



AECC University College

*Transforming lives
through Health Sciences*

If you have a query, comment or concern about an aspect of University College life, use the links below to find out where to direct your question or feedback, and how to proceed should you need to escalate your query

I have a question about:

[Unit content, learning outcomes and what I am going to learn within a unit](#)

[How a subject is being taught](#)

[Assessment \(excluding deadlines\)](#)

[Assessment deadlines](#)

[Assessment marking and feedback](#)

[Assessment regulations](#) (progression, reassessment, classification)

[Assessment regulations Access Diploma](#)

[Examination Rules](#)

[My general academic progress](#)

[Timetabling](#)

[Academic appeals](#)

[Exceptional Personal circumstances](#)

[How the institution is run and financed, or how committees work](#)

[Harassment, discrimination or sexual violence](#)

[Absence reporting](#)

[Absence](#) due to Covid-19

[Library and Learning Services resources](#) or [IT resources](#)

[The Virtual Learning Environment](#) (Moodle)

[Student Wellbeing](#)

[Additional Learning Support](#)

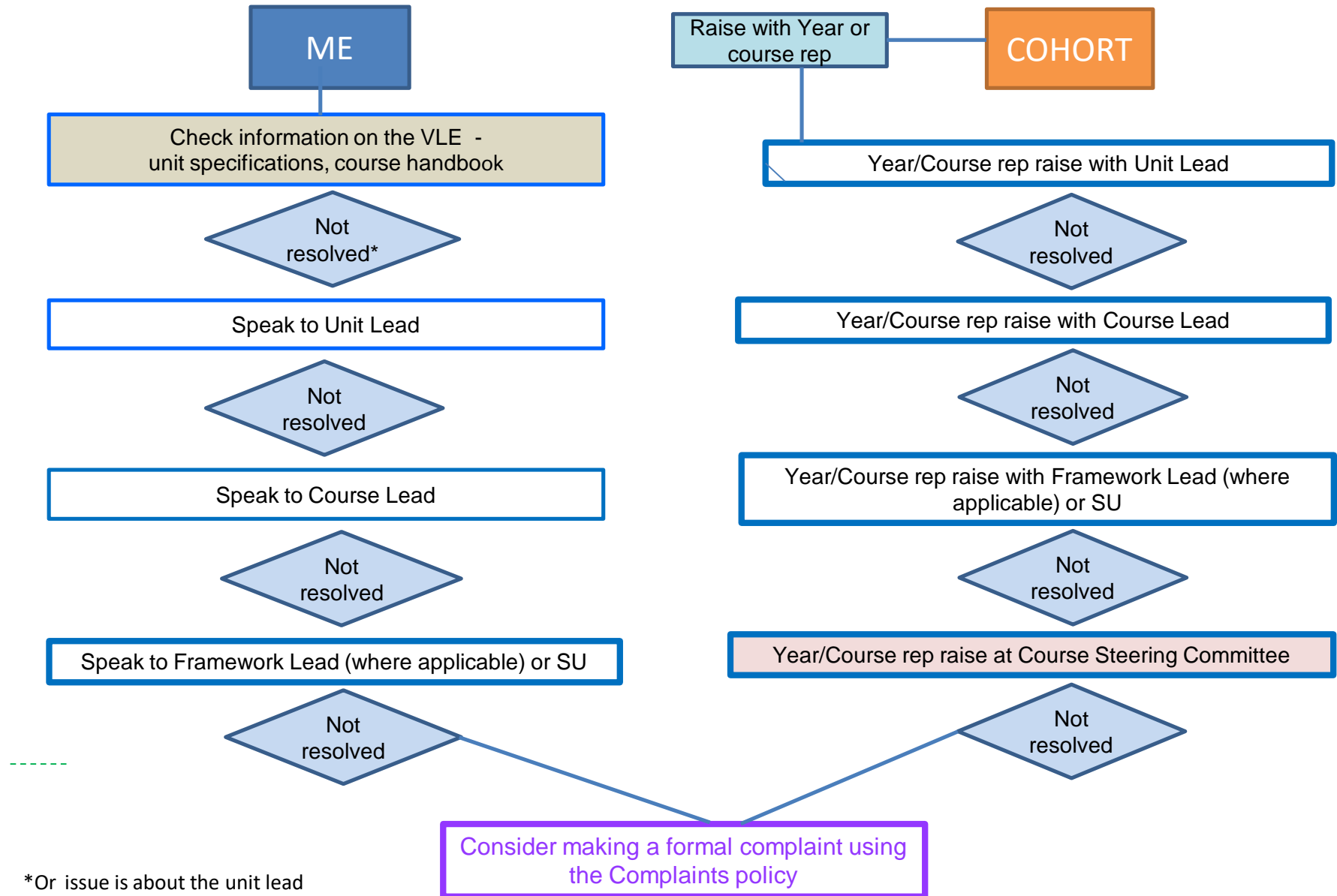
[Recognition of Prior Learning](#) (where applicable)

[Placements](#) (including AECC Chiropractic clinic)

There is lots of useful information in the [University College Handbook](#) and on [the VLE](#) – you may also be able to find the answer to your query there. The Handbook includes links to all the relevant regulations and policies. You may wish to copy any e-mails to your SU Year/course representative. If you have a question which does not fall into any of these categories please use the [enquiry e-mail](#)

Unit learning outcomes and what I am learning within a unit

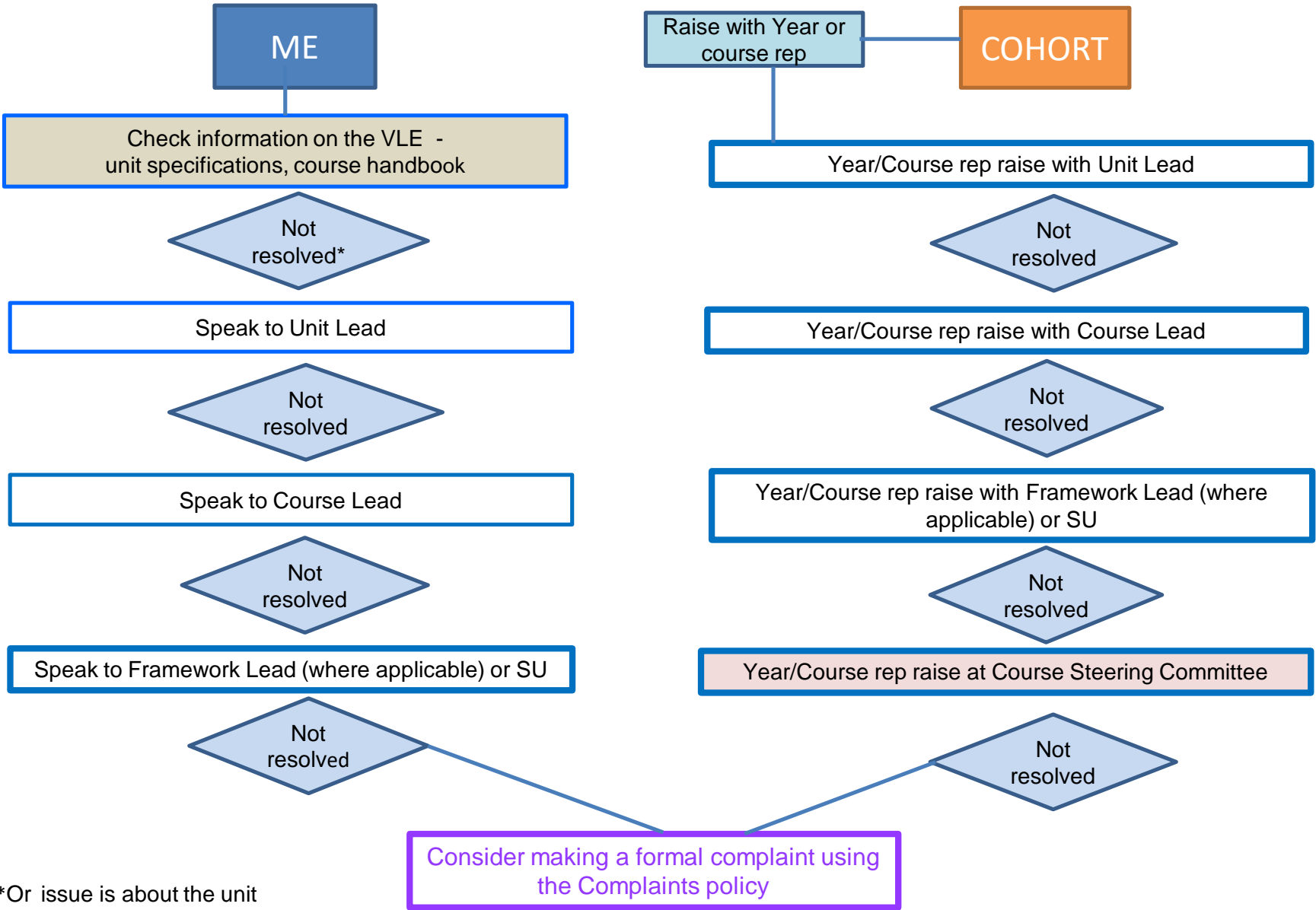
Does the question concern me or the entire cohort?



