
STUDENT HANDBOOK

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1 WELCOME MESSAGE FROM THE PRINCIPAL

It gives me a great pleasure to welcome you to London Regal College. I am glad that you have taken the first step towards making the right decision by selecting London Regal College for your further studies. I am sure that it will prove to be an intense, challenging and rewarding learning experience for your professional and personal growth.

Accordingly, the mission of London Regal College is:

- To provide excellence in the fields of Computing, Business and Management Studies;
- To promote knowledge and skills to enhance students' employability, in particular, in commercial and business sectors;
- To promote the highest standards of practice among professionals;
- To develop the potential talent of those young men and women striving to achieve professional excellence;

Once again, from me and the entire team of the London Regal College, a warm welcome and best wishes for your bright future.

A handwritten signature in cursive script that reads "Leon Goldman".

Prof Leon Goldman

Principal

2. ENROLMENT AND REGISTRATION

This policy states various administrative procedures which will be followed by London Regal College (LRC) staff. This document provides useful information for students that can help them at the time of enrolment, registration, maintaining contact details and regarding attendance monitoring policy of LRC.

2.1 OFFICE OPENING HOURS

London Regal College (LRC) office opening hours are as follows for all queries relating enrolment, registration, payment of fee, etc:

During the Term Time & Vacations:

Monday to Friday	9 AM to 6 PM
Phone No.	020 7655 4578; 020 7247 5780
Fax No.	020 73775029
Email:	info@londonregalcollege.co.uk

2.2 ENROLMENT

Students are expected to enrol for their courses at the beginning of each academic year. If you do not complete enrolment, you will not be permitted to attend classes or access either the library or computer labs.

Your application form, learning agreement and fee statement must be signed, dated and returned to the office in person, no later than the course commencement date.

All courses are subject to a minimum enrolment of at least five students, failing which the course will be cancelled or postponed until this requirement has been met. In case your course is cancelled for this or any other reason, the student will be offered another course which is similar in level and syllabus.

2.3 COMPLETING THE APPLICATION FORM

The information on these forms is held on the College Student Record System. If any details are incorrect, please print the correct information in black ink directly on the forms. All students are required to complete the admissions form and the learning agreement form (available on college website).

2.4 FEE STATEMENT

Please complete this form to indicate how you will pay your fee (should you wish to pay in instalments). London Regal College has (LRC) a few payment options available for the students so that they can agree a payment structure at the start of the course and fully concentrate on their learning and academic development. Detailed information on the fee payment plan can be taken from the Admissions Officer to decide which method best suits you.

2.5 REGISTRATION

Under London Regal College's renewed regulations, all new students are required to formally register with the College in accordance with the requirements of the affiliated awarding body and the UKBA, along with all the necessary transcripts, copies of certificates, passport and any other document (as applicable). All students are advised to provide correct details of their information because their registered name will eventually appear on the final award certificate, *if they are successful*.

2.6 MAINTAINING CONTACT DETAILS

We retain full contact details of the student and staff for the purpose of regular communication and update. It includes the following sets of information:

- Address (permanent and temporary, *applicable to ALL students*)
- Telephone/Mobile Number
- E-mail address

These are kept update on a regular basis. We ask to fill up a change of circumstances form to our staff and student so that we can update the new contact details against the details we hold. It will be done twice in a year but all staff and students are advised to update LRC as soon as any of their above mentioned detail changes.

2.7 RECORD KEEPING

We keep the following records or documents for every student:

Student:

- Completed application form (includes addresses, phone no, e-mail ID etc.)
- Copy of the passport and visa (Originals)
- Copy of academic qualifications
- English assessment report (if relevant)
- Personal statement
- Details of the referees
- Intention to study
- Picture (on enrolment)

Our policy is to update our record periodically (every 6 months).

2.8 ATTENDANCE PROCEDURE AND MONITORING

Below is the attendance policy of LRC:

1. The Attendance Register of all classes is made available in the college's Student and Staff Management System (SSMS) prior to commencement of each semester.
2. Lecturer logs into the SSMS in the class at 09:30am and completes the online attendance register and he /she marks students present or absent or late.
3. Students who are present in the class at 09:30am are marked as present.
4. Students who come to the class between 09:30am and 10:00am with a valid reason for their lateness are marked as present. And the students who do not have a valid reason are marked as late.
5. All lecturers are expected to maintain uniform way of taking attendance.
6. Lecturer again logs into the SSMS in the class at 02:00pm and completes the online attendance register and he /she marks students present or absent or late.
7. Students who are present in the class at 02:00pm are marked as present.
8. Students who come to the class between 02:00pm and 02:30pm with a valid reason for their lateness are marked as present. And the students who do not have a valid reason are marked as late.
9. All lecturers are expected to maintain uniform way of taking attendance.
10. The college backs up all its records computer system every night.
11. The College expects cooperation and compliance with its Attendance Policy by everyone concerned.

ATTENDANCE MONITORING

1. All daily attendances will be entered into the Student and Staff Management System (SSMS) and monitored as follows:
 - a. If a student misses 6 & 8 consecutive contacts the student will be contacted by attendance officer and advised that if his her attendance does not improve they would be reported to the UKBA.
 - b. If a student misses 10 "expected contacts" on their course of study without authorization any time during the term, he/she may be reported to UKBA in line with the UKBA guidance for Highly Trusted colleges.
2. If a student provides satisfactory evidence i.e. medical certificate for his/her absences no further action will be taken.

2.9: STUDENT ACHIEVEMENT:

Procedure in case of unsatisfactory academic performance of students: Once a student is admitted, the College is committed to working with him or her to ensure that he/she performs to the very best of his/her ability and fulfils his/her academic potential. The procedure is set out below:

1. Academic performance shall be considered unsatisfactory if a student fails to complete all the requirements of their course in a timely and satisfactory manner. This includes the following:

- Consistent failure to prepare for and/or attend lectures, seminars, tutorials or other prescribed classes
- Consistent failure to prepare for and/or attend supervisions, i.e research
- Consistent failure to prepare for and/or attend practical classes and fieldtrips
- Consistent failure to produce written work as required by the course regulations or at the request of their Supervisor or Tutor
- Consistent failure to meet the requirements set out by a Supervisor or Tutor
- Failure to successfully pass examinations

2. Where a Lecturer or Supervisor considers that a student's academic performance is unsatisfactory they shall notify the student of the fact and convene a meeting with the student within 14 days. At this meeting the student will be informed of the reasons for considering that their academic performance is unsatisfactory and the student shall be given an opportunity to explain and defend their performance. In the event that the student is unable to give a satisfactory explanation for their academic performance the Lecturer/Supervisor will give the student a formal warning and explain to the student what action or actions are needed to rectify the situation and the timescale within which this should be undertaken. This will form the Action Plan, which will be put in writing at the conclusion of the meeting (a copy of the Action Plan will be given to the student), together with the reasons for considering that their academic performance had been unsatisfactory. The student will be warned that failure to comply with the terms of the Action Plan may result in final or temporary removal from the College.

3. In the event that the student fails to attend the meeting described in Point 2 or having attended the meeting fails to comply with the terms of the Action Plan, then the Lecturer/Supervisor will write to the student giving them a second warning and requiring them to rectify their unsatisfactory performance, and where an Action Plan exists, to take steps to comply with its terms. The letter may also contain additional academic conditions which the student is required to fulfil. The tutor's letter will warn the student a second time that the consequences of failing to rectify their academic performance and to comply with the Action Plan, where one exists, may result in final or temporary removal from College and will put the student on notice that if the unsatisfactory academic performance persists that they will be reported to the Registrar.

4. Where a student's academic performance continues to be unsatisfactory the Lecturer may notify the Registrar that a case will be made that the student should be temporarily or finally removed from College on the ground of unsatisfactory academic performance.

5. The student should then be given the opportunity to explain the reason behind unsatisfactory performance to the Registrar.

6. After this meeting, the Registrar, Course Supervisor and Lecturer determine, either unanimously or by a simple majority, that the student's academic performance has been unsatisfactory. They may:

- a. Decide that the student be removed permanently from College; or
- b. Decide that the student be removed temporarily from College and that the student only be allowed to return upon fulfilment of further academic conditions; or
- c. Decide that the student be permitted to remain in College, subject to fulfilling further academic conditions.

7. Appeal can be filed with the Principal with 7 days of the decision.

3 TERMS AND CONDITIONS FOR ENROLMENT

1) The minimum age to register with the college is 18 years.

