

Open College of the Arts

Student Regulations

Academic year:

2018-19

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How to use OCA's Student Regulations

OCA's Student Regulations outline the expectations OCA has of students and detail what students can expect from OCA. The Student Regulations should be read in conjunction with the Student Handbook, which is updated each year.

Our aim is that together, the Student Regulations and the Student Handbook will provide the answers to most of the questions students have, from the basics of how to get the most out of their course, how to contribute to the OCA community, and the length of time permitted for Foundations, undergraduate and postgraduate courses, to information on unexpected circumstances including illness or a change in personal circumstances that have an impact on the ability to study.

There is signposting and referencing to help students navigate the Student Regulations and find easily the information they need. For example, which regulations are applicable to Foundation, undergraduate or postgraduate students.

Links are included to policies which are likely to be needed by only a small number of students so that those who want to read them in full can download a pdf version.

If you have questions about what you read in the Student Regulations or Student Handbook or need further information, please refer to the OCA team pages at the back of the Student Handbook for names and contact details.

Overview of sections

The OCA Student Regulations are in five sections:

Section A: Admission Requirements

Including what qualifications, if any, students need when applying to study at OCA, and the levels of competency in English language and the use of information and communication technology they need to evidence.

Section B: Conditions of Enrolment

Including paying for your course, how we protect your data, and our expectations of student behaviour online.

Section C: Academic Regulatory Framework

Which details the regulations set down by the University for the Creative Arts, the awarding body for OCA undergraduate degrees, about assessment and awards at undergraduate level.

Section D: Common Credit Framework

Which details the regulations set down by the University for the Creative Arts, the awarding body for OCA postgraduate degrees, that apply to OCA's postgraduate degrees.

Section E: Policies and Procedures

Including OCA's Equality and Diversity Policy and Action Plan, the Prevent Code of Practice for Protecting Academic Freedom, and OCA's Safeguarding and Anti-Harassment & Bullying policies. The section on student conduct makes clear OCA's expectations of students in the areas of behaviour online towards others students and OCA's staff and tutors, and plagiarism and malpractice in the completion of course work and work submitted for assessment.

Foundation students

If you have enrolled on a Foundations course, you will find the following of particular relevance:

Section A: Admission Requirements

- 1.1 Open access policy for Foundations

Undergraduate students

If you have enrolled on an undergraduate course, you will find the following of particular relevance:

Section A: Admission Requirements

- 1.2 Open access policy at level 1 (HE4)
- 1.3 Admission requirements for Music 1
- 1.4 Admission requirements at level 2 (HE5)

Section B: Conditions of Enrolment

- 1.3 Undergraduate student status
- 1.4 Undergraduate entitlement
- 3.4 ICT exemptions
- 5.2 Progression to higher levels
- 5.3 Entry to level 2 (HE5) and level 3 (HE6)
- 6.4 Allocation of tutors, level 1 (HE4) course units
- 6.5 Allocation of tutors, level 3 (HE6) course units
- 6.7 Access to tutors for undergraduate students
- 6.8 Period of time permitted to complete each course unit

Section C: Academic Regulatory Framework

Section E: Policies and Procedures

- 5.6 Withdrawal and Non-completion of Units Policy for Undergraduate Programmes
- 5.8 Mitigating Circumstances Policy
- 5.19 Academic Appeals Procedure

Postgraduate students

If you have enrolled on an postgraduate course, you will find the following of particular relevance:

Section A: Admission Requirements

1.5 Admission requirements for Postgraduate

Section B: Conditions of Enrolment

1.5 Deferring the offer of a postgraduate place

3.4 ICT Exemptions

Section D: Common Credit Framework

Section E: Policies and Procedures

5.8 Mitigating Circumstances Policy

Section A: Admission Requirements

In this section:

1. Prior qualifications
2. General requirements
3. Disclosure of Criminal Convictions
4. Under 18s admissions policy

1. Prior qualifications

1.1 Open access policy for Foundations (equivalent to HE3):

OCA operates an open access policy for admission to all its Foundations course units. Students can therefore apply to study at Foundation level regardless of their prior qualifications.

1.2 Open access policy at level 1 (HE4):

To give as many people as possible the opportunity to study creative arts subjects at higher level, OCA operates an open access policy for admission to all but one of its undergraduate course units, Music 1: Composing Music. Students can therefore apply to study at level 1 (HE4) regardless of their prior qualifications.

1.3 Admission requirements for Music 1:

Students can enrol onto the course unit Music 1: Present to Past (OCA level 1 (HE4) under the Music Degree, but must plan to obtain the relevant Theory Grade qualification whilst studying it in order to continue with the degree and enrol onto Music 1: Composing Music. Students who want to enrol for Music 1: Composing Music as their first OCA level 1 (HE4) music course unit must provide evidence of having passed the [ABRSM Music Theory Grade 5](#) or an equivalent qualification. Students can study OCA's Foundations Music in lieu of [ABRSM Music Theory Grade 5](#) or an equivalent grade 5 Theory qualification. On completion of Music Foundations, a sample of their work will be reviewed by OCA's Programme Lead to ensure suitability for enrolling onto Music 1: Composing Music as part of the degree.

1.4 Admission requirements at level 2 (HE5):

Students who have not studied with OCA at level 1 (HE4) must have gained 120 higher education credits at Level 1 (HE4) to enrol on an OCA level 2 course unit, either by Accreditation of Prior Certified Learning or Accreditation of Prior Experiential Learning.

1.5 Admission requirements for Postgraduate (HE7):

Entry to OCA's MA Fine Art is through written completion of an application form, submission of a portfolio and interview. There is no requirement for applicants to have an undergraduate degree in Fine Art, though this may give them an advantage.

2 General requirements

2.1 Three general admission requirements:

In addition to prior qualifications and learning accreditation, OCA specifies three general requirements for students to be admitted to its degree programmes:

- English language competency;
- access to a desktop computer or laptop with internet access;
- the ability to easily manage a range of basic functions through ICT (information and communications technology).

2.2 English language competency:

Students whose first language is not English are required to provide evidence of English language competency as part of the enrolment process. All OCA course units and communications are conducted in English.

Students unable to study effectively and complete assignments as a result of their lack of competency in reading and writing English are not entitled to a refund of the course fee except within the initial cancellation period. OCA reserves the right to withdraw a student from the course unit if their English language ability is not as declared at the time of enrolment. OCA also reserves the right to withdraw a student from a course if it is deemed that their English language ability is insufficient to continue on the course.

