



Cardiff  
Metropolitan  
University

Prifysgol  
Metropolitan  
Caerdydd

## **Cardiff Metropolitan University: 2017/18 Fee and Access Plan**

### **Fee and access plan: focus and contents**

## **Executive Summary**

This Plan explains the measures that the University is taking to support equality of opportunity and to promote higher education, consistent with its Mission and driven by its strategic objectives. HEFCW, the lead regulator for Welsh higher education providers, requires the University to invest a minimum of £11M in 2017/18 on supporting equality of opportunity and promoting higher education.

The Plan commits the University to investing £6.6M on measures that will support equality of opportunity, thereby helping to foster a fairer and more inclusive society through enhancing the circumstances and prospects of groups that are under-represented in higher education. The investment will benefit individuals, communities and society in general.

The Plan also commits the University to invest £4.4M in measures that will promote higher education, thereby ensuring that there are widespread and meaningful public benefits to its activities.

The University recognises that the costs of studying are considerably higher since the Welsh and UK governments introduced new student finance arrangements in 2012/13, and that there are higher levels of debt amongst students. With good justification students have higher expectations about the quality of the teaching, facilities, services and wider experience they encounter whilst at university. However, the fees paid by students do not represent new or additional income to Cardiff Met.

Most students pay their fees by taking out loans from the Student Loans Company. The financing of the loans is met by the Welsh Government, which is paying for this by reducing the level of funding available to HEFCW for distribution to universities. Although students are paying considerably more in student fees, this does not represent additional funding to the University but rather replaces lost HEFCW grant. Furthermore the maximum fee level has remained unchanged since 2012/13 whereas inflationary pressures within the University have averaged in excess of 3% per annum during this period.

The vast majority of students will pay fees of £9,000 per annum. Students taking a sandwich year and those studying through collaborative arrangements in which delivery is provided by a third party will pay a lower rate. The University will increase fees in 2017/18 and subsequent years of study by any permitted level of inflation approved by the Welsh Government.

Calling these 'tuition' fees is an inexact representation of their purpose as they are used to support a wide range of services, facilities and infrastructure as well as paying for the actual teaching received by students. Moreover, as previously outlined, the University is required by its regulator to use a significant amount of student fees in supporting equality of opportunity and promoting higher education.

Notwithstanding the constraints placed on it, the University is committed to using student fees to enhance the quality of the student experience. Accordingly this Plan sets out ways in which Cardiff Met will improve the quality of learning and teaching, and enhance the employability of students. Additionally the Plan commits the University to improving its facilities and infrastructure and enriching the wider student experience through social, recreational and extracurricular opportunities.

## **Student Voice**

### **Student Representation**

The University benefits from an effective, independent and democratic system of student representation. The University recognises students both as partners and as experts in the learning process whose feedback is actively sought and valued and, in so doing, supports the objectives of the *Wales Initiative for Student Engagement (WISE)*.

The University has worked with Cardiff Met Student Union (CMSU) to implement good practice published by HEFCW on funding effective, democratic student unions, and student representation. As part of that process, the University and CMSU have established a relationship agreement and a student charter both of which are reviewed and renewed periodically.

CMSU operates a well-established, effective and structured system of student representation encompassing elected Sabbatical representatives, School representatives, and course representatives. This is linked to the University at multiple points:

- CMSU sabbatical representatives are members of the Board of Governors, Academic Board and other academic committees, and the University's Management Board.
- Student-staff liaison committees in each of the University's academic Schools.
- CMSU participates in the annual planning process used for setting objectives and budgets for the University's Schools and Professional Services. This is undertaken in a way consistent with CMSU's independent status.
- Members of the Vice-Chancellor's Board (i.e. the top tier of the University management) meet with CMSU representatives on a termly basis.
- University managers attend meetings of CMSU's Board of Trustees and School Representatives (at CMSU's invitation).

### **Fee & Access Plan**

The University provides CMSU with an annual report on progress and the use of fee income, including its contribution to course development. Further Education colleges delivering franchised provision are required to provide the University with an annual report reporting their use of fee income. The University encourages its partners to communicate the outcomes of their reports internally to students and their equality committee/equivalent body.

The Fee & Access Plan has been developed in dialogue with students. This has involved the utilisation of the University's annual planning process and meetings to identify and evaluate key issues of interest to students, and the agreement of actions in meetings of the Vice-Chancellor's Board and CMSU sabbatical and school representatives.

As members of the Board of Governors CMSU sabbatical representative have also been involved in the approval of the Fee & Access Plan.

The University and CMSU are using their engagement in the Future Directions initiative (co-ordinated by the Higher Education Academy) to jointly facilitate enhancements in the student learning experience. CMSU plays a full and active role in academic governance, the development of academic policy and monitoring of academic performance as members of the University by virtue of its membership of the University academic committees and participation in the University's academic monitoring and review processes for academic courses. Additionally CMSU undertakes its own annual review of the University, conclusions and

recommendations from which feed into the University's academic governance and management mechanisms.