2) Once we receive your application form and if you are eligible, an offer will be made in writing (an Offer Letter will be issued). To be considered for an offer letter, the application form must come with a copy of your passport, academic qualifications, proof of English ability, etc. Any application form without these documents will not be processed. In case you decide to accept the offer, a deposit of minimum 50% of the Year 1 tuition fee is required to prove your interest in the course. Paying full fee is advisable at all times. Once the payment is received, an acceptance letter will be sent, a document which will confirm your deposit payment, acceptance to the college, course start/end dates and will also have a statement letter containing a Confirmations of Acceptance for Studies (CAS) number which must be mentioned in your visa application, as required by the UKBA.

3) You are not required to submit original certificates/documents with your application form. Please note that London Regal College (LRC) does not accept responsibility for any original documents which may get lost in the post.

4) Enrolment for a course, along with the payment of the required deposit formulates a binding agreement.

5) In the event of cancellation of admission/termination of the learning agreement due to any reason, the following conditions will apply:

- 5.1) If a cancellation is received after the commencement of a course, there will be no refund.
- 5.2) Transfer of fees to another student will be solely at the discretion of the management. A minimum of £200 transfer fee will apply. Other fees may be applied depending on the situation.
- 5.3) If an applicant obtains a student visa using documentation from the College and then decides not to follow the offered course on arrival to the UK, he/she will not be eligible for a refund.
- 5.4) If an applicant applies for a course and decides to withdraw prior to applying for a visa, the acceptance letter(s) need to be returned to the college in their original format along with a letter

explaining reasons for withdrawal. A refund will be given minus £250 for administration costs and awarding body registration fees.

- 6) If for any reason a course is cancelled, an alternative course will be offered or a refund of fees will be given minus the awarding body registration fees.
- 7) If a student changes his/her course of study during the first term, no refund will be given where the revised course involves fewer subjects, shorter duration or less credits. Changes in courses are subject to availability and at the Registrar's discretion.
- 8) If a student restarts his/her course or any other course, he/she will be required to repay tuition fee, as per the current course fee. There will be no transfer of fees paid for one course to another.
- 9) If a student is refused a visa because of false or forged documents supplied, the college reserves the right to decline refund of tuition fees.
- 10) Please note that fee refund can take up to four weeks to process. We require a covering letter stating the reason of the to be signed by the applicant providing full bank account details along with the original refusal letter and original acceptance letter issued. Failure to follow this procedure can result in delay in refund of the fee.
- 11) London Regal College (LRC) reserves the right to refuse admission to any student.
- 12) London Regal College (LRC) reserves the right to suspend or dismiss any student without refund of fees in the event of serious misconduct or unsatisfactory attendance/progress.
- 13) London Regal College (LRC) reserves the right to change the course commencement date.
- 14) The college prospectus is correct at time of printing but is subject to alteration. Please ask at reception or contact the admission department for up to date information.
- 15) Fee must be fully paid (to date) to allow a student to sit for examinations or receive his/her final qualification.
- 16) It is the applicant's/student's responsibility to ensure that the course that he/she intend to undertake meet their personal requirements and goals. It is assumed that each student has read and understood the course information prior to applying.
- 17) Please note that occasionally awarding body may increase fees and/or entry criteria with little or no prior notification. LRC will not accept any responsibility for this.
- 18) It is the student's responsibility to ensure that external examination entries are in order and are sent to the appropriate examining bodies by the appropriate closing dates, where relevant.

19) Students are required to maintain attendance throughout the duration of their course. The college is obliged to follow the UKBA rules, which state that a full-time course is a minimum of 15 hours of day time study per week, requiring continuous and regular attendance.

NB: If students miss 10 expected contacts, they may be terminated and where required, reported to the UKBA leading to the cancellation of their visa.

20) As a UKBA policy, we are required to record your attendance and supply all details relating to absences when requested.

NB: Failure to appear at the agreed course start date without notice will mean forfeiture of fees and notification to the UKBA

21) International students must comply with all immigration rules (devised by the UKBA) as must the college. Any breaches may affect on your student visa.

4 PAYMENTS OF FEES

If you apply directly and pay your full year's fee at the beginning of term, you will be given a 10% reduction on your total fee.

4.1 COLLEGE REGULATIONS FOR PAYMENT OF FEES

1. A student is not regarded as enrolled at the College unless the College requirements for the payment of fees have been met.
2. Enrolment means acceptance by the student of the College terms and conditions for payment of fees. A student who incurs liability for fees at another examination board for their registration and examination is personally responsible for payment of such fees.

4.2 PAYING YOUR FEES BY REGULAR INSTALMENTS

This states the Fees Instalment Policy of London Regal College (LRC) where we give opportunity to our students to pay the course fees in instalments, so that they can concentrate fully on their learning and development. Following are the key elements of this policy:

- The initial payment is due on the day of admission.
- Student needs to pay the first instalment, two months from the date of admission.
- All instalments should be paid in full on or before the due date, to avoid any loss of class schedule.
- The instalment has to be paid in the Accounts Office by 05:00pm on/before due date.

STATUTORY WARNING: A student who fails to make instalment payment as agreed by the due date may be prohibited from attending classes until full instalment payment is made. A student who fails to make payment prior to the end of the semester and assessment period will not be updated with their result, unless they clear their outstanding fees.

4.3 LATE ENROLMENT

If you do not enrol within two weeks (10 working days) of your course starting date, you will be reported to UKBA as per their guidance.

4.4 WITHDRAWAL

If for any reason you decide to withdraw from your programme of study, you must notify the college in writing. Written notification must be sent to the Principal and/or the Office four weeks before the start of the term (for further details, see Course Cancellation Policy).

4.5 COURSE CHANGE POLICY

1. You must submit a written application to the Principal to request permission for changing your course, in which you must indicate your reasons for wishing to do so. You may only change your course once such permission has been granted.
2. Please note that according to the UKBA rules the college will be informing UKBA of your new course end date if that is before your original course end date.

4.6 DEFERRAL OF STUDIES

If a student defers their studies after they have arrived in the UK, their permission to be in the UK will no longer be valid because they will not be actively studying. The college will notify UKBA of the deferral and advise the student to leave the UK. When the student is ready to continue their studies, they will need to make a new visa application.

4.7 FEE REFUND POLICY

This policy defines the fees refund policy of London Regal College (LRC) which may result from cancellation request by the student, course termination by LRC/awarding body or visa refusal by the UKBA.

- a. **REGISTRATION FEES:** Awarding Body's registration fees are non-refundable.
- b. **TUITION FEES:** In order to claim a refund of tuition fees the student or sponsor must meet the following conditions:
 - I. Advise the registrar in writing of withdrawal from the course two weeks before the start date of the course.
 - II. Return Student card and other College property (if issued).
 - III. Overseas students or their sponsors must return all original documents (acceptance/enrolment letter, receipts etc), which were issued by the College and the proof of rejection of student visa (a letter issued by the British Embassy/High Commission, confirming the refusal of visa/entry).
 - IV. Refunds will be calculated as follows:
 - a. Full refund: Full refund of tuition fees will be made if the College is unable to offer an advertised course.

- b. Home/Overseas students (based in the UK) will be refunded full fees if they meet conditions (i, ii) set above, and the college must be satisfied that the student has not taken any advantage using college documents and references. This includes the extension of stay in the UK, Council Tax and other benefits or services.
 - c. Overseas students (not based in the UK): Tuition fees will be refunded only after they meet conditions (i, ii, iii) stated above. A deduction of £250 for administration costs will be done at the discretion of the college.
 - d. Any student whose CAS is refused by the UKBA due to an error or omission on his/her part will not receive any refund from the college.
- V. Should the student wish to appeal against an entry clearance/visa decision, the College will provide documentation for the next available session at no extra fees, only if the student/sponsor does not apply for a refund.
- VI. Refunds will be made to the person or organisation that initially made the payment.
- VII. No refund will be made under any circumstances, if the student or sponsor is not meeting the conditions set above or the student is required by the UKBA to leave the UK because of none or poor attendance or because of any breach of the law.
- c. **EXCEPTIONAL ARRANGEMENTS:** Where there is clear evidence of exceptional hardship, a student may, at the discretion of the Directors, be granted special payment arrangements. New students will not normally be eligible. ***Please note that any fees paid will only cover tuition, not course books.***

5 COURSE CANCELLATION POLICY

There are limited places offered at London Regal College (LRC) for the courses available. Therefore, we have a Course Cancellation Policy regarding refund or transfer. Once a student receives confirmation of his place on the course he/she will be liable for the whole fee unless we receive written notification of cancellation. Please note that upon receipt of notification of cancellation, we will contact the relevant student. If the student does not receive confirmation of cancellation from the college, please contact the Admissions Officer at London Regal College (LRC).