For students whose first language is not English, OCA requires evidence of English for admission to a degree programme. The below list is not meant to be exhaustive and alternatives may be accepted provided these meet the general requirements as outlined below and accompanied by equivalence from UK NARIC.

- A Secure English Language Test (SELT) from an approved provider, taken two years or less before the date of enrolment to the course, equivalent to level B2 of the Common European Framework of Languages (CEFR). IELTS for UKVI or IELTS Academic may be accepted as meeting these requirements, provided the student has achieved a minimum score of 5.5 in each of the four elements of language learning. Integrated Skills in English II from Trinity College may be accepted if the student has achieved a pass in each of the four elements of language learning.
- Have successfully completed an academic course (not professional or vocational) at Bachelors degree level or above from an educational institution in the UK.
- Have previously studied an academic qualification at Bachelors degree level or above taught in a majority English speaking country: Antigua & Barbuda, Australia, The Bahamas, Barbados, Belize, Dominica, Grenada, Guyana, Ireland, Jamaica, New Zealand, St Kitts & Nevis, St

Lucia, St Vincent & the Grenadines, Trinidad & Tobago, and the United States of America.

- A passport provided as evidence of nationality of a majority English speaking country: Antigua & Barbuda, Australia, The Bahamas, Barbados, Belize, Canada, Dominica, Grenada, Guyana, Jamaica, New Zealand, St Kitts & Nevis, St Lucia, St Vincent & the Grenadines, Trinidad & Tobago, and the United States of America.
- TOEFL (Test of English as a Foreign Language) iBT taken two years or less before the date of enrolment to the course, with minimum scores in each of the four elements of language learning as follows: reading 18, listening 17, speaking 20 and writing 17.
- Cambridge English B2 First qualification with scale range 160-179 taken in the last two years as of the date of enrolment to the course.

2.3 Access to a desktop computer or laptop with internet access:

As OCA degree programmes are designed to be studied at a distance, it is essential that students have a desktop computer or laptop with internet access that they are able to use regularly, and that they are able to easily manage a range of basic functions through ICT. OCA will consider exempting students from the requirement to have access to ICT in specified circumstances.

2.4 Ability to easily manage a range of basic functions through ICT:

Students must be able to easily manage a range of basic functions through ICT. OCA will consider exempting students from the requirement to use IT in specified circumstances.

See Section B. Conditions of Enrolment, 3.4 ICT Exemptions for a list of the circumstances under which students may be exempted from the requirement to use ICT.

Summary of ICT competencies for students in higher education	
Information	Browsing, researching, filtering information, evaluating information, storing and retrieving information, including from cloud storage
Communication	Interacting through technologies, sharing information and content, engaging in online citizenship, collaborating through digital channels, netiquette, managing digital identity
Content Creation	Developing content, integrating and re-elaborating copyright and licences, programming
Safety	Protecting devices, protecting personal data, protecting health, protecting the environment
Problem solving	Solving technical problems, identifying needs and technological responses, innovating and creating using technology, identifying digital competency gaps

Source: [DIGCOMP: A Framework for Developing and Understanding Digital Competence in Europe](#), referenced by JISC, which provides digital solutions for research and whose vision is for the UK to be the most digitally advanced higher education, further education and research nation in the world.

2.5 Use of course unit-related software:

As part of some course units at undergraduate level, students are required to use specified applications in addition to those referred to in 2.4 above.

Examples: Photoshop image editing software for photography course units; Final Cut Pro or similar for moving image course units; scorewriter programme Sibelius or Dorico for music course units; vector graphics software Adobe Illustrator for visual communications and graphic design course units.

Students are expected to have a basic grasp of any software required for their course and to learn more complex usage as necessary as they progress in their course. OCA's ICT team does not provide a help desk service to students.

3. Disclosure of Criminal Convictions

3.1 Introduction

In general, a criminal record is not to be regarded as an obstacle to studying at the Open College of the Arts. OCA will not take into account, when dealing with current and prospective students, criminal convictions which are deemed 'spent' under the terms of the Rehabilitation of Offenders Act 1974.

OCA does not seek to deny prisoners opportunities to engage with Higher Education through distance learning, and OCA acknowledges this learning to be an important contributor to resettlement.

The Prison Authority will ensure a prospective student has met the conditions under section 2.2 of the Prison Service Instruction (Open University, Higher Education and Distance Learning) 32/2012, and will have given permission for the student to approach OCA with a view to enrolment. However, there may be restrictions of situation that prevent some units from being studied by those with custodial sentences.

OCA must fairly balance its obligations to prospective students, including those with criminal convictions, with its obligation to the entire student and staff community. In addition, the College has to take into account the requirements under the law to protect some student groups such as children (16–18 years old), and vulnerable adults.

OCA also has a duty of care to its students, tutors, staff and others who work and study in the context of the OCA community. That duty is both moral, in that the College has a responsibility to promote the welfare of the OCA community, and 'legal' in that it must take appropriate steps to protect the OCA community.

OCA reserves the right to refuse to enrol a student, or to expel a student where, in accordance with 3.2 and 3.3 below, their criminal record makes it inappropriate for them to be enrolled with OCA.

3.2 Declaring 'relevant' unspent criminal convictions:

A 'relevant' criminal conviction is one which may have implications for OCA's duty of care towards one or more elements of the OCA community. These include convictions concerning:

- violence: including (but not limited to) threatening behaviour, intent to harm, actual bodily harm;
- sexual offences: including those listed on the Sexual Offences Act 2003;
- the unlawful supply of controlled drugs or substances;
- offenses involving firearms;
- offenses involving arson;
- offenses involving terrorism.

A conviction for a similar offence to those listed above, committed outside Great Britain, counts as a relevant criminal conviction.

A criminal conviction can become 'spent' after a specific period of time. The length of time it takes to become 'spent' is defined by the Rehabilitation of Offenders Act 1974, and depends on the sentence and disposal made by the court following conviction. Until that period is passed the conviction is considered unspent. All prospective students are required to disclose relevant unspent convictions when applying to enrol with the College.

Please contact OCA to obtain a criminal convictions disclosure form.

4. Under 18s admissions policy

4.1. Introduction

Students enrolling with OCA must normally be aged 18 or over by the date of enrolment onto the first unit of an undergraduate degree. Foundations units enable students between 16 and 18 years of age to enrol with OCA. This policy sets out the admissions criteria for students under 18.

This policy also sets out a small number of entry conditions for all students who are over 16 but under 18 which are necessary in order to comply with safeguarding requirements and to take into account limitations on their contractual capacity.

The OCA has a dedicated Safeguarding Policy to protect students who are under 18.

