

HE Student Update Communication February 2021.

Since the imposed lockdown by the government in January our College have taken all steps possible to mitigate against the potential disruption to learning caused by the coronavirus. The College is committed to maintaining the quality, quantity and accessibility of our HE provision with HE staff adapting their teaching and learning to deliver remotely.

College staff have gone to great efforts to ensure their students have been able to continue to study and make progress towards successful completion of their HE courses in these exceptional times and in the context of requirements of public health advice. Any student who believes they have not received the quality of HE programme broadly equivalent to those previously offered, within the context of requirements of public health advice have the right to complain. Please raise with your curriculum staff initially so they can aim to address your concerns. We would then ask you to do so as per the College's How are we performing procedure (complaints, suggestions and compliments) found on the College website and can be accessed through the link below. We would welcome hearing about any excellent support you have received this year through the same process.

<https://www.sunderlandcollege.ac.uk/complaints-procedure/>

<https://www.northumberland.ac.uk/complaints-procedure/>

The College will continue to complete a robust quality review of all HE programmes, especially during lockdown of remote delivery, with swift interventions being taken to address any actions required.

We continue to receive updates from awarding organisations regarding any assessment adaptations that may be allowed this year and will keep all students informed of any changes. This may also include the requirement for additional teaching later in the academic year. We will look and deal with this at each programme level. If you require any further guidance on your course teaching, support and assessments please discuss with your lecturer or tutor in the first instance, who will be happy to clarify.

If you require any additional support to develop your study skills or academic writing please contact our HE Academic Support Tutor, Lucas Renney on lucas.renney@educationpartnershipne.ac.uk. Further resources to support your studies can be found on the learning centres virtual learning environment sites.