Following are the key elements of this policy:

- There will be an administrative charge of £250 (plus Awarding Body's registration fee, if the registration has already take place) for any cancellation made, whatever the reason.
- Cancellations received before 15 calendar days of the course start date will receive a refund of the course fee, minus administrative charge of £250 (plus Awarding Body's registration fee, if the registration has already take place).
- No refund will be made for Admissions cancelled on or after the course start date, except in exceptional circumstances and only at the discretion of the Principal/Registrar.
- No refund will be made for non-attendance on the course.
- In the event of cancellation of a course by LRC, we will endeavour to inform all participants TWO weeks before the course is due to take place. All course fees will be reimbursed in full, but we are

unable to reimburse any other costs that may have been incurred, including flights, accommodation, registration etc.

- If a student defers their studies after they have arrived in the UK, their permission to be in the UK will no longer be valid because they will not be actively studying. the college will notify UKBA of the deferral and advise the student to leave the UK. when the student is ready to continue their studies, they will need to make a new visa application. this clause is in line with the UKBA's current policy for Tier 4 students, where course deferment is not allowed for international students.
- The College reserves the right to cancel any course where there is not sufficient enrolment.

6 COLLEGE I.D. CARD

When the office receives your completed Enrolment Form and Fees Statement you will be issued with your College I.D. card. You must carry your card with you at all times while you are in College. Your I.D. card will also be useful for you to obtain discounted student rates on various facilities, entertainments, public transport, etc. It can also be useful to carry on your person in case you are stopped by the police, for example.

6.1 REPLACEMENT CARDS

If you wish to change your I.D. card or in case you lose or damage it, the office will issue you a replacement upon payment of a non-refundable fee of five pounds only, to be paid in cash. Damaged or old cards must be returned to the office if you require a replacement.

7 USING COLLEGE LIBRARY AND FACILITIES

7.1 THE USE OF COLLEGE LIBRARY

This policy is aimed at the usage of books, magazines and learning resources available in college library. The library facilities are to support and further the educational mission of the college. For this reason use of the computers for educational purposes is given precedence over computing pursuits of a more personal or recreational value. Students using the library computers for non-priority activities may be asked to release their workstations for academic use by another student.

In order to borrow a book, the students will require to contact College Reception and give details of the book title and the author. The loan period for books will be TWO weeks and a student will be allowed to borrow maximum FOUR books at a given time, (which can be renewed for another two weeks but the renewal must take place before the current submission deadline). A late return fine will be imposed (0.25p per day, per book), if the student is unable to return borrowed books on time. Students must return books/library materials carefully so that they are not defaced or damaged in any way. Students must not

mark, underline, remove or fold pages or portions of pages, remove binding or use post-its and paper clips.

NB: LRC is aimed to implement this policy from Sept 2012 term.

Students usually request for books at the reception for personal and/or group studies. Receptionist retains their ID card for the period they study in the library. Upon return of the books at the reception the receptionist returns students' ID cards.

Further to the above policy about use of library nooks and resources, students are to ensure that the environment is conducive to study and research. All students are asked to abide by the Library Use and Conduct Policy:

Noise and Cell Phones

Users must help to maintain a quiet environment and refrain from engaging in any behaviour that interferes with the normal use and operation of the Library by others. Users are asked to conduct cell phone conversations away from study and book stack areas and turn off ringers while in the library.

Food and Drink

Food is not allowed in the Library. Non-alcoholic beverages may be consumed only from containers with lids.

Smoking

Smoking is not permitted in the Library.

7.2 OTHER LIBRARIES

Since our library research facilities are somewhat limited, you may wish to use another library for research purposes. We recommend that you join the public library either in the area in which you reside, or the one near London Regal College. You will have to show proof of residence by producing a utilities bill, bank statement, etc., to join the library in your area, or your College I.D. card to join the library in this area. A public library card provides you with access to all libraries in the same Borough.

We support and encourage students to register with Idea Support local library at about ten minutes walk from the college to make use of latest books and other materials available from the library. For more information please visit their website www.ideastore.co.uk

Students can also take advantage of London Library for their research and assignment work. "The London Library has long played a central role in the intellectual life of the nation, serving generations of readers and writers throughout the country - and beyond - by lending material from its remarkable collections, and by providing a rare literary refuge in the heart of the capital. Membership is open to all." For more information visit www.londonlibrary.co.uk

For further information, you can consult our Registrar for a list of addresses of these libraries.

7.3 COPYING AND PRINTING FACILITIES

A photocopier is located in the reception which can only be used by the students when you have obtained permission from the office, the Principal or from a lecturer to do so. You are allowed to use the photocopier for private purposes upon payment of five pence per page. Otherwise, if you need to copy notes or course materials you can do so free of charge once having obtained permission from your course lecturer. Similarly, if you need to print something from a computer, you will need to pay five pence per page and request a lecturer in the staff room to allow you to use their computer for printing purposes.

7.4 COMPUTER FACILITIES

Access to computing resources managed by London Regal College is controlled using a username and password.

7.5 EXTRA-CURRICULAR ACTIVITIES

London Regal College organizes a College outing for its students once a year, usually at the end of the summer term. We generally visit a historical place and/or the seaside. In addition, some lecturers may arrange outings connected to their courses in consultation with Health and Safety Representative of the College. The Students of the College also participate in outdoor games i.e. cricket tournament usually in the summer.

8 ENGLISH LANGUAGE REQUIREMENT (COMPULSORY)

All international students whose first language is not English require a command of English language adequate for the programmes for which they have applied. It is crucial for students to have specific level of English in order to ensure that they don't struggle with academics and are able to integrate socially in the UK.

To prove that students possess necessary knowledge of English they must submit an original IELTS certificate or other recognised exams showing a command of English (reading, writing, speaking, listening) at B2 Level of the Common European Framework of Reference (CEFR).

At London Regal College, we individually assess students for English language proficiency. They are tested for their reading, writing and speaking abilities.

9 EXAMINATION RULES AND POLICIES

This section states the procedures followed during examination and assessment period.

The Examination Officer

- a. The Principal will appoint Examinations Officer.
- b. The Examinations Officer will ensure the confidentiality and security of examination papers, during the preparation and during any transmission.

The Examination

- a. The period of the examinations shall be fixed by the Principal.
- b. Only staff designated as Invigilators and staff from the Registry will be entitled to be present in an examination room until shortly before the official start.
- c. Invigilators should be drawn from teaching staff in the departments concerned and no additional payment be made for invigilation.
- d. Invigilators must remain in the examination room during the examination.
- e. Students attending examinations must produce their registration card or other proof of identity which includes their photograph.
- f. Smoking, drinking and eating (or unacceptable behaviour) are prohibited in examination rooms. Students shall not bring into examination rooms any unauthorized material. Invigilators shall enforce these rules. Unauthorized material is any material not specified on the examination paper or allowed by the invigilator.
- g. Examination Officers shall draw the attention of students to the notice issued by the Registrar and which shall be attached to the examination timetable that to make use of any unfair means in any examination or test, or to assist another student to make use of such unfair means is a disciplinary offence.
- h. The Registrar shall provide Invigilators with a full list of students entitled to attend the examination. Invigilators shall check the names on the list with the ID of attending students.
- i. Invigilators shall collect scripts from candidates and deliver them to the appropriate Examination Officer, or nominee, together with the list annotated to indicate the person to whom scripts have been delivered.
- j. Examinations Officers shall ensure the secure transfer of scripts to the relevant assessors for marking.

Illness

- a. Students must advise their Tutor in writing of any illness or other factors which in the students' opinion may have adversely affected their academic work leading up to the examination or test.
- b. Students must notify their Tutor before the date of the examination or test. The Registrar will ensure that the written notification is made available to the appropriate examining body. Information provided by the students after the date of the examination or test will be taken into account by the examining body only in exceptional circumstances.
- c. Students who feel they are unwell during an examination or test must inform an invigilator who shall annotate the front cover of the script accordingly (and will take any additional actions, as per the situation)
- d. Students who are prevented by illness or other factors from sitting a test or examination, must notify the Registrar or relevant Admin Staff as soon as possible.

10 STUDENT COMPLAINT PROCEDURE

At London Regal College (LRC), we are committed to give a free and fair learning environment to all students. Students who feel dissatisfied with the service provided or treatment they receive at the hands of any member of staff or other student should not hesitate to utilize the College's Complaint Procedure as an analysis of complaints can help the College to improve its services, and to avoid the unwanted incidents taking place in future.

In conjunction with this policy, the College also has a Pastoral Care Policy which addresses issues of concern to students. If you have doubt as to which route you should take talk initially with your teacher, course coordinator or the Registrar. Whether you decide to go along the Complaint Procedure or Pastoral Care route, it is always best to see if you can resolve a complaint or problem informally.

Making a Formal Complaint

Stage 1

Contact the Registrar and provide details in writing of your Complaint. The Registrar will reply in writing within 7 working days. She may call you to a meeting and investigate before deciding what action and support is necessary.