OCA's **Under 18s admissions policy** can be accessed in full from:
[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/)

Section B: Conditions of Enrolment

See also:

Online Etiquette Policy, Section E. Policies and Procedures

Student Engagement Strategy, Section E. Policies and Procedures

Mitigating Circumstances Policy, Section E. Policies and Procedures

Tutor Transfer Policy, Section E. Policies and Procedures

The Government's Prevent Duty, Section E. Policies and Procedures,

Section C Academic Regulatory Framework, 3.6 **Academic Appeals Procedure for undergraduate awards**

1. General

1.1 About OCA's Conditions of Enrolment:

These Conditions of Enrolment apply to Foundations, undergraduate and postgraduate students. They become effective from the point at which OCA accepts a student's course fee until the student ceases to be actively studying the course. Students are not entitled to a full or partial refund of their course fee, other than within the cancellation period, if they are unable or unwilling to agree to these Conditions of Enrolment.

1.2 Changes to these Conditions of Enrolment:

OCA undertakes to consult with OCASA, the OCA Students Association, about any significant changes it proposes to make to the Conditions of Enrolment. The definition of 'significant' in this context is determined by OCA. OCASA representatives may raise with the President of OCASA any concerns students have about proposed changes to the Conditions of Enrolment.

1.3 Undergraduate student status:

OCA has a policy of open access at undergraduate level. This means that some students who are accepted to enrol at Level 1 (HE4) may not have the academic ability to progress to undergraduate degree level. Others, who may be studying for personal development reasons, may not wish progress to undergraduate degree level. Whether a student is studying to gain a higher education qualification (certificate, diploma or degree) or for personal development, students study the same course materials and receive the support of a one-to-one tutor. All undergraduate students are entitled to discuss their plans with their tutor, who will advise them on whether their progress indicates that they should submit their work for assessment. Students who start studying for personal development and wish to consider studying for a higher education qualification should discuss this with OCA Student Services and confirm their decision with OCA Head Office. Students who begin their first undergraduate course unit as personal development students and who subsequently make the decision to study for a higher education qualification must submit their work for formal assessment within the timescales set out by OCA.

See the **OCA Student Handbook**, published annually, for the undergraduate assessment timetable, available from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/).

1.4 Undergraduate entitlement:

Payment of the enrolment fee for a course unit entitles students to the three core components of: a programme of study; advice and guidance; and the student community:

- *programme of study* – course materials; support from a one-to-one tutor for a period of up to 24 months (other than when OCA has approved an extension); resources including online access to UCA's online library of E-books and academic journals;

- *advice and guidance* – the free online course *An introduction to studying in HE*, other materials providing advice on key aspects of studying with OCA, and support by email and on the phone from OCA Student Support, Student Services, the Academic Registrar and the assessment team;
- *student community* – access to online resources through the OCA student site www.oca-student.com and to OCA-hosted online discussion forums and membership of OCASA, the OCA Student Association.

Students are entitled to an NUS (National Union of Students) card, which they can use to obtain discounts on thousands of products and services in the UK.

1.5 Deferring the offer of a postgraduate place:

OCA's postgraduate courses are cohort-based, with study beginning at the start of the academic year in September. Students accepting an offer of a place on a postgraduate programme may make a request to defer the offer up until 31 May of the year in which their course begins, subject to successfully passing a follow-up interview to confirm they have continued to develop their practice during the period of the deferral. OCA will only accept requests to defer made between 1 June and 31 August with the condition of re-interview if the applicant can provide third party evidence explaining the circumstances which have led to them asking for a deferral. Examples of circumstances which may lead to a request for deferral being accepted include ill health, a change in working hours or job role, or residency issues.

See the OCA Student Handbook for a list of OCASA representatives, available from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/)

2. Finance

2.1 Liability for fees – funded students:

Funded students are liable for any fees not covered by their funding body, including any fees due if they withdraw from their course.

2.2 Liability for fees – self-funded students paying by instalments:

Students paying their fees by instalments and who withdraw from a course unit or units are responsible for paying the balances outstanding at the time of withdrawal.

2.3 Suspension of tutor support for students in arrears with fee payments:

OCA reserves the right to suspend tutor support for any student paying by instalments who falls behind with their payments. Tutor support will be reinstated once outstanding payments have been received in full.

2.4 Outstanding fees and formal assessment:

Students for whom fee payments are outstanding will not be permitted to submit their work for formal assessment.

2.5 Overdue fee payments:

Any fee payments outstanding after a period of 28 days will be referred to a debt collection agency and subject to a surcharge of 15% plus VAT at the UK standard rate. Surcharges and any legal fees will be the responsibility of the student and are legally enforceable.

2.6 Financial hardship:

Students unable to pay their fees due to financial hardship should contact OCA Head Office promptly on accounts@oca.ac.uk to discuss whether special arrangements can be made for repaying the fees owing.

2.7 OCA's Learner Support Scheme:

Students not eligible for funding through Student Finance England and equivalent bodies in Wales and Northern Ireland may apply through OCA's Learner Support Scheme for a bursary to support part of the cost of their fees. Applications for financial support through the scheme must be made in advance of enrolment and cannot be made retrospectively, other than where there has been an unforeseen change to financial circumstances.

2.8 Fee increases:

OCA will consult with OCASA on proposed fee increases but the decision on fee increases rests with OCA's Trustees. OCA will announce any increase in course fees in advance of the start of the new academic year on 1 August.

2.9 Basis for calculating fees:

Any refunds paid will be calculated on the basis of the fee paid by the student at the time of enrolment, not the current fee if there has been a fee increase between the student enrolling and claiming a refund.

2.10 Refund policy:

OCA's refund policy outlines what refunds will be made by OCA in the event of returns, withdrawals or the Student Protection Plan being triggered. In cases where a refund is requested, OCA considers the individual circumstances of each student when making a decision. Decisions about refunds are in all cases subject to compliance with OCA's Conditions of Enrolment and to the wider consumer law regime applied in England and Wales.

OCA's **Refund Policy** can be downloaded from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

2.11 Payment of excess postage when submitting work for assessment:

OCA will charge students for any excess postage payable on work submitted for formal assessment which exceeds the maximum permitted weight of 20 kilograms. Any debts to OCA for excess postage which remain unpaid when the student has completed their course will result in OCA withholding the student's ability to graduate.

3. Information and Communication Technologies (ICT)

3.1 ICT skills and student obligations:

It is a requirement of admission that students are able to easily manage a range of basic functions through ICT. See Section A 2.4 for a summary list of ICT competencies for students in higher education.