*Or issue is about the unit lead and I can't talk to them

How a subject is being taught

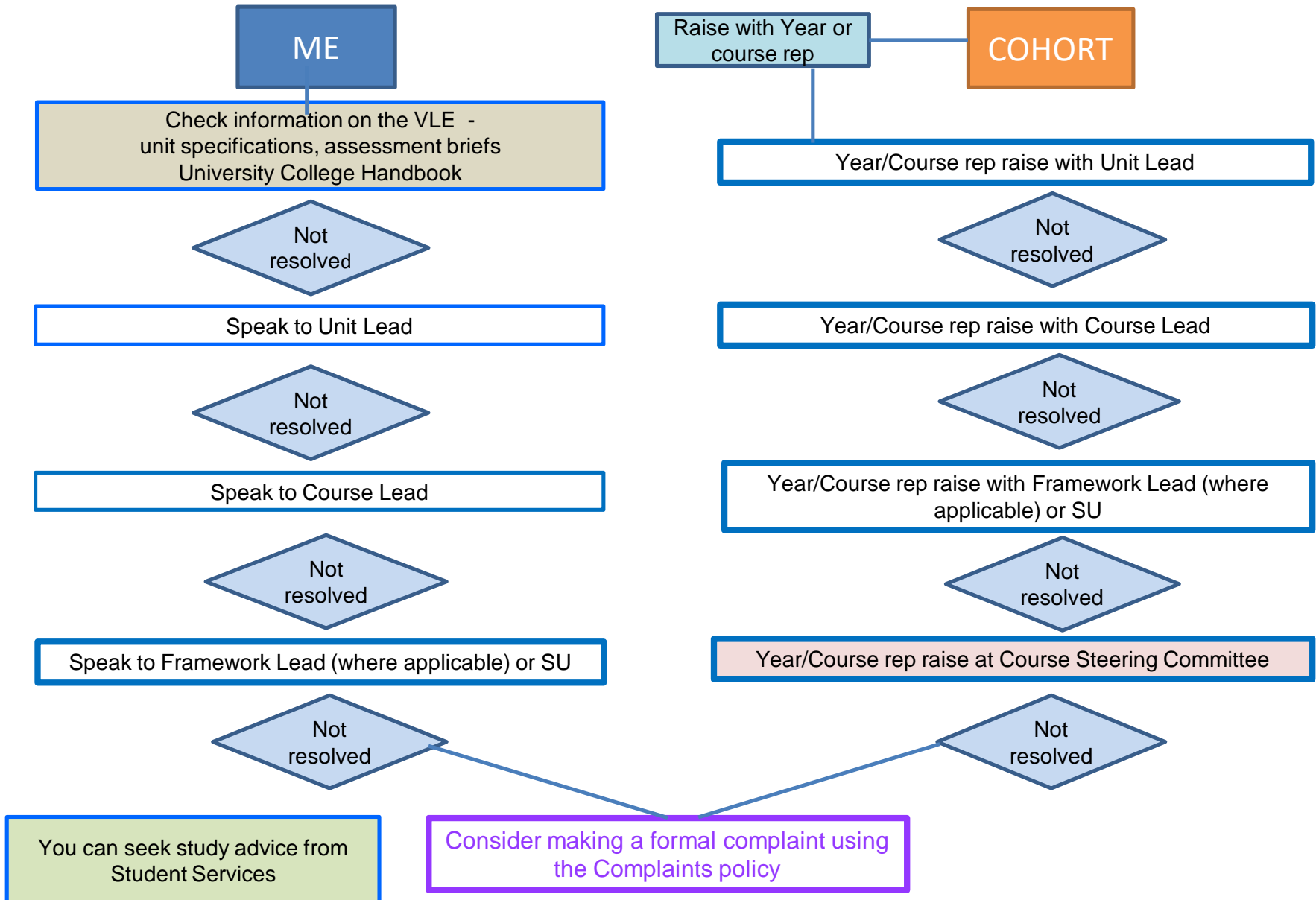
Does question concern me or the entire cohort?



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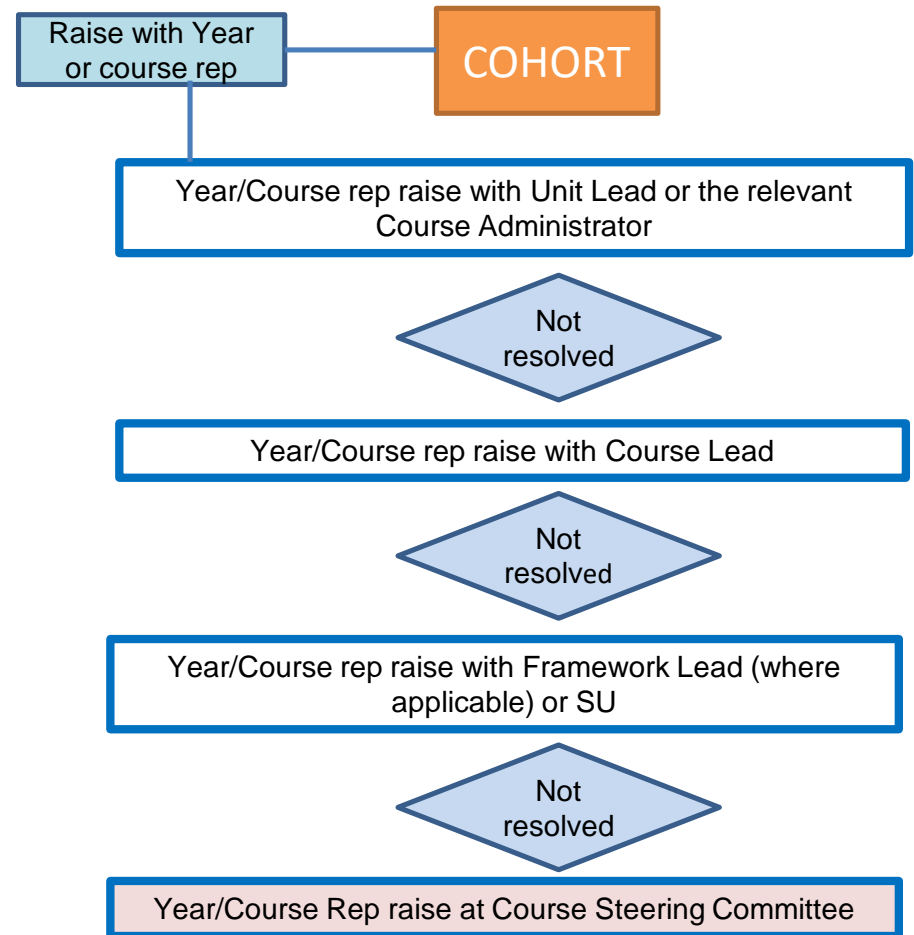
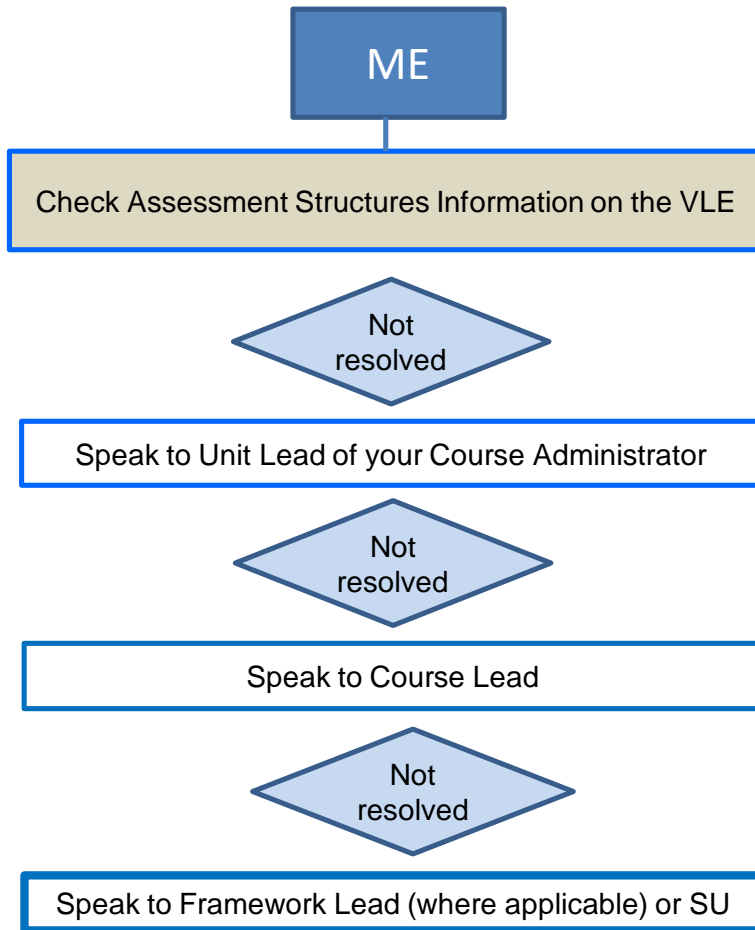
Assessment (excluding deadlines)

