

YASS Co-ordinator Guide	3
What does this guide do?	3
Part 1: The YASS Co-ordinator	3
What's my role as a YASS Co-ordinator?	3
How do I change the YASS Co-ordinator details for my school?	4
What support is available for YASS Co-ordinators?	5
How do I talk to the OU about a student's studies?	5
Can someone else talk to the OU about a student's situation on their behalf?	6
What happens if a student is ill or incapacitated?	7
Part 2: YASS Eligibility and Enrolment	7
Who is eligible for YASS?	7
What is an Exception Request?	8
How do I introduce the YASS Programme?	10
How can I help students to make the right course choice?	10
How can I help students who have questions about their course choice?	14
Part 3: How can I support YASS students during Registration?	14
Research and the Registration Form	14
What are Fee Assessments?	16
How can I support students who have Fee Assessments?	17

What support is there if a student has a disability, ASN or is care experienced or a young carer? 18

Part 4: What happens after Registration? 19

Can YASS Co-ordinators or students contact the YASS team if they have a question once their course starts? 19

What should I say to students, if I advise them to contact the OU? 19

What communications are sent by the YASS Team once students are enrolled? 20

How are students supported to stay on track with YASS? 22

How can I support students with assessments? 23

Do students have tutors on all YASS courses? 25

How are students supported on courses without a tutor? 26

What happens if a student is having difficulty with their studies? 26

What happens if a student wants to withdraw from study? 27

What do I do if a student leaves school? 28

How does a student add YASS to their UCAS application? 29

Part 5. How can I help students to get off to a good start with YASS? 30

Are there any resources to support YASS students to get started with their course? 30

YASS Co-ordinator Guide







What does this guide do?

This **YASS Co-ordinator Guide** provides information to help you support students who are studying YASS courses with the Open University this year. A **Quick Contacts** document will also be provided as separate PDF, closer to course start dates, to help you direct students to support and information.

Part 1: The YASS Co-ordinator

What's my role as a YASS Co-ordinator?

As the YASS Co-ordinator for the school, your main role is to be a link between the pupils and the YASS Team. The graphic below shows the key tasks and role performed by the YASS Co-ordinator.

	Arrange in-school information sessions delivered either by the co-ordinator or the YASS team at the OU		Introduce pupils to the YASS programme
	Undertake one-to-one interviews with prospective YASS students to help them make informed choices about their options		Ensure all interested students use the YASS website and guide to research their course options before deciding which course to take
	Ensure pupils are aware of the commitment required to study a YASS course		Take responsibility for the administration of registering pupils on their courses
	Provide appropriate in-school support for pupils throughout their course		Co-ordinators find they spend most time on the registration of pupils and checking in with them to see how they are progressing throughout the year

Key Point of Contact

As the YASS Co-ordinator, you are the **only person** at this school with whom the YASS Team can discuss information relating to specific students.

As part of our Data Protection processes for students, we are required to check the email address of any contact from the YASS Co-ordinator matches that held on our records. We are also required to ensure that sufficient protection is in place to safeguard students' personal details during the enrolment process and while they study with us.

This means that during the enrolment process we can only accept Registration Forms sent by you, through the ZendTo process. Registration Forms must never be sent to us by email.

The YASS Team must also check that the **email address** of the sender matches the email address we have on record for you, before they can reply in detail to any email query regarding the YASS students at your school.

If the email address doesn't exactly match what we have on record for you, then we will reply to ask you to verify your identity.

We understand that there will be other colleagues at the school, working to support students who are studying with us. We are very happy to provide general information to these colleagues but can only discuss specific student details relating to registration or engagement, with you, the named YASS Co-ordinator.

How do I change the YASS Co-ordinator details for my school?

If a change to your details is required, or to let us know that the role is passing to a different person at the school, please email us at [Scotland-](mailto:Scotland-YASS@open.ac.uk)

[**YASS@open.ac.uk**](mailto:Scotland-YASS@open.ac.uk)

- Let us know that you will no longer be the named YASS Co-ordinator for the school.
- Copy into the email the new YASS Co-ordinator.

- Confirm from when you would like us to make the change to the details held for the school.
- We will then reply to confirm this has been actioned.

What support is available for YASS Co-ordinators?

We hold YASS Co-ordinator Information Sessions in May each year and will send invites for these sessions earlier in the year. These sessions are a chance to find out more about the YASS scheme, hear about and share best practice, and to find out more about the courses on offer.

We stay in touch with Co-ordinators through the year using email. This includes sending:

- Updates on completed enrolments, or issues with registrations.
- Information on which students have logged in and started their courses.
- Assessment reminder emails.
- Progress updates.

Adding the YASS email address as a contact in your address book helps to reduce the chance of our emails going straight to your spam or junk folder.

If you have any queries about the information we have provided, or about any aspect of YASS or your students studies, please email us at Scotland-YASS@open.ac.uk.

How do I talk to the OU about a student's studies?

The YASS Registration Agreement authorises students to register via a named YASS School Co-ordinator. This provides permission for us to receive Registration Forms and related details from you, and for us to update you on student engagement over the year.