The University has developed a 'Healthy University Strategy' in conjunction with CMSU. The Strategy provides a focus for the University's engagement with corporate social responsibility – i.e. the University's approach to going beyond legal, regulatory and contractual requirements to act in the wider interests and welfare of society. The scope of the Strategy encompasses factors such as environmental responsibility, promoting health and wellbeing, ethical ways of working, and supporting social cohesion. The immediate or direct beneficiaries of the Strategy include communities, students, stakeholders, and staff. The development of the Strategy has been informed by the principles enshrined in the joint UUK/NUS report *Breaking Down the Barriers to Student Opportunities and Youth Social Action* and consequently accords high priority to the development of student volunteering.

As a condition of partnership with the University, Further Education colleges providing franchised provision are required to mirror the University's internal approach to communications and engagement. The University's Fee & Access Plan proposals are discussed with Further Education partners who cascade information and consult with their students through local mechanisms, and provide feedback to the University. Additionally, the University is working in partnership with CMSU to strengthen links with student representatives in all the University's collaborative provision partners (i.e. within the UK and overseas). To this end CMSU hosts annual focus group events designed to identify and facilitate consideration of issues of interest to the breadth of the student body, and discuss these with the University's management.

### Communication of Fee Levels

The overall objective of the University's communications is to provide transparent and accessible information in a timely fashion. The University employs a variety of methods for communicating the fee levels (annual levels and the aggregate level of fees paid by a student during the full duration of a course). These include: websites, printed materials, and explanatory advice and information provided orally to prospective students. Communications are undertaken in-line with the University's Student Charter, the University's Strategic Equality Plan and Welsh Standards.

The following mechanisms are used to communicate with prospective students before they enter the University:

- Fee information will be included in the University's Key Information Set (KIS) and Universities and Colleges Admissions Service (UCAS) Entry profile, which is a direct link from various sections of the University's website.
- Fee information will be prominent on the University's website, and will include links to information on fees, additional charges, bursaries/scholarships, financial advice & welfare services, and student hardship support.
- Some students will incur additional costs (i.e. costs on-top of fees) to pay. Additional costs will apply to some courses, and are necessary to meet the costs of criminal record checks, materials/consumables, printing, field trips and other activities. The University and its franchised partners will continue to strive to minimise the number and scale of any additional costs. Additional costs are specific to individual courses. Details of additional courses will be available under the 'Finance & Tuition Fees' section of the University's website, and the corresponding part of its franchised partners' websites.
- Course information web pages will also include links to information on fees and any additional costs.

- Applicants will be signposted to the web-based information on fees via their applicant acknowledgement email. Their offer correspondence will include a programme specification and a copy of the tuition fees applicable to their year of entry.
- Once a confirmed applicant, he/she will receive their student planner/joining instructions on how to access key information about joining the University – i.e. enrolment, paying tuition fees etc.
- Student finance advice sessions will be offered at all Open Days. These will include details of financial support available to students as well as providing information on tuition fees.
- When undertaking Schools and College liaison activity, University staff will signpost prospective students to the locations of fee information.
- Visit Days – these are targeted at schools in low participation neighbourhoods. The University will provide these groups with focused student finance sessions providing information on the support available and tuition fees.
- Prospective students can access the University's Advice for Applicants web pages which include core pre-joining information on topics such as such as tuition fees & finance, accommodation, student support services.
- Emails will also be sent at key points throughout the year to both enquirers and applicants highlighting key information about student finance – tuition fees, how and when to apply, Frequently Asked Questions (FAQ) etc.

Fee levels for 2017/18 are set out in Annex Aii Tables C & D of this Fee & Access Plan. The University will increase fees in 2017/18 and subsequent years of study by any permitted level of inflation approved by the Welsh Government.

Fee changes will be communicated to students as follows:

- Proposals will be discussed with CMSU prior to being put to Governors for approval.
- Changes will be communicated to returning students in the correspondence they receive from the University Academic Registry with regards to enrolment, and will be signposted to the University Website, Student Portal, and the Virtual Learning Environment as appropriate for full details. (The Student Portal is the main repository for information while a student is studying at the University.)
- Students who wish to ask questions or seek clarification on changes to Fees will be able to do so with i-Zone staff (the i-Zone is a 'one stop shop' for information on all aspects of the University, in particular ensuring that they are provided with the latest information if they have not come across it on the student portal themselves).
- Additionally, the Student Financial Advisory Service (part of Student Services) will be available to students in financial difficulty and to students who have more general queries relating to budgeting or accessing financial support, including the University's Hardship Fund.

Further Education colleges that franchise full-time undergraduate courses from the University are expected to mirror the quality and scope of the University's approach to the provision of information on fees to students. This means that information for students who will be studying under franchise arrangements will be provided face-to-face by Further Education college staff as well as via a variety of publication media at their site(s) of study. These arrangements include learners at Bridgend College and Cardiff and Vale College.

## **Rationale and Strategic Approach**

### Context & Objectives

The University took a conscious decision to adopt a long-term approach to supporting equality of opportunity and promoting higher education at the point that the Welsh Government introduced new financial arrangements for full-time undergraduate students who live in the UK and the European Union in 2012/13. Consequently, successive fee plans from 2012/13 onwards have included the same set of objectives, and have encompassed a similar set of provisions and delivery measures. Those plans were driven by the objectives set out in the University's Corporate Strategic Plan and were informed by Welsh Government and HEFCW priorities. The Fee & Access Plan 2017/18 has much in common with previous fee plans and similarly takes its lead from the University's Corporate Strategic Plan.