3.2 Use of OCA personal email account:

By enrolling on a course with OCA, students agree to the use of a personal OCA email account provided by OCA for email communication related to their course, including with OCA Head office, their tutor and other OCA students.

3.3 Withdrawing because of a lack of ICT skills:

Students confirming ICT proficiency to the level outlined in Section A, 2.4, when they enrol but who subsequently withdraw because they are unable to engage fully with their course because of a lack of ICT skills will not be eligible for a refund, other than within the timescales for full and partial refunds outlined in the Refund Policy.

3.4 ICT exemptions:

OCA will consider exempting students from the requirement to have access to and use of ICT if the proposed programme of study can be reasonably adjusted to enable completion by other means, and one or more of the following apply:

- i. they are serving a custodial sentence;
- ii. they have evidenced a disability or medical condition which impacts on their ability to use ICT and one or more of the following apply:
 - a. the selected course unit can be studied in full without ICT;
 - b. (for students enrolling on an undergraduate or postgraduate degree programme) the student is able independently to source relevant texts and resources to support their studies;
 - c. the student is able to secure the support of a third party to produce and submit to OCA an electronic version of all assignments and any work submitted for assessment.

Students seeking an ICT exemption on medical grounds should complete an ICT Exceptional Exemption Application, available from [\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/), and return it to OCA Learner Support at [\[learnersupport@oca.ac.uk\]](mailto:learnersupport@oca.ac.uk). Students are asked to make every effort to complete the form before they enrol, or within the 14-day period permitted for a full refund of fees. OCA will confirm in writing to the student any exemptions agreed, along with details of any customised support arrangements to be put in place by OCA. OCA will confirm the exemption and information about any customised arrangements to the student's tutor.

3.5 Additional software and software skills:

Some course units require the ability to use software in addition to that listed in 1. Admission Requirements. Examples include notation software for students studying music and photo manipulation software for students studying photography. Students are responsible for sourcing and, where necessary, purchasing any additional software specified. OCA takes no responsibility for sourcing and providing additional software or for providing tuition to students lacking the skills to use additional software.

3.6 Withdrawal because of a lack of additional software skills:

Students who withdraw from their course because of a lack of additional software skills will not be eligible for a refund, other than within the timescales for full and partial refunds outlined in 2.10 to 2.13 above.

3.7 Support with OCA ICT systems:

OCA will provide limited email and phone support to students for ICT queries directly related to OCA's ICT systems eg setting up their OCA email account. OCA is not responsible for providing support for students' own ICT systems or for resolving any issues relating to third-party websites and software.

3.8 ICT security and copyright – OCA-owned systems:

OCA backs up and archives all data held on OCA-owned ICT systems. In the event of a complaint being made by or about a student by one or more other students, by an OCA tutor or tutors, or by one or more members of OCA Head Office staff, OCA may retrieve any of data backed up and archived, including that relating to or created by individual students.

3.9 ICT security – student-owned systems:

OCA has no liability for any malfunctioning of student-owned ICT systems that occurs as a result of viruses originating from OCA Head Office or from tutor-owned ICT systems. Students are responsible for purchasing, installing and updating virus protection on ICT systems owned by them and used for their OCA course. Failure to install and update virus protection may result in the student being required to compensate OCA for damage to OCA-owned ICT systems if OCA is able to demonstrate that the damage occurred as a result of negligence by the student in protecting their ICT systems.

3.10 Inability to use ICT once enrolled:

If a student were to become unable to use ICT, having started the course unit in good faith (eg because of a new medical condition), OCA would aim to continue providing tutorial support on a flexible basis and without additional fees being payable by the student. In these circumstances, students would be asked to provide evidence of the new circumstances (eg a letter from their doctor or qualified medical practitioner). If continued support was not possible a partial refund may be available. In considering a partial refund each case will be reviewed on its own merits.

3.11 Access to student blogs:

OCA reserves the right to access blogs written by students as part of their course for the purposes of assessment, including checks for plagiarism and infringement of copyright.

3.12 Use of images from the UCA image library:

Students are entitled to use images sourced from the UCA image library in course assignments, on their OCA blog or in their learning log, and as part of work submitted for assessment, providing sufficient acknowledgement. This includes images sourced from the Bridgeman Art Library accessed through the UCA image library. Images sourced through the UCA image library, including the Bridgeman Art Library, may only be published by students on public websites with appropriate credits as required by the Copyright, Designs and Patents Act (1988), which states that: 'Fair dealing with a...work for the purposes of research for a non-commercial purpose does not infringe any copyright in the work provided that it is accompanied by sufficient acknowledgement'.

4. Data protection

4.1 Collection of personal data:

All students registered to study with OCA are asked to provide personal data including but not limited to their age, gender, ethnicity, educational level, sexual orientation, and disability status. This data is held by OCA on each student's record and by UCA for students enrolled on accredited programmes. All data is held securely in accordance with the General Data Protection Regulation (2016). HESA's annually updated student collection notice, which outlines how HESA uses student data, can be accessed at <https://www.hesa.ac.uk/about/regulation/data-protection/notices#student>.

4.2 Retention of personal and sensitive data:

OCA keeps three types of data about all students in line with its data retention schedule. Personal and sensitive data about students retained by OCA can be accessed only by OCA staff whose job role requires them to access it and is not made available for access by all OCA staff. Personal and sensitive data retained by OCA falls into one of the following categories:

- i. data to enable OCA to manage the enrolment and registry (student finance and administration), learning (courses of study) and accreditation (awarding of higher education qualifications) processes;
- ii. data to enable OCA to monitor the effectiveness of its open access, diversity and equality policies;
- iii. data for submission to the Higher Education Statistics Agency (HESA) for its statutory customers, including UK governments and funding councils. Except where third parties are involved in the delivery of the relevant programmes of study, or it is a requirement to provide statistical information to HESA, HEFCE or other agents appointed by the Government, all information provided by an applicant/student relating to their criminal record will not be disclosed outside of OCA.

4.3 Information about criminal records:

Access to information held by OCA relating to criminal records is restricted to those members of staff involved directly in tutoring or supporting a student or providing administrative services in support of the student's learning. All information relating to criminal records is kept in encrypted storage with limited access determined by role. No information on a student's criminal record is kept for longer than six months after a student has left a programme of study or completed a programme, whichever comes first.

4.4 Financial data:

OCA keeps data about a student's personal finances when they are relevant to the student's contractual relationship with OCA, including arrangements for paying fees by instalments, funding applications to Student Finance England and equivalent funding bodies in Wales and Northern Ireland, and OCA Learner Support Fund bursary applications.