Once students start their course, students should be advised to contact their tutor, Study Advisors or our Student Support Team for advice regarding their studies. Our Support Team are specifically trained to support students and can

point them to the right information, or create a referral for them, so they are put in touch with the best team to help them with their issues.

However, please note that the YASS team, and our Student Support Teams are unable to discuss other specific personal details relating to the student's account or study, with anyone other than the student themselves.

This means that, unless an advocacy agreement has been arranged, if students experience study issues, IT issues or changes or problems while they study, **they must contact our Student Support Team themselves either by email, phone or webchat.**

We are also unable to contact tutors on the student's behalf. **If students need to communicate with their tutor, they must do this themselves, via the preferred contact information provided to them by their tutor.**

Can someone else talk to the OU about a student's situation on their behalf?

The OU recognises that there are times when it may be easier for a student to communicate with the University through the use of an advocate. Individuals requiring advocates could be students with communication difficulties or students who have insufficient confidence in expressing themselves.

The key policy documents relating to Advocacy can be found here:

<https://help.open.ac.uk/documents/policies/advocacy>

Please note that we can only formally recognise an Advocate once a student has completed an [Advocacy Agreement](#) that has been processed by the university. However, even before an Advocacy Agreement is completed and received by the OU, a student can choose a family member or close friend to speak on their behalf during the telephone call, if the student is able to confirm three items of data protection and gives verbal permission for the individual to speak on their behalf.

During this call only, the third party can be treated in the same way as a formal Advocate.

What happens if a student is ill or incapacitated?

Where a student is incapacitated (for example through hospitalisation) we will endeavour to act in the best interests of the student. If you are concerned that a student's circumstances mean they can't contact us, **please let the YASS Team know**. We can raise this to our specialist Education Advisors, who will provide advice on a case-by-case basis.

Part 2: YASS Eligibility and Enrolment

Who is eligible for YASS?

The YASS scheme is open to all S6 students studying at school in Scotland. For most courses there are no pre-requisites for study, so all students can apply!

Funding: Local Authority Schools:

- The Scottish Funding Council (SFC) will cover the cost of 1 YASS course fee per S6 student.
- There is no limit on the number of students that can apply per local authority school.

Funding: Independent Schools:

- Students who attend independent Schools are not eligible for the SFC Funding award, but can be funded either by card payment, or sponsorship, organised via their school.

Computing and Software requirements

While it is possible to access some YASS course materials on a mobile phone, tablet device or Chrome book, students may be asked to install additional software or use certain applications. All students will need regular access to a desktop PC or laptop computer with an up-to date version of Windows (10 or 11) or macOS (11 'Big Sur' or higher) and broadband connection. Some courses do

require additional resources so students must check the course information page, to ensure it is suitable for them, before committing to study.

Understanding Study Intensity, Level and Commitment

All YASS courses are SCQF Level 7. This is first year university level study, and students can expect to spend between 4 and 14 hours a week on study, depending on their course choice. They must also be prepared to study outside of school hours, at weekends, and during school holidays. Students will have assignments they must complete, and some courses have exams. While these exams are taken online, they must be taken on a specific day.

YASS courses provide an opportunity for students to take charge of their studies. They must choose when and where to study their course, but also work to deadlines, prioritising and planning their studies. They must get in touch with our tutors/study advisor/Support Teams to report and resolve issues that might crop up for them, and to take action to find appropriate support, if they are having problems.

While all S6 students are therefore eligible for YASS, it's good to make sure that students understand exactly what is involved, and the commitment required for study before they register for study with us.

What is an Exception Request?

Sometimes YASS Co-ordinators are approached by a student who is interested in studying a YASS course, but who does not meet the normal grounds eligibility on the scheme.

This might be because:

- The student will not be in S6 at the time they will be studying their YASS course.
- The student wishes to study more than one YASS course.
- The student wishes to study a course, not on the YASS course list. This could be:
 - A 60-credit course.

- A 30 -credit course that has pre-requisites so does not appear on the YASS course list.

If this situation does occur at your school, please contact the YASS Team. Let us know as much as you can about the situation including the course(s) the student is interested in. The student's request to study, and to receive YASS funding, to cover their study costs, will be considered on a case-by-case base by the Senior members of the YASS Team. The student may also be referred to our Education Advisors for a discussion regarding their request to study, to be sure the level/amount of study is appropriate.

S5 Students

- While each case is reviewed individually it may be helpful to know that students who would be in S5 at the proposed time of study **will not be eligible** for YASS SFC funding if they intend to stay on at school for their S6 year.
- This is because the YASS scheme is a bridging scheme, designed to bridge the gap between the final year of school (normally regarded as S6) and further education/employment.
- If a student **is** granted a request to study in S5 and is approved to use YASS SFC funding to study with us, and then later decides they will stay on until S6 year at school, they will not be eligible for any further YASS funding, during their S6 year.

Time frame

If you have student with an Exception Request, please refer them to the YASS Team as soon as possible.

Due to the time frame involved in reviewing these requests, which must be reviewed on a case-by-case-basis, we are unlikely to be able to progress any Exception Request received less than 3 weeks before our final enrolment deadline.

How do I introduce the YASS Programme?