Does the question concern me or the entire cohort?



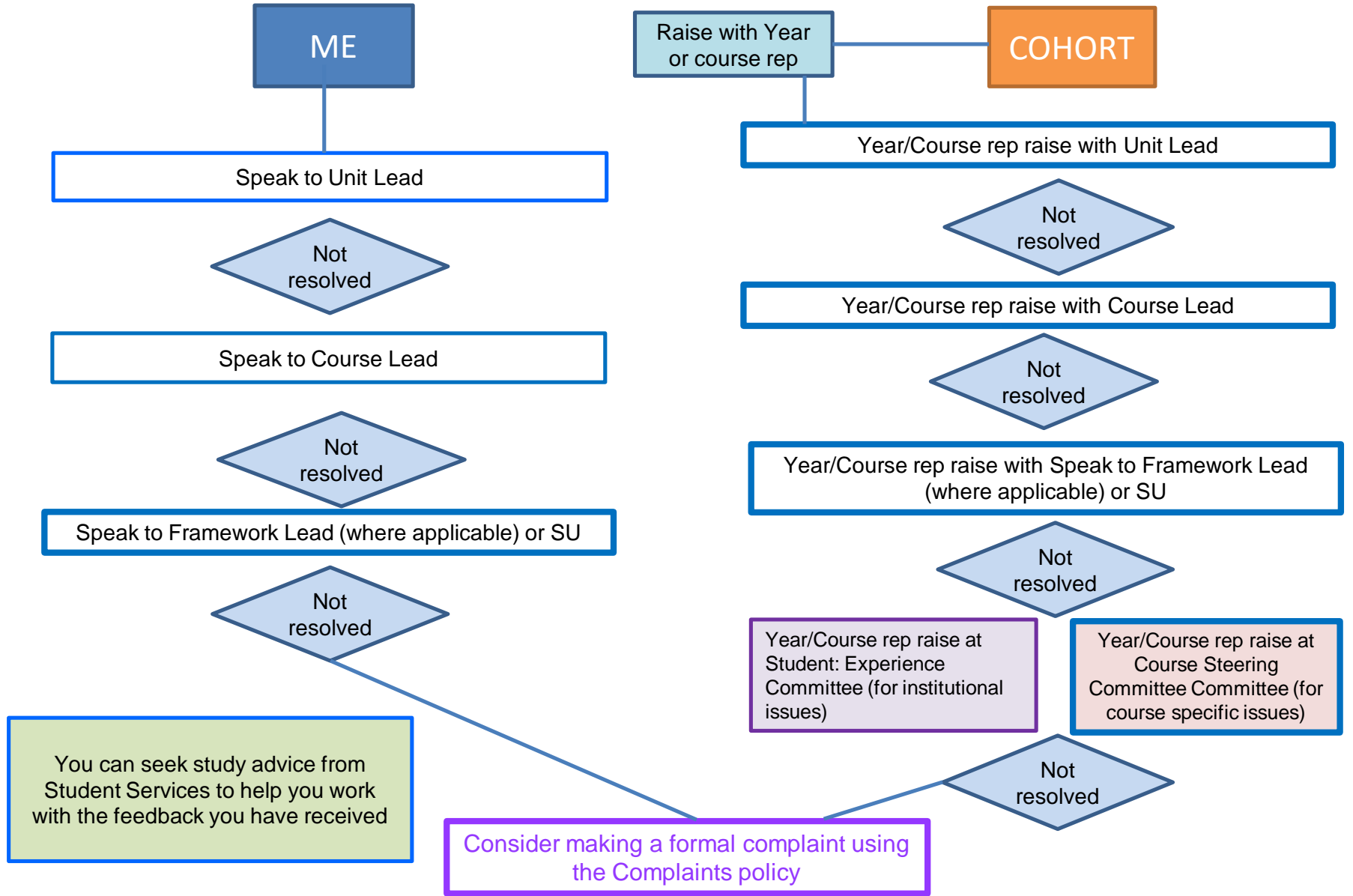
Assessment deadlines

Does the question concern me or the entire cohort?

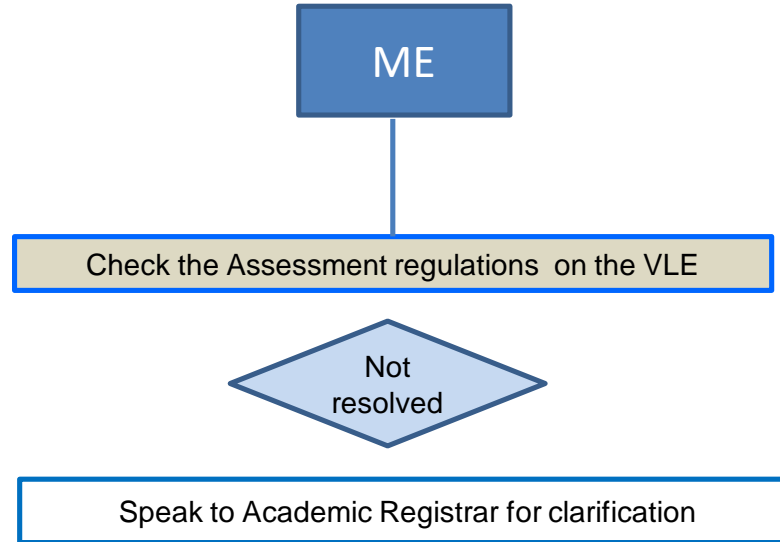


Assessment marking and/or feedback

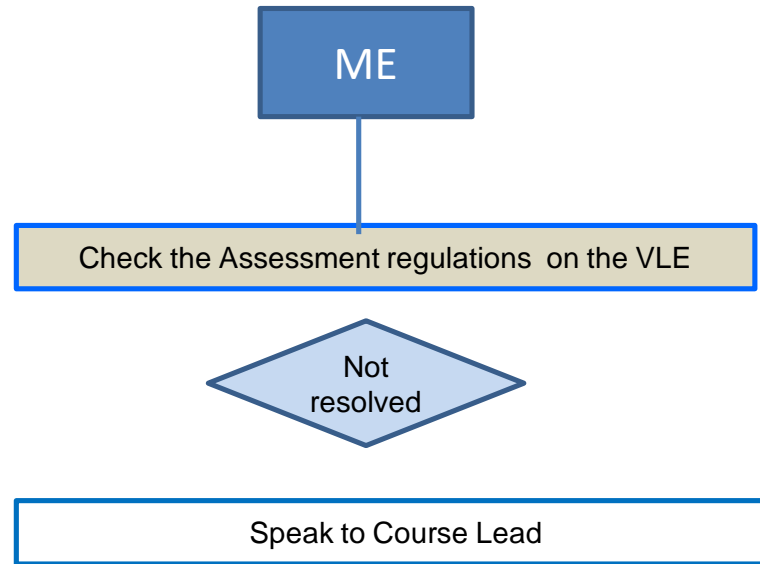
Does the question concern me or the entire cohort?



