

# Handbook for Students Studying under a Partnership Arrangement

<b>Approved date</b>	June 2025	<b>Author</b>	Daniel Kidd, Professor Phil Gravestock	<b>Version</b>	1
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# **Handbook for Students Studying under a Partnership Arrangement**

## **1 About Your Study Arrangement and This Handbook**

This handbook is designed to provide you with summary information about your study through a partnership arrangement. In a partnership arrangement you are registered as a student with the University of Wolverhampton but are taught and directly supported by a different teaching provider.

Being a University of Wolverhampton registered student means that you will enrol with us and follow many of our policies, before receiving an award from the University when you successfully complete your course.

The teaching provider (the institution at which you physically study) is responsible for delivery of all teaching and support, and will have its own policies and processes that will apply to you. Given this, it is important that you read and understand the information contained both within this handbook and the student handbook made available to you by your teaching provider. Doing so will ensure that you are aware of which policies and processes of the University of Wolverhampton and your teaching provider apply to you for different circumstances.

This specific handbook outlines our responsibilities to you as a University of Wolverhampton registered student, and provides important information about what is required from you during your study.

## **2 Your Course and its Delivery**

The University of Wolverhampton provides information about the course you are studying via your e:Vision portal. The same course information is available to you via your teaching provider's website.

Whilst the University determines (with your teaching provider) the dates that your course will run for each given year, it is your teaching provider who will determine your actual timetable (with respect to times, dates, and duration).

## **3 Getting Started on Your Course**

### **3.1 Step 1 – creating an IT account**

Once you have met all conditions of your application offer you are required to enrol as soon as possible. Before enrolling you are required to first set-up an IT account with the University. This account will allow you to access the relevant systems for your study. To set-up an IT account you need to log into your e:Vision portal (the University's system for managing your study) and follow the steps thereafter. You will find a guide at the end of this handbook that provides step-by-step instructions for doing this.

### **3.2 Step 2 – enrolling onto your course**

Enrolment must be completed with the University of Wolverhampton (not solely your teaching provider) and this is done via your e:Vision portal. To enrol you will need to select the enrolment tile from the homepage within e:Vision. You must complete all the tiles and upload a recent photograph of yourself.

### **3.3 Step 3 – identification check (UK-based students only)**

Once you have completed enrolment, the University of Wolverhampton will make arrangements with your teaching provider to undertake a check of your identification. This will usually occur in the first few weeks of your study and always at your location of study. You will need to bring a document (usually a UK driving licence, but other documents are accepted) that proves your name and address.

The identification check must be completed before the University of Wolverhampton can confirm your registration with Student Finance England for you to receive any entitled funding, so it is essential you do this when requested.

### **3.4 Step 4 – accessing Canvas**

As soon as you are enrolled you will be able to access your course content within Canvas (the University's virtual learning environment). You will be able to access Canvas using the same credentials that you use to log in to e:Vision. There will be a Canvas topic for each of the modules you are studying in the year (and registered through enrolment). The topics/modules will contain all your relevant learning materials and will be where you submit your assessment.

## **4 Understanding Student Finance England (UK-based students only)**

Once your identification has been verified, the University of Wolverhampton will confirm your registration with Student Finance England. This will ensure your fees are paid and it will release any maintenance loan payments you are entitled to. As a general rule, Student Finance England will fund you for the course length plus one 'gift year' that is available to support you should you be required to repeat a year of study.

You should be aware that for each year of study there are fee liability points – three in total (split by 25%, 25%, 50%). If you remain active on your course on these dates, then you will be charged the relevant proportion of the fee. It is therefore important that if you no longer wish to study that you request a withdrawal at the earliest opportunity (see the 'Managing your Study' section of this handbook). More information about fee liability can be found at: <https://www.wlv.ac.uk/about-us/corporate-information/wlv-policies/tuition-fee-liability-and-credit-control-policy/>.