We have provided a **Resource Pack** including **PowerPoint** documents to help you to hold an **Information Session** for students at your school. The PowerPoint Information Session Slides have clear notes to help you talk through the presentation. The notes are also included in the Resource Pack.

The **Resource Pack** includes:

- **YASS 2024–25 Course list and student guide:** Hard copy guides have been sent to all schools, but the Resource Pack contains a link to the interactive PDF version. The Guide lets students know what's involved in YASS and provides information about each course. This information includes the different types of assignment involved in each course, and the number of assignments each course has. The guide also shows the duration of the course and course credits.
- **YASS 2024–25 Ready Reckoner:** Summarises key course information to help students to understand what's involved in each course.
- **YASS 2024–25 School Information Session Slides:** Everything you need to deliver an Information Session.
- **S5 and S6 Peer-led Session Activity ideas:** To help you hold your own sessions, to provide S5 students with insight into the YASS programme from peers in S6 currently undertaking YASS modules.

How can I help students to make the right course choice?

Encouraging Course Research

It's very important that students are well informed about what's involved in YASS, and that the course they choose is the best fit for their study goal and personal circumstances.

We strongly encourage schools to start talking to students about YASS in March/April of their S5 year. Students should be aware that the courses can be different depending on the number of credits involved, and the duration of the course.

30 and 10 Credit courses:

- **30 credit courses:** These are likely to have multiple assignments and may have an exam. Students will be assigned to a tutor, to provide support during their studies.
- **10 credit courses:** These courses are shorter, require less study time per week, and have less assignments. Students have a team of study advisors, contacted via a forum, rather than a dedicated tutor for support.

All students should thoroughly research their course, including looking at the online course information page (links to each course are provided in the [YASS 2024-25 Course list and student guide](#), [YASS 2024-25 Course Flyer](#) and [YASS 2024-25 Ready Reckoner](#)).

An image of the course information page for the YASS course TM111 Introduction to computing and information technology 1 is shown below.

The screenshot displays the Open University website interface for the course TM111. The page includes a navigation bar with links for Courses, Postgraduate, International, Research, About, News & media, and Business & apprenticeships. The main content area features the course title, a brief description, and a table showing the module's credit structure across different levels (OU, SCQP, FHEQ). Below this, there are sections for 'Modules count towards OU qualifications', 'Browse qualifications in related subjects', and 'Student Reviews'. A 'Request your prospectus' section is also visible, along with a 'What you will study' section detailing the course content.

Module

OU	SCQP	FHEQ
1	7	4

What you will study

This module is presented in three blocks:

- The digital world – the digital technologies that pervade our home, work and social lives.
- Creating solutions – programming skills for creating solutions to digital problems.
- Connecting people, choice and change – the computer networks that allow us to interact with others.

Block 1 'The digital world'

You'll start with your own experience of using computing and IT systems, covering a range of topics. You'll explore how computers and networks developed, how analogue images and sounds are converted into digital formats, and how data is stored and managed in databases. You'll also gain practical experience of constructing webpages, and consider how software help us to interact with computers successfully.

Block 2 Creating solutions

Figure 1: Screenshot of TM111 course information website

Each course information page has a number of tabs, which can be selected to show more information about different areas of the course, including 'Module details' and 'Study materials'.

An image of the 'Study Materials' tab for the YASS course TM111 Introduction to computing and information technology 1 is shown below.

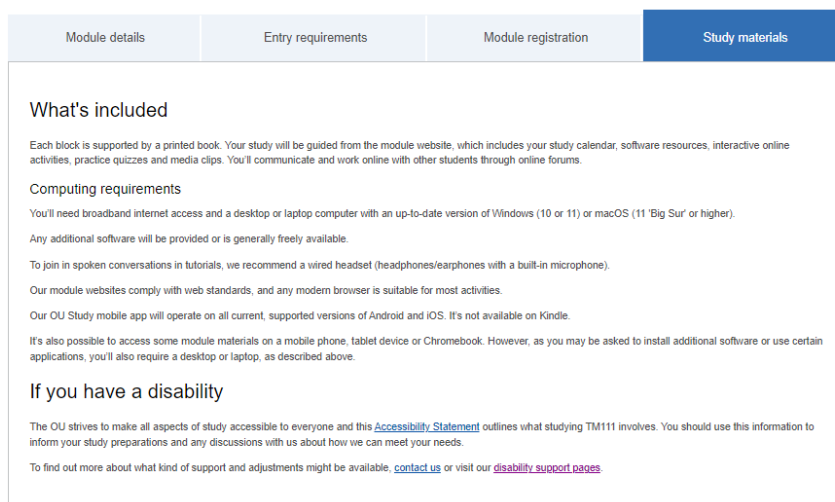


Figure 2: Screenshot of TM111 course information website: Study materials tab

What information do students need to look at?

- YASS students should ensure they check through the 'Module details' and 'Study materials' tabs.
- The 'Module details' page will provide more information about the course.
- The 'Study materials' tab will show if the course has any specific software requirements.
- YASS students are registered by the YASS Team so **do not need** to view the 'Module registration' tab.
- Specific information about entry requirements for YASS students is stated in the [YASS 2024-25 Course list and student guide](#) and [YASS 2024-25 Ready Reckoner](#). Students should refer to these documents regarding entry requirements. The next section will explain more about these prerequisites.