Consistent with the 2016/17 fee plan, the objectives of Cardiff Metropolitan University's Fee & Access Plan 2017/18 are:

1.	To Increase recruitment from Communities First Clusters.
2.	To increase recruitment from other under-represented communities.
2A.	To increase participation from young entrants from low participation neighbourhoods.
2B.	To increase participation from mature entrants from low participation neighbourhoods.
2C.	To increase participation in part-time students amongst entrants from low participation neighbourhoods.
3.	To increase student retention.
3A.	To increase retention amongst entrants from low participation neighbourhoods.
3B.	To increase retention amongst entrants from other neighbourhoods.
4.	To improve flexible learning opportunities.
5.	To improve the quality of learning, teaching & assessment.
6.	To strengthen the employability of graduates.
7.	To expand Welsh medium provision.
8.	To expand international engagement.
9.	To recruit to target for Initial Teacher Training courses.

Objectives 1-4 relate to measures that the University is undertaking to support equality of opportunity; and Objectives 5-9 relate to measures that promote higher education. Objectives 1 and 2 relate specifically to groups that are under-represented in UK higher education. An aspect of Objective 8 involves promoting an international experience amongst students from under-represented groups and so also contributes to supporting equality of opportunity. Targets associated with the objectives are provided in Annex Aii of this Fee and Access Plan.

Consistent with Welsh Government and HEFCW priorities, the University regards Welsh domiciled students who are domiciled in the bottom quintile of Lower Super Output Areas in the Welsh Index of Multiple Deprivation or in Communities First cluster areas as being generally under-represented in higher education. Consistent with UK Government, Welsh Government and HEFCW priorities the University regards the UK domiciled students studying higher education courses who are from UK low participation areas as being generally under-

Cardiff Metropolitan University represented in higher education (i.e. students whose postcode falls within wards from the bottom quintile of participation using the POLAR3 method).

In respect of Objectives 1, 2 and 3A, measures to support equality of opportunity have been designed to support the first two categories of students described above. However, the University recognises the imperfections that could result if it was to exclusively or rigidly apply these categorisations. Consequently, some of the measures supporting equality of opportunity will be applied to wider potential audiences which may include but which will not necessarily be restricted to care leavers and looked after children, disabled students, and vulnerable students. Through its Strategic Equality Plan the University is intending to enhance its capacity to gather and assess qualitative and quantitative data in order to develop enhanced measures to support equality of opportunity.

As the Fee & Access Plan 2017/18 is an extension of existing practice and activity, the targets expressed for each of the 9 Objectives are derived directly from those included in the fee plan for the previous year.

The University expects to establish a new Corporate Strategic Plan which will influence the Fee & Access Plan from 2018/19 onwards.

### Alignment, Monitoring and Evaluation

The Fee & Access Plan is embedded at a strategic level across the University. This is achieved through a variety of mechanisms:

- The Fee & Access Plan is driven by the aims and objectives of the University's Corporate Strategic Plan.
- The University has developed a suite of corporate-level sub-strategies which align with the Fee & Access Plan. The primary points of horizontal integration can be found within the strategies and action plans for the following aspects of the University's operations: Enterprise; Estate; External Relations & Communications; Learning, Teaching & Assessment; Healthy University; Internationalisation; Strategic Equality Plan; Student Experience; Technology & Information, Welsh Language. Factors relating to widening access are incorporated into these corporate-level sub-strategies – this approach having been adopted in preference to the former practice of having a standalone widening access strategy.
- Use of the annual planning process to achieve a vertical integration of the objectives of the Fee & Access Plan and the plans of Schools and Professional Services.
- The development and use of University policy to shape and guide action, and ensure consistency of approach.
- Continuing to play a full and active role in the Reaching Wider Partnership.

Delivery of the Plan and performance will be monitored as follows:

- The Pro Vice-Chancellor (Strategy & Performance) will provide overall leadership and management oversight for the delivery of the Plan. This will involve utilising a range of mechanisms including:
  - The Annual Planning Round – performance review, objective setting and budget setting for all academic schools and professional services.
  - Cascading actions into the plans of schools and professional services with day-to-day delivery overseen by local managers.
  - Termly updates on the progress in relation to strategic changes identified in the University's strategies (see above), the outcomes of which will be shared with the Executive in order to address any difficulties or short-comings.

- The University's Risk Management procedures.
- The Board of Governors is responsible for agreeing the Fee & Access Plan and evaluating delivery. The Strategic Planning & Performance Committee (a sub-committee of the Board of Governors) will receive an annual progress report on the delivery of the University's Strategic Plan in the autumn each year. As previously mentioned the Fee & Access Plan is derived from the Strategic Plan, and is therefore an important component of the Strategic Plan. The Strategic Planning & Performance Committee will also receive information on performance against Fee & Access Plan objectives targets and investment commitments in the spring of each year. Both reports will also be provided to the Board of Governor, which will also receive risk management reports on a termly basis. Progress and performance information will also be shared with appropriate academic and management committees prior to Governor-level scrutiny.
- The University will develop KPIs relating to targets, accessed via a visual business intelligence platform to facilitate the monitoring and evaluation of performance.