If the complaint is against the Registrar the student may contact the Principal in writing. He may call you to a meeting and investigate before deciding what actions to take. He will reply within 7 working days. You may then if you wish proceed to stage 3 if dissatisfied.

If your complaint is against the Director of Operations/Principal you may contact the CEO in writing who may call you to a meeting and investigate. He will reply within 7 working days. Then if required go to stage 4. If your complaint is against the CEO then proceed to stage 3.

Stage 2

If you are not satisfied with the Registrar's decision, you can ask the Principal to review the matter. You must do this within 7 working days of receiving the response from the Registrar. The Principal will reply within 7 working days and may invite you to a meeting. He will reply with a decision within 7 days of the meeting.

Stage 3

The student may request an independent review of the College's decision or actions. This review will be carried out by an independent panel comprising

- I. CEO/ Director of Operations or Principal who has not been involved previously.
- II. Another senior member of staff
- III. An independent member not employed by the College

The complainant may be accompanied to this meeting by a friend or a relative. It is not usually necessary to have legal representation.

They will reply within 21 working days. The result of the review panel will be final.

Note

The college has a student complaints book where the registrar will:

1. Log all student complaints
2. The action taken

This will be available for inspection to UKBA, ISI, students and the College's independent Review Panel.

11 HEALTH & SAFETY POLICY

The college regards health and safety and welfare of its staff, students, sub-contractors and visitors highly and as such has made the director of operations responsible for ensuring that the health and safety policy and associated procedures are implemented effectively. This policy states the procedures to follow and the steps that college is aimed to take to ensure health and safety of all individuals.

we will take all reasonably practicable steps to promote and maintain a positive safety culture and high standards of safety throughout our premises, paying particular attention and empowering managers to achieve the following objectives:

- To ensure all significant risks arising from our activities are assessed and appropriate control measures are implemented, with relevant retrievable records retained.
- To provide and maintain structure, equipment and working environment that is safe and without risk to health.
- To base the design, operation and maintenance of safe systems of work, on sound risk management principles.
- To provide information, instruction, training and supervision that is relevant and appropriate to our activities.
- To provide and maintain safe access and egress to and from all sites and places of the college.
- To monitor, evaluate and audit the effectiveness of health and safety plans and strategy.
- To bring to the attention of the Director of Operations or staff the annual review of the Health and Safety Policy Statement.

All LRC staff members are responsible to observe and report any incident or potential hazard to the Director of Operations. Specifically, the health and safety team will work under the Director of Operations:

- Ensuring that the health and safety posters are displayed in prominent places and student and staff are well aware of the risk factors.
- Maintaining effective safety management system and monitor compliance through inspections.
- Ensuring that all staff receives adequate and appropriate health and safety training/information and that all students are properly inducted in health and safety measures.
- Keeping under continuous review our legal obligations and health and safety measures and ensure that the executive team is fully advised of any implications.
- Overseeing the drawing up and implementation of health, safety and welfare policies and keeping these under review.

- Promoting good practice in safety systems and occupational health including first aid.
- Ensuring that a complete record of occupational accidents is maintained.

Local Arrangements

- i. That a written health and safety policy and arrangements, which outlines arrangements for health and safety is current and in force

Accidents, Incidents and Reporting Arrangements

- i. All incidents, accidents, dangerous occurrences, fires, malicious fire alarms, violent incidents must be reported.
- ii. The facts of any reportable accident/incident must be established, wherever possible, before the site is disturbed or evidence removed.
- iii. All accidents, or incidents, must be investigated and the investigation recorded, to ensure that lessons are learned and measures are implemented to prevent recurrence.

Information, instruction, training and duty of Care

- i. Both existing and new staff must be given appropriate health and safety information and induction training.
- ii. Information on health and safety hazards must be provided for everyone who undertakes work within the college. This includes sub-contractors, cleaners and maintenance staff.
- iii. Students must be given induction and relevant information about health and safety matters which can be verified.
- iv. Safety information and instructions issued by the college authority is given to all staff and students.
- v. Safety training needs must be identified and that staff and students must be provided with training relevant to their area of work.
- vi. Contractors must be provided with appropriate information prior to commencing work inside the premises.
- vii. Students must be provided safe, adequate and properly maintained equipment. This include IT facilities, desk, chairs, etc.

viii. The College must comply with the occupiers' liability legislation and health and safety law in relation to lecture rooms, libraries, and other property owned or in the college's control.

ix. The College must be under numerous obligations to make sure that all of its property is safe and maintained properly. This duty covers the physical buildings and the equipment, furniture, machinery and objects.

x. The College must carry out health and safety risk assessment at a regular basis by appropriate member of staff. And health and safety representatives' names must be on display for students' information.

Fire

Fire precautions and fire procedures must be observed and that the fire signs and fire evacuation procedure must be prominently displayed on college notice boards and in all appropriate place of the premise. In case of a fire alarm, all class rooms and the building must be evacuated.

1. All staff, students and visitors at **LRC Main Campus** are required to gather at the fire assembly point, which is **Parfett Road** (*left from the main exit at Duru House*).
2. All staff, students and visitors at **LRC Ilford Campus** are required to gather at the fire assembly point, which is **Car Park**, *at the rear of the building*.

Electrical

All portable electrical appliances must be regularly tested (in accordance with the current regulations) and labelled and that fixed installations are tested by the property management company.

FIRST AID POLICY

THIS POLICY IS AN EXTENSION TO THE LONDON REGAL COLLEGE'S (LRC) HEALTH AND SAFETY POLICY. FIRST AID IS THE SKILLED APPLICATION OF ACCEPTED PRINCIPLES OF TREATMENT ON THE OCCURRENCE OF ANY INJURY OR SUDDEN ILLNESS, USING FACILITIES OR MATERIALS AVAILABLE AT THE TIME. IT IS THE APPROVED METHOD OF TREATING A CASUALTY UNTIL PLACED, IF NECESSARY, IN THE CARE OF A DOCTOR OR REMOVED TO HOSPITAL. FIRST AID TREATMENT IS GIVEN TO A CASUALTY TO PRESERVE LIFE, TO PREVENT THE CONDITION WORSENING AND TO PROMOTE RECOVERY.

1: Trained and Qualified First Aiders

Trained and qualified First Aiders are those members of staff who have attended a course of training on first aid (*i.e.* First Aid at Work or Refresher Course) and have a valid current first aid certificate issued by

an organisation approved by the Health and Safety Executive under the Health and Safety (First Aid) regulations 1981. Currently, three LRC staff members are qualified first aiders. The duties of the trained and qualified First Aiders are:

- to assess the situation where there is an injured or ill person
- to give immediate, appropriate treatment bearing in mind that a casualty may have more than one injury and they may require more urgent attention
- to arrange, without delay, for the casualty to be transported to a doctor, hospital or home, according to the seriousness of the condition.
- ensuring that there is an adequate supply of all the prescribed materials in the first aid boxes and kits, that the contents of first aid boxes and kits are replenished after use and the items are not used after the expiry date which is shown on the packets
- completing the Accident Report Book, kept in reception
- The treatment of minor illnesses is not considered as first aid so administration of oral tablets/medicines cannot be carried out by a first aider or members of the college staff

The trained and qualified first aiders at LRC are:

- **For Main Campus: Imran Mazmuder** (College Director and First Aider), **Chadni Sultana** (College Admin and First Aider) and **Jahanara Begum** (College Receptionist and First Aider).
- **For Ilford Campus: Muhammad Ali Qureshi** (Branch Coordinator and First Aider)

*Any student, staff or visitors should contact with a member of staff in case a situation arises where they or others require first aid support.

2: Location of First Aid Boxes and First Aid Room

First Aid Boxes and supplementary equipments are available from Reception or Admin office. At our Main Campus, the First Aid room is situated behind the reception (*opposite to Class Room # 7*).

3: Contacting the Ambulance Service

Any student, staff or visitor can request for Ambulance Service, in an emergency. Below is the process that should be followed:

- If an ambulance is required, dial 999 or the emergency number shown on the number label.
- Tell the operator that you or someone requires the Ambulance Service.
- Wait for the Ambulance Service to answer.
- Give the address where help is needed.

- Give any other necessary information.

4: Review of the Policy Statement

This Policy Statement will be reviewed on a regular basis and where it is necessary the Policy Statement will be amended and, the amendments will be notified to all persons. London Regal College (LRC) is aiming to train more staff members as first aiders so that we are able to handle any emergency situation in an effective and efficient manner.