Prerequisites and Preparatory resources

The [YASS 2024-25 Course list and student guide](#) and [YASS 2024-25 Ready Reckoner](#) provide links to online resources or reference OpenLearn courses that can be used by students to check their suitability for the course. Please encourage student to work through these if relevant to their course choice.

These documents also let students know if their course has a prerequisite. Several courses do require students to confirm that they hold a relevant Higher before they can be enrolled:

- As we encourage students to enrol before the summer holiday, we assume that no student will have their result for the Higher, but if they expect to pass this is sufficient.
- If the student then finds they have not passed the relevant Higher, please contact the YASS Team.
- If students have not studied the required Higher, but may have alternative, relevant experience for the course, please contact the YASS Team.

The YASS Team will refer students who do not hold the required prerequisite to our **YASS Education Advisors**.

Our Education Advisors can have a chat with the students, normally by phone, to discuss their study intentions and suitability for study. If the Education Advisor finds that the student meets the required level of knowledge for the course, then the YASS Team will be able to complete enrolment for the student. If the Educational Advisor feels the student does not have the required knowledge for the course, they may be able to recommend an alternative course, that meets the student's study interests and personal goals, and that will be the correct starting level for them.

Time Management Skills

We strongly recommend the information at the following page, which provides links to resources and tips for good study time management!

<https://help.open.ac.uk/time-management-skills/planning-prioritising>

The webpage includes a link to a Study time calculator:

[Study Time Calculator - Word Version](#)

The planner can be downloaded and completed by students, so that they can think realistically about how much time they have for their studies.

How can I help students who have questions about their course choice?

If students aren't sure which course they want to take or are struggling to choose between two or more courses, then please get in touch. A YASS course is a big commitment, so it is very important students make the best choice for their personal circumstances and study goals.

We can then create a record for the student and will then make a referral for time to speak with our Educational Advisors. This process can take longer during our peak times so please get in touch as soon as possible.

Part 3: How can I support YASS students during Registration?

Research and the Registration Form

Please share the Registration Form with students by email.

Course Selection:

- Encourage students to use resources and research their course.
- Students must consider exactly how they will fit their study time around their existing school studies and personal commitments.

Completing the form:

- YASS Registration Forms are designed to be opened and completed using Word.

- This is because, when accessed using Word, the forms include dropdown menus.
- The dropdown menus limit the possibility of errors that might delay enrolment, and make sure the students provide the answers we need to create a record for them on our systems.
- Students must complete the form in full.
- Students must also pass the form to a parent/carer/guardian, who must also sign and date the form (typed signature is accepted).

YASS Co-ordinators should check each application to ensure students have completed everything, correctly before sending through the ZendTo system.

Missing or incorrect information on the form could cause unnecessary delays for students and will mean that you will need to resubmit the form to us.

To avoid resubmission and delay for the student, please check that:

- Student name, date of birth and email address are correct.
- A personal email address has been provided- NOT one linked to the school email account. School linked email accounts often cause issues for OU students, and key communication may be blocked by school security systems.
- All compulsory questions have been answered.
- Course choice entered is correct.
- Residency and funding related information is correct.
- The student's Registration Form file has been **named in the correct way**. This will ensure the student is correctly linked to your school.

Keeping Track of Students

Please **keep a record of the forms you have sent to us** and the ZendTo receipts sent to you, that confirm we have received your submission.

We recommend you take note of each student and their chosen course. We will be in touch regularly, to confirm the forms we have received, and the students who are confirmed as enrolled. This will allow you to check that we have enrolled all the YASS students at your school.

If any student is missing, please contact us. Let us know when you sent the form to us, and what the student's Registration Form document was called.

Keeping track of student's names, courses and status, eg if students withdraw before courses start, or later down the line, as well as their latest engagement status, will also help when we send assignment reminders for each YASS course. This will help you to identify the students that are enrolled on that specific course and identify students who might need support for their studies.

What are Fee Assessments?

If a student answers 'no' to any of the questions in the **Residency and funding** of the **YASS Registration form**, or if they do not hold UK or Irish nationality, then the Open University must conduct a Fee Assessment to determine the student's correct Nation Fee for their module. **This is because the Open University's fee per course differs for each nation.**

Students and their parent/guardian/carers can sometimes become confused by the process and terminology involved. The most common concern is that the Fee Assessment relates to the payment of their course fee. This is not the case. The Fee Assessment is required to ascertain **how much** funding is required, rather than as a demand for payment.

If the student meets all of the Scottish Funding Council (SFC) YASS award criteria (ie S6 student who attends a local authority school in Scotland) then their funding WILL be covered by the YASS funding award, when the Fee Assessment is completed.

The process should be very quick but can take several weeks at our peak times. A delay in starting the Fee Assessment process, or one started very close to our final enrolment date, can potentially result in a student being unable to start their course on time, or losing their place on the course altogether.

