

**Operations Manual: Roles and Responsibilities**

**for the Validation Partnership between**

**York St John University (the University)**

**and**

**[insert name of partner]**

**Checklist of responsibilities External Validation**

|  |  |  |
| --- | --- | --- |
|  | **The Partner** | **YSJU** |
| local management | provide | approve |
| liaison | Head of Programme | CPR |
| Programme Team members | recruit; recommend | approve |
| academic tutor | provide |  |
| staff induction and development | provide | provide |
|  |  |  |
| potential students | recruit |  |
| student admission documentation | obtain |  |
| IELTS score | provide |  |
| student admission decisions | recommend |  |
| admission offer letters | provide |  |
| student admission data | provide | record |
| student induction | provide | assure |
| programme and student handbooks | customise | assure |
|  |  |  |
| electronic student record (basic) |  | input, assure |
|  |  |  |
| assessment | operate, report | assure |
| external examiners | nominate | appoint, liaise |
|  |  |  |
| learning materials | provide |  |
| physical learning resources | provide | assure |
| Library and IT facilities | provide | assure |
| student services | provide | assure |
|  |  |  |
| publicity and marketing materials | write, submit | approve |
|  |  |  |
| transcript | provide |  |
| certificate |  | provide |

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# 1 Introduction

The purpose of this Operations Manual is to define the respective roles and responsibilities of York St John University (“YSJU”, “the University”) and The Partner (“The Partner”) in managing the successful delivery of the programmes approved by YSJU for delivery by The Partner that are listed in Schedule 1 of the Validation Partnership Agreement.

It sets out the process for the management of the collaborative partnership and programme delivery. The tables outline the roles and responsibilities of each organisation, reflecting the Partnership Agreement which governs this collaboration.

# 2 University and Programme Documentation

The Operations Manual is not intended as an exhaustive statement of the relationship or of the rules and regulations governing the programme. It must be read in conjunction with University and programme documentation, including:

* Partnership Agreement between YSJU and The Partner setting out the formal conditions of the Partnership
* The University’s academic regulations: <https://www.yorksj.ac.uk/registry/regulations/>
* Other specific regulations and provisions including those governing the programme, in particular the assessment procedures: <https://www.yorksj.ac.uk/staff/documents-and-policies/> and <https://www.yorksj.ac.uk/ssr/policies-and-regulations-/>
* Programme Specific Documentation including:
* the Programme Specification
* the Programme Document

All YSJU documents are available from the YSJU website through the Quality Gateway “Partnerships” link:

<http://www.yorksj.ac.uk/qg/the-quality-gateway.aspx>

Partnership specific documents at:

<https://www.yorksj.ac.uk/registry/quality-gateway/collaborative-provision/>

# 3 Management of the Partnership

To optimise effective communications it is important that appropriate mechanisms are in place for contacting relevant staff and to resolve issues in a timely manner.

A Collaborative Programme Representative (CPR) will act as the initial contact person in exercising YSJU’s responsibilities for oversight of academic standards and the student experience on programmes. The CPR will facilitate contact with other staff at YSJU as appropriate and act as the liaison between the Subject Director (YSJU) and the Partner Programme Manager.

The Partner will specify nominated contacts, normally the Partner Programme Manager to act as the liaison person on behalf of the partner in respect of the programme covered by the Partnership Agreement. The Partner Programme Manager will be responsible for the local management of the programme at The Partner and the students’ overall learning experience.

# 4 Academic provision

The agreed programme(s), as listed in the Partnership Agreement Schedule 1 and defined by the relevant programme specification and module documents approved by YSJU, will be offered at The Partner.

The Partner is responsible for the local management of the programme and the delivery of the student experience for students enrolled on the programme.

Assessment of the provision will be conducted by YSJU and The Partner staff in accordance with University guidelines and policies.

The programme will be taught and assessed entirely in English.

The Partner must not deliver the programme at any other premises without the prior written consent of YSJU, either as additional to or in substitution for those listed in the Partnership Agreement Schedule 2.