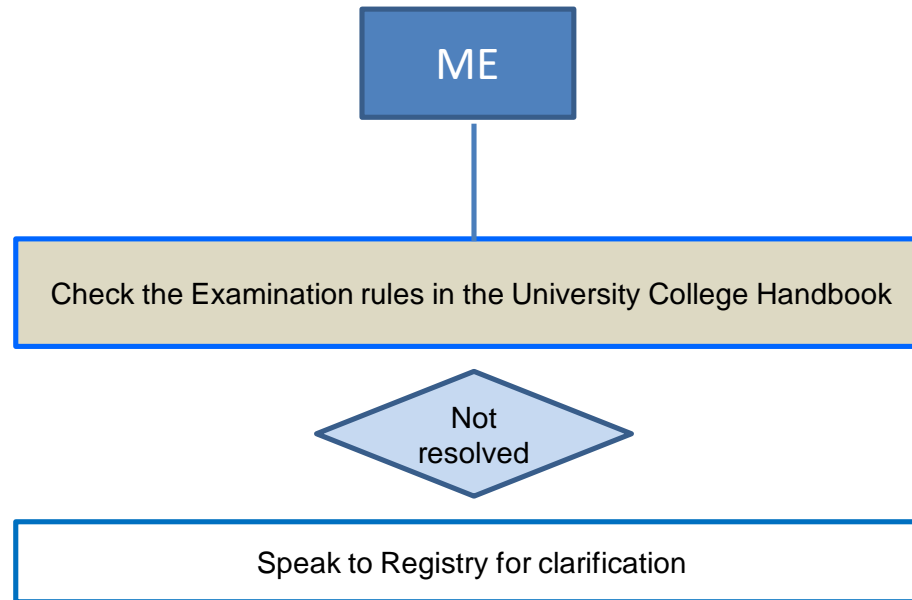
Assessment regulations – all courses other than Access Diploma (rules for progression, reassessment, final classification)



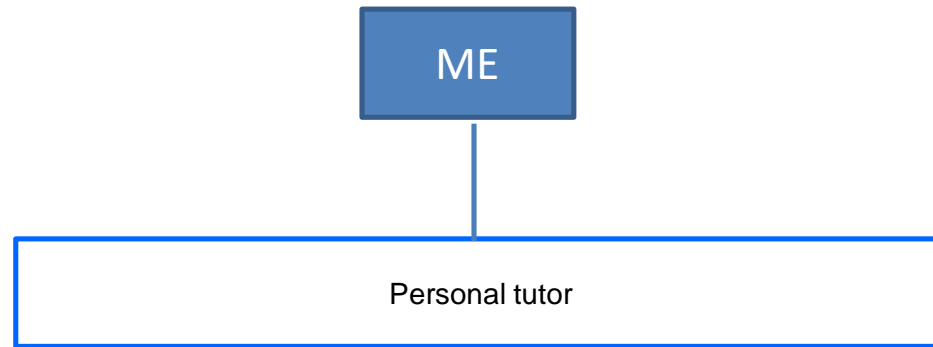
Assessment regulations –Access Diploma (rules for progression, reassessment,