Progressing the Fee Assessment – The YASS Team

The YASS team will identify from the student's YASS Registration Form that a Fee Assessment is required. Our Team creates a record for the student and reserves

the student on their chosen course, but we cannot complete their registration until the Fee Assessment is concluded.

1. The Fees Team contact the student and request the documentation to establish the students correct Nation Fee.
2. The student provides scanned copies of the required documentation.
3. The Fees Team process the Fee Assessment as soon as they can.
4. Once the student's Nation Fee is confirmed, the Fees Team contact the student by email, to let them know the process has been completed.
5. The YASS Team then complete and confirm the student's registration.
6. All students who meet the SFC funding criteria will have their fee covered using the SFC YASS funding award.
7. Enrolment is confirmed to the student.

How can I support students who have Fee Assessments?

- **Start the process** by submitting the student's Registration Form to the YASS Team as soon possible.
- Ensure that student **understands** what the Fee Assessment is, why it is required, and that it is **not a demand for fee payment**.
- Ensure that the students understand they **MUST** watch out for, and **respond** to, our Fees Team, as they will contact the student regarding the Fee Assessment.
- Students must read/listen to our Fees Team's communications carefully, so they understand what **documents** or information they need to provide.
- If students have **question** about the process, they must call the Fees Team to discuss the Fee Assessment and what is required.

Please note that unless the student has an Advocacy Agreement in place the student must get in touch with our Fees Team themselves.

Our Fees Team are not permitted to discuss student Fee Assessments with parents/guardians/carers or YASS Co-ordinators unless an advocacy agreement is in place.

What support is there if a student has a disability, ASN or is care experienced or a young carer?

The Open University can offer a great deal of support to students to help them succeed in their studies. However, the university must be aware of student's circumstances so we can tailor support appropriately.

We can provide additional information for students who:

- Have Additional Support Needs (ASN)
- Have a disability or health condition (temporary or permanent) that might affect their studies.
- Are carers.
- Are care experienced.

Students are asked to provide this information on their YASS Registration Form, but students can choose not to disclose this to us. This means that they can't benefit from information, advice and support that could help them to succeed and meet their study goal.

If you are aware that any YASS students at your school might benefit from the support we can offer, please check in with the student and make sure they are aware that additional support could be available to them.

Students can contact our **Student Support Team** at any time, to find out more about support we can offer. They can also find out more at each of the websites below.

Disability Support Website: <https://help.open.ac.uk/browse/disability>

Care Experienced Students Information:

<https://www.open.ac.uk/scotland/study/support-and-services-students/care-experienced>

Carers Website:

<https://www.open.ac.uk/scotland/study/support-and-services-students/carers>

Part 4: What happens after Registration?

Can YASS Co-ordinators or students contact the YASS team if they have a question once their course starts?

- Once students have completed registration YASS students become part of the Open University in Scotland population.
- This means that students should approach the **Student Support Team**, or their **tutor/study advisors**, with queries relating to their studies, rather than the YASS Team.
- It must be the student who contacts the tutor/ study advisor/Student Support team unless an Advocacy Agreement is in place.
- The information and links in this guide, and in the **Quick Contacts** page, provided before course start, will help you to give students the best advice, so they can resolve problems quickly themselves, by contacting the correct team/person.
- If students find their personal circumstances are having an impact on their studies, they are advised to contact our Student Support Team for information and advice.
- If you do feel unsure how to assist a student with a specific study related issue, you can contact the YASS Team. We can help to direct the student to appropriate support.

What should I say to students, if I advise them to contact the OU?

- Please explain that our Data Protection Policy for students means that unless the student has an **Advocacy Agreement** in place, they **must contact our Student Support Team themselves** either by email, phone or webchat.
- If students get in touch with the OU by phone, it's good to be aware that our Student Support Teams will always ask them a few questions, to verify their identity and locate your account. This is part of our **Data Protection Policy** for students.

- Our Support Team colleagues will ask for at least 3 things to verify the student's account, and that it is definitely the student they are talking to. Normally they will ask for the student's PI (Personal Identifier) date of birth, postcode or email address.
- If students get in touch by email, then they should try to do so using the email address linked to their StudentHome account, so the email address provided on their YASS Registration Form.
- In their email they should provide some details including their course, PI (Personal Identifier) and a clear explanation of the issue, providing as much detail as possible, so our Support Teams and tutors can verify their identity, and know what the issue is. They can then quickly point students to the appropriate resources/assistance.
- **Students must also communicate directly with their tutor.** Neither the YASS Team nor the Student Support Team can do this for students.
- If students contact their tutor, it's good for them to understand that tutors do require **adequate notice** to respond, to emails, and if appropriate, grant extensions to assignments. Students should contact their tutor as soon as they think there might be a problem with meeting a deadline.
- If students haven't heard back from their tutor, within 3 days of getting in touch, they can contact their Student Support Team for advice.

What communications are sent by the YASS Team once students are enrolled?

YASS Co-ordinators

- **Confirmation of Registration:** Regular emails are sent to schools to confirm registrations and alert you to any issues relating to student enrolment.
- **Student Engagement Updates:** The YASS Team sends these reports to schools, monthly, starting in October.
 - Engagement updates are based on reporting that shows us the date that the student last logged into their StudentHome website.