4.5 Data about health conditions:

OCA keeps data about a student's physical or mental health when students notify OCA about conditions which mean they may need additional support in their studies, or when they are applying for an extension on medical grounds.

4.6 Sharing student data with OCA tutors:

Data including personal information directly relevant to an individual student's learning will be shared with the student's tutor or tutors.

4.7 Sharing student data with third parties:

OCA will request the written permission of the student if it wishes to share a student's data with any third party other than UCA and those data processing partners listed in OCA's Data Protection and Confidentiality Policy (see Section E. Policies and Procedures).

4.8 Data Protection and Confidentiality Policy:

Student data is held under the provision of OCA's Data Protection and Confidentiality Policy (see Section E. Policies and Procedures). The provisions of the policy are that data must be:

- fairly and lawfully processed;
- processed for specified purposes;
- adequate and relevant; accurate and up-to-date;
- not kept for longer than is legal or necessary;
- processed in line with individuals' rights; secure; and
- not transferred outside the European Economic Area without adequate protection.

5. Academic pathways

5.1 Academic Regulatory Framework for undergraduate and postgraduate programmes:

OCA's Academic Regulatory Framework sets out key processes and timescales for undergraduate students. See Section C. OCA's Academic Regulatory Framework; The Common Credit Framework sets out key processes and timescales for postgraduate students. See Section D. Common Credit Framework, which includes a link to the Common Credit Framework Regulations on University for the Creative Arts website.

Included in OCA's Academic Regulatory Framework

- maximum period of registration for a full degree (2.3)
- maximum period allowed for completion of levels (2.4)
- interruptions (extended period of absence between units within an award programme) (2.5)
- withdrawals (2.6)
- transfers between units (2.7)
- marking (3.2)
- timing of assessment events (3.3)
- deferred assessment (3.4)
- failure and re-assessment (3.5)
- appeals against an assessment outcome (3.6)
- plagiarism and malpractice (3.9)

5.2 Progression to higher levels:

Students studying at levels 1 (HE4) and 2 (HE5) for a higher education qualification (certificate, diploma or degree) must complete all the required units at each level before continuing to the level above. This requirement also applies when a student has made an application to gain entry to an OCA course at level 2 (HE5) under the APELs (Accreditation of Prior Experiential Learning) or to a level 2 (HE4) or level 3 (HE5) course through APCL (Accreditation of Prior Certified Learning) schemes. OCA must have accepted the application to the APELs or APCL scheme before the student is able to enrol on the higher level course. Once students have completed the final course unit of level 1 (HE4) or level 2 (HE5), they may enroll on the next level before receiving the result of the assessment of the most recently completed unit.

Undergraduate degree pathway – levels, credits and awards

Please refer to the Student Handbook for a diagram of undergraduate degree structures or appropriate Programme Specification.

5.3 Entry to level 2 (HE5) and level 3 (HE6) - failure at assessment:

In the event of the outcome of the assessment of the final unit of a level 1 (HE4) or 2 (HE5) being a fail, students will be required to suspend their studies at the higher level and resubmit their work for assessment at the lower level, unless the Exam Board has agreed that there is likelihood of the standard being reached. Students who receive a fail for a second time will be withdrawn from the degree programme. Students who withdraw from a degree programme will be awarded credits at the level for which they are eligible ie CertHE for level 1 (HE4) and DipHE for level 2 (HE5). Students who have been withdrawn from a degree programme because of failure at assessment may choose to complete the higher level on a personal development basis but would not be able to submit their work for assessment.

6. Course unit-related

6.1 Course unit updates:

OCA runs an ongoing programme of course unit replacement to ensure its degree courses remain up-to-date and demonstrate best practice in distance learning provision at higher education level. This means that students studying a course unit with the same title as a unit being studied by other students may not be studying the same version. Students should study the version of the course unit sent to them when they enrolled. Tutors will provide feedback on the assignments included in whichever version of the course unit the student is studying. OCA will consult with students on their views about proposed changes to course units when these are classed as 'non-material' or 'material'.

6.2 Withdrawal of course units:

OCA may withdraw course units, in most cases replacing them with a new, more up-to-date course unit covering a similar subject area in order to reflect changes in subject matter and to keep the curriculum relevant. OCA will give a minimum of three months' notice of the withdrawal of a course unit. Students enrolled on course units that are being withdrawn will continue to receive tutor support for the duration of the period permitted for completing that course unit.

6.3 Copying course unit materials:

Students are permitted to make copies of extracts from OCA course unit materials for their own use in connection with their studies. Copies of extracts from course materials used in assignments, blogs/learning logs and work submitted for assessment should be referenced. Passing on copies of OCA course materials to people or organisations outside OCA is not permitted. OCA will take disciplinary action against any student found to have copied extracts from OCA course unit materials and passed them onto people or organisations outside OCA.

6.4 Allocation of tutors – level 1 (HE4) and level 2 (HE5) course units:

OCA allocates a one-to-one tutor to students for level 1 (HE4) and level 2 (HE5) course units. When students re-enrol, they are usually allocated a different tutor to the one allocated for the previous course unit. Students may request a specific tutor but OCA is under no obligation to agree to the request.

6.5 Allocation of tutors – level 3 (HE6) course units:

At undergraduate Level 3 (HE6), tutor allocation will be agreed in conjunction with the Programme Leader following the outcome of the progression discussion. Students are not entitled to a refund in cases where the tutor they have requested is not available.

6.6 Transferring to a different tutor:

If a student has a prolonged period during which they do not engage with

their course unit, for example because of illness, OCA may not be able to offer the student the same tutor they had when they enrolled once they resume studying. If a tutor resigns from OCA or is unable to tutor because of a prolonged period of illness, OCA will make arrangements for the student to be transferred to a suitable alternative tutor. See Tutor Allocation Policy for more details.

6.7 Access to tutors for undergraduate students:

Under OCA's undergraduate entitlement (see Section B, 1.4) students are entitled to the support of a one-to-one tutor for each course unit for a period of up to 24 months from the date of enrolment. Students may submit only one assignment at a time to their tutor for feedback, other than with the prior agreement of OCA. Students who do not receive feedback on an assignment within the normal turnaround time of two weeks (four weeks if an assignment is submitted on a date later than the agreed deadline) and who have submitted the assignment within the deadline agreed with their tutor should contact OCA head office.

See the OCA Student Handbook, which includes information about what you can expect from tutor feedback.