### Investment

The following lessons have been learnt from the University's critical reflection of the outcomes of previous fee plans and have informed the measures described in the Fee & Access Plan 2017/18:

- The University's student population is becoming increasingly diverse. The number of students from under-represented backgrounds and those whose first language is not English is increasing. Without intervention this has the propensity to result in lower rates of student retention and academic under achievement. The University is responding by investing in a wider range of academic, counselling, financial, health and welfare support services that can be tailored to meet the needs and circumstances of individual students. The University is also investing in developing its capacity to understand the characteristics of its students in order to be able to respond more pro-actively to their needs.
- Greater diversity in the student population has happened at a time of cuts to public health services, in particular those supporting mental health. This can mean that some students can experience disjuncture between the level and quality of support that they may have experienced whilst at school/college and their ability to access support through the National Health Service as adults. The University is responding to this by investing in additional mental health support and through additional training for staff and students.
- A systematic approach to the development and delivery of measures that supporting widening access (recruitment and retention) is more likely to produce lasting and more significant outcomes than a series of unrelated activities. The University continues to support a coherent regional approach through First Campus initiative in conjunction with universities, further education colleges and schools in South-East Wales, and collaborate with Cardiff University to raise aspirations amongst local disadvantaged communities. Additionally the University is investing in an integrated programme of learning that enables students to access the University at the level that is appropriate to their circumstances, and to progress to higher levels of study.
- There is a high rate of employability amongst the University's graduates, but the proportion of former students in graduate/professional level employment has lagged behind comparator institutions. The University is responding by investing in the quality and scale of expansion of its carers, employability and entrepreneurship services.
- The University benefits from having a pro-active and dynamic Student Union that wishes to develop a wider range of function than the 'usual' social, recreational and representative services found in most student unions. The University is responding to this by investing in CMSU so that it can enhance its student volunteering opportunities

Cardiff Metropolitan University and involvement in supporting student entrepreneurship and employability, as well as expanding the quality and number of student clubs/societies.

- Despite prominent advertising, student awareness of eligibility for means-tested scholarships and bursaries remains relatively low. This is consistent with UK-level research that suggests that these types of financial incentives/inducements are not a primary or determining factor in shaping student choice. CMSU has indicated a preference for the University supporting student financial hardship and investments in services and facilities that benefit the general student population over an expansion of bursaries and scholarships. The University is responding to this by retaining its Student Hardship Fund (despite the withdrawal of Welsh Government funds), and targeting additional investment at services that can be accessed by all students and maintaining the level of funding used to support bursaries and scholarships.

The University commits £11M to delivering the measures described in this Fee & Access Plan. Within the 16 measures on which the University is obliged to report, higher levels of investment are committed to activities that reflect the University's priorities. A schedule of how the University will invest against each of the measures detailed below is provided in Annex Aii of this Fee and Access Plan.

## **Measures and Provision**

### **Equality of opportunity measures which support groups under-represented in higher education**

Cardiff Metropolitan University is committed to spending 16.7% (£11M) of its total fee income derived from home/EU full-time undergraduate and PGCE students on equality of opportunity and the promotion of higher education.

A significant proportion of the measures and provision are fully-funded from this investment including all elements relating to equality of opportunity. Some measures and provision related to the promotion of higher education are part-funded from Fee and Access Plan investment and part-funded from other sources such as: part-time, postgraduate, overseas student fees; transnational education; profits arising from commercial services; external grants; and sponsorship. Provision and measures that are part-funded from Fee and Access Plan investment are restricted to the promotion of higher education and include: the development of learning analytics; internationalisation of the curriculum; and the enhancement of academic, social, sport, recreational and residential facilities. There are also a limited number of measures and provision which are not funded through Fee and Access Plan investment but which nevertheless contribute to equality of opportunity and the promotion of higher education. These include, for example, the University's delivery of transnational education, an activity which contributes significantly to enhancing the internationalisation of the University and providing new opportunities for learners to participate in overseas mobility projects. Activities that are fully funded from sources of other income (i.e. not from Fee and Access Plan investment) are clearly indicated.

## **EQUALITY OF OPPORTUNITY MEASURES**

The paragraphs in this section describe activities that support under-represented groups in higher education which are fully funded from Fee and Access Plan investment.

### **1. Promoting and safeguarding fair access to higher education (including identifying individuals with the greatest potential from disadvantaged backgrounds).**

Provision:

- a. The University will operate fair and equitable admissions processes. It will encourage and welcome applications from all racial and social groups and those that have special needs and disabilities. University staff undertaking admissions work will be well-trained, polite and helpful.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a1	1-5,9,12,13,16

- b. The University will publish its standard entry requirements in its prospectus and on its website.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a1	1-5,9,12,13,16

- c. The University will operate mechanisms to facilitate the admission of students with non-standard entry qualifications. These will include:

- Credit Transfer arrangements, recognising higher education qualifications or modules at undergraduate or postgraduate level gained at another higher education provider. Credit may also be recognised from international countries (i.e. those outside the EU) where qualifications are recognised by the National Academic Recognition Information Centre (NARIC).
- Recognition of Prior Certified Learning arrangements, recognising certified learning at another organisation, professional body, or other recognised education/training provider.
- Recognised Prior Learning arrangements, recognising uncertified learning such as knowledge or skills acquired through work and informal training or volunteering.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a1	1-5,9,12,13,16

- d. The University will require applicants whose study, work or training will bring them into contact with children or vulnerable people to undergo a criminal records check prior to the start of their programme. The University will inform applicants if a Disclosure & Barring Service (DBS) check is needed. A conviction indicated on a DBS enhanced disclosure will not necessarily act as a 'bar' to enrolment. The University will operate a specific policy and procedure to make a decision on

Cardiff Metropolitan University suitability in circumstances in which an applicant has a conviction. This will be a confidential process which is separate from application and interview for a place on the programme.