- While students can study offline, we expect them to check in to StudentHome regularly to check their study planner, website or forums.
- If students haven't logged in recently, eg for 3 weeks or more, then this can be a sign that the student might be falling behind or experiencing study issues.
- If the report we send to you shows any students who have never engaged with their course, or who have not engaged recently then **we recommend that you check in with the students to see if they need support for their studies.**
- You can then use the Quick Contacts guide, to help direct students to the appropriate person or team for support.
- **Assignment reminders:** sent 1 week before the due date of any TMA assignment. These show the course and date the assignment is due.
- **WXM151 Law Making in Scotland:** due to the unique structure of this course, the YASS team contact schools regularly in January and February to report how students are getting on with the study required for Part 1 of this course. If students do not meet the required study levels, by the end of January 2025, they are withdrawn from the course and unable to start Part 2.
- **Results:** most courses finish in June. All students will have received their results by mid-July. The YASS team contact all schools later in the year, in September, once results have been released to us. We then release these to each school, in a password protected document.
- **Survey:** The YASS team contact all schools at the end of the academic year and ask them to participate in our survey. We compile and review this feedback on the scheme to help inform changes that help to improve the scheme for future years.

YASS students

- When the YASS team start to process the student's enrolment, the student will receive an auto generated system email which confirms their account with us and lets them know their **PI (Personal Identifier)**. This unique combination of numbers, normally with a letter at the start, is linked to

their OU account and used to verify their identity when they get in touch with us. The student will also receive information and a temporary password, so they can sign into their new account with us.

- **Confirmation of Registration:** At the point of registration all YASS students receive an email, confirming their enrolment and advising them to log in to their new OU StudentHome account. This initial email will also contain information about their course and links to preparatory resources.
- **Prior to course start:** All students receive a text message with link to 'Getting started with YASS- questionnaire': an interactive survey to support students with their initial log in and ensure students can access their course.
- **Post Course Start:** Students are sent emails/texts throughout the year to point them to key support and promote engagement.
- **WXM151 Law Making in Scotland students:** due to the unique structure of this course, the YASS team contact WXM151 students regularly by text and email, to encourage students to complete the study required for Part 1 of this course. If students do not meet the required study levels, by the end of January 2025, they are withdrawn from the course and unable to start Part 2.
- **YASS survey:** The YASS team contact all students at the end of the academic year and ask them to participate in our survey. We compile and review this feedback on the scheme to help inform changes that help to improve the scheme for future years.

How are students supported to stay on track with YASS?

- Students are advised in our communications to them that their course websites open at least two weeks before course start.
- Students receive emails from the OU, their course team, and their tutor, if they have one, regarding course starting.
- When course websites open, students then have access to a bespoke timetable to help them stay on track with their studies.
- As YASS students also have other study commitments, we strongly advise they stay at least **2 weeks ahead of this planner.**

- Students should start by taking a note of assignment due dates and ensure they plan their time to meet deadlines for school and OU study.
- The YASS Team send a reminder to YASS Co-ordinators and ask that they check in with students, a week before the assignment deadline.

How can I support students with assessments?

Types of Assessment

TMA (tutor-marked assignments): Tutor-marked assignments are spread across the study time for courses. Most 30 credit YASS course will have several TMAs. Students are given time in their weekly study planner to prepare their TMA, and guidance to help them. Their allocated tutor will provide feedback and a mark for TMAs. The feedback provides help for the student on areas to develop for future work.

YASS TMA (tutor-marked assignment) Reminders

- We will send regular TMA assessment reminders to you, that let you know that a student at your school is studying a course that has an assignment due.
- The assignment is normally due a week after the assignment reminder email is sent to you.
- This allows you to check in the with the student and see how they are getting on.
- If the student expresses any concern about meeting the assignment deadline, then they should contact their tutor as soon as they can, for advice.
- TMA deadlines are strict, and students must request extensions with their tutor before the deadline expires.
- Students should be aware that tutors are sometimes unable to grant extension requests.

iCMAs (interactive computer-marked assignments): Some modules may also use iCMAs as part of assessment. The YASS team do not normally send assignment reminders for these as they are shorter assessment, that are less

likely to be heavily linked to the course assessment strategy. Many of these iCMAs are designed to give instant feedback, and if students haven't answered the question correctly, they may also be given the chance to try again.

Exams, EMAs and emTMAs

At the end of each module, students will be asked to undertake a final assessed task. This task will be one of the following:

Exams:

- All exams are delivered as remote exams.
- This means that, rather than coming to an exam centre, students undertake their exam remotely (e.g. at home, or in a suitable, quiet place at school).
- The exact details of remote exams can vary from course to course, but all are currently 'open book,' so students can look at course materials during the exam.
- Information about remote exams is published on module websites approximately six weeks before the submission cut-off date.
- YASS course exams are likely to be early to mid-June.
- You may wish to discuss exam arrangements with the student, to see what they what like to do, and where they would like to sit the exam, once they have all the information relating to the date, structure of the paper and submission timeframe.
- Students will require access to a PC or laptop and broadband connection, during the exam so may prefer to sit the exam at school and may be very appreciative if a suitable quiet place can be found for them on the day, for the time frame required.