For further information about Student Finance England please visit:  
<https://www.wlv.ac.uk/apply/funding-costs-fees-and-support/financial-support/dennis-turner-hardship-fund/sfe-guidance/>.

## **5 Attendance and Engagement**

It is vital during the entirety of your study that you engage with your course. This includes attending all mandatory classes (unless you have good reason not to) and regularly accessing each of the relevant Canvas topics. Your attendance at teaching sessions and engagement with Canvas will be monitored regularly by both the University of Wolverhampton and your teaching provider. Failure to engage with your study will result in a withdrawal from your course, and the University will notify Student Finance England to stop any further payments of fees or maintenance loans.

The University of Wolverhampton's student engagement policy applies to you in full, and therefore you should read and understand the requirements of you in this regard (<https://www.wlv.ac.uk/about-us/corporate-information/wlv-policies/student-engagement-policy/>).

## **6 Managing your Study**

You are required to notify the University of Wolverhampton of any changes you wish to make to your study. This is your responsibility and as such it should not be relied upon that the University, or your teaching provider, will do this on your behalf. All changes to your study should be requested through e:Vision and done so at the earliest opportunity. Examples of such changes include the following:

1. Leave of Absence – if you wish to take a prolonged break from your studies then you should request a Leave of Absence within e:Vision. You will be required to indicate how long you wish the break to last for. It is worth noting that you are not permitted to take more than a total of 24 months of break over the duration of your course.
2. Transfer of course – if you wish to transfer from your existing course to a different one then you should request this via e:Vision. Such requests will be reviewed by the University of Wolverhampton and your teaching provider, and where approved you will be notified and transferred onto the new course.
3. Withdrawal – if you no longer wish to study then you should request a withdrawal via e:Vision.

## **7 Assessment, Progression and Award**

As a University of Wolverhampton registered student you will be subject to the University's academic regulations. Academic regulations determine the rules by which

you will progress through your course through to award. The regulations exist to ensure fairness and academic integrity, with the University of Wolverhampton, the teaching provider, and you as a student, all bound by them.

The sections below provide some key pieces of information; however, you should always refer to the full academic regulations for detail and clarity. These can be found at <https://www.wlv.ac.uk/about-us/governance/legal-information/regulations-codes-of-conduct-and-by-laws/academic-regulations/>.

### **7.1 Assessment submission**

All assessment must be submitted by the due date (as published) via the correct Canvas portal unless you have an approved extension or deferral through extenuating circumstances.

### **7.2 Assessment extensions or extenuating circumstances**

If you require additional time (an extra seven days) to complete assessment or you have exceptional circumstances (such as illness or bereavement) that mean you need to defer your submission to the next opportunity, then you should submit the request for the relevant assessment(s) via your e:Vision portal. When submitting such a request you will need to provide relevant evidence (e.g., a doctor note).

If you have no evidence to support a request for additional time to submit assessment, then you have the following two options:

1. You have three self-certification tokens for each year of study that you can use. The use of such a token will grant you seven additional days from the due date of the assessment and does not need to be supported by evidence. Only one token can be used for a single piece of assessment and requests should be made via your e:Vision portal
2. Where you do not have any self-certification tokens available, nor evidence to support a formal extension request, then you are able to submit up to seven days after the due date through a 'late submission'. You should note that submitting in this way after the due date will result in a deduction to your mark; 1-2 days late results in a 10% of your overall assessment mark deduction, 3-7 days results in a 20% deduction.

### **7.3 Assessment marking and module results**

Submitted assessment will be marked by the relevant academic at your teaching provider, with the outcome being moderated by University of Wolverhampton.

You will be able to see your assessment mark four weeks from the original due date within Canvas. Once the University of Wolverhampton receives the marks for all the assessment associated with the module, it will process and calculate your overall

module result and award credit to you where you have exceeded the minimum qualifying mark. This means to pass a module and be awarded the credit then you must achieve an overall module mark that is above 40% for undergraduate or above 50% for postgraduate modules.