6.8 Period of time permitted to complete each course unit:

A maximum period of 24 months from the date of enrolment is permitted for the completion of each course unit on an undergraduate programme. Students studying for a degree should allow between 12 to 15 months to complete each course unit in order to have sufficient time to reach degree level within the maximum permitted time period of 12 years. Students at risk of not completing a course unit within the permitted time frame should contact the Student Support team as soon as they can to request an extension, supplying any relevant supporting evidence as outlined in OCA's Mitigating Circumstances Policy (see 5. Policies and Procedures).

7. Student behaviour online

7.1 Participating in online forums and blogs:

All students participating in OCA online forums and writing blogs must follow the rules of 'netiquette', the correct or acceptable way of using the internet. Netiquette means respecting the views of others who are online, and people displaying the same courtesy when posting their views online as they would face-to-face or on the phone.

7.2 Referring to other students and tutors online:

Students are required to exercise discretion over any references to tutors or other students in forums, blogs or social networking sites, whether internal to the OCA or external. In particular, students must not make inflammatory or provocative comments or give unbalanced accounts of incidents or interactions.

7.3 Citing references to tutor reports online:

Students may cite references to their tutor reports online but must not misrepresent tutor opinions. It is advisable to refer to any individual tutors online as 'my tutor' rather than by name. Students may only post complete tutor reports online with the advance permission of their tutor. When a complete tutor report is posted online, it must be the full text without any student edits.

7.4 UCA image library:

Students may print out images from the UCA image library, store library images online and feature library images in blogs shared within the OCA student and tutor community on OCA-owned ICT systems. This includes images from the Bridgeman Art Library, which is accessed through the UCA image library. Students including images from the library on blogs or other forums that can be accessed publicly may be subject to OCA's disciplinary procedure.

7.5 Reproduction of student work:

As a condition of enrolling on an OCA course unit, students grant OCA, its parent institution UCA and contractors to OCA and UCA with a licence to reproduce in print or online any of the work they create as part of their programme of study for marketing and promotional purposes; in student communications, and in OCA-branded course material. Creative work in this context includes, but is not limited to, photographs of artwork, musical scores, photographs and blog posts. For the purposes of including reproductions of student work in revised or new course materials, the contracted course author will be provided with limited access to OCA's image library, for the sole purpose of producing the learning materials. In granting this licence, students retain the copyright on their work. All examples of student work used in marketing and promotional materials, student communications and OCA-branded course materials are credited with the student's name and level of study.

7.6 The Government's Prevent duty:

There is a statutory requirement for all higher education providers to implement the Prevent Duty, which is part of the UK government's wider counter-terrorism

strategy. The Prevent Duty aims to address risks of radicalisation and is monitored by the Office for Students. OCA's approach to implementing the Prevent Duty is informed by the duty of care OCA has to students, as reflected in its Safeguarding Policy and OCA's approach to managing relationships with students, as reflected in the **Student Engagement Strategy** (see Section E. Policies and Procedures). Students who wish to research sensitive topics, including research into extremism and terrorism within the context of their studies, should discuss these with their tutor in the first instance, considering and addressing any ethical concerns. Tutors will discuss students' proposed research with their Programme Leaders and advise students on any ethical considerations. Any student who receives emails and social media communications about terrorism or extremism through OCA's online facilities should notify OCA. As part of implementing the Prevent duty, OCA monitors the online accounts of all students. If OCA's online monitoring systems were to identify that a student had initiated or participated in online discussions about terrorism or extremism, in breach of the Terrorism Act 2000, the student's OCA account would be blocked immediately and the relevant authorities informed.

Download OCA's **Prevent Code of Conduct / OCA's Code of Practice for Protecting Academic Freedom** from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/)

7.7 Access to student blogs:

OCA reserves the right to have access to all student blogs, even if hosted anonymously and the settings made private. This is because of OCA's obligation to check for plagiarism, misuse of copyright images, offensive comments or the expressing of opinions which may indicate that a student is being drawn into terrorism or religious or political extremism.

Section C: Academic Regulatory Framework (undergraduate degrees)

With effect from 1st September 2012
[Version 16: November 2018]

Contents

1. Scope
2. Framework structure
3. Assessment
4. Progression
5. Awards and Classifications
6. Transfer of Credit
7. External Examiners

Download OCA/UCA's **Academic Regulatory Framework** (undergraduate degrees)
from: [<https://www.oca.ac.uk/about-oca/student-regulations-and-policies/>]

Section D: Common Credit Framework (postgraduate degrees)

OCA's MA Fine Art is assessed under the Common Credit Framework. Most institutions that provide higher education programmes of study in England use credit, including the Open College of the Arts and the University for the Creative Arts. Credit is awarded once a student has successfully completed a module in recognition of the amount and depth of learning the student has achieved. Credits are then accumulated towards the total credit required for a programme of study and a qualification.

Contents

1. Scope
2. Introduction
3. Framework Structure
4. Assessment
5. Progression
6. Awards & Classifications
7. Transfer Of Credit
8. European Credit And Transfer Accumulation System (Ects)
9. Boards Of Examiners

Download the **University for the Creative Arts' Common Credit Framework Regulations 2018/19** from:

http://webdocs.ucreative.ac.uk/CCF_Regulations-1471444200265.pdf

Section E: Policies and Procedures

Contents

1. Statutory requirements policies
2. Teaching and learning policies
3. Student support policies
4. Student conduct policies
5. When things go wrong - policies and procedures

Download OCA's policies and procedures from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

1. Statutory requirements policies

1.1 Equality and Diversity Policy and Action Plan

OCA's Equality and Diversity policy works principally in accordance with the Equality Act 2010, informed by guidance from the Equality Challenge Unit and best practice across the higher education sector.

The policy as outlined here ensures OCA works towards the Public Sector Equality Duty (PSED) which requires all acknowledging institutions to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- promote positive relations between all students and staff

OCA's **Equality and Diversity Policy** is available from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

As the PSED stipulates, OCA will publish yearly an Equality & Diversity Action Plan which outlines specific targets and objectives for enhancing equality & diversity in operational practice at OCA.

Download OCA's current **Equality and Diversity Action Plan** from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

1.2 Data Protection and Confidentiality Policy

The objectives of OCA's Data Protection and Confidentiality Policy are that information must be:

- Fairly and lawfully processed
- Processed for specified purposes
- Adequate, relevant and not excessive
- Accurate and up-to-date
- Not kept for longer than is necessary
- Processed in line with individuals' rights
- Secure
- Not transferred outside the European Economic Area without adequate protection.