EMAs (end-of-module assessments):

- An EMA is a larger assignment completed at the end of a module. It is completed and submitted in a similar way to TMAs.

emTMAs (end-of-module TMAs):

- An emTMA is an assignment that is marked by the student's tutor and will count towards the overall module score.

As these final pieces of work can be larger than previous assessment, in terms of size or complexity, the YASS team will often provide 2 weeks' notice to schools, allowing you to check in with students slightly earlier, to check they are on track.

It is very important to note that **no extensions can be granted to the deadline given for these final pieces of work**. If students experience serious study issues that will impact their ability to submit the work by the deadline, they must contact our Student Support Team urgently.

There is lots of information and support available to students to preparing their final assessed task. If students have questions about their final piece of work, they should contact their tutor/study advisors or our Student Support Team. Information on revision tips and techniques, through to the practical arrangements for exams can also be found on the StudentHome **Help Centre**.

Do students have tutors on all YASS courses?

- All courses except WXM151 Law making in Scotland and SXM150 Contemporary topics in science, have a specific tutor.
- Tutors normally contact students before courses start, by email, and will continue to send updates to students throughout their course.
- Tutors mark students' assignments and provide feedback. They monitor student course specific forums and hold online tutorials.
- The tutor should always be the **first person** a student contacts if they are experiencing any study related issues.
- Our tutors will do what they can to support students, from queries with subject matter to students who find they might struggle to meet an assignment deadline.

Tutor Contact: It is important students understand that tutors do require **adequate notice** to review, and if appropriate, grant extensions to assignments. Students should contact their tutor as soon as they think there might be a problem with meeting a deadline.

It is also important to be aware that sometimes tutors are **unable** to grant extensions to certain assignments so **students should never assume an extension is guaranteed**.

If students haven't heard back from their tutor, within 3 days of getting in touch, they can contact the Student Support Team for advice.

How are students supported on courses without a tutor?

- YASS courses WXM151 Law Making in Scotland and SXM150 Contemporary topics in science **do not** have tutors but instead students have access to a panel of Study Advisors.
- Students on these two courses can post their study related queries on the course's online forum page, and one of the team will respond as soon as possible.

What happens if a student is having difficulty with their studies?

We know that sometimes students' study plans change, and our Support Team can often provide support to help students stay on their course and complete their studies successfully.

Key resources for students can be found in the StudentHome Help Centre, which can be accessed at the link below: <https://help.open.ac.uk/>. The screenshot shown on the next page below is taken from the Help Centre page, and shows some of the topics covered.

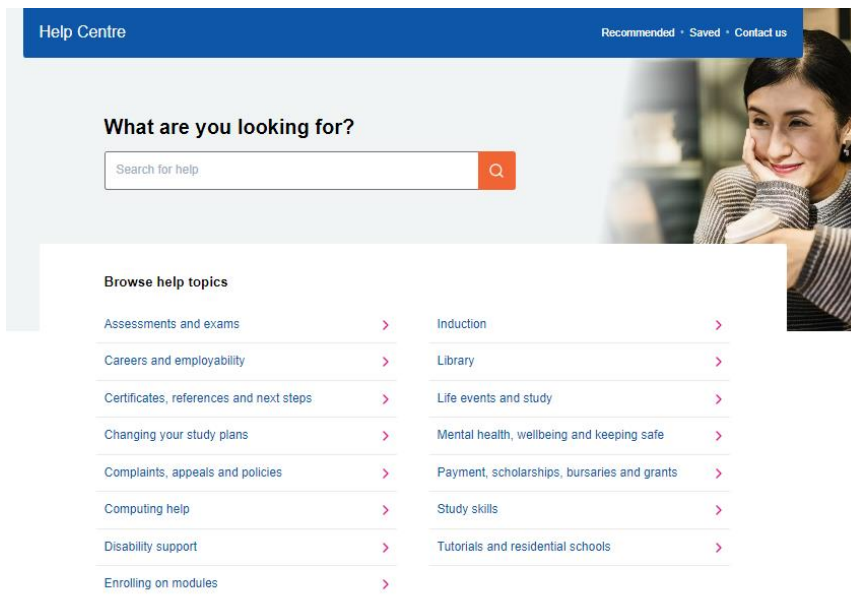


Figure 3 Screenshot of Help Centre

When students are signed into their OU account, they will be able to access additional resources through the Help Centre. We recommend that they explore the information available under the topic '**Life events and study**' which provides advice and guidance on next steps for students who might be struggling with their studies, for various reasons.

We also advise that students phone our Student Support Team and contact their tutor as soon as possible to get the best advice on their circumstances and options relating to their studies.

This is particularly important in the run up to final assessment, when it is crucial that students contact the Support Team before key deadlines relating to their studies.

What happens if a student wants to withdraw from study?

We know that sometimes students' study plans change, and our Support Team can often provide support to help students stay on their course and complete their studies successfully.

The process for student to withdraw from study depends on the point in the students' studies:

Before course start date (usually the beginning of October):

- Please contact the YASS Team.
- A pre-start withdrawal will be actioned for the student.