5: Code of Practice (First Aid)

Following paragraph covers the Code of Practice to be followed for first aid:

All sick or injured students/persons to be referred to the First Aid Room. Office staff to be notified of all students/persons to be sent off college site. Record to be kept by the tutor or relevant staff member. All treatments of accidents to be recorded in accident books. Each First Aider is responsible for reporting any accidents that they deal with. Staff/student accidents not requiring immediate treatment should be recorded in the accident book in the reception. Materials stored in first aid boxes are for the sole use of First Aiders. First Aiders are responsible for keeping First Aid boxes replenished. Tablets, medicines, creams and sprays are not to be administered by any member of staff unless there is written authority.

12 FIRST AID POLICY

This policy is an extension to the London Regal College's (LRC) Health and Safety Policy. First Aid is the skilled application of accepted principles of treatment on the occurrence of any injury or sudden illness, using facilities or materials available at the time. It is the approved method of treating a casualty until placed, if necessary, in the care of a doctor or removed to hospital. First Aid treatment is given to a casualty to preserve life, to prevent the condition worsening and to promote recovery.

12.1 TRAINED AND QUALIFIED FIRST AIDERS

Trained and qualified First Aiders are those members of staff who have attended a course of training on first aid (*i.e.* First Aid at Work or Refresher Course) and have a valid current first aid certificate issued by an organisation approved by the Health and Safety Executive under the Health and Safety (First Aid) regulations 1981. Currently, three LRC staff members are qualified first aiders. The duties of the trained and qualified First Aiders are:

- to assess the situation where there is an injured or ill person
- to give immediate, appropriate treatment bearing in mind that a casualty may have more than one injury and they may require more urgent attention
- to arrange, without delay, for the casualty to be transported to a doctor, hospital or home, according to the seriousness of the condition.

- ensuring that there is an adequate supply of all the prescribed materials in the first aid boxes and kits, that the contents of first aid boxes and kits are replenished after use and the items are not used after the expiry date which is shown on the packets
- completing the Accident Report Book, kept in reception
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Any student, staff or visitor can request for Ambulance Service, in an emergency. Below is the process that should be followed:

- If an ambulance is required, dial 999 or the emergency number shown on the number label.
- Tell the operator that you or someone requires the Ambulance Service.
- Wait for the Ambulance Service to answer.
- Give the address where help is needed.
- Give any other necessary information.

12.4 REVIEW OF THE POLICY STATEMENT

This Policy Statement will be reviewed on a regular basis and where it is necessary the Policy Statement will be amended and, the amendments will be notified to all persons. London Regal College (LRC) is aiming to train more staff members as first aiders so that we are able to handle any emergency situation in an effective and efficient manner.

12.5 CODE OF PRACTICE (FIRST AID)

Following paragraph covers the Code of Practice to be followed for first aid:

All sick or injured students/persons to be referred to the First Aid Room. Office staff to be notified of all students/persons to be sent off college site. Record to be kept by the tutor or relevant staff member. All treatments of accidents to be recorded in accident books. Each First Aider is responsible for reporting any accidents that they deal with. Staff/student accidents not requiring immediate treatment should be recorded in the accident book in the reception. Materials stored in first aid boxes are for the sole use of First Aiders. First Aiders are responsible for keeping First Aid boxes replenished. Tablets, medicines, creams and sprays are not to be administered by any member of staff unless there is written authority.

13 EQUAL OPPORTUNITIES

London Regal College (LRC) believes in equal opportunities and that there should be no discrimination on the basis of race, religion, sex, disability or because of any other differences. All have an equal opportunity to learn and enjoy their life in UK without any fear of being discriminated. The purpose of this document is to set out the college's policy in relation to Equality & Diversity and in doing so, encompassing the provisions of the Equality Act which came into force in October 2010. It aims to summarise a single equality policy and the different strategies that the College uses to support and celebrate difference to ensure that learners achieve their potential. The Equality Act (2010) replaces a range of previous equality legislation with a General Equality Duty covering nine protected characteristics:

- Age
- Disability
- Gender Reassignment
- Marriage and Civil Partnership
- Pregnancy and Maternity
- Race
- Religion or Belief
- Sex
- Sexual Orientation

Following are main points of our equal opportunity policy:

1. College will promote Equal Opportunities in all aspects of its operational activity.
2. College will promote access for people with disabilities.
3. College is committed to ensuring that its employment and contracting policies give opportunities to all, whatever the gender, marital status, creed, colour, race ethnic origin or disability of any individual concerned.

The policy for Equal Opportunities will be implemented in relation to:

1. Provision of all services, including college support and education services.
2. Special arrangements and reasonable adjustments made for candidates to facilitate access to available qualifications (where applicable).

3. Equality of opportunity in the methods of recruitment, selection, training and any other personnel functions related to those working for or on behalf of LRC, whether they are full-time or part-time employees, lecturer, trainers, assessors and working under contract.

14 ACCESS TO FAIR ASSESSMENT

14.1 STATEMENT OF ASSESSMENT

At London Regal College (LRC), we are aimed at providing an assessment framework which provides all students with the opportunity to achieve their full potential by the most appropriate and direct route. Our assessment policy is based on the concepts of equality, diversity, clarity, consistency, openness and fairness. We will endeavour to ensure that all our assessment processes are fair and non-discriminatory.

14.2 ACCESS

Students are made aware of the existence of this policy and have open access to it:

- On paper in the Student Handbook
- Electronically on the college intranet

All tutors teaching at the London Regal College are made aware of the contents, purpose and importance of this policy. This policy is reviewed annually and may be revised in response to feedback from students, tutors, awarding bodies and external organisations.

14.3 POLICY STATEMENTS

Every student taking a course at the London Regal College will be assessed fairly.

This means that:

- Assessment will be a test of the student's knowledge, what they understand, and what they are able to do.
- For any particular course, every student will be assessed using the same overall set of exercises and criteria.
- Assessments will be standardised across different modules and classes to ensure that all students have been judged against the same standards.

Students can expect:

- An assignment schedule at the beginning of a course.
- Appropriate assessment opportunities during the course.
- Learning outcomes, performance criteria and other elements of learning and assessment will be made clear at the outset of a course and when assignments are given.
- All work will be assessed. Constructive and focussed feedback, including written and verbal, will be given by the tutor to enable the student to improve their performance.

- When work is required to be marked, it will be carried out within 2 weeks of submission by the student.
- Where a student's work does not satisfy the criteria for passing an assessment, *in whole or in part*, they will be provided with clear feedback on the basis on which the assessment decision was made.
- Students will gain full accreditation for all prior learning on production of the necessary paperwork.

What we expect from students:

- Students are expected to meet all deadlines for course work and assignments.
- Students are expected to achieve the assessment criteria within the given timescale.
- All work submitted for assessment purposes must be the student's own. Any work submitted that is not completely their own (and not accurately referenced), will be regarded as cheating.
- Submissions must not include any discriminatory or divisive language. Use of such language will result in failure of the assessment and the possibility of disciplinary action.
- Submitted assignments remain the property of the Assessment Committee at LRC and will only be returned to the student at the discretion of the committee (and only after the moderation process has taken place).
- Students are expected to inform the Assessment Committee of any expected periods of absence and may use the Wednesday drop in session to bring course work up to date.

14.4 CHEATING AND PLAGIARISM

As per the requirements of our various partners (awarding bodies), we assess students using end of the term examinations, course work and other methods of assessment (as applicable). A fair assessment of a student's work can only be made if that work is entirely the students own.

Therefore students can expect to fail their assessments if:

- They are found guilty of copying, giving or sharing information or answers with other students, *unless part of a joint project*.
- They use an unauthorised aid during a test or examination.
- They copy other students' answers during a test or examination.
- They talk or cheat during a test or examination.
- They give test information to students who have not yet taken the test.

Where a tutor suspects cheating or plagiarism, they must make an assessment as to the seriousness of the incident. If it is considered to be a minor infringement then the tutor may:

- Deal with the matter and provide help and guidance to the student, or
- Issue a warning about future conduct, or
- Direct the student to the Cheating and Plagiarism section of the Fair Assessment Policy (*and Policies on Plagiarism available in the Student Handbook*).

If the incident is considered to be a major infringement, then the tutor will:

- Report the matter to the Examination Officer or the Principal (who will arrange a disciplinary hearing depending upon the nature and extent of the incident).

- Review the assessment policy with the student concerned, inform them of the disciplinary hearing procedure and their right to appeal.
- Attend the disciplinary hearing with the student.
- The Principal, Examination Officer or the Assessment Committee members will listen to evidence from the student and the tutor. They will take into account whether this is an internal or external assessment or examination and analyse the evidence provided by both parties, before coming to a conclusion.