Examination rules

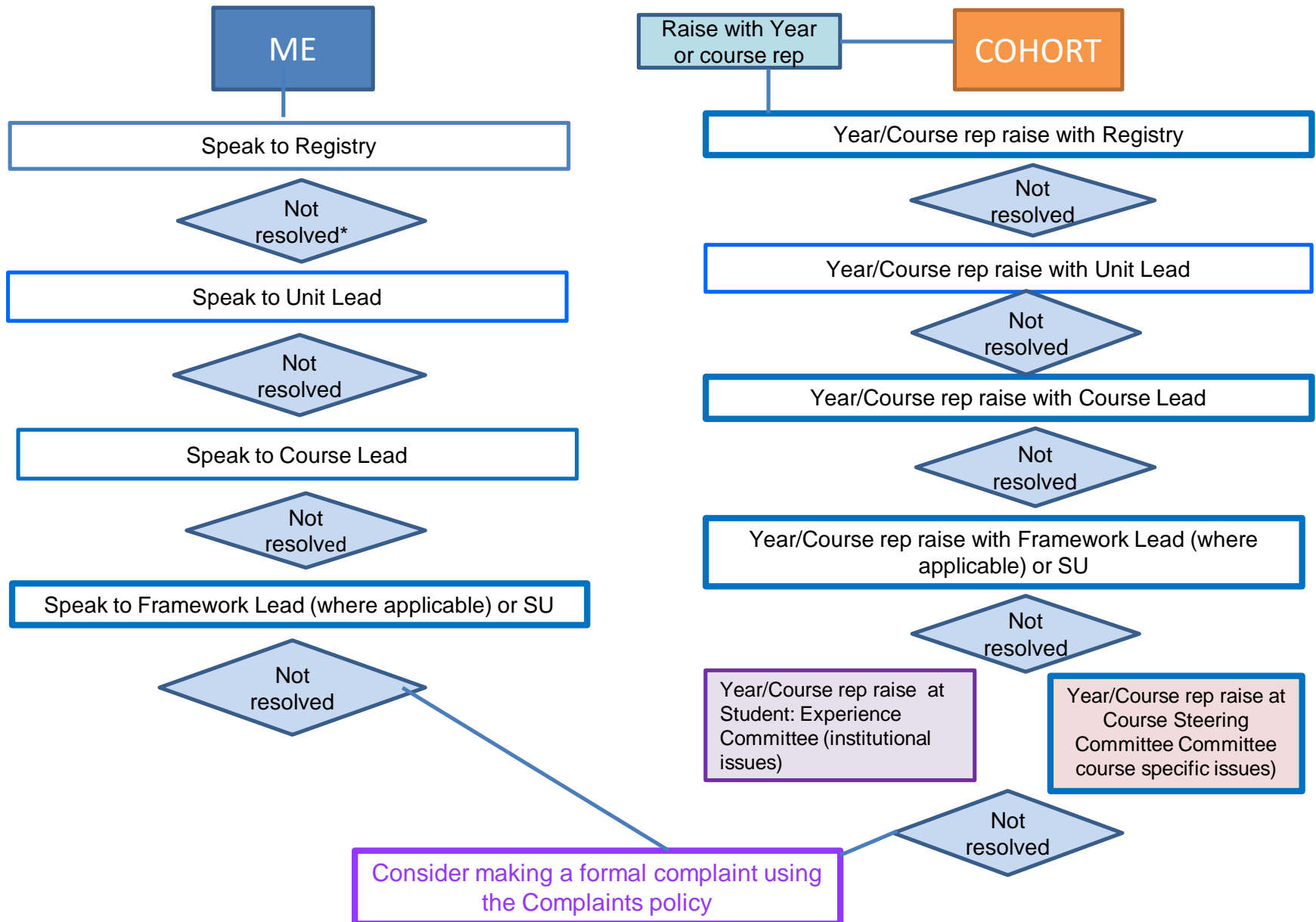


My general academic progress

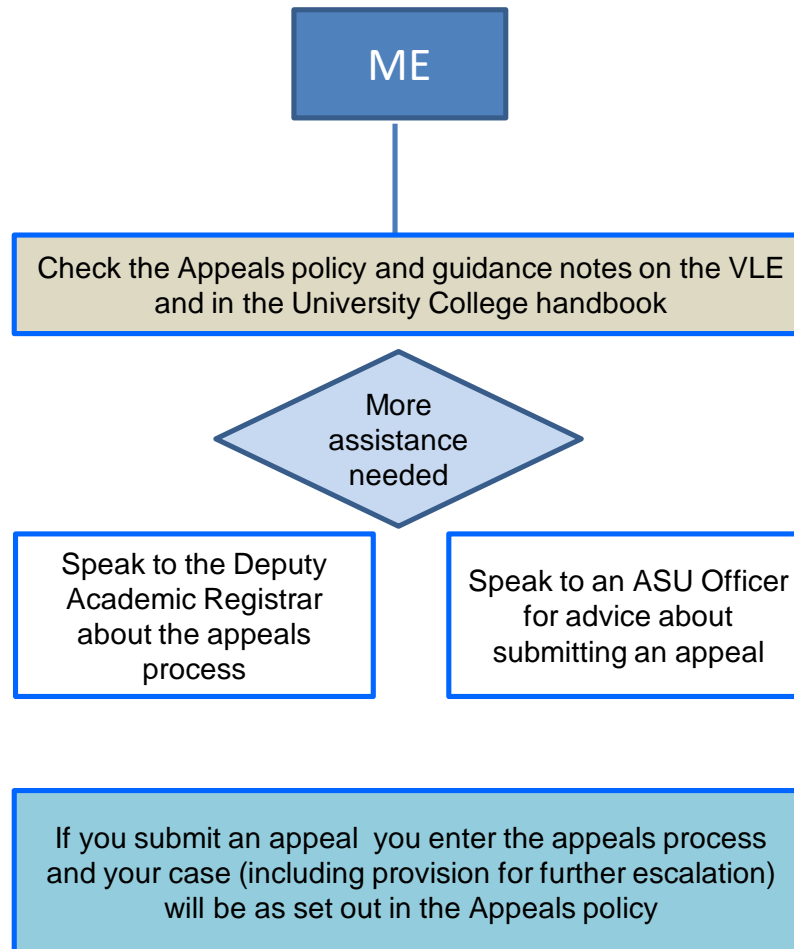


The Student Services Team can provide study skills advice

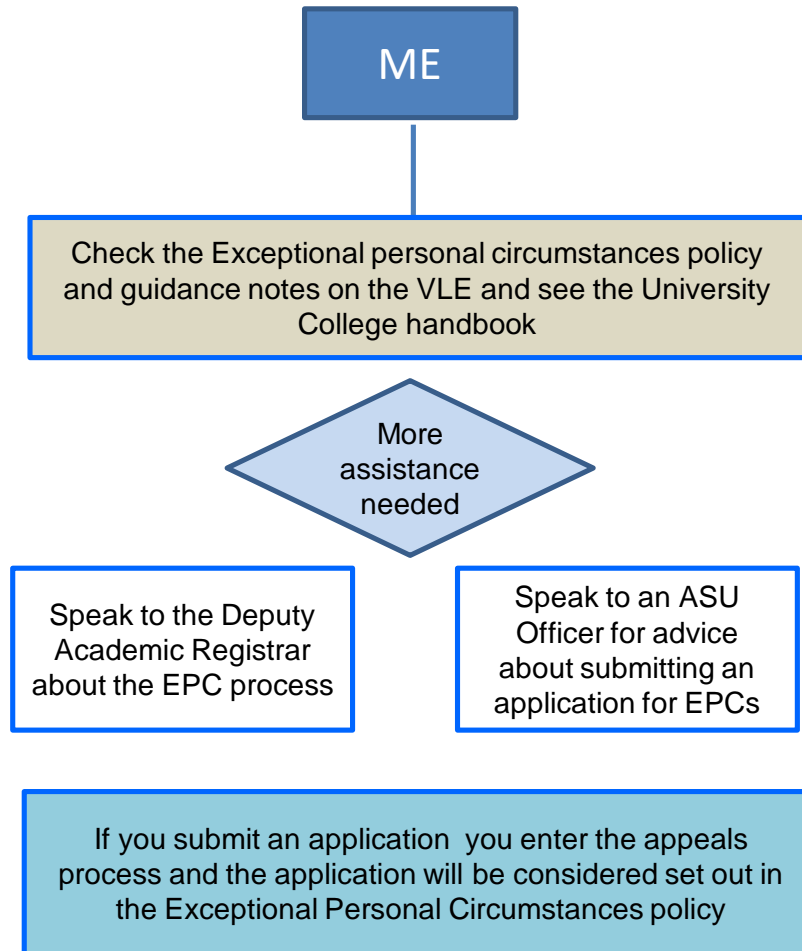
Does the question concern me or the entire cohort?