There are seven principal components to the policy:

- Active data protection and information management
- Confidentiality and Non-disclosure Policy
- Data security processes
- Student records retention schedule
- Data processing partners
- Data Breach policy
- Subject Access Requests

- Right to Erasure

Download OCA's:

- **Data Protection and Confidentiality Policy**
<https://www.oca.ac.uk/about-oca/student-regulations-and-policies//>
- **Email and Communications Policy:**
<https://www.oca.ac.uk/about-oca/student-regulations-and-policies//>
- **Data Protection Impact Assessment (DPIA) Policy:**
<https://www.oca.ac.uk/about-oca/student-regulations-and-policies//>
- **Network Security Policy:**
<https://www.oca.ac.uk/about-oca/student-regulations-and-policies//>
- **Data Retention Schedule:**
<https://www.oca.ac.uk/about-oca/student-regulations-and-policies//>
- **Data Breach Policy:**
<https://www.oca.ac.uk/about-oca/student-regulations-and-policies//>
- **Data Breach Report Form:**
<https://goo.gl/forms/D7rt3rfBBISVYw182>
- **Freedom of Information Request form:**
<https://goo.gl/forms/tdXphRhiLFY0CFee2>
- **Right to Erasure form:**
<https://goo.gl/forms/Soi6lhD18w8h0Rk53>

1.3 Access and Participation Plan

All higher education providers in England are required to produce an Access and Participation Plan by academic year 2019/20 for the Office for Students. The plans will set out how providers will improve equality of opportunity for under-represented groups to access, succeed in and progress in higher education.

Download OCA's **Access and Participation Plan** from:
[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

1.4 Prevent Code of Conduct / OCA's Code of Practice for Protecting Academic Freedom

Since September 2015, academic institutions, including universities, have had a statutory requirement to address risks of radicalisation through the Prevent duty. The duty is part of the government's wider counter-terrorism strategy CONTEST. The Prevent monitoring framework for higher education is operated by the Higher Education Funding Council (HEFCE). OCA's Prevent Code of Conduct was developed in consultation with OCASA.

OCA recognises and endorses the view outlined by Universities UK (Freedom of speech on campus: rights and responsibilities in UK Universities) that universities are 'open institutions where academic freedom and freedom of

speech are fundamental to their functioning; where debate, challenge and dissent are not only permitted but expected, and where controversial and offensive ideas are likely to be advanced. Intellectual freedom is fundamental to their mission, their teaching and their research.

OCA's Code of Practice for protecting academic freedom sets out the rights and obligations inherent within the principles of academic freedom. The Code shall be construed and applied in the spirit of upholding those principles wherever reasonably practicable within the law.

Institutions have a responsibility, so far as is reasonably practicable, to protect and advance the principle of academic freedom. In addition, as a creative arts institution, OCA is a place where the exploration of challenging ideas is expected.

Download OCA's **Prevent Code of Conduct / OCA's Code of Practice for Protecting Academic Freedom** from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

2. Teaching and learning policies

2.1 Tutor Allocation Policy

All OCA students, whether they are studying at Foundations or higher levels, have a tutor to support them in their studies. OCA tutors are not only qualified to teach at higher education level but are also creative practitioners themselves.

Download OCA's **Tutor Allocation Policy** from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

2.2 Withdrawal and Non-Completion of Units Policy (undergraduate programmes)

For some undergraduate degree pathways, completion of one course unit is a requirement for enrolment on a subsequent course at the same or a higher level. Students whose aim is to graduate from the degree pathway they opted for at enrolment should make course choices in a way which removes the risk of closing down or restricting future course unit choice. Information on degree pathway options and requirements are outlined in programme specifications or degree prospectus downloadable from www.oca.ac.uk.

Download OCA's **Withdrawal and Non-Completion of Units Policy (undergraduate programmes)** from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

3. Student support policies

3.1 Student Engagement Strategy

Student engagement is commonly defined as the methods educational providers use to contact students, or alternatively the interaction that the student has with their institution. At OCA, we seek to take this understanding further and develop a strategy for engagement that is holistic and seeks to help drive continuous improvement to the student experience at the College.

Over the next three years OCA seeks to develop a range of initiatives which will enhance our approach to student support, learning design, IT infrastructure, and more.

The overall aim of this strategy will be to focus on the interaction between students and OCA, opening out channels for engagement and to redesign the approach to service provision, both from an academic perspective, enabling students to engage and succeed in their studies through applying concepts such as reflective learning, but also to give students the skills to succeed in their lives outside of study.

Download OCA's **Student Engagement Strategy 2018-2021** from:
[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

3.2 Mitigating Circumstances Policy

This policy provides a framework within which undergraduate and postgraduate students may submit a claim for mitigating circumstances in order to support requests for extensions to the maximum unit time, level timeframes or eligible assessment periods.

OCA defines mitigating circumstances as circumstances that are unforeseen and outside a student's control and which prevent the student from completing their unit or level, or applying to and submitting for formal assessment, within the permitted timeframes.

Download OCA's **Mitigating Circumstances Policy** from:
[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies//\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies//)

3.3 Safeguarding Policy

The Open College of the Arts (OCA) has a duty of care to students, tutors and staff to take appropriate action to safeguard their wellbeing. This is in part due to the nature of the courses at OCA, taught via distance learning, and from a statutory duty in relation to the Government's Prevent strategy. This policy sets out the actions taken by OCA to minimise risk to students from abuse and improper treatment.

This policy is a subsidiary of the Colleges overarching Equality & Diversity Policy, and works in conjunction with the College Wellbeing Policy, Under 18s Policy, Anti-Harassment & Bullying Policy, in particular to ensure that any activity planned or carried out in accordance with this policy does not discriminate on the grounds of the protected characteristics of the Equality Act 2010. In addition, OCA undertakes to include the principles espoused by the Care Quality Commission in its approach.

OCA undertakes to encourage healthy discourse between students, and to ensure free speech and the ability to discuss complex and controversial topics in a safe environment.

OCA understands that due to the demographics of the student population there are students who may be at risk of grooming, recruitment, isolation and extremism for example.

Download OCA's **Safeguarding Policy** and associated policies from: [\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/)

3.4 Anti-harassment & bullying Policy

OCA is committed to providing a learning and working environment that is fair, inclusive, and supportive for students, tutors and staff. We value the inherent diversity in our student, tutor and staff body and aim to enhance this through this policy and others to support our strategic aims.

In line with our charitable mission, we aim to provide opportunities to access the creative arts to everyone in society, and to treat everyone fairly and equally, with respect and dignity.