For an internal assessment the Assessment Committee (Principal or Examination Officer) should:

- Refuse to accept the assignment as valid (based on the evidence and the mutual decision taken by the Committee members) and ask for the work to be redone.
- Issue a written warning as to future conduct of the student.
- Explain clearly and strongly impress on the student the reasons for having a Fair Assessment.
- Inform the Awarding Body Reviewer or External Examiner (*if applicable*).
- Determine whether or not to withdraw the student from the program.
- The decision of the Assessment Committee will be final, (*subject to appeal*).

14.5 PROCEDURES FOR APPEALS BY STUDENTS

If a student feels that they have not been assessed or disciplined fairly, they can use the Appeals and Complaints Procedure to appeal the assessment or disciplinary decision. Students are required to write and application, addressed to the Principal, stating the module title, assessment component, the date of the disciplinary meeting and the decision taken. The Principal will respond to the student's application within TWO weeks, after examining the evidence and the basis of the decision taken by the committee.

15 INTERNAL ASSESSMENT APPEALS PROCEDURE

This policy relates to internal assessment appeals policy and procedure conducted by London Regal College. Appeals may be made to the college regarding the procedures used in internal assessment, but not against the actual marks or grades submitted by the college for moderation by the awarding body.

LRC is committed to ensuring fairness in assessment, ensuring that:

- Internal assessments are conducted by the staff that has the appropriate knowledge, understanding and skills.
- Assessment evidence provided by candidates has been produced and authenticated according to the requirements of the specification.
- The consistency of the internal assessment is secured through internal standardisation as necessary. Staff responsible for internal standardisation attend the compulsory training sessions.
- After work has been internally assessed, it is then moderated by the Awarding Body to ensure consistency between Centres.

If a student has a concern with the process of internal assessment in relation to his/her work, he/she may submit a complaint for consideration to the Examination Officer. Note that an appeal may only be made against the process that led to the assessment and not against the mark or grade.

The existence of this procedure is made known to the students by the Examination Officer who will ensure that it is updated annually and a copy will be placed on the college website. It is expected that a formal appeal will only be made when the normal avenues for discussion between candidates/teachers and the Head of the Department have failed to resolve the matter. This procedure will be the final stage in the normal process of considering and resolving disputes and it is expected that it will only be used in exceptional circumstances. The student must make the appeal in writing to the College's Examinations Officer at least two weeks before the date of the last externally assessed paper of the series.

The enquiry into the internal process will normally be led by the Examinations Officer. The Exam Officer will appoint two other members to form an Appeals Committee. In this case a suitable replacement will be found. The Examination officer shall be responsible for convening the Appeals Committee, arranging for administrative assistance and for the distribution of the committee's decisions. The Examination officer shall be responsible for disseminating information about these procedures as well as advising the Principal of the existence and outcome of any appeal.

There will be an opportunity for the teacher(s) concerned in making the assessment, which is the subject of the appeal, to see a copy of the appeal and to respond to this in writing, with a copy sent to the candidate.

The appeals procedure will allow the candidate bringing the appeal to have an opportunity to have a personal hearing if they are not happy with the written response they have received. The learner will be given reasonable notice of the hearing date. They should have sight of all relevant documents (e.g. the marks given, the feedback given and the assessments) to the case in advance of the hearing. The teacher(s) and candidate will have the opportunity to hear each other's submission to the panel, at the hearing.

The Committee will decide whether the process used for the internal assessment conformed to the requirements of the Awarding Body and the examinations code of practice of the Qualifications and Curriculum Development Agency (QCA). This will be done before the end of the term/series of assessment.

The college will maintain a written record of all appeals. This record will include the outcome of an appeal and reasons for that outcome. The learner will be informed in writing of the outcome of the appeal, including any correspondence with the Awarding Body, including any changes made to the assessment of the relevant internally assessed work, as well as any changes made to the internal assessment procedure in the relevant subject. The outcome of the appeal will be made known to the Principal by the Examination Officer.

The Examination Officer is responsible to inform the Awarding Body if there is any change in the grades/marks of an internally assessed work as a result of an appeal. Any internal dispute or appeal against an internal assessment procedure must be resolved speedily, since awarding bodies cannot change the dates on which certificates are printed and issued.

16 DISABILITY STRATEGY

London Regal College (LRC) is aimed to facilitate people with disabilities and learning difficulties, providing access to our learning resources and making any reasonable adjustments, as and when required. Efforts will be made to address a learner's issues within possible resources available.

At the time of the induction meeting, the admissions officer is required to assess (and discuss with the learner) if they have any physical or learning difficulty, *i.e.* Dyslexia. Learner will complete the Learning Agreement Form stating any special resources/facilities required. Teachers are also required to assess the learners during first few lessons, if they notice a learner who may require additional support, in order to facilitate learning and their experience while at LRC. There are facilities provided on the site including lift from ground floor and toilets for disabled people.

NB: The management is aware that the current building structure does not have a ramp access for people on wheel chair. This issue has been raised to the building manager. LRC staff are available to help any person who wishes to visit the college and faces difficulty in accessing the building.

17 POLICIES ON PLAGIARISM

This policy relates to the assessments (continuous or summative) and the authenticity of the work submitted by the students. As an institution that carries out internal and external assessments, London Regal College (LRC) has an obligation to awarding bodies, its students, employers and society in general to ensure that the qualifications our students receive are a fair and accurate representation of their work, and of the knowledge and skills attained.

Plagiarism and other forms of cheating, undermine the value of qualifications for all concerned because they undermine their credibility. Plagiarism simply is the practice that involves knowingly taking and using another person's work and claiming it (directly or indirectly) as your own. If a student passes an assessment or gets a qualification, by unfair means then this is unfair to those who have achieved the same qualification fairly. For these reasons, LRC will take all appropriate measures to ensure that student work is in fact their own and that plagiarism and other forms of academic misconduct have not taken place. The College will also take appropriate actions and impose penalties where plagiarism is detected. As par to our efforts to combat plagiarism, ALL assignments are submitted to Turnitin.

London Regal College (LRC) pledges to follow the academic standards and codes of practice very strictly to avoid plagiarism. As it is considered an academic offence, students are warned by the Examination Officer and teachers that plagiarism will not be accepted, under any circumstances. In this respect assistance is available for students to check their work before submitting for assessment. Fairness of assessment also requires students to submit the work, using appropriate referencing system and following the academic standards, provided in the course handbook. This can only happen if students demonstrate application of knowledge in their academic work as well as research skills in essays, assignments, course work and dissertations, avoiding plagiarism. We view plagiarism as an impediment to individual learning and development that deteriorates quality of education and de-motivates students.

London Regal College (LRC) offers higher education under accreditation/partnership arrangements with the Awarding Bodies and the British Educational Institutions where most of the assessment is through assignments/coursework, essays, individual reports and dissertation. These are the areas where plagiarism occurs and students are warned that plagiarism is a punishable offence. Students are encouraged to use an online application to check the level of similarity before submitting their work. There are some free online applications available which are very useful to detect plagiarism or case of academic misconduct, *i.e.* poor referencing. Learners can discuss with the Examination Officer for further details.

Students are recommended to discuss with teachers or Examination Officer, should they require further guidance on avoiding plagiarism. All LRC students must consider following code of academic practice while submitting their work for assessments:

- a) Coursework, assignments, dissertations and essays submitted for assessment must be the student's own work, unless in the case of group projects where a joint effort is expected and indicated as such.
- b) Unacknowledged direct copying from the work of another person, or the unacknowledged close paraphrasing of somebody else's work, is called plagiarism and is a serious offence, equated with cheating in examinations. This applies to copying both from other student's work, from own work submitted previously and from published sources such as books, reports or journal articles, without providing referencing of the source/author.
- c) Using quotations or data from literature is entirely acceptable and is often very valuable provided that the source of the quotation/data is given. Failure to provide a source or put quotation marks around material that is taken from elsewhere gives the appearance that the comments are ostensibly one's own. When quoting word-for-word from the work of another person, quotation marks or indenting (*setting the quotation in from the margin*) must be used and the source of the quoted material must be acknowledged, as per the approved referencing system.
- d) Paraphrasing when the original statement is still identifiable and has no acknowledgement, is plagiarism. A close paraphrase of another person's work must have an acknowledgement to the source. It is not acceptable to put together unacknowledged passages from the same or from different sources link these together with a few words or sentences of your own and changing a few words from the original text: this is regarded as over-dependence on other sources, which is a form of plagiarism.
- e) Direct quotation from an earlier piece of the student's own work, *if unattributed*, suggests that the work is original, when in fact it is not. The direct copying of one's own writings qualifies as plagiarism if the fact that the work has been or is to be presented elsewhere is not acknowledged.
- f) Sources of quotations used should be listed in full in a bibliography at the end of the piece of work and in a style required by the student's department.
- g) Plagiarism is a serious offence and will always result in an imposition of a penalty. In deciding upon the penalty the college will take into account factors such as the year of study, the extent and

proportion of the work that has been plagiarised, the apparent intent and the attempt of the student. The penalties that can be imposed range from a minimum of **zero** mark for the work (without allowing resubmission) through to downgrading the grades/marks. The final decision is taken by the Academic Offence Committee after going through all the evidence and the response from the learner.