- e. The University will provide information on its courses, services and activities consistent with the University's Equal Opportunities Policy and Welsh Standards agreed by the National Assembly for Wales.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a1	1-5,9,12,13,16

- f. The University will minimise the need for students to pay for items additional to their course fees such as mandatory field trips, Criminal Records Bureau (CRB) checks, studio/equipment/printing fees, uniforms etc and will provide subsidised transport to/from campus.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a1	1-5,9,12,13,16

- g. The University will make reasonable adjustments to its infrastructure and facilities to meet the needs of disabled students. New building developments will meet the standards defined in BS 8300:2002 in respect of meeting the needs of disabled people.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a1	1-5,9,12,13,16

- h. The University will undertake equality & diversity activities in order to improve practice and secure/retain Athena Swan, Race Equality, Stonewall and Disability accreditations.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a1	1-5,9,12,13,16

## **2. Attracting and retaining students and prospective students from under-represented groups, which may include students from less advantaged backgrounds and students with protected characteristics**

Provision:

- a. The University will use bursaries, scholarships and targeted financial support for students' living costs to attract applications and retain students from groups under-represented in higher education. Particular emphasis will be given to students from Communities First areas, care leavers and looked after children.

Objectives addressed	Fee Plan investment category	Targets impacted
1-4,7,9	a2	1-8

- b. The University will provide a foundation year as part of an integrated 4-year full-time scheme of study leading to the award of an undergraduate degree in selected subjects as part of its widening access programme. The foundation year will provide students with the opportunity to develop academic skills (e.g. essay writing skills; referencing skills) independent learning strategies; a work ethic; organisational skills and coping strategies in preparation for undergraduate study.

Objectives addressed	Fee Plan investment category	Targets impacted
1-4,7,9	a2	1-8

- c. The University will subscribe to organisations that will help it develop its capacity for attracting and retaining students from under-represented groups and students with protected characteristics such as Buttle UK; Equality Challenge Unit; Stonewall; and Women in Science & Engineering.

Objectives addressed	Fee Plan investment category	Targets impacted
All	a9	All

### 3. Raising educational aspirations and developing skills which prepare students from under-represented groups for higher education.

Provision:

- a. The University will undertake schools intervention work to raise aspirations amongst children from under-represented groups. This will involve promoting awareness of the benefits of higher education, learning pathways, and how higher education study can benefit career options.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a3	1-5,9,12,13,16

- b. The University will deliver outreach activities targeted primarily at 'mature' audiences. These will encompass taster sessions, non-accredited and accredited courses and a summer school delivered where appropriate in partnership with community organisations.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a3	1-5,9,12,13,16

- c. The University may provide advice and support to meet certain arising and topical situations and needs. In previous years this provision has included supporting refugees, asylum seekers and the children of Ghurkha soldier access higher education.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a3	1-5,9,12,13,16

#### 4. Supporting and increasing student retention and completion particularly those from low participation neighbourhoods, looked after children, care-leavers and carers.

Provision:

- a. The University will provide students with high-quality personal tutorial support to facilitate a personalised approach to their learning. This will be premised on all students being allocated a named personal tutor within the first month of commencing their programme at the University, and scheduled tutorial meetings taking place once per term (as a minimum), with a record of these meetings being kept. The University will develop its approach to personal tutorial support in-line with best practice, taking due account of Cardiff Met Student Union input and emerging UK-wide developments. Regular and effective engagement with a personal tutor can enhance the likelihood of successful completion, and help students from low participation neighbourhoods and particularly those with little family support to navigate critical and transitional phases of their university experience.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a4	6,7,8

- b. The University will undertake a Student Engagement Programme with objectives of improving student retention, enhancing student attainment, maximising the opportunity for students to achieve their potential through supporting them to engage more actively in learning and other activities, and improving student retention. The work will encompass:

- Enhancing the quality and timeliness of the processing of student retention data.
- Reviewing the effectiveness of existing student retention activities.
- Establishing and implementing a Cardiff Met Student Engagement Policy (which may include an attendance monitoring aspect).
- Establishing and facilitating mechanisms for capturing robust student attendance data.
- Identification of high-risk students and more broadly, the empowerment of students through development of Learning Analytics.

These actions are particularly relevant to students from under-represented groups and disadvantaged background can have a higher propensity to drop-out or under perform.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a4	6,7,8

- c. The University will provide financial assistance to support vulnerable students who experience financial hardship through its Financial Hardship Scheme, the operation and advertising of which will be undertaken in conjunction with the Cardiff Met Student Union. The University commits to providing scheme which,

Cardiff Metropolitan University as a minimum, is of equivalent value to the funds withdrawn by the Welsh Government.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a4	6,7,8

- d. The University may provide advice, information and support to meet certain arising and topical needs. In previous years the University has provided advice to prepare care leavers and people on the autistic spectrum for the challenges of higher education.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a4	6,7,8

## 5. Improving the experience of higher education of students from under-represented groups - including activities to promote an international experience.

