



Value for Money Statement

Table of Contents



»» Introduction	—————→	Page 03
»» Student Satisfaction and Outcomes	—————→	Page 04
»» The Institute’s Student and Public Benefit	—————→	Page 05
»» Governance	—————→	Page 06
»» How we use fees	—————→	Page 06
»» Academic Services	—————→	Page 07
»» Professional Services	—————→	Page 07
»» Buildings and IT	—————→	Page 07
»» How £1 of tuition fees is spent	—————→	Page 08-09

Introduction

Metanoia Institute is one of the United Kingdom's leading providers of specialist higher education in the disciplines of psychotherapy, counselling psychotherapy and counselling. The Institute's ethos is defined by an understanding that no single approach to therapy is significantly more effective than any other and all have something to offer the practising clinician.

All the Institute's programmes are designed to develop a coherent philosophical, professional and ethical basis as an ongoing support for clinical practice and to enable students to become authoritative in the critical evaluation of philosophical paradigms and value systems in relation to therapeutic work. The Institute attaches great importance to experiential learning and teaching. The Institute staff have an international reputation in the psychological therapies and are noted experts in their areas of teaching and research and have strong links with professional accreditation bodies.

Prospective students wishing to study at the Institute will gauge the value of what is being offered in other similar alternative provider establishments and within the HE sector.

The Institute ensures that the fees are fair and competitive and in fact our UG fees are lower than those charged for similar programmes of study. The majority of programmes are delivered at the weekend in support of family and employment commitments.

The future careers of our graduates are central to our teaching and learning and offer students clear outcomes for the investment made in their education at the Institute.

Our graduates are ready to practice as professionally registered and client experienced psychotherapists and counsellors, with a clear career pathway in areas such as the NHS, Social Services, Schools, Education, Youth and Community work, as well as in private practice.



Student satisfaction and outcomes

The National Student Survey (NSS) is an indication of the value placed by students on teaching and learning experiences and process. Although the NSS is only administered to final year undergraduates, an internal version of the survey is processed across the Institute, with the outcomes very much mirroring the NSS.

Our analysis of NSS Performance suggests that for 'Teaching on My Course', student satisfaction at Metanoia is aligned with the sector benchmark. 'Learning Opportunities' are also on or around benchmark. For Assessment and Feedback the Institute has been either significantly above or at benchmark over a number of years.

Our Student Outcomes data (available at <https://www.officeforstudents.org.uk/data-and-analysis/student-outcomes-data-dashboard/data-dashboard/>), where data is available for continuation and completion, suggests that student outcomes for completion over the last four years compare favourably with other higher education providers and have been improving over time.

We regularly review and analyse student satisfaction and outcomes data and this data is reported through the governance structures and directly informs management and institutional decision making.



The institute's student and public benefit

The Trustees and Executive took account of the public benefit requirements whilst setting the strategic plan. They believe that all of Metanoia Institute's objectives are linked to the provision of public benefit and include:

- The provision of a range of training courses in psychological therapy;
- The provision of a range of workshops for continuing professional and research development needs;
- The provision of increased public learning and knowledge about psychological therapy, as a result of research undertaken within the Metanoia Institute;
- Counselling within Schools;
- Metanoia Counselling and Psychotherapy Service (MCPS) provides accessible services to the local community;
- The provision of lower cost counselling and psychotherapy services to the general public. Fees are charged on a sliding scale dependent on the client's ability to pay. The minimum fee is £5 per session which is typically 10% of the fee charged by therapists in private practise;
- The provision of counselling for a period of up to six months. Access to counselling via the local Primary Care Trust is usually restricted to four, six or twelve sessions;
- The provision of a range of different approaches to counselling and psychotherapy to offer clients a choice of a preferred mode;
- Offering students career opportunities through client engagement in counselling and psychotherapy.



Governance

Metanoia Institute is a not-for-profit company limited by guarantee with exemption under Section 60 of the Companies Act. It is a registered charity under the term of the Charities Act 2011. For the year ending 31 August 2024, course fees made up around 94% of our total income. Of the fees we collect from students, around 8-9% is paid to Middlesex University for external validation of our degrees. The remainder comes from Clinic income, Research income, Membership fees and Sundry income which includes grants from the Office for Students.

As an educational charity we take great care to ensure that our financial resources deliver high quality education for our students. Whether they have taken part in training on campus or on-line, we take the same care to ensure it is of high quality and will maintain its value over time.

Our governance and risk management structures ensure that there are effective internal controls to support the effective and efficient use of resources, maximising the return on investment for our students.



How we use fees

Tuition fees paid each year contribute to everything in that year of study and their lifetime association with Metanoia Institute. Tuition fees contribute towards assessments, re-assessments, bursaries, academic support and all academic services such as admissions, enrolments, and exam boards across the whole student journey. Fees also support pre-admissions and enrolment activity.

We always use our income for the benefit of students, and on the things students' care most about, such as improving our learning resources and facilities, ensuring assessments are fair and providing helpful feedback. A detailed breakdown of income and expenditure which explains how we spend our income can be found in our Financial Statements

Academic services

The majority of our expenditure is spent on supporting teaching. This includes the salaries of teaching staff, IT Services, Computing Costs and Teaching Consumables which include the cost of printing, photocopying and stationery. It also includes External Validation Costs which are paid to Middlesex University.

