

Providing Value for Money

Students get value for money when they experience the full benefits of higher education in exchange for the effort, time and money they invest.

Choosing to study with a higher education provider is a big decision, particularly given the cost of tuition fees.

Students want well run providers that are clear about what they offer. They also expect to gain from their education, both during and after their studies.

Competition to recruit students leads providers to improve the experience they offer, often increasing value for money for students.

The Office for Students oversees this competitive market and has a duty to promote value for money.

Here are some of the ways The City College does this:

Limits on tuition fees

The maximum amount of tuition fees paid to us is £6000 per annum for funded courses. We are also registered with the HMRC and pay 20% VAT on all our income which leaves £5000 per student.

Offering quality assurance

We are reviewed by the [Quality and Assurance Agency for Higher Education \(QAA\)](#) every year to assess the quality and standards, and we take action when we don't meet those requirements.

Promoting excellent teaching

The City College takes part in the National Student Survey (NSS) and we have consistently performed above the national benchmarks. For example, the overall satisfaction rate for our HND programmes was 92.94%, noticeably above the national benchmark of 86.03%. Other examples from the NSS 2018/19 results are given at the end of this document, each of them clearly identifying how the students themselves feel about the college and value for money it provides.

The college will be taking part in the [Teaching Excellence and Student Outcomes Framework \(TEF\)](#) in the new year.

Providing the right information

Prospective students need good information to make the right choices about where to study. The City college provides correct and up to date information to the prospective students to make the correct choice of the course and what they can do with that qualification. We make sure that our information is current and reliable.

Student can find the information on [Unistats website](#) which will allow them to compare information about undergraduate courses, including results from the [National Student Survey \(NSS\)](#).

Ensuring good governance

The College is aware of its obligations and ensures good governance through its Academic Board, Senior Leadership Team and Board of Governors. The college has been operating for the last 40 years which is a testament in itself the longevity and the integrity in the way that it operates.

Protecting students' interests

The OfS checks that providers are being clear and fair with students. The college complies with the consumer protection law and is also part of the student complaints scheme run by the OIA - [Office of the Independent Adjudicator for Higher Education](#).

Checking providers' finances

The OfS checks providers' financial statements and forecasts to make sure they are financially sustainable. The college provides financial statements and forecasts to the OfS and also has its accounts independently audited.

Making sure there are contingency plans

The College has contingency plans in the worst case scenario and has published a [student protection plan](#) that sets out what we will do if we close a course or shut down completely. Additionally, there is a Risk Register and Business

Continuity Plan. The purpose of these plans is to ensure that students can continue their studies in the event of unforeseen and/ or difficult circumstances.

How do we promote value for money for taxpayers?

Taxpayers contribute to higher education in England in three main ways:

Protecting the public interest

For all approved providers, the OfS reviews governing documents to check they're consistent with the public interest. Providers must stick to their stated governance processes and show they're acting properly and prudently when managing public money.

Promoting transparency

All providers that access the student support system or receive grant funding must provide transparency about value for money for taxpayers.

The OfS checks that these providers publish clear information about value for money, including statements about sources of income and the way that income is used.

Acting on concerns

If OfS monitoring raises concerns about the college, we will take action and alleviate any concerns they may have. The OfS has the power to inspect a provider and investigate whether it's providing value for money to both students and taxpayers.

Senior staff pay

The college currently does not have any staff whose pay is more than £100,000.

For this reason, we are not expected to publish any statistics about senior staff pay at the college but these items are presented to the Board of Governors for

discussion and any changes that could affect the registration with the OfS will be notified to the OfS immediately.

Sample results from the 2018/19 National Student Survey>

1. 93.02% of students agreed staff are good at explaining things (above 86.20% benchmark)
2. 89.66% of students agreed staff made the subject interesting (above 87.42% benchmark)
3. 95.40% of students agreed their course was intellectually stimulating (above 91.10% benchmark)
4. 94.25% of students agreed they were able to contact staff when they needed (above 79.14% benchmark)
5. 90.80% of agreed they received sufficient advice and guidance in relation to their course (above 81.94% benchmark)
6. 87.21% of students agreed that good advice was available when they needed to make study choices on their course (above 79.49% benchmark)
7. 86.21% of students agreed their course was well organised and ran smoothly (above 77.44% benchmark)
8. 90.80% of students agreed they felt part of a community of staff and students (above 83.29% benchmark)
9. 90.59% of students agreed they had the right opportunities to provide feedback on their course (above 83.92% benchmark)
10. 85.88% of students agreed that staff valued students' views and opinions about their course (above 77.68% benchmark)
11. 80.77% of students agreed that the student representatives effectively represented their academic interests (above 65.52% benchmark)
12. 92.94% of students agreed that overall they were satisfied with the quality of their course (above 86.03% benchmark).

The full results can be found here: <https://www.officeforstudents.org.uk/advice-and-guidance/student-information-and-data/national-student-survey-nss/get-the-nss-data/>