



# **MARINE SOCIETY COLLEGE ADMINISTRATION POLICY & PROCEDURES**

**2017 - 2018**

## **Administration Policy and Procedures 2017 - 2018**

### **GCSE and A Level Provision**

1. Oxford Open Learning (OOL) delivers Marine Society College (MSC) GCSE/A level programmes. Regular meetings are held to ensure maintenance of a robust and high level of quality assurance infrastructure. Whilst the teaching of programmes at this level is outsourced, the pastoral support and administration of exams at sea and locations throughout the world is undertaken by Marine Society College staff and remains a unique and much valued service.

### **Enrolment**

2. When Marine Society College receives an enrolment form the following actions are taken:
  - The learner details are entered into Integra – an internal CRM database of every person who comes into contact with Marine Society & Sea Cadets (MSSC)
  - The learner is then entered on the BKSB (functional skills assessment) data base to initiate the diagnostics skills assessment process
  - The learner is given two weeks to complete the BKSB assessments
  - Once the assessment results are known appropriate IAG is given to ensure the most suitable course, well-matched to the learner's ability, is chosen
  - The learner's details are then sent to OOL who begin their own enrolment process, appoint a tutor and send out the course materials
  - A welcome letter is prepared and sent to the learner together with the MS learning agreement. The candidate is required to read, sign and return the learning agreement to the Marine Society College
  - A hard copy file is created for each learner and kept securely at the MS HQ.
3. Marine Society College undertakes to ensure that every learner receives their learning materials within 10 days of enrolment.

### **Exam Facilitation**

4. Twice a year learners' are informed of upcoming examination opportunities. Not all exams are available twice per year depending upon the national timetable agreed by the awarding bodies.
  - Learners who wish to sit an examination must complete an exam enrolment form and (if applicable) send it along with appropriate payment to Marine Society College;
  - As a registered exam centre for OCR, Edexcel/Pearson, CIE and AQA, Marine Society College enters learners for exams. Whilst the default exam location for sitting exams is the MSSC HQ, considerable effort is made to arrange for seafarers to sit exams at a location that may be more convenient. This is often on board their ship, at overseas exam centres, foreign embassies, or at an exam centre local to their home in the UK. Special, and in some instances unique arrangements have been made with exam boards to allow this flexibility.
  - If a learner is required to complete coursework for submission towards the final mark, our course providers (and in some cases Marine Society College) undertakes the responsibility of submitting to the awarding body;

- Marine Society College also informs the learners of the results and undertakes all associated administration as necessary.
- Learners who complete their course will receive an Evaluation Form together with their final certification.

### **Completion Details**

5. When a learner completes his/her course of study the event is recorded in the database as having completed successfully. If the learner chooses to withdraw before the end of his/her course of study then both the date and the reason for this is recorded. Students that complete the exam and are either successful or not will also be recorded in the central database.
6. Evaluation Forms will be sent to learners who have withdrawn from their course.
7. Learners also have the option to defer their studies for an agreed period if their personal circumstances warrant such action.

### **OOL**

8. The relationship with OOL is governed by a formal contract with Marine Society College and it is renewed every three years:
  - OOL send a monthly invoice itemising learners' initial registration or staged progression
  - Marine Society College checks the invoice against the database and when the information has been confirmed arranges payment
  - Marine Society College and OOL agree to the courses to be delivered and these are highlighted within the contract.

### **Other Partners**

- Middlesex University
  - Open University
  - Lloyds Maritime Academy
  - Nautilus International
  - Association of Chartered Certified Accountants (ACCA)
  - CVQO/City and Guilds
9. The above organisations work in partnership with Marine Society College to promote and facilitate educational opportunities for seafarers and adults volunteers within the Sea Cadet Corps.
  10. The role of Marine Society College is to promote all courses impartially and facilitate learners who wish to further their learning. Some organisations offer a discount and in this case the enrolment, although direct to the establishment must be sent through Marine Society College to check eligibility and include a letter of confirmation when forwarding on to the relevant establishment.
  11. Marine Society College also works with organisations to identify what educational provision is needed within the wide cohort served and then to work in partnership to provide the provision, either developing a bespoke provision delivered by a partner provider or by choosing a current provision that best suits learners and then working together with partners to bring the provision to their attention.

12. Marine Society College works with partners to maintain the highest standards of learner-centred service.

### **Administration of Files**

13. Marine Society College has a policy of keeping GCSE/A level provision learner files for either 6 years or to the ESFA specification - whichever is sooner.
14. For learners who are studying direct with Middlesex University, The Open University, Lloyds Maritime Academy and ACCA learner files are created, however their learning and their learning contract is direct with the institution and as such, Marine Society College's role is to act as the sponsor, to advise and guide those learners and to provide underpinning logistical support and financial assistance if necessary. Learners studying with The Open University also benefit from the Colleges services to facilitate exams at sea and to act as a post-box address for materials. It is not necessary to hold comprehensive files for these students.
15. For Open University and Middlesex University Work-Based Learning programmes MSC undertakes to act as sponsor for the learner. This absolves the learner of requirement to register him/herself and cuts down on the time and amount of paperwork the learner would have to process. In many cases MSC will offer a scholarship to help offset some of the tuition fees.
16. Learner files are kept for students studying with OOL.
17. The file of a learner who is studying a GCSE or A Level with OOL will contain (not exclusively) the following:
  - Enrolment form
  - Learner Agreement
  - Registration Letter to learner
  - Results from Initial and Diagnostic assessments
  - Data Collection Document
  - Registration form sent to OOL
  - Letter to bank (I/A)
  - Correspondence (I/A)
  - Any Exam Information (I/A)
18. Learner files are audited on a bi-annual basis taking a sample of approximately 10% of files.
19. In addition OOL will keep records as documented in the contract of franchising arrangement between the OOL and Marine Society College