18 MALPRACTICE POLICY AND PROCEDURE

London Regal College (LRC) has a formal procedure to deal with any allegations of academic malpractice. It is one of the most formal and potentially serious procedures the college has enforced and in cases of extreme cheating, it can lead to a student being terminated from the course/college.

As lecturers assess all the formal work submitted by the students, Students are usually asked to attend malpractice hearings when the college suspects that some form of academic malpractice has occurred. The usual process for getting to this stage involves some suspicion of malpractice when a tutor is marking an assessment or assignment.

London Regal College (LRC) and the Awarding Body may sample assessments and assignments for academic malpractice by scanning it through 'Turnitin'. *Turnitin* is an electronic programme that scans in assignments and then searches huge variety of sources to detect plagiarism/similarity index.

1. What is Malpractice?

In brief, malpractice can involve the following categories:

- Cheating in exams
- Plagiarism
- Collusion in coursework (working with someone else)
- Fabrication and falsification
- Impersonation
- Breaching anonymity requirements as prescribed by your course

Most malpractice cases involve plagiarism and in most cases malpractice has occurred but is not always intentional. For further details on the malpractice caused by plagiarism, there is a detailed Policy on plagiarism and Academic Misconduct (provided in the student handbook).

2. Preventing Student Malpractice

The College will take positive steps to prevent and reduce the occurrence of malpractice by students. These will include:

- a) Using the induction period and the course handbook to inform students of the College's policy on malpractice and consequent penalties.
- b) Showing students the appropriate formats to record cited texts and other materials or information sources including websites. Students should not be discouraged from conducting research, indeed

evidence of relevant research often contributes to the achievement of higher grades. However, the submitted work must show evidence that the student has interpreted and synthesised appropriate information and has acknowledged any sources used.

c) Introducing procedures for assessing work in a way that reduces or identifies malpractice, e.g. plagiarism, collusion, cheating, etc. These procedures may include:

- The requirement for interim work to be handed in before final deadlines to give a picture of the student's progress.
- Tutorials or supervised sessions during which evidence for assignments/tasks/coursework is produced by the student.
- Altering assessment assignments/tasks/tools on a regular basis.
- The assessor assessing work for a single assignment/task in a single session for the complete cohort of students.
- Using oral questions and presentations with students to ascertain their understanding of the concepts, application, etc. within their work.
- Assessors getting to know their students' learning styles and abilities.

d) Ensuring access controls are installed to prevent students from accessing and using other people's work when using networked computers.

3. What happens if you are suspected of Malpractice?

The college strongly recommends that students look at the Student Handbook, as the policy is clearly set out in terms of process and sanctions. The Course Coordinator will raise the matter with the Academic Offence Committee after going through all the evidence and the feedback from the assessor.

4. What happens when malpractice is suspected?

The Academic Offence Committee deals with all allegations of academic malpractice by students. The Academic Offence Committee will be a panel made up of 3 college academic staff members, normally the Principal will be the Chair. These panel members will usually be listed in the letter that the student receives about the alleged malpractice. The committee usually starts with the Chair introducing the panel and explaining the purpose of the meeting. The student will be asked to hand their response to the Chair at the hearing. The Chair will note their response and ask if the student would like to make a statement about how they feel malpractice has occurred. Then the Panel will ask any relevant questions that they may have about the work in question. Then the student is usually asked to leave and wait outside the hearing while the Panel discusses whether malpractice has occurred and which outcomes/sanctions might be appropriate. The student is then normally asked to return and is informed of the recommended outcome, which will be confirmed in writing in next three to four working days.

19 STUDENT DISCIPLINARY PROCEDURE

The Student Disciplinary Procedure is intended to provide a clearly formulated and impartial process for dealing with problems of student discipline or behaviour within a reasonable timescale. London Regal

College (LRC) is committed to the fair and equal treatment of all individuals regardless of gender, age, disability, colour, race, ethnic or national origin, socio-economic group, sexual orientation, marital status, family responsibilities, religious or political beliefs.

London Regal College (LRC) expects all its students to maintain their conduct in an appropriate manner, both inside and outside the College. Students must comply with College policies, rules and regulations as well as the laws of the land. Examples of the behaviour for which students may be disciplined are as follows (this list is not exhaustive):

- Non-attendance or lateness
- Disruptive behaviour in class
- Bullying or harassment of other students or staff
- Refusing to follow a reasonable instruction by a member of staff
- Foul language
- Non-prescribed drug taking
- Damaging College property
- Breaching College Health & Safety rules
- Any form of discrimination/behaviour towards other students or staff based on sex, race, religion, nationality or disability

1: Gross Misconduct

Gross misconduct is normally determined by the severity of the incident or where, despite previous written and oral warnings, unacceptable behaviour has been repeated. Any student studying or registered at LRC are subject to disciplinary measures, if they are found to be guilty of gross misconduct including:

- a) improper interference with the functioning or activities of the college, or of those who work or study in the college;
- b) actions which otherwise damages the college or its reputation

In particular, the following examples shall constitute gross misconduct, whether occurring on the college premises or elsewhere:

- a) any conduct which constitutes a criminal offence
- b) disruption of or improper interference with the academic, administrative, sporting, social or other activities of the college
- c) obstruction of, or improper interference with, the functions, duties or activities of any student or member of staff of the college, or any visitor to the college
- d) violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language
- e) sexual, racial or other harassment or bullying of any student or member of staff of the college or any visitor to the college
- f) fraud, deceit, deception or dishonesty in relation to the college or its staff, students or visitors;

- g) repeated or aggravated academic offences including cheating or plagiarism in academic course work or in examinations
- h) theft, misappropriation or misuse of college property, or the property of the college's staff, students or visitors, caused intentionally or recklessly
- i) misuse or unauthorised use of college premises
- j) damage to college property, or the property of the college's staff, students or visitors, caused intentionally or recklessly
- k) action likely to cause injury or impair safety on college premises
- l) failure to respect the rights of others to freedom of belief and freedom of speech
- m) breach of the provisions of any college rule, regulation, policy, procedure or code of practice
- n) failure to disclose personal details to a member of staff of the college in circumstances in which it is reasonable to require that such information be given
- o) failure to comply with any reasonable instruction(s) relating to discipline issues with the Principal's authority.

2: INITIATION OF DISCIPLINARY PROCEDURE

Following are the stages of Disciplinary Procedure at London Regal College (LRC):

Stage 1: If you are involved in any alleged misconduct, the matter will initially be dealt with by your course tutor. This will be informal where the matter is not considered Gross Misconduct as referred to above.

Stage 2: If any misconduct continues after an informal warning the matter will be referred to the Registrar. She will make a decision & inform you in writing. A formal warning or termination notice maybe issued.

Stage 3: You may appeal to the Principal within 7 days, who will reply within 7 working days.

Stage 4: If the student is dissatisfied with the decision at Stage 3, he/she may appeal to the CEO (in writing). His decision will be final.

If a student is alleged to have committed gross misconduct, the matter will be immediately referred to the Registrar. This can result in a student being suspended from the College immediately. The Registrar will invite the student to a stage 2 meeting within 7 days and if the allegation is proven, you will be terminated. You will have the Right of Appeal to the CEO (following Stage 3).

NB: Details of College policies, rules and regulations will be further explained at the induction by the Registrar or Course Coordinator.

20 LEARNERS' PROGRESS POLICY

The College is committed to monitoring students' progression through their programme. An effective and supportive monitoring policy can enable the College to systematically appraise itself of students' progression and achievement. In turn, this will:

- enable improved retention of students and, hence, enhance financial viability;
- help students to fulfil their obligation to participate fully in the learning process;
- reduce circumstances which could affect the chance of students achieving their final award;
- allow identification of those students in need of more specialised support and guidance;

The institutional approach to the monitoring of students' progress and achievement is audited by the College's internal team. Comprising Principal, registrar and course tutors.

Information on the institutional approach to student monitoring, and on participation and attendance requirements, is published for both staff and students.

1 Monitoring Procedures

Formal monitoring occurs at various levels within the College: at the institutional level, at the programme level and at the module level. The College also acknowledges the strength of informal networks of support and guidance but is committed to ensuring that formal means of monitoring always exist.

The Registry keeps the definitive record of students registered on College programmes and modules and is responsible for ensuring the availability of accurate student lists (including seminar allocations) from the beginning of each term or semester. Any changes to module and programme registration should be entered on the database promptly and accurately.