# 5 Overview of Roles and Responsibilities

**5.1 Collaborative Partnership Roles and Responsibilities: Validation**

|  | **York St John University will:** | | **York St John Collaborative Programme Representative (CPR) will:** | | **The Partner will:** | **Partner Programme Manager (or equivalent) appointed by the Partner will:** | **links to other documentation** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| **Oversight of Partnership** | Report on the quality of the Partnership through the School Annual Monitoring Report | | In consultation Registry: Quality ensure that all collaborative and programme approvals have been completed prior to delivery of the programme(s) | | Update YSJU on any material changes likely to affect the Partnership Agreement, including change of staff, organisational changes, including title, legal status or financial arrangements |  | [Monitoring Collaborative Provision](https://www.yorksj.ac.uk/registry/quality-gateway/collaborative-provision/monitoring-collaborative-provision/) |
| **Programme Approval** | Approve the Programme to be offered at the Partner Organisation via the Quality & Standards Committee (QSC) | | In consultation with SQP, support the Partner in the preparation and submission of any proposed programme developments in line with the AQS schedule | | Host a Programme Approval Event; meet with programme team | review and updating the curriculum in line with YSJU schedule |  |
| **Programme Development** | Consider requests for additional programmes once the collaborative partnership is operative | | In consultation with SMG, advise the Partner as appropriate, on proposals for new programme developments relating to collaborative provision with YSJU; Support Partner in completion of Partner Programme Business Case & submit to for approval by SQP and submission to AQS | | Discuss future plans for programme development and submit Partner Programme Business Case to SQP, normally one year prior to delivery | Prepare documentation for submission to SQP |  |
| **Annual Review** | | Review the collaborative provision in terms of the management of the partnership and the delivery of the Programmes through the Annual Monitoring process | Visit the Partner to discuss delivery, successes, issues, assessment processes, delivery preparation on an annual basis to include a visit at the end of the academic year to review the year and to discuss actions for the next academic year  Support the Partner in the production and timely submission of the Annual Monitoring Report | | Throughout the year provide opportunities for and review student feedback on the learning and teaching opportunities and services provided by The Partner and to take corrective actions where necessary; | Complete the Annual Monitoring Report  Submit and edit in accordance with the University schedule |  |
| **Programme or Module Amendments**  ***NB: no amendments may be made to the programme or modules without the approval of YSJU*** | | Discuss and approve any amendments to the programme or module documents | | Work with the partner in the completion of the necessary processes for programme / module amendments in line with the SQP and QSC schedule and ensure that these have been formally approved prior to delivery | Ensure that any amendments to the validated programme or validated modules are submitted to YSJU for approval within an agreed schedule in consultation with CPR | Identify any programme amendments and liaise with CPR to prepare required documentation to SMG within the QSC schedule prior to delivery | [Programme Design and Amendment](https://www.yorksj.ac.uk/registry/quality-gateway/programme-design-amendment--approval/) |
| **Regulations** | | Inform Partners of Regulations and update partner of any material changes.  Provide links to the relevant sections of the University website | | With support from SD, interpret for the Partner, as necessary, YSJU’s Regulatory Framework as it applies to the collaborative provision | Adhere to all the University’s regulations in relation to Assessment; Equality; Disability; Academic Misconduct; Complaints and Appeals | Ensure that university regulations are adhered to in the development of local policies and procedures;  ensure students have access to local and University documentation | [Policies and Regulations](https://www.yorksj.ac.uk/ssr/policies-and-regulations-/) |
| **Policies** | | Inform Partner of Policies and update partner of any material changes.  Provide links to the relevant sections of the University website | | With support from SD, support the Partner in applying policies appropriate to the partner’s context | Adhere to all the university’s policies in relation to penalties; late work; marking schedules; reasonable adjustment; mitigating circumstances; over-length work | Ensure students have access to local and university documentation | [Policies and Regulations](https://www.yorksj.ac.uk/ssr/policies-and-regulations-/) |
| **Procedures** | |  | | With support from SD, support the Partner in applying policies and developing procedures appropriate to the partner’s context | Develop and document appropriate local procedures that are consistent with YSJU regulations and policies | Ensure students have access to local documentation |  |