Provision:

- a. The University will operate a scholarship scheme to facilitate students from under-represented groups participating in outward student mobility opportunities.

Objectives addressed	Fee Plan investment category	Targets impacted
5,6,8	a5	10,11

- b. The University will support students in accessing programmes designed to help disadvantaged students, participate in internship and scholarship opportunities, and gain awards.

Objectives addressed	Fee Plan investment category	Targets impacted
5,6,8	a5	10,11

- c. The University will provide Cardiff Met Student Union with funding to support the quality and scope of its clubs/societies, events and social and recreational activities that enhance the quality of student experience and which help create a positive, supportive and rounded environment, thereby facilitating retention and successful completion particular amongst students from under-represented groups.

Objectives addressed	Fee Plan investment category	Targets impacted
5,6	a5	10

- d. The University will provide training for staff to enable them to prepare for and respond to the needs of an increasingly diverse student population.

Objectives addressed	Fee Plan investment category	Targets impacted

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B,5	a5	6,7,8,10

- e. The University will meet the costs of graduation ceremonies.

Objectives addressed	Fee Plan investment category	Targets impacted
1-21-2D,4,7,9	a5	1-5,9,12,13,16

## 6. Providing effective information to students from under-represented groups before and during their courses.

Provision:

- a. The University will provide transparent and accessible information to prospective students about the content and organisation of courses, the availability of supporting services (including financial assistance), and the costs of study (including the aggregate amount of fees to be charged for the completion of the course). This will be achieved through a variety of mechanisms including: school visits recruitment fairs; open days; printed and on-line prospectuses and associated publications, and applicant advisory services. Visit days in low participation neighbourhoods will include specific and focused student finance sessions providing information on the support available and tuition fees.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	a6	1-5,9,12,13,16

- b. The University will provide transparent and accessible information to enrolled students. This will be achieved through a variety of mechanisms including: a Week One Welcome/Induction programme when students at the point students start at University; the student portal; information screens across campuses; the i-Zone (a 'one stop shop' for information and queries on all aspects of the University); the personal tutoring system. Information will be tailored to individual needs and will encompass services that may be of particular relevance to students from under-represented groups such as advice/support that may be obtained through the University's Student Support Services including advice on budgeting and/or access financial assistance. The University will work in conjunction with the Cardiff Met Student Union in advertising and signposting students to the services that are appropriate to their needs, and designing the operation of the University's Student Hardship Fund.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a6	6,7,8,10

## 7. Providing high-quality academic and welfare support to students from under-represented groups.

Provision:

- a. The University will operate an iZone on each of its campuses in Cardiff to provide students with high quality and consistent service for answering queries, dealing with routine transactions and gaining access to academic and welfare services.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a7	6,7,8

- b. The University will provide a range of responsive range of welfare support services to students. Individually tailored and flexible delivered services (including ‘out of hours’/critical response capability) can be particularly effective in support students from under-represented groups especially those who do not have stable or effective family or other types of external support. Welfare support services will encompass counselling and mental health mentoring, services for disabled students, services for care leavers and looked after children, student health services, financial advice, and the chaplaincy. These services will take account of appropriate Welsh Government initiatives such as its strategy *Together for Mental Health*.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a7	6,7,8

- c. The University will implement measures to combat the risk of radicalisation amongst vulnerable and other students in response to the UK Government’s Prevent agenda. The University’s approach will be premised on student protection rather than policing.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a7	6,7,8

- d. The University will take appropriate account of proposed changes made by the UK and Welsh governments to Disabled Students’ Allowances (DSA), replacing any reduction of government funding from its own resources where reasonable and affordable.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a7	6,7,8

- e. The University will provide mental health and other appropriate training for staff who do not work directly in support services to better respond to the needs of an increasing diverse student population.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a7	6,7,8

- f. The University will provide the Cardiff Met Student Union with funding to support its advisory and welfare services.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	a7	6,7,8

## 8. Supporting students from under-represented groups to progress to employment or further study.

Provision:

- a. The University will provide and develop academic provision that supports flexible learning and which has flexible entry and exit points thereby enhancing the opportunity for students to learn at their own pace and balance family, work and other commitments. Flexible delivery can be particularly effective in supporting effective in supporting students from under-presented group progressing to employment or further study.

Objectives addressed	Fee Plan investment category	Targets impacted
6	a8	11

- b. The University will provide students with access to careers preparation and support through one-to-one sessions with a careers advisor. Support sessions that are tailored for the individually student can be particularly effective in supporting students from under-presented group progressing to employment or further study.

Objectives addressed	Fee Plan investment category	Targets impacted
6	a8	11

- c. The University will provide academic skills advice and resources to promote graduate skills, attributes and behaviour. This support can be particularly beneficial in enhancing the employment prospects of students who come from background or families where there has been no or limited experience of higher education.

Objectives addressed	Fee Plan investment category	Targets impacted
6	a8	11

- d. The University will provide academic provision through the medium of Welsh in areas in which the University is already strong and those in which there is a particular demand from employers for graduates with Welsh language skills and/or from students.