Academic Appeals

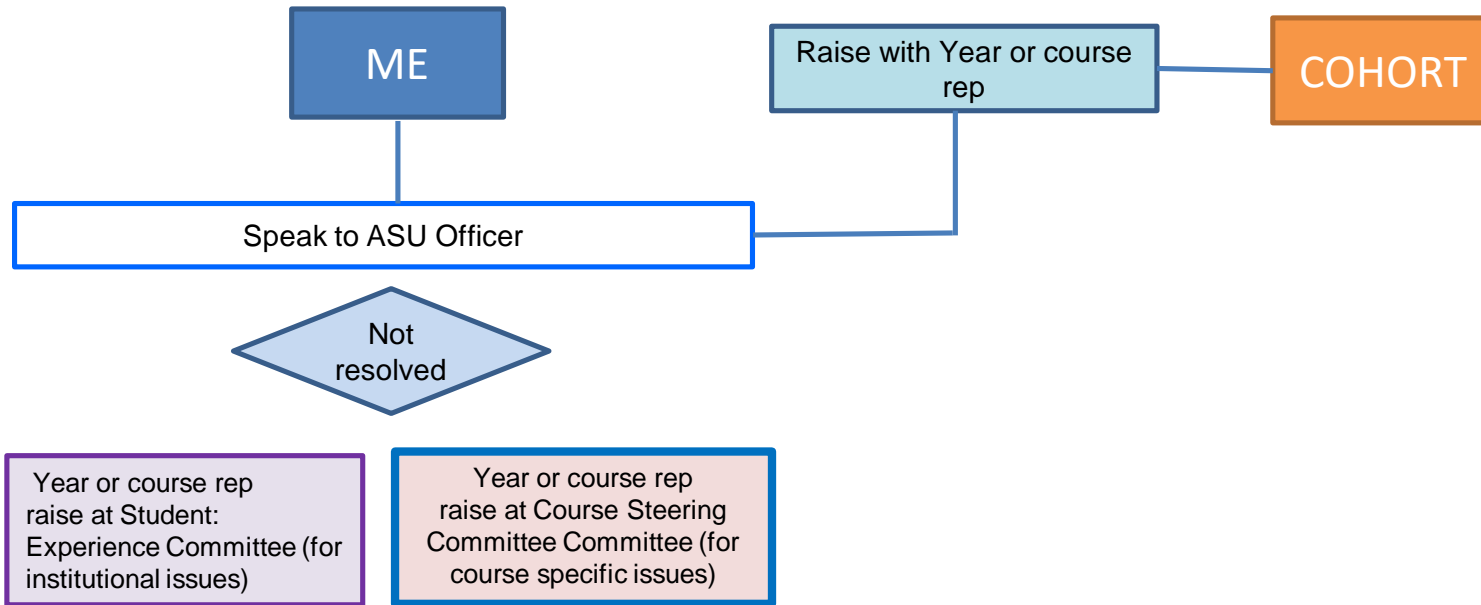


Exceptional Personal Circumstances affecting assessments

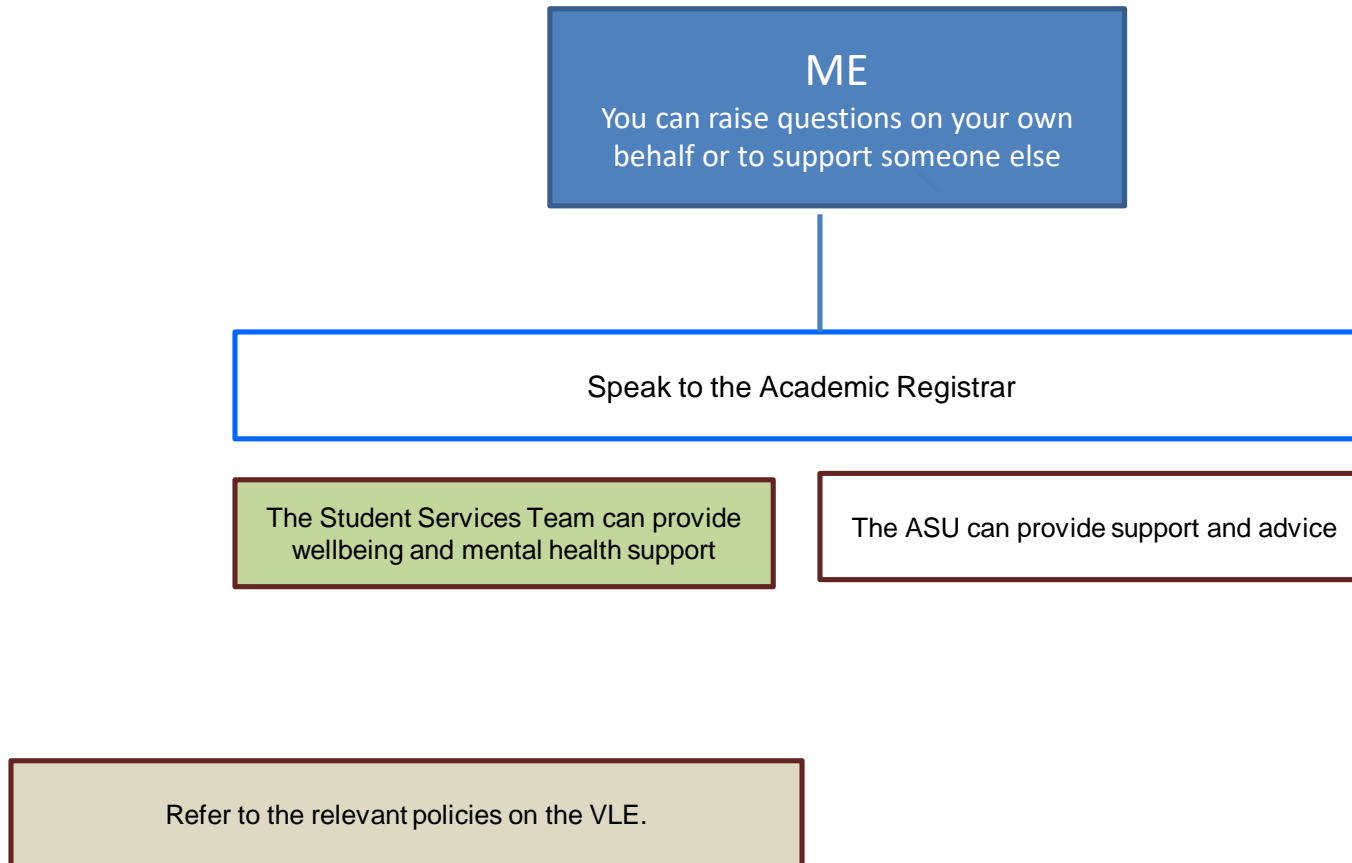


The Student Services Team *(can provide supporting information, but not not advice on the policy/procedure)*

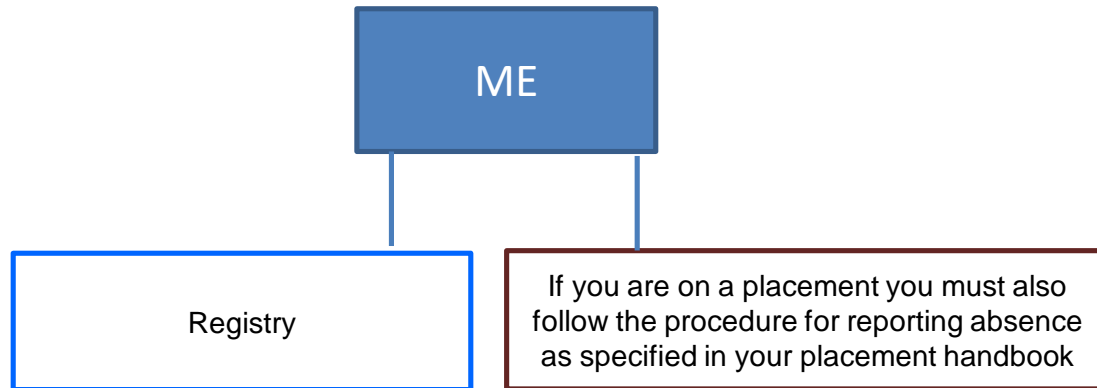
Does the question concern me or the entire cohort?



Harassment, discrimination or sexual violence



Reporting absence from a scheduled class, lecture or seminar (other than Covid-19)



Reminder: Full-time students who are absent due to illness for up to five consecutive days must complete a self-certification of sickness form, available from Registry or from the [VLE](#).

The Student Services Team can provide wellbeing and mental health support

If you develop Covid 19 symptoms do not come onto campus. Follow the steps in the Covid-19 Testing and return to campus summary below and report to us by completing the [online Covid-19 Symptom Reporting Form](#).

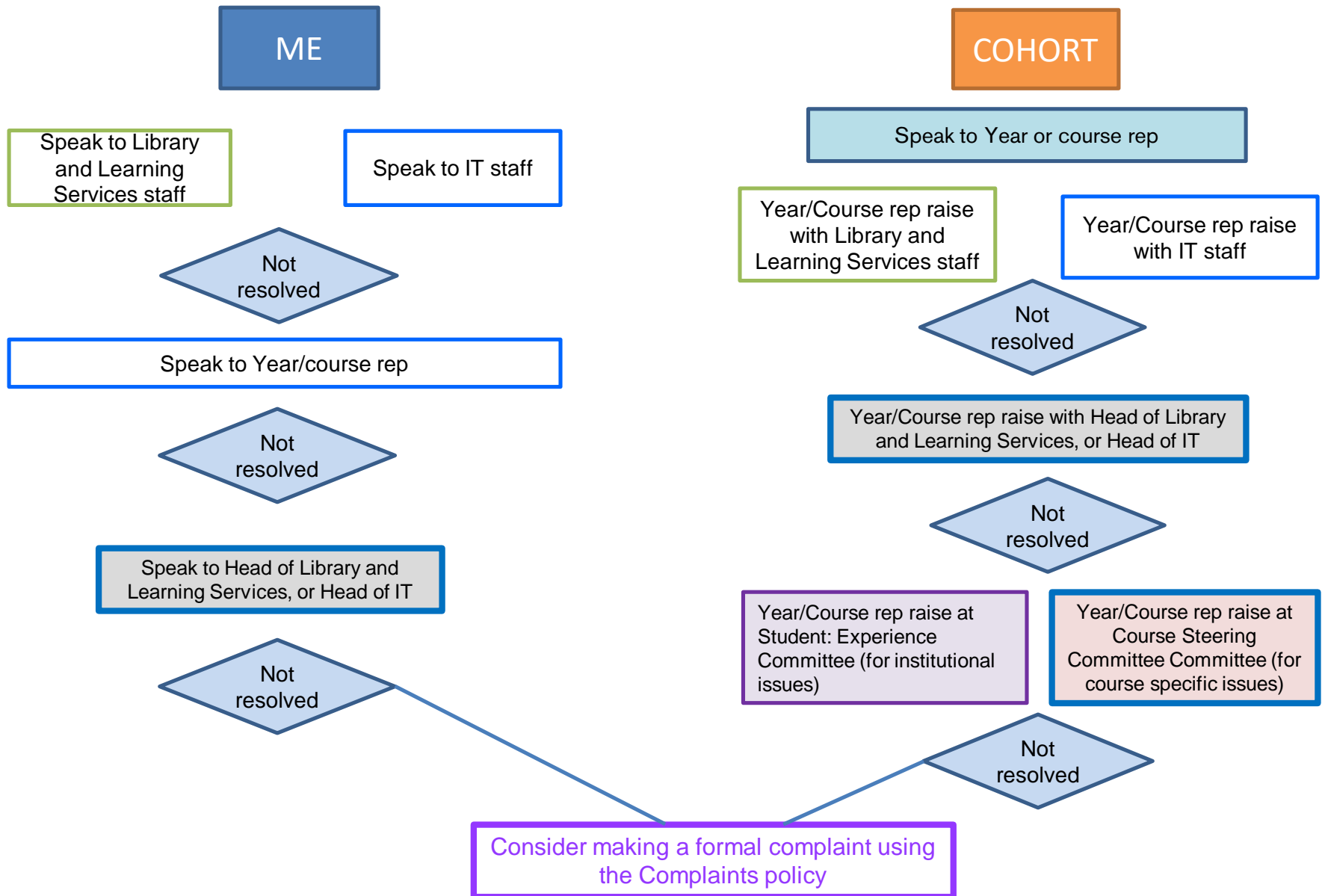
This information will be seen by a small number of colleagues managing the University College's response to any outbreaks, or potential outbreaks, of Covid-19 in our community.