| **Data / Documentation** | | Through Registry co-ordinate the reporting of data required by various authorities on an annual basis or from time to time | | Support the partner when necessary in the presentation of data as required annually or from time to time | Ensure that data is submitted in accordance with the schedule or from time to time as required by YSJU or the appropriate authorities | Assist in preparing documentation and to submit required information to comply with the requirements of YSJU and the appropriate authorities |  |
| **Data: Awards** | | Registry report on Awards each year: by Partner / Programme / delivery centre | | Support School Assessment Panel (SAP) Chair in submission of Awards data in respect of the Partner’s delivery as part of the Annual Monitoring Process (AMR) process | Support SAP Chair in submission of Awards data in respect of the Partner’s delivery as part of the AMR process |  |  |
| **Resources: Staffing** | | Approve staffing at Programme Approval Events | |  | The appointment of appropriately qualified staff (who will normally have achieved a Level 7 award) with appropriate subject knowledge and appropriate teaching experience | Support staff development in research and registration for higher awards |  |
| **Resources: Staffing for Management of the Programme** | |  | |  | Identify a Programme Leader (or equivalent) and a Programme team for the delivery of (each of) the Programme(s) |  |  |
| **Resources: Staff Induction and Development** | | Inform Partners of University, School and other Staff Development opportunities  Provide central or local staff development as appropriate in negotiation with the Partner | | Liaise with the Partner to identify and arrange delivery of appropriate staff induction / staff development activities at the start of the partnership and in response to issues arising from on-going monitoring and evaluation | Ensure that staff induction materials are made available to all staff and reviewed annually |  | [Staff Development](http://www.yorksj.ac.uk/staff-development/staff-development.aspx) |
| **Resources: Academic related and Administrative Staff** | |  | | To arrange for appropriate support from YSJU administrator(s) in setting up administrative systems. Where appropriate, an administrative staff development training session may be arranged | Ensure that programme related academic and administrative staff carry out their responsibilities effectively | To liaise with the CPR and the Partner Administrative team to ensure that administrative processes are effectively completed in a timely manner |  |
| **Resources: Venue**  ***NB: only premises approved by YSJU may be utilised for delivery by the Partner*** | | Approve the venue (including those additional to the main venue) for delivery of the specified programme(s) [SQP/QSC] | | Monitor venue(s) and discuss with Partner & notify SQP of any potential issues  Undertake site visit and report to School for any potential new venues | Notify YSJU of any intention to consider a different or additional venue at least 4 months in advance. |  |  |
| **Resources: Facilities** | | Approve facilities for teaching and learning and student support offered by the Partner and confirm that they are suitable for the delivery of the Programme via the SQP | | Monitor and report to SQP on the continued adequacy of facilities for delivery of the programme(s) | The provision of appropriate teaching accommodation, learning resources and equipment for the delivery of Programme. |  |  |
| **Resources: Library** | |  | | Monitor and report to SQP on the continued adequacy of resources for delivery of the programme(s) | Secure appropriate library and IT facilities, including an appropriate VLE | Ensure that resources are regularly updated |  |
| **Marketing**  ***NB: All marketing materials in all media platforms making reference to YSJU must be approved by YSJU prior to publication*** | | Support the development of and approve publicity and marketing material in line with University guidelines. | | Ensure the annual approval of Partner Marketing materials by YSJU Director of Marketing & Communications or nominee | Ensure that all marketing materials have been approved by YSJU Marketing & Communications Department prior to use and annually  Provide local *and/or national* promotion of the programme as appropriate |  |  |
| **Quality Assurance: oversight of the collaborative partnership** | |  | | With SD, support the Partner on all matters relating to approval, monitoring, and review procedures for the collaborative provision to assure the quality of the student experience. Any concerns will be discussed with the Partner and reported to SQP | Ensure the high quality of the overall student experience on the Programme(s).  Notify the CPR of any concerns & discuss how these will be addressed. Develop and submit to SQP an Action Plan if appropriate or requested by SMG | Monitor all aspects of provision and discuss any issues with the CPR at an early stage to facilitate appropriate actions | [Monitoring Collaborative Provision](https://www.yorksj.ac.uk/registry/quality-gateway/collaborative-provision/monitoring-collaborative-provision/) |
