We are continuously upgrading our facilities to improve accessibility to all learners. The College has a vast range of assistive technology and equipment, including:

- Computer adaptations
- Magnifying software (Supernova)
- Screen reading software (JAWS)
- Dyslexia software
- Handheld Dictaphones
- Portable hearing loop systems
- Voice activated software
- Wheelchairs
- Ergonomic mice, keyboards and touchpads
- Radio aids
- Portable PA systems
- Pagers for deaf students
- Personal care systems
- Adjustable tables for wheelchair users
- Coloured overlays (full page, ruler, and monitor)
- PMP/MP3 Players

For further information and advice, please contact the Additional Learning Support Department at ALS@lse.ac.uk, providing details of your requirements, please ensure you include details of the programme you are studying.

Learning Resource Centre

Our Learning Resource Centres, located on each of our Campuses, hold resources to support all HE programmes delivered at London South East Colleges. These facilities are available to all students and information can be accessed via a wide range of media, including:

- Volumes of books and eBooks available through the VLE.
- Magazines and journal titles
- Internet and wi-fi access
- Access to computer peripherals like headphones and chargers
- Access to reading collections
- Loan devices
- Facilities for printing scanning and photocopying
- Access to PCs and quiet study areas
- Support to access university partner online library services

The College will do all that it reasonably can do to provide educational services to support your learning.

The College will continue to take all reasonable steps and with best endeavours minimize interruptions to your study should the LRC need to close due to health and safety related matters and for cleaning and sanitizing. The College will aim to keep significant changes to the minimum necessary and will notify and where reasonably possible also consult with you in advance about any significant changes that are required.

Programme Handbook

Details of delivery modes and methods alongside assessment criteria and re-sit information is contained within the Programme Handbooks which are provided to all students on enrolment or during course induction. These reflect the requirements of our HE Partner Universities and Awarding Organisations.

Policies

All information in relation to our policies and procedures is also available on the College Website [here](#).