Please let us know the outcome of a Covid test (whether positive or negative) within 48 hours by emailing covidconcerns@aecc.ac.uk.

If you have any other concerns or need information see the [guidelines on the VLE](#) or e-mail covidconcerns@aecc.ac.uk.

Library and Learning Services resources or IT resources

Does the question concern me or the entire cohort?



The Virtual Learning Environment (VLE) (Moodle)

Does the question concern me or the entire cohort?

ME

- Query relates to content on the VLE, speak to unit leader
- Query about VLE use - speak to E-Learning Developer

Not resolved

Speak to Course Leader

Not resolved

Speak to Framework Lead (where applicable) or SU

Not resolved

Consider making a formal complaint using the Complaints policy

COHORT

Speak to Year or course rep

- Query relates to content on the VLE, Year/Course rep raise with unit leader
- Query about VLE use - Year/Course rep raise with E-Learning Developer

Not resolved

Year/Course rep raise with Course Leader

Not resolved

Year/Course rep raise with Framework Lead (where applicable) or SU

Not resolved

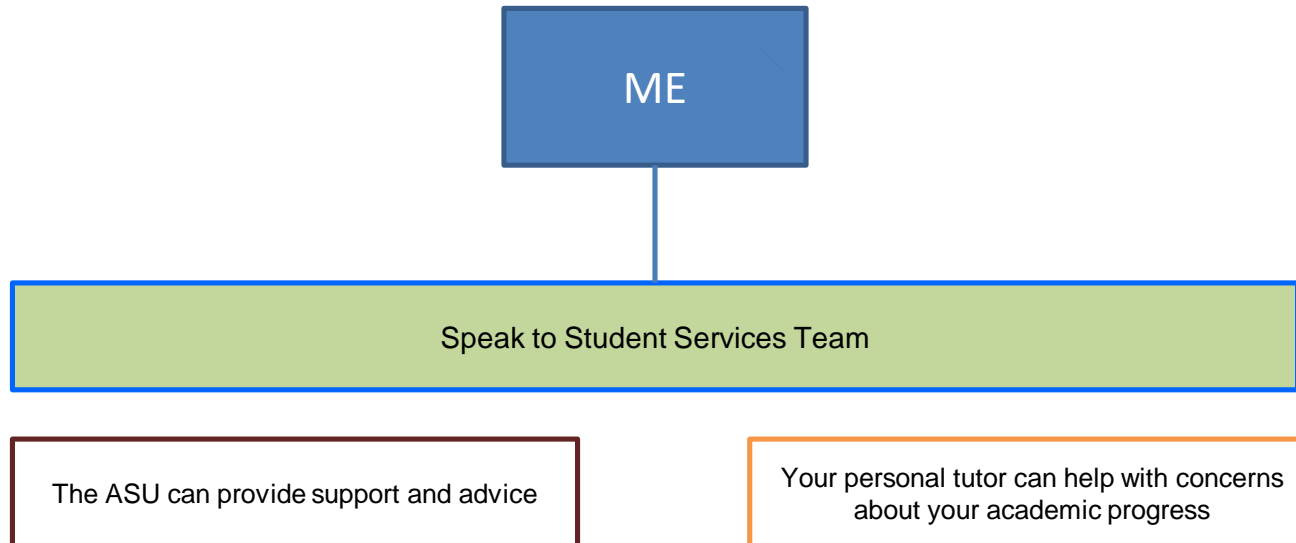
Year/Course rep raise at Student Experience Committee (for institutional issues)

Year/Course rep raise at Course Steering Committee (course specific issues)

Not resolved

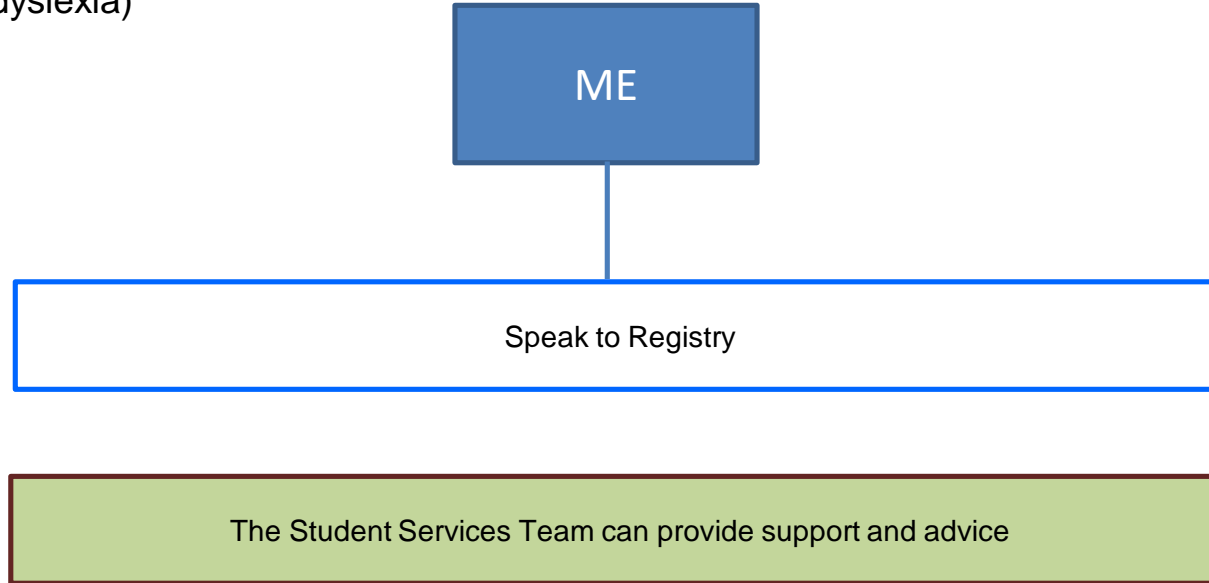
Student Wellbeing

You are advised to speak to the member of staff you feel most comfortable approaching. They may need to refer you to another team or member of staff for specialist information or guidance