#### **7.4 Resitting assessment**

Where you fail to achieve the overall minimum qualifying mark for a module you will be required to resit any assessment for the module that has a mark below the minimum (40% for undergraduate, 50% for postgraduate). For each module you have one resit attempt only with the due date published in Canvas.

Where your resit(s) result in the overall module mark being above the minimum qualifying mark then you will be awarded credit with the mark capped at the minimum qualifying mark.

Where your resit(s) result in the overall module mark still being below the minimum qualifying mark then you will be required to retake the module in the next academic year.

#### **7.5 Progression**

Undergraduate courses are made up of three or four levels of study (dependent on whether your course has a foundation year associated with it). Each level of study has 120 credits and all credits from all levels must be passed to achieve the award. You will progress from one level to the next where you have passed a minimum of 90 credits from your current level of study. Where you pass enough credits to progress but not all credits from the level, you will be required to retake the outstanding module in your next year of study alongside the modules from the level you are progressing into.

Where you do not achieve enough credits to progress then you will be given a final opportunity to retake all outstanding credits in your next year of study. If you have 80 credits or more outstanding then you will retake these on a full-time basis in your next year of study. If you have fewer than 80 credits outstanding then you will retake these on a part-time basis in your next year of study. Please note that studying part-time is mandatory and it will impact the amount of maintenance loan you may be entitled to.

Where you have failed to progress and are required to retake modules you should note that these are chargeable.

#### **7.6 Award**

Where you pass all credits from all levels of your qualification you will be calculated for an award. The award (along with the relevant classification) will be approved by Award Boards run by the University of Wolverhampton. Upon receipt of an award from the University of Wolverhampton you are eligible to attend one of its graduation ceremonies should you wish to do so.

## **8 University of Wolverhampton Services Available to You**

As described in the summary of this handbook, the significant majority of support services available to you are provided by your teaching provider. This will extend to financial hardship, wellbeing, disability, and academic support, as well as safeguarding and counselling. Your teaching provider is responsible for delivering onsite digital and technology support also.

The University of Wolverhampton sets out its expectations to your teaching provider to ensure these services are in place.

There are additional services that the University of Wolverhampton offer you as a registered student – these include the management of your student record, and IT support for problems accessing your account or university systems.

## **9 Appeals and Complaints**

If you wish to submit an appeal with respect to an academic, or administrative outcome or make a complaint about your experience, then they should be directed to your teaching provider in the first instance. Your teaching provider will be able to explain the process you should follow for submitting such an appeal or complaint with them. Their process and the outcomes will be reviewed and monitored by the University of Wolverhampton on a regular basis.

Where you are dissatisfied with the process and outcome of your appeal or complaint, you are able to escalate the matter to the University of Wolverhampton for investigation through its own appeals and complaints procedure.

You are only permitted to submit the appeal/complaint to the University of Wolverhampton after your initial submission has been handled and concluded by your teaching provider.

Further information about the University of Wolverhampton's appeals and complaint procedure, together with further information about academic misconduct and student conduct, can be viewed at <https://www.wlv.ac.uk/current-students/conduct-and-appeals/>.

## **10 Other Regulations and Policies**

As you are studying under a partnership arrangement you should familiarise with and follow the policies of your teaching provider. Such policies and regulations are applicable to you in addition to those specified by the University of Wolverhampton.

The University of Wolverhampton policies that apply to you (alongside those in place from your teaching provider) include the Academic Regulations and the following additional policies:

- [Academic Integrity Policy](#)
- [Admissions Policy and Procedure](#)
- [Criminal Convictions Policy](#)
- [Fit to Sit and Extenuating Circumstances Policy and Procedure](#)
- [Late Submission and Extension Policy and Procedure](#)
- [Student Engagement Policy](#)
- [Tuition Fee Liability and Credit Control policy \(UK-based students\)](#)