| **Quality Assurance: oversight of the programme** | | Assure itself of the quality of Programme delivery and the effectiveness of assessment and quality assurance procedures through the appointment of a CPR who will be a member of the School responsible for the subject area to which the externally validated programme belongs and an External Examiner. | | Report regularly to SQP on the collaborative arrangements and to immediately inform the SQP of any concerns regarding the partnership. SQP may require an Action Plan to be developed with the Partner, which will be monitored by SQP.  SQP will report to QSC if there are any serious concerns | Notify the CPR of any concerns and discuss how these will be addressed. Develop and submit to SQP an Action Plan if appropriate or requested by SQP |  | [Monitoring Collaborative Provision](https://www.yorksj.ac.uk/registry/quality-gateway/collaborative-provision/monitoring-collaborative-provision/) |
| **Quality Assurance: programme amendments** | |  | | SD provide a schedule and ensure the Partner understands the time frame for amendments to programmes, partnership reviews, partnership renewals, periodic programme reviews and re-validation events as appropriate |  |  |  |
| **Quality Assurance: Annual Reporting** | | Engage the Partner in the Annual Monitoring Report (AMR) process in order to evaluate the programme and the management of the partnership | | Liaise with the Partner to review the delivery of the programme and the management of the Partnership, reporting to SQP in the Annual Monitoring cycle. | Liaise with the CPR to complete the AMR and identify any issues for action in relation to the management of the Partnership and/or programme. | Meet with the CPR to evaluate the programme and compete the AMR | [Monitoring Collaborative Provision](https://www.yorksj.ac.uk/registry/quality-gateway/collaborative-provision/monitoring-collaborative-provision/) |
| **Assessment: Eternal Examiner Appointment** | | Approve and appoint external examiner(s) for the Programme(s) via SQP and approved by QSC | | Liaise with the External Examiner(s) regarding the academic standards of the programme(s) | Negotiate with the CPR to identify appropriate nominations for the role of External Examiner | *Secure appropriate* nomination(s) for the role of External Examiner for the programme(s) |  |
| **Admissions: Admission Criteria and Recruitment** | | The quality assurance of admissions decisions and the recording of students to the YSJU’s student records system | Support the Partner in documenting their recruitment processes and application of the admissions criteria as specified in the Programme Specification | | Develop and document and publish transparent and accountable recruitment procedures to secure a viable cohort of suitable students for admission to the Programme |  | [Admissions](https://www.yorksj.ac.uk/admissions/) |
| **Admissions: Application Data Permissions** | | Advise Partner to secure written permission to share personal details with YSJU for the purpose of creating a student record and processing the student award |  | | Secure written permission to share personal details with YSJU for the purpose of creating a student record and processing the student award (statement on application form) |  |  |
| **Admissions: student registration** | | Generate a student record for reporting purposes and Board of Examiners award profiles (no email, library or student account) | Inform the partner of the student details required for entry on SITs  AQS to enter data into SITS | | facilitate local student registration for the programme and modules assigned and submit data to YSJU: 1 November for programmes commencing Sept/Oct and 1 March for Jan/Feb entry  To confirm student identify and retain record of Partner staff signed photocopy of student’s passport or driving licence | Complete YSJU student registration spread sheet 1 November for programmes commencing Sept/Oct and 1 March for Jan/Feb entry |  |
| **APEL / APL** | |  | support the Partner in identifying, documenting and processing appropriate APEL / APL applications to the SQP  Support the Partner in the assessment and approval of APEL / APL applications | | Set out procedures to identify, document, approve APEL/APL applications | Liaise with the CPR to document, approve and record APEL/APL  Submit details of APL/APEL awarded in the annual return of student information | [Student Related University Policies](https://www.yorksj.ac.uk/ssr/policies-and-regulations-/student-related-university-policies/) |
| **Student Induction** | |  | Support the Partner in planning appropriate induction for students at each level of study | | ensure students receive appropriate induction for the level of their programme | Provide induction for new students, including study skills.  To provide induction for returning students (eg: level 5/6)  To provide enhanced study skills (eg: Level 5/6 & M) |  |
| **Programme Delivery** | |  | Maintain regular contact with the Partner so as to exercise appropriate oversight, on behalf of the University, of the organisation of learning, teaching and assessment and the quality of the overall student experience on the approved programme; Visit the Partner in order to support the planning of the delivery schedule and production of programme and module documentation  Provide exemplars of documentation for the Partner | | Ensure programme delivery and documentation is accurate and in keeping with the validated documentation | co-ordinate all programmes and to plan the programme schedule for the department and oversee the module planning;  Oversee and coordinate teaching, tutorials, academic tutor schedules and assessment and/or examination timetables; |  |