Objectives addressed	Fee Plan investment category	Targets impacted
6,7	a8	11,12,13

## 9. Other measures to support groups under-represented in higher education such as fee and access plan effectiveness evaluation.

## Provision:

- a. The University will monitor compliance with the provision of the Fee & Access Plan and progress in achieving the objectives set out within in through governance, management, planning and business intelligence processes and systems.

Objectives addressed	Fee Plan investment category	Targets impacted
All	a9	All

## **PROMOTION OF HIGHER EDUCATION MEASURES**

The paragraphs in this section describe activities that support a range of stakeholders including groups that are under-represented groups in higher education. It is indicated where activity is fully funded from sources of other income (i.e. not from Fee and Access Plan investment).

### **1. More effective engagement with private, public or voluntary bodies and communities in Wales.**

Provision:

- a. The University will deliver and facilitate public lectures, exhibitions and events as part of its civic and community engagement.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	b1	1-5,9,12,13,16

- b. The University will support student and staff volunteering as part of its civic and community engagement.

Objectives addressed	Fee Plan investment category	Targets impacted
6	b1	11

- c. The University will work in partnership with further education colleges and universities in the Cardiff-city region to improve access to learning, widening access, and working with employers to meet identified regional skills-gaps. First Campus activity is funded from other sources.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,6,7,9	b1	1-5,9,11-13,16

- d. The University will work in partnership with Cardiff City Council to enhance community-student relations.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,6-9	b1	1-5,9,11-14,16

- e. The University will provide defined community access to its sports and library facilities.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	b1	1-5,9,12,13,16

- f. The University will support the development of community-based sport through its delivery of Sport Development for Cardiff City Council, using this to strengthen its relationship with the city's primary and secondary schools, support student work

Cardiff Metropolitan University placements and volunteering opportunities and address disability, gender and disadvantaged groups through increased sports participation.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	b1	1-5,9,12,13,16

- g. The University will provide philanthropic support to local community-based organisations.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	b1	1-5,9,12,13,16

## 2. Investments in improving the quality of learning and teaching, with reference to the quality of the student experience.

Provision:

- a. The University will invest in the development of infrastructure, facilities, systems and pedagogic practice that support technology enhanced learning encompassing but not limited to: expanding the availability of on-line learning resources; piloting and extending the use of web-based technologies in formative and diagnostic assessment; developing approaches to support on-line submission of student assignments; and providing tailored staff development to support the use of technology. Where appropriate, the University will undertake developmental work in conjunction with external agencies such as Jisc and partner with other universities to facilitate the sharing of knowledge across the sector.

Objectives addressed	Fee Plan investment category	Targets impacted
5	b2	10

- b. The University will invest in enhancing the accessibility of resources available through Learning Centres, renewing library stock, and improving the availability of on-line journals.

Objectives addressed	Fee Plan investment category	Targets impacted
5	b2	10

- c. The University will invest in staff development, including for academic staff: a continuing professional development scheme aligned with the UK Professional Standards Scheme; supporting staff attain Higher Education Academy recognition; providing a Postgraduate Certificate in Higher Education; participation in the National Teaching Fellowship Scheme; operating a Staff Peer Learning & Development Scheme; awarding Student-led Fellowships.

Objectives addressed	Fee Plan investment category	Targets impacted
5	b2	10

- d. The University will invest in the development of learner analytics in order to be in a position in the future to provide students with greater access to information about their learning and an enhanced ability to navigate and plan their learning experience.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B,5	b2	6,7,8,10

### 3. Activities which strengthen the employability of Welsh graduates.

Provision:

- a. The University will provide access to job opportunities, careers planning, events, resources and training/workshops for students and recent graduates.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	b3	6,7,8

- b. The University will use institutional-wide approaches to manage the delivery and development of work and training placements within identified programmes.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	b3	6,7,8

- c. The University will develop and implement institutional-wide approaches to the recording of curricula and non-curricula student activity such as the Personal Development Planning and the Higher Education Achievement Record to enhance the ability of students to prepare for employment.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	b3	6,7,8

- d. The University will further embed employability skills, aptitudes and experiences within curricula and programmes through annual and periodic review, where appropriate using stakeholder/employers in review and design processes.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	b3	6,7,8

- e. The University will provide accredited and non-accredited continuing professional development in response to employer and market needs.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	b3	6,7,8

- f. The University will use its alumni network to provide mentoring and networking opportunities for student, guest lectures, work placements and graduate recruitment opportunities.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	b3	6,7,8

- g. The University will support initiatives and mechanisms that raise awareness and develop entrepreneurship amongst students, including the operation of a Student Entrepreneurship Centre that provides students and graduates with the skills and know-how to develop and launch a business or social enterprise.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	b3	6,7,8

- h. The University will provide the Cardiff Met Student Union with funding to support the quality and scope of activities that promote employability such as student volunteering and the operation of its Cardiff Met Award.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B	b3	6,7,8

#### 4. **Actions which promote Welsh higher education more effectively internationally.**

Provision:

- a. The University will invest in leadership roles within each of its academic Schools to accelerate the internationalisation of curricula and embedding of education for sustainable education and global citizenship within courses.