After the course start date:

If students do feel that they need to withdraw from study after the official course start date (also called a 'deferral') then they must contact our **Student Support Team**.

If students do wish to withdraw from study, we advise that they phone our Student Support Team to get the best advice on their circumstances and options relating to their studies.

- YASS students do not become liable for any fees, if they withdraw, so withdrawing from study does not incur any cost for students.
- We recommend they call the **Student Support Team**, as the process can be completed quickly over the phone.
- Students can email the Student Support Team to say they wish to withdraw; however, this process takes longer. They will receive a reply from the team that contains key information for them and the webform that must be completed.
- **Until the withdrawal has been fully completed students will continue to appear on YASS reporting.**
- If students wish to withdraw, but do not complete the process in full, it is highly likely they will receive an automatic fail at the end of the course.

What do I do if a student leaves school?

If a student decides to leave school, please let the YASS team know as soon as possible. If the student leaves school:

Before the course start date

- The student will no longer qualify for SFC funding and will be liable for the course fee if they wish to continue studying.

- The YASS Team can arrange for the student to be withdrawn from their YASS course if they no longer wish to study with the OU.
- While the student no longer qualifies for the YASS scheme, our Student Support Team can provide information on alternative methods of funding, if the student does wish to continue with their course.

After the course start date

- As SFC funding has already been applied, the student can continue with their course and will not be liable for the course fee.
- The YASS Team will remove the student from any YASS reporting.
- If still under 18, the student will be regarded as a Young Applicant, rather than a YASS Student.

How does a student add YASS to their UCAS application?

Studying a YASS course is a great thing for students to add to UCAS applications. To add a YASS module to a UCAS application please follow the steps below:

In the Education section of the form:

- Add 'Open University' in the 'Place of Education.'
- No exam centre number is needed.
- Add the start and end dates of the module.
- The type of study is part-time.
- For the question 'Do you, or will you, have any qualifications from this centre?', click the 'Yes' option, unless the student has withdrawn from the course.
- Click 'Save'.

Next steps:

- In the section that shows the study with the Open University, click the 'Add qualification' button.
- Search for 'YASS' in the qualifications search box.

- 'OU Module in Schools/YASS (Level 4/SCQF Level 7) will appear under the search box.
- Selecting this will allow more information to be entered, including the module code and title.
- The 'Qualification date' is the date the student should expect to have their results. If the YASS course finishes in June, then they will receive their results in July 2025.
- Students on shorter courses may receive their results earlier, depending on when the course finishes. Students can check when they will get their results by looking at the Assessment Information for their course or asking their tutor/study advisors.
- Students won't be able to enter the grade at the time of application. Once the qualification information is saved, the result will show as 'pending'.

Personal Statement

- Students can also write about their YASS module in their personal statement.
- This gives them a chance to demonstrate their engagement with independent, online learning at university-level study.
- They can explain what's been involved, including the skills, knowledge, and experiences gained through studying their course and how this relates to their plans to study at university.

Part 5. How can I help students to get off to a good start with YASS?

Are there any resources to support YASS students to get started with their course?

You can recommend the resources listed here to students, but we also encourage YASS Co-ordinators to find out more by exploring the content at each link.

OpenLearn

OpenLearn is the Open University's free learning platform:

<https://www.open.edu/openlearn/>

OpenLearn offers free short courses, articles, videos, quizzes and interactive games, many of which contain materials taken from Open University module materials.

- Everything on OpenLearn is free.
- Learners can work through resources at their own pace.
- While OpenLearn courses are not credit bearing, learners can show proof of engagement by acquiring Digital Badges, that can then be referenced on applications for jobs or further study.
- OU students can sign in to OpenLearn using the same password details they have for their StudentHome account.

OpenLearn Induction Course: Being an OU Student

[Being an OU Student](#) (link to full course): This course is also recommended to all YASS students as it provides a comprehensive guide to studying with the OU. It includes chapters on all the topics listed below.

You can access the materials relating to different key topics using the links below, even without an account.

- [What's OU study all about?](#)
- [Where do I find everything?](#)
- [How will I get support?](#)
- [How will I learn?](#)
- [How can I be a successful student?](#)
- [What do I need to do before I start studying?](#)

The course is designed to be done online over several sessions (estimated study time = 12 hours) but can be done in any order and can also be downloaded as a PDF or in other formats.

Using OpenLearn as an OU student : This additional resource is helpful in explaining how OpenLearn can be used by OU students. As WXM151 Law Making in Scotland, SXM150 Contemporary topics in science, and YXM130 Making your learning count all utilise the OpenLearn platform this can help to explain how OpenLearn works.

Essential skills for OU study : This collection of OpenLearn courses includes a variety of courses that are relevant to YASS students but might also be of interest to students at your school who aren't doing a YASS course. Topics include:

- Building confidence in using online forums.
- Developing good academic practice.
- Essay and report writing skills.

Additional Resources

Distance Learning FAQs : Answers to common questions that crop up for new students.

Planning and prioritising : Time management skills and Time Planner, to help students work out how best to plan their time.

Help Centre : Once students have an account with the OU they have access to Help Centre, through their StudentHome website (Students must need to sign into their account to access all available resources).