| **Programme Schedule** | |  | Support the development of a programme schedule to ensure that module assessments are appropriately scheduled and Board of Examiner deadlines can be met | | Publish a programme schedule showing term dates; module dates; assessment dates; assessment panel dates |  |  |
| **Student Module Registration** | |  |  | | Implement appropriate and accountable systems for student module registrations | Ensure students have a coherent programme of modules to secure completion within the validated time-scales for the completion of the programme |  |
| **Module Attendance**  **NB: Accurate record keeping is vital for international students studying on a Tier 4 Visa, as the UK Borders Agency may request this information at any point** | |  | Support the Partner in the development of an attendance policy and record keeping mechanism | | Develop, document and publish an attendance policy, including the process for notifying absence (failure to attend a scheduled assessment, such as a presentation will require implementation of the Mitigating Circumstances procedures) | Secure and monitor the implementation of robust record keeping procedures |  |
| **Teaching and Learning** | |  | Support the planning of learning and teaching to ensure that partners are employing student centred learning strategies integrating high quality academic resources appropriate to HE, providing appropriate staff development | | Liaise with the CPR to support the Programme team in engaging in relevant research and scholarly activity and in the employment of appropriate learning and teaching strategies for the level of study, arranging staff development as appropriate |  |  |
| **Teaching and Learning: Independent Learning Modules / Dissertations / Research Projects** | |  | Support the Partner in ensuring appropriate mechanisms are in place for the management of research title approval and ethical approval | | Establish appropriate quality assurance procedures for the approval of title and ethical considerations | Manage local approval of titles and ethical approval of student research projects through the Partner’s Ethics Committee, in consultation with the CPR if necessary |  |
| **Placements** | |  | Support the development of appropriate documentation for placement / work-based / work-related learning activity | | Provide documentation for students and placement providers including a risk assessment and consent form | Ensure the distribution of placement documentation to all relevant parties  Ensure the completion, receipt, monitoring and retention of risk assessment forms |  |
| **Placements: DBS**  **NB it is a criminal offence to transfer DBS information between organisations** | |  |  | | Document and disseminate an appropriate process to secure DBS for students on placements with Children and Vulnerable Adults, including the identification of the Designated Body and process for dealing with DBS that would prevent a placement with vulnerable groups. The Designated Body (either the Partner or the Placement Provider) may confirm a DBS has been received and there are no issues. It is a criminal offence to transfer DBS information to another organisation | Ensure placement providers are aware of the Partner processes for DBS  Ensure DBS has been completed for Placements with vulnerable groups |  |
| **Assessment** | | Assure the arrangements for assessment of the Programme(s) to be delivered at the Partner | Support the development of appropriate documentation and implementation of assessment procedures in line with University Regulations | | Document and secure the implementation of the operation of agreed procedures for the assessment of students and quality assurance of the Programme and subsequent reporting of the results of these processes to the University | Plan and co-ordinate examinations and assessments to ensure compliance with YSJU assessment regulations e.g. arrange room setup, organise trained invigilators, prepare answer scripts and invigilation timetable; | [Regulations](https://www.yorksj.ac.uk/registry/regulations/)  [Student Related Policies on Assessment](https://www.yorksj.ac.uk/ssr/policies-and-regulations-/student-related-university-policies/) |
| **Assessment: Marking, Moderation and Assessment Panel Schedule** | |  | Support the Partner in the development of a schedule to ensure all aspects of the assessment process can be completed and reported to the Board of Examiners by the specified date | | Liaise with the CPR to develop an assessment schedule | Plan and support colleagues in the implementation of the assessment schedule |  |
| **Assessment: Marking** | |  | Support the Partner, through staff development where appropriate, in the application of the appropriate assessment criteria and appropriateness of supportive, developmental feedback | | Publish the appropriate School generated assessment criteria in Programme and module handbooks  Arrange for appropriate staff development in the application of the assessment criteria and appropriate supportive developmental feedback | Ensure that feedback is supportive and developmental and that the marks awarded reflect the comments and the assessment criteria |  |