Objectives addressed	Fee Plan investment category	Targets impacted
6,8	b4	11,14,15

- b. The University will deliver transnational education within a robust quality framework and with a limited range of partners, using the development of this activity to facilitate the internationalisation of the curriculum, staff and student exchanges, and income generation. This is funded from other sources (i.e. not Fee and Access Plan investment).

Objectives addressed	Fee Plan investment category	Targets impacted
6,8	n/a	11,14,15

- c. The University will provide its transnational education students with access to the full range of its learning resources, including electronic library access, study skills support material and employability guidance. This is funded from other sources (i.e. not Fee and Access Plan investment).

Objectives addressed	Fee Plan investment category	Targets impacted
6,8	n/a	11,14,15

- d. The University will promote its provision and activities through its offices in China and India.

Objectives addressed	Fee Plan investment category	Targets impacted
6,8	b4	11,14,15

- e. The University will develop and engage in EU-funded projects designed to foster better understanding between universities and facilitate the exchange of students, researchers and academic and administrative staff from EU countries and the Middle-East. This is funded from other sources (i.e. not Fee and Access Plan investment).

Objectives addressed	Fee Plan investment category	Targets impacted
6,8	n/a	11,14,15

- f. The University will provide appropriate resource to ensure continuing compliance with the licensing and regulatory procedures operated by UK Visa & Immigration (UKVI). This is funded from other sources (i.e. not Fee and Access Plan investment).

Objectives addressed	Fee Plan investment category	Targets impacted
6,8	n/a	11,14,15

## 5. Actions which improve delivery of sustainable higher education.

Provision:

- a. The University will invest in resources and mechanisms that support the retention of the 'Gold Level' Corporate Health Standard.

Objectives addressed	Fee Plan investment category	Targets impacted
5	b5	10

- b. The University will invest in the enhancement of its academic, social, sport, recreational and residential facilities.

Objectives addressed	Fee Plan investment category	Targets impacted
3,3A,3B.5	b5	6-8,10

- d. The University will invest in resources and systems to enhance curriculum management, environmental management and space management.

Objectives addressed	Fee Plan investment category	Targets impacted
5	b5	10

- d. The University will use its Development & Alumni Relations function to attract inward investment and partnership working between the University and external organisations and individuals.

Objectives addressed	Fee Plan investment category	Targets impacted
5,8	b5	10,14,15

## 6. Activities which raise awareness of higher education amongst potential learners.

Provision:

- a. The University will raise awareness of higher education and its activities to potential learning through a number of mechanisms including alumni relations, marketing activity, media relations, social media and its website.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	b6	1-5,9,12,13,16

- b. The University will subscribe to organisations that raise awareness of the benefits and impact of higher education including through the Conversation Trust (UK) Ltd.

Objectives addressed	Fee Plan investment category	Targets impacted
1-2D,4,7,9	b6	1-5,9,12,13,16

## 7. Other measures to support the promotion of higher education such as fee and access plan effectiveness evaluation.

Provision:

- a. The University will monitor compliance with the provision of the Fee & Access Plan and progress in achieving the objectives set out within in through governance, management, planning and business intelligence processes and systems.

Objectives addressed	Fee Plan investment category	Targets impacted
All	b7	All

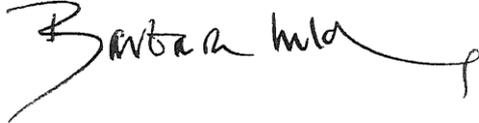
# Authorisation of 2017/18 fee and access plan application

## Authorisation of the 2017/18 fee and access plan application for submission to HEFCW

In authorising the fee and access plan application to be submitted to HEFCW, the governing body:

- i. confirms that the information provided in this 2017/18 fee and access plan application is accurate at the time of writing, and is based on verifiable data.
- ii. confirms that it is acceptable for HEFCW to use financial, quality and/or other information/data that it holds about a currently regulated applicant, regardless of whether the information/data was originally provided for purposes of regulation under the 2015 Act;
- iii. understands that HEFCW reserves the right to undertake a visit to the applicant to better understand eligibility related to the organisation and management of financial affairs, the data submitted on the fee and access plan and the quality of education provided on, or on behalf of, the applicant.
- iv. understands that it must provide HEFCW and/or HEFCW's agent, with information, assistance and access to its facilities and the facilities of other bodies providing higher education on its behalf.
- v. understands that HEFCW may carry out, or arrange for an agent to carry out, a review relating to the quality of education provided by, or on behalf of the applicant institution, and the governing body must take into account any advice given to it by HEFCW or the body appointed by HEFCW for this purpose.
- vi. confirms that all education provided by, or on its behalf, regardless of the level or location of the provision has been taken into account in the fee and access plan application.
- vii. confirms that the institution is at a low risk of failure on financial grounds over the medium to long term.
- viii. confirms that the accounts are audited each year by a registered auditor and that the registered auditor is not the same firm and/or individual that prepared the accounts.
- ix. understands that the institution must comply with Competition and Markets Authority (CMA) guidelines for higher education.

- x. understands that any financial commitments to students made in the original 2017/18 fee and access plan, as approved by HEFCW, must be honoured.

<b>2017/18 fee and access plan submission to HEFCW</b>	
Date of governing body approval:	29 July 2016
Institution's authorised signature:	
Date:	29 July 2016