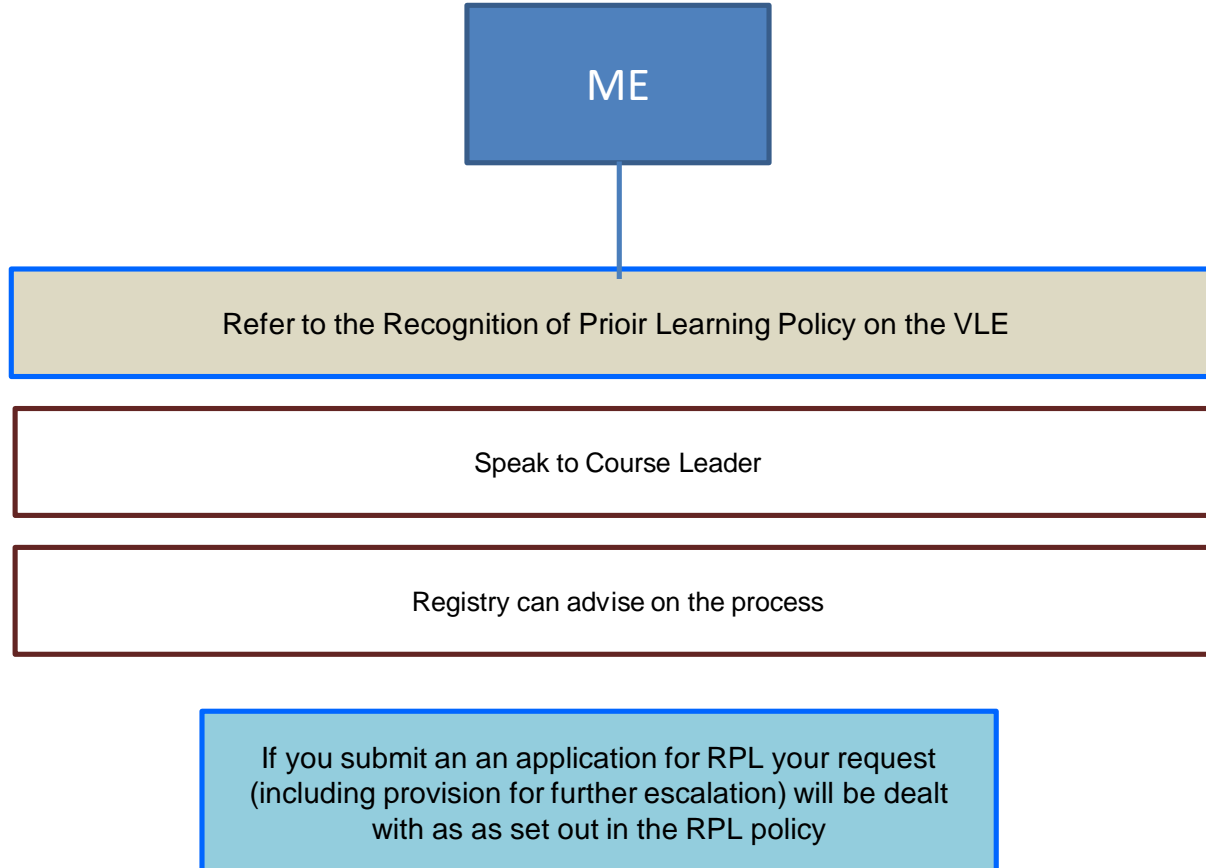
Additional Learning Support

(for students who have a disability or have, or think they may have, a specific learning difficulty such as dyslexia)



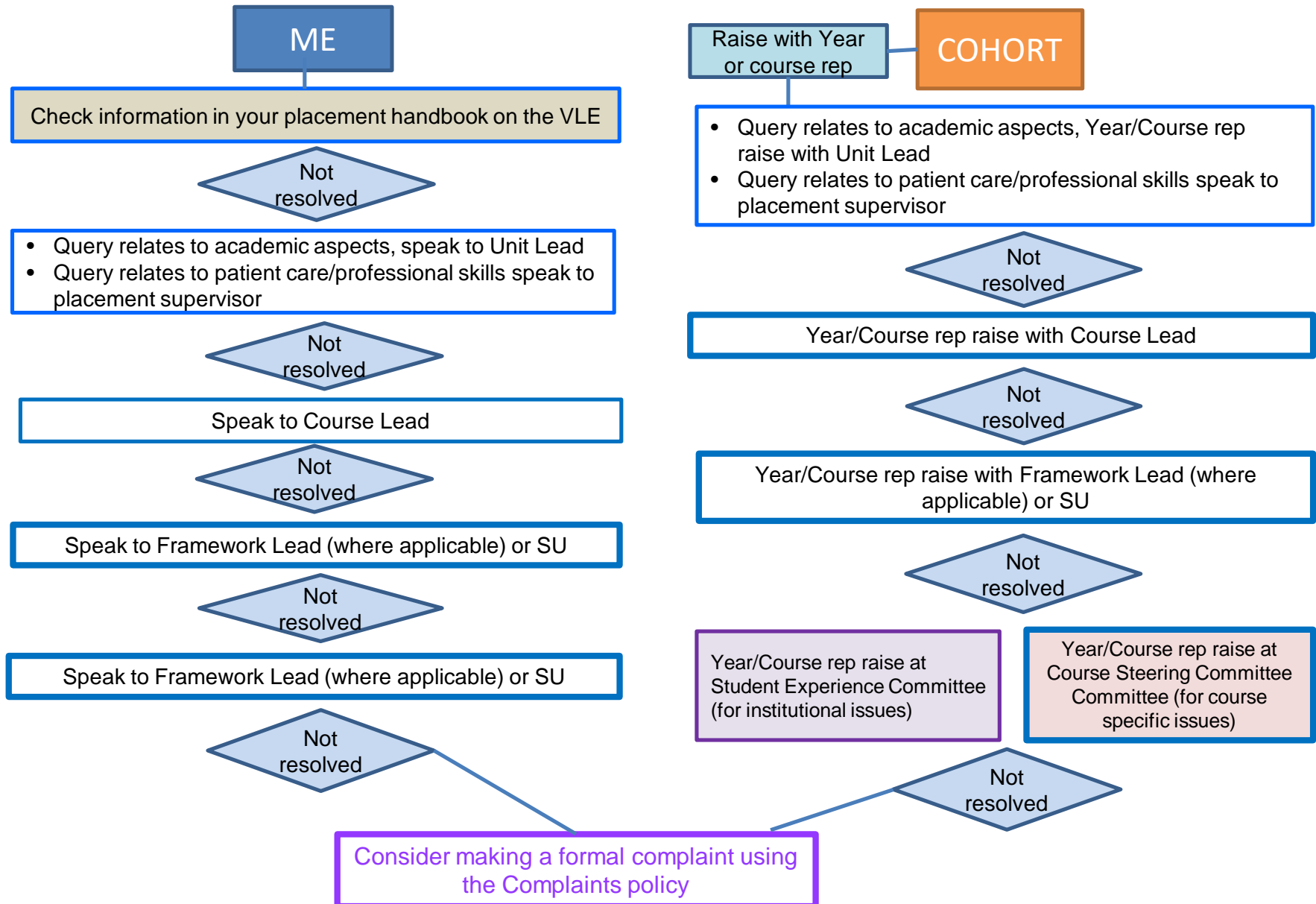
MChiro students enrolled on Bournemouth University awards should consult BU Additional Learning Support *

Recognition of Prior Learning – Postgraduate Courses where applicable



Placements (including AECC Chiropractic Clinic)

Does the question concern me or the entire cohort?



Absence (other than related to Covid-19)	courseadmin@aecc.ac.uk
Academic appeals	Registry@aecc.ac.uk
Additional Learning Support	Studentservices@aecc.ac.uk courseadmin@aecc.ac.uk
Assessment arrangements (general)	courseadmin@aecc.ac.uk
Assessment deadlines	courseadmin@aecc.ac.uk
Assessment regulations	courseadmin@aecc.ac.uk
Examination room rules	courseadmin@aecc.ac.uk
Exceptional personal circumstances affecting exams	courseadmin@aecc.ac.uk
Recognition of prior learning	Admissions@aecc.ac.uk
Timetabling	timetable@aecc.ac.uk