

14. Student Administration & Support

Introduction

This section contains information on how the institution manages the administration and progression of their students from admission to course completion, including student support services. In some instances information will be exempt from disclosure where it contains personal information, or information which, if released, may substantially prejudice the commercial interests of any person, endanger the physical or mental health or the safety of an individual, substantially prejudice the effective conduct of public affairs, or constitute an actionable breach of confidence.

Class Name	Class Definition	Examples/Comments	Web link to Information / Format of Information	Fee	Withheld Information
Course information	Degree programmes offered by the institution	Structure and broad content of each programme, including information about work experience, language skills, and opportunities for overseas study. Qualification gained if successful.	http://www.rgu.ac.uk/future-students Also published within prospectuses and course handbooks and in the Course Information Database	Free	
Recruitment and admissions	The institution's admissions procedures and policies	Information on how to: obtain a prospectus; attend an open day; visit the institution; apply for admission. Other Examples Include: <ul style="list-style-type: none"> • Policies and procedures for dealing with applications, including those covering the assessment of external qualifications, RPL¹ and RPEL², articulation with FE³ Colleges and special circumstances • General/course-specific entry requirements and "going rates". • Complaints procedures 	http://www.rgu.ac.uk/future-students Also, published within prospectuses and course handbooks.	Free	

¹ APL: Accredited Prior Learning

² APEL: Recognition of Prior Experiential Learning

³ FE: Further Education

		<ul style="list-style-type: none"> • The institution's widening participation policies • Statistical information on applications and admissions 			
Class Name	Class Definition	Examples/Comments	Format of Information	Fee	Withheld Information
Fees and charges	Tuition fees and other charges to students	<p>Examples Include:</p> <ul style="list-style-type: none"> • Information on the institution's tuition fees (for home/EU and overseas students) and any other costs to students (identifying whether these are compulsory), including information on when payment must be made, how payments can be made, and whether instalment options are available. • Information about arrangements for determining home/overseas fee status, and on any appeals mechanisms for fee status decisions. • Information about fees and charges is available in prospectuses and course brochures produced by the institution. 	<p>http://www.rgu.ac.uk/future-students/finance-and-scholarships</p>	Free	
Scholarships and bursaries	Scholarships and bursaries available to students	<p>Lists of scholarships and bursaries including information on amounts, conditions, and arrangements for applications and decisions. Information about scholarships and bursaries is also available in prospectuses and course brochures produced by the institution.</p>	<p>http://www.rgu.ac.uk/future-students/finance-and-scholarships</p>	Free	
Registration	The institution's arrangements for	Registry policies and procedure		Free	

	registering students	documents. The term used by The Robert Gordon University for "registration" is enrolment.	http://www.rgu.ac.uk/current-students/enrolment-information		
Induction	The institution's student induction arrangements	Induction and welcoming arrangements/procedures.	http://www.rgu.ac.uk/current-students	Free	

Class Name	Class Definition	Examples/Comments	Format of Information	Fee	Withheld Information
Examinations	Arrangements for examinations	<p>Examples Include:</p> <ul style="list-style-type: none"> • Examination periods/timetables • Examination procedures, including oral examinations • Examination regulations, including policies and practices on breaches of regulations • Appeals procedures • Arrangements for appointment of Examination Boards and External Examiners, including names of External Examiners 	https://www.rgu.ac.uk/ /exam-procedures	Free	
Progression	Regulations governing student progression	<p>Examples Include:</p> <ul style="list-style-type: none"> • Regulations governing access to honours courses. • Regulations about availability of resit examinations. • Regulations and practices governing changes of degree programme. 	https://www.rgu.ac.uk/ /exam-procedures www.rgu.ac.uk/academicregulations	Free	
Learning support provision	Description and availability of the	Information on: learning development	http://www.rgu.ac.uk/student-	Free	

	academic and non-academic learning support provision offered by the institution.	and support; personal development advice; services for students with special needs	life/student-advice-and-support http://www.rgu.ac.uk/about/academic-affairs/quality-assurance-and-regulations		
Student liaison	The structure and functioning meetings of staff/student consultative committees or other liaison groups.	Examples Include: <ul style="list-style-type: none">• Terms of Reference of staff/student liaison committee(s)• Minutes and papers of staff/student liaison committee(s) meetings	http://www.rgu.ac.uk/student-life/student-advice-and-support http://www.rgu.ac.uk/about/academic-affairs/quality-assurance-and-regulations	Free	