| **Assessment: Moderation** | |  | Support the Partner in the development of appropriate processes for the moderation of work and provide appropriate staff development in the application of the assessment criteria though the provision of samples; shared moderation; or sampling moderation as appropriate to the experience of the Partner and their previous engagement with YSJU | | Develop and document appropriate processes for moderation, including the production of a moderation report which will be available to the External Examiner and submitted to the CPR with the mark lists  Seek support and advice from the CPR | Secure the moderation of a sample of student work for every module at every level of study (at every centre, where there are multiple points of delivery) and produce a moderation report. |  |
| **Assessment: External Examiner Role** | | Appointment and payment of the External Examiner;  Receipt and review of External Examiner Report;  Formal response to the External Examiner |  | | Nominate an External Examiner to YSJU for approval;  Liaise with External Examiner in respect of: approval of assessed work prior to publication for students, and attendance at Partner Assessment Panels | Arrange for samples of work from each module to be reviewed by the External Examiner prior to the Partner Assessment Panel and subsequent presentation of marks to the University Board of Examiners for Progression and Award | [External Examiners](https://www.yorksj.ac.uk/registry/quality-gateway/external-examiners/) |
| **Assessment: Extensions and Exceptional Circumstances** | |  | Support the Partner in the local implementation of the University Policy and relevant School Procedures | | Document local implementation of processes to secure compliance with University policy | Implement and monitor the Exceptional Circumstances procedures |  |
| **Assessment: Assessment Panels**  **NB: Assessment Panels must be held to ensure submission of signed mark lists to the Board of Examiners** | | Ensure the arrangements for the consideration of module results and end of year profiles are robust and are reported to the designated SAP within the published time frame prior to submission to Academic Registry for approval by Board of Examiners for Progress and Award | Attend Assessment Panels relating to the collaborative provision at The Partner and at the University, so as to exercise oversight, on behalf of the University, of processes and procedures relating to the assessment of students | | Document and implement appropriate Assessment Panel arrangements;  Invite CPR or other University representative to attend the Assessment Panel  Submit signed Mark Lists to YSJU Registry within the published schedule | Produce accurate mark lists (checked against the mark recorded on feedback on student work by two members of staff) |  |
| **Assessment: Board of Examiners** | | To ratify the award profiles | To attend Board of Examiners to confirm the marks have been appropriately processed and confirmed by the Partner | |  |  |  |
| **Student Support: Academic Tutor** | |  | Support the Partner in the development of an appropriate academic tutor system  Monitor and report to SQP on the continued adequacy student support | | Provide an academic tutor to support students on YSJU awards  Document, implement and publish the academic tutor system arrangements for students | Oversee students’ welfare and to ensure that staff provide adequate pastoral care to students secure a conducive environment for students  Refer students to appropriate internal or local counselling or support facilities where appropriate | [Student Services](https://www.yorksj.ac.uk/student-services/) |
| **Student Support: Student Engagement** | |  | Support the Partner in developing procedures for students who are not engaging in the programme, including Case Consultation and Standards Review | | Develop and document procedures for the management of students who are not engaging in the programme in consultation with the CPR | Promptly implement support mechanisms for students who are not engaging in the programme |  |
| **Student Support:**  **Academic Misconduct, Complaints and Appeals** | |  | Advise, in compliance with YSJU procedures, on student appeals, complaints, mitigating circumstances, and academic misconduct | | To publish local arrangements for academic misconduct, complaints and appeal processes. Cases must be reported to the school and processed through the Casework Manager | Handle queries/complaints from students where appropriate;  Liaise with the CPR at an early stage in respect of any incidences of Academic Misconduct, Complaints or Appeals.  Ensure that all processes are clearly documented and available to the University in the event of an appeal being received by the Vice Chancellor | [Academic Misconduct](https://www.yorksj.ac.uk/ssr/policies-and-regulations-/academic-misconduct/)  [Appeals and Complaints](https://www.yorksj.ac.uk/ssr/policies-and-regulations-/appeals-and-complaints-/) |
| **Award / Transcript** | | The provision of certificates, for students who are successful in a Programme of learning that leads to the award offered under the Partnership Agreement via the Student Administration team, Registry. |  | | The provision of transcripts for students who do not complete an award or for students who require a transcript of modules and results in addition to the YSJU certificate for purposes of engaging in further study |  |  |
| **References** | |  |  | | Arrange for the provision of academic references |  |  |