We have invested in our digital infrastructure over recent years including through specific staffing resource.

Administration and Professional Services

The administration and professional services include the cost of Support Staff Salaries such as Academic Co-ordinators, Finance, Librarians, Admissions, Registry, Facilities, Marketing and Communication and Student Wellbeing and Support.

Buildings and IT

Within these areas we pay for heat and light, insurance, cleaning and security in relation to our premises.

Expenditure relating to IT include the costs software and licences for Microsoft Teams, Office 365. We also have to pay for cyber insurance.

All these investments are in place to support the delivery of teaching and research.



The National Audit Office (NAO) definition of value for money advances an economy approach (spending less), efficiency (spending well) and effectiveness (spending wisely).

With these maxims in mind the Institute financial performance is as follows:

How £1 of tuition fees is spent

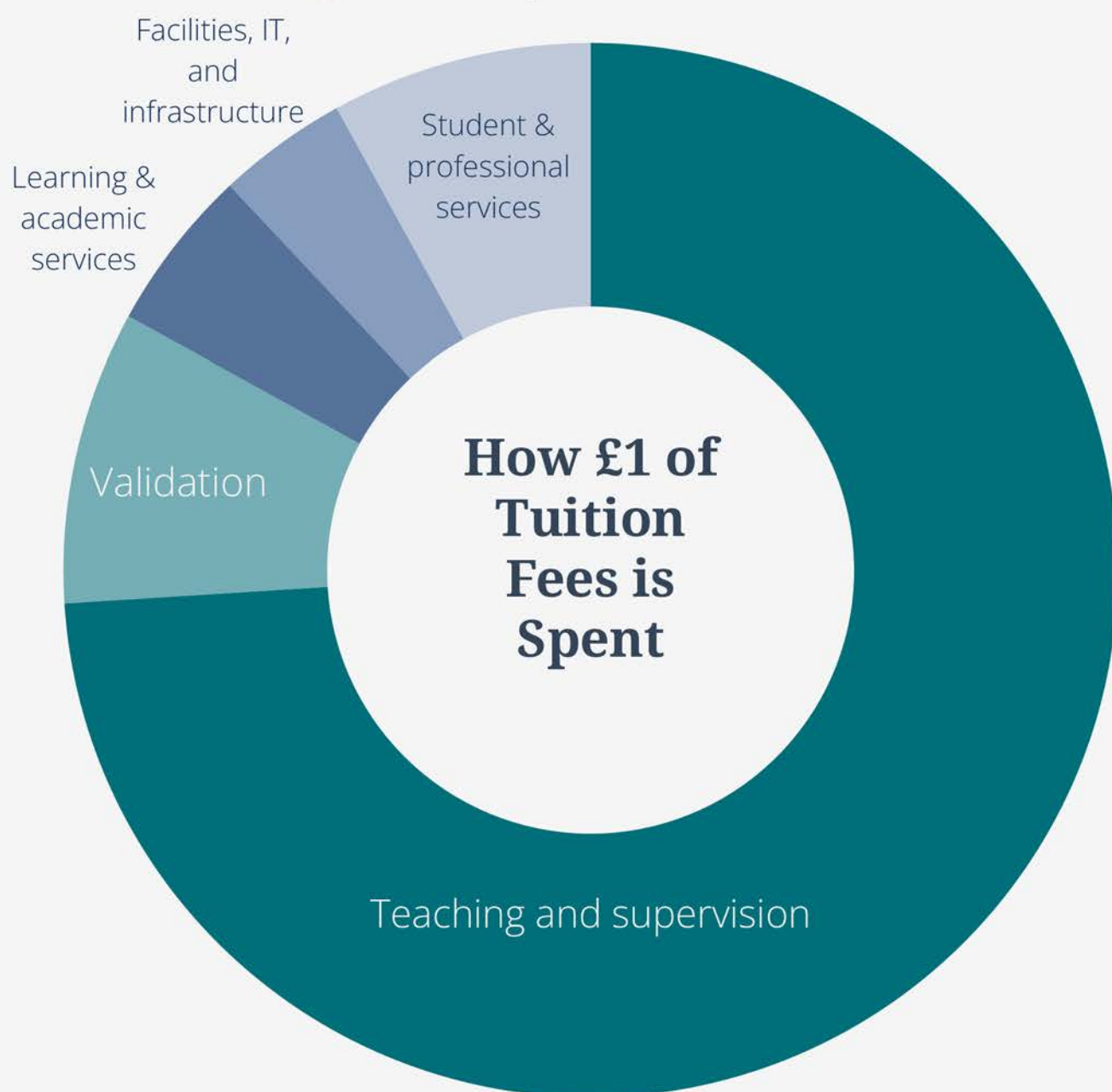
For every £1 that students pay in tuition fees, Metanoia Institute invests approximately:

- 74p in Teaching & Supervision
- 9p in Validation (Middlesex University)
- 5p in Learning Resources & Academic Services
- 8p in Student & Professional Support
- 4p in Facilities & IT

The breakdown on the following page shows how we prioritise direct investment in teaching and academic support.



- Teaching & supervision
- Validation
- Learning resources & academic services
- Facilities, IT & infrastructure
- Student & professional services





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