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Student records	The institution's policies on the collection, maintenance and use of personal information about students.	Policies and procedures covering the collection, checking, maintenance and disposal of data, management of the student records system itself, and allocation of responsibilities to staff. Arrangements for the provision of data to HESA, SHEFC, and other bodies with statutory rights to data. Arrangements for making subject access requests.	https://www.rgu.ac.uk/about/faculties-schools-and-departments/administration-and-support/student-administration www.rgu.ac.uk/dp	Free	
Student welfare	A description of the availability and	Including information on counselling	http://www.rgu.ac.uk/students	Free	

	range of the institution's welfare and advice services.	and other advisory services, and information about any hardship funds available in the institution.	upport		
Chaplaincy services	A description of the institution's chaplaincy services.	Including information about support for staff and students belonging to different denominations and faiths.	http://www.rgu.ac.uk/living/student-advice-and-support/chaplaincy	Free	
Health services	A description of the medical support services provided by the institution for students.	Including services for staff, where these are provided.	http://www.rgu.ac.uk/studentsupport	Free	
Careers services	Availability, conditions of use and range of services offered by the institution's careers service	Opening hours and location	http://www.rgu.ac.uk/careers	Free	
Sports and recreational facilities	Availability, conditions of use and range of sporting and recreational facilities offered by the institution	Information about entitlement to use facilities, facilities available, charges, etc	http://www.rgu.ac.uk/studentsupport	Free	
Student discipline	The institution's policies and procedures for disciplinary proceedings against students	Code of student discipline and other policy and procedure documents. Other examples Include: <ul style="list-style-type: none">• Internal and external appeals procedures.	http://www.rgu.ac.uk/about/academic-affairs/quality-assurance-and-regulations/academic-regulations	Free. A bound copy of our Academic Regulations may incur a charge.	

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Student accommodation	Availability, conditions of use and range of accommodation services offered by the institution	Information about availability of accommodation, prices, applications, processes, letting arrangements, lease conditions, availability to the public in vacations.	http://www.rgu.ac.uk/accommodation	Free	

Graduation arrangements	Information about awards ceremonies	Dates and details of Ceremonies for the current academic year. Attendance and ticketing information, Academic Dress Information, costs Information on Photographs and Video facilities	http://www.rgu.ac.uk/graduation	Free	
Student complaints	Procedures for dealing with student complaints about the institution	Information on how to register a complaint. Procedural information on how complaints will be dealt with. Procedural information on any internal and external appeals mechanisms.	www.rgu.ac.uk/complaints	Free. A bound copy of our Academic Regulations may incur a charge.	
Student facilities	Description of the facilities and services available to students.	Institutions may wish to cross-reference to similar information about facilities and services available to staff or to the local community.	http://www.rgu.ac.uk/current-students	Free	
Relationship with the Students Union/ Association	The legal and structural basis of the institution's relationships with the Students Union/Association	Agreements, protocols, etc governing the institution's relationship with the Union. Details of Union representation on institutional committees etc, and institutional representation on Union boards or committees. Funding provided to the Union.	http://www.rgu.ac.uk/current-students	Free	
Students Union/ Association	Information on the operation and activities of the Students Union/Association		http://www.rgu.ac.uk/current-students http://www.rgu.ac.uk/student-life/campus-life/student-union/student-union	Free	