OCA does not tolerate any behaviour which any member of the OCA community feels is harassment, bullying or victimisation. We aim to provide an environment in which differences including but not limited to opinion, skin colour, gender, sexuality and religious belief are valued and respected, and where any action runs contrary to this principle, that people feel empowered to report this.

This policy is a subsidiary of OCA's overarching **Equality & Diversity Policy** (see Student Regulations, Section E, 1.1), and works in conjunction with the **Safeguarding Policy** (see Section E, 3.3), **Under 18s Admissions Policy** (see Section A, 4.), and **Wellbeing Policy** (see Section E 3.5). This policy is informed by best practice within the Higher Education sector and in line with the Protection from Harassment Act 1997.

Download the **Anti-harassment & bullying Policy** and associated policies from: [\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/).

3.5 Wellbeing Policy

Studying at higher level is key to enhancing social mobility. For many OCA students, distance learning is their only viable route into higher education. Distance learning brings its own risks, however, not least that of the isolation and insularity that can come from not studying on a campus with other students.

OCA has a duty of care to the mental and physical wellbeing students, tutors and staff which includes:

- promoting working and studying practices that make a positive impact on wellbeing
- taking action to reduce the risk and impact of working and studying practices with the potential to have a negative impact on mental and physical wellbeing.

This policy draws on best practice to define a framework that supports student, tutor and staff wellbeing.

The policy is a subsidiary policy of OCA's overarching **Equality & Diversity Policy** (see Student Regulations, Section E, 1.1). It also works in conjunction with OCA's **Safeguarding Policy** (see Section E, 3.3), **Under 18s Admissions Policy** (see Section A, 4.) and **Anti-Harassment & Bullying Policy** (see Section E, 3.4).

Download the **Wellbeing Policy** and associated policies from:
[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/).

3.6 Advocacy Guidelines and Procedure

OCA recognises that there are times when it may be easier for a student to communicate through the use of an advocate. Individuals requiring advocates are likely to be students with disabilities such as Asperger's syndrome, students with communication difficulties, students who have insufficient confidence or who have difficulty expressing themselves and students who are under 18 years of age.

The policy outlines the guidelines for working with an advocate and the procedure to appoint an advocate.

Download the **Advocacy Guidelines and Procedure** from:
[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/).

4. Student conduct policies

4.1 Student Code of Conduct

The Student Code of Conduct aims to foster a positive learning experience for all of our students. It sets out the expectations OCA has on the conduct of all students in their day-to-day activities, including dealings with other students, staff, tutors, and external organisations and parties. As an OCA student, individuals are representatives for OCA and are expected to conduct themselves appropriately, in line with the principles of this and conjunctive policies, and the values of OCA.

In addition, the policy sets out the resolution process that will be used in cases where student behaviours fall below the standards expected.

The mission of OCA is 'to be at the forefront of student-led creative arts education through open, enhanced, & supported distance learning for an evolving society'. OCA is committed to creating an inclusive and open environment that is conducive to the teaching and learning of the creative arts. In addition, OCA is dedicated to the principles of the Equality Act 2010, in maintaining and actively acting upon a duty of care to the members of the OCA community. This means that the guiding principles underpinning codes of conduct for students also informs our expectation of tutors, staff, and others employed by OCA. This policy works in conjunction with other OCA policies, namely the **Equality & Diversity Policy**, **Safeguarding Policy**, **Wellbeing Policy**, **Anti-Harassment & Bullying Policy**, and **Under 18s Policy** in enacting these principles.

Download the **Student Code of Conduct** and associated policies from: [\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/).

4.2 Offensive Content Policy

Any student work that involves the creation, display, production and circulation of content which could be perceived as illegal, extremist, abusive or offensive is expressly forbidden. This applies to work in any form or any medium. Tutors are required to bring such content to the attention of OCA Head Office.

The Terrorism Act (2006) outlaws the dissemination of records, statements and other documents that can be interpreted as promoting or endorsing terrorist acts. If students are planning to conduct research for OCA study which may involve researching terrorism, terrorist groups, individuals and practices, students need to fill in a Research Declaration Form to declare that this research is being conducted solely for the purposes of their studies.

If students come across material during their research that could be described as inciting hatred, or promoting extremist views or terrorism activities, please

immediately report the source of the material through the official government website:

[<https://www.gov.uk/terrorism-national-emergency/reporting-suspected-terrorism>]

Download the **Offensive Content Policy** and **Research Declaration Form** from: [<https://www.oca.ac.uk/about-oca/student-regulations-and-policies/>].

4.3 Online Etiquette Policy

'Netiquette' is the term used for internet or network etiquette. All students participating in online forums and blogs must follow the rules of netiquette as outlined in the Online Etiquette Policy.

Download the full **Online Etiquette Policy** from:

[<https://www.oca.ac.uk/about-oca/student-regulations-and-policies/>].

4.4 Plagiarism and Malpractice in Coursework and Assessments Policy

Plagiarism is defined as presenting someone else's work, in whole or in part, as your own. Work means any intellectual output, and typically includes text, data, images, sound or performance and includes material downloaded from electronic sources. The policy outlines how cases of plagiarism and malpractice are dealt.

Download the **Plagiarism and Malpractice in Coursework and Assessments Policy** from:

[<https://www.oca.ac.uk/about-oca/student-regulations-and-policies/>].

4.5 Receiving a Criminal Conviction While Studying with OCA Policy

All current students are required to disclose 'relevant' unspent convictions when applying to re-enrol with OCA, or if the conviction occurs during a term of study.

Download the **Receiving a Criminal Conviction While Studying with OCA Policy** from:

[<https://www.oca.ac.uk/about-oca/student-regulations-and-policies/>].

5. When things go wrong - policies and procedures

5.1 Student Complaints Policy

OCA undertakes to provide high quality services in respect of delivering academic courses, supported by appropriate tutors, staff, and resources. However, we recognise that errors can happen and where necessary students require a formal route for raising their concerns. Legitimate concerns raised

by students provide an opportunity for OCA to reflect on its approach and find ways of improving what it offers to students.

OCA's complaints procedure applies in cases where there is no alternative process to manage the issue raised or where a process exists but is not able to provide a framework for reaching an outcome.

Download OCA's **Student Complaints Policy** from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/)

5.2 Academic Appeals Procedure for undergraduate programmes

See Section 3 of Academic Regulatory Framework. Download OCA/UCA's **Academic Regulatory Framework** (undergraduate degrees) from:

[\[https://www.oca.ac.uk/about-oca/student-regulations-and-policies/\]](https://www.oca.ac.uk/about-oca/student-regulations-and-policies/)