The Registry is able to monitor student progression by contacting students:

- who do not register at the beginning of a year;
- who do not register for assessment;
- who do not, where relevant, undertake module choice selections;

End of year the registry formally consider students who have not progressed. They also identify those students who are giving cause for concern and who, as a result of these Boards, may be contacted by the Registrar.

The Academic Registrar is responsible for the production and circulation of the Student Individual Learning Plan which can, be used by academic staff to report students 'giving rise for concern'.

2 Programme Level Monitoring

Once a student commences their College programme, the monitoring of student progression mainly falls under the remit of the Course Coordinator who delegates some of that responsibility to Course Tutors.

Students are required to attend their programme and this is set out in the relevant sections of the Student Handbook. At the beginning of each semester/term the Registry ensures that Heads of Subject have access to lists of students registered on each module. These are circulated to Course Tutors and form the initial stage of the monitoring process.

Coursework submission, examination attendance and requests for extenuating circumstances to be taken into consideration provide a useful monitoring mechanism during each term/semester. At the

end of each term/semester, students giving cause for concern, in relation to attendance, performance or both, should be identified and the student contacted.

Responsibilities for this are determined by the nature of the concern. Minor general issues should be addressed by the Course Tutor and inaccurate module records, poor student attendance or non-submission of coursework should be followed up using the normal student monitoring. The Registrar should be the final point of contact if or when all other mechanisms fail to achieve the desired results.

3 Module Level Monitoring

The Registry is responsible for ensuring that Course Tutors have access to details of students registered on the module at the beginning of each semester/term. Where more than one tutor is involved in delivering the module the Head of the Subject is responsible for providing all tutors with information of students registered on the module (and of any changes which may occur).

Monitoring should occur throughout the duration of the module to ensure that students are fully participating.

21 EXCLUSION POLICY

London Regal College (LRC) is committed to meeting the personal and educational needs of all students and this entails providing the highest level of academic support. However, it is identified that there may be circumstances where the College will need to exclude students either on a temporary or permanent basis.

1: Permanent Exclusion

Permanent exclusion may only be made by the Principal or, in his/her absence, by the Registrar. The reason(s) for the exclusion and the date when it becomes effective will be notified to the student. Permanent exclusions will normally not take place until oral and written warnings and fixed term exclusions have occurred, except in the case of gross misconduct where exclusion may be immediate (based on the nature and severity of the incident). Gross misconduct is normally determined by the severity of the incident or where, despite previous written and oral warnings, unacceptable behaviour has been repeated.

2: Suspension

Exclusion may be for a fixed term of normally up to five days. This is often called suspension. Such exclusion may be made by the Principal or the Registrar. The Principal will be informed in writing of any students who have been suspended. The reason(s) for the suspension will be notified to the student

3: Reasons for Exclusion

A student may be excluded from College whilst an investigation takes place into an incident or situation in which he/she may have been involved.

4: Behavioural Reasons for Exclusion

A student may be excluded for behaviour that has the following characteristics:

- Causing offence, for example verbal abuse or vandalism.
- Endangering themselves or others through physical violence or threatening behaviour.
- Showing disregard of College rules, procedures or policies
- Persistent behaviour in class or elsewhere s which disrupts the learning of others
- A student will be permanently excluded if they are found to be involved in the use or supply of illegal substances whilst on the College site or whilst engaged in activities connected with the College.
- A student found to have used, or to be in possession of, an offensive weapon shall be permanently excluded from the College.

5: Academic Reasons for Exclusion

A student may be excluded if, despite the advice, encouragement and counselling of staff, student failed to meet the minimum academic criteria to progress or continue.

The following are academic grounds for exclusion:

- Unacceptable levels of absence and lateness
- Non or late submission of work
- Non-compliance with the rules of examining bodies
- Cheating
- Non-fulfilment of College and course requirements
- Exhausted attempts at assessment component(s)

6: Appeals against Exclusion

In case of a permanent exclusion or suspension/fixed term exclusion, the student has the right to appeal. The student is required to write to the Principal, explaining the reasons in support for the request to review the exclusion decision. The principal will refer the matter to the CEO, who will review the decision. The decision made by the CEO will be final.

22 HARASSMENT AND BULLYING POLICY

As part of our overall commitment to equality of opportunity and valuing diversity, London Regal College (LRC) is committed to promoting and ensuring a learning and working environment where individuals are treated with respect and courtesy. Harassment, bullying or victimisation detracts from a productive working environment and can affect the health, confidence, morale and performance of those affected by it, including anyone who witnesses, or has knowledge of the unwanted and unacceptable behaviour.

College has a legal duty to protect its students, staff and visitors. This policy emphasises that harassment, bullying and victimisation is unacceptable, whether in the college or outside of the college where it involves or affects the College in any way. Such conduct must not be ignored and any complaints

of harassment, bullying and victimisation of any individual who makes a complaint of harassment or bullying will be taken seriously and investigated as a matter of urgency.

Harassment, bullying and victimisation are viewed as gross misconduct and strict disciplinary action may be taken, if any complaint of harassment, bullying or victimisation is upheld. All students and members of staff have an obligation to comply with this policy. The aim of this policy is to prevent harassment, bullying and/or victimisation, provide guidance to resolve any problems should they occur, and avoid recurrence.

22.1 Definitions

Below are the definitions for the areas covered by this policy:

Harassment:

Men and women have a right not to be subjected to harassment. Legally, it is defined as occurring where an individual engages in unwanted conduct which has the purpose or effect of violating another person's dignity, or creating an intimidating, hostile, degrading or offensive environment for that person. Harassment can take a variety of different forms and can be written, verbal, non-verbal or transmitted electronically. Examples include repeatedly ignoring a colleague through to subjecting him or her to unwelcome attention, ridicule or humiliation. More extreme forms of harassment and bullying include intimidation, physical threats or violence.

Harassment may consist of a single incident or a series of incidents and may not always be directed to or be about the person who makes a complaint of harassment. Harassment may not always be intentional, but is always unacceptable whether intentional or not.

All forms of harassment intentional or not are covered by this policy and procedure. Following are some examples of unacceptable behaviour which are considered as harassment (This list is not exhaustive):

- **Sexual harassment** can be physical conduct ranging from the invasion of personal space and/or inappropriate touching to serious assault.
- **Racial harassment** may include obscene gestures or jokes about, or gratuitous references to, a person's colour, race, religion or nationality.
- **Harassment of people with disabilities** can take the form of individuals being ignored, disparaged, ridiculed or denied opportunities because of mistaken assumptions about their capabilities.
- **Harassment on the grounds of actual or perceived sexual orientation** can include homophobic remarks or jokes (whether spoken, written or sent by email), offensive comments relating to a person's sexuality, threats to disclose a person's sexuality to others.
- **Harassment on the grounds of religious belief** can include jokes or insults about items of clothing, religious artefacts, religious beliefs or rituals.
- **Harassment on the grounds of gender reassignment** can include jokes, name calling, humiliation, exclusion or being singled out for different treatment.
- **Harassment on the grounds of age** can include jokes or insults about a person's age, or singling a person out for different treatment as a result of their age.

Bullying:

The exercise of power over another person through persistent, negative acts or behaviour that undermines an individual, personally and/or professionally. Bullying can be threatening, insulting,

abusive, disparaging or intimidating behaviour placing inappropriate pressure on the recipient which can affect self-confidence and self-esteem or has the effect of isolating or excluding them. Bullying can take the form of persistent shouting, sarcasm or derogatory remarks; it can be constant criticism, without constructive support, to assist a student or a member of staff to address performance concerns. The distinction between good management and bullying is that, whilst the former is intended to support and develop potential and to promote desired performance, the latter is intended to hurt, intimidate and undermine the individual.

Victimisation:

The College will not tolerate victimisation against a member of staff or student because he or she has made, or intends to make, a complaint or allegation, or has given, or intends to give, assistance or evidence in an investigation. The College will also not tolerate victimisation or discrimination against staff who have left; for example, by refusing to give a reference because the person has made a genuine complaint.

22.2 RESPONSIBILITIES OF LONDON REGAL COLLEGE (LRC)

The College is legally responsible for ensuring that harassment, bullying or victimisation on the grounds of someone's race, sex, sexual orientation, religious belief [including lack of belief], gender reassignment, disability or age does not take place. Harassment can be a breach of criminal law, specifically the Criminal Justice and Public Order Act 1994 and the Prevention of Harassment Act 1997. In addition, under the Health and Safety at Work Act 1974, the College is responsible for the health, safety and welfare at work of all members of staff, students and visitors and is liable for the actions of its members of staff and students outside the College, e.g. trips, work-related social events, etc.

The College also has a responsibility to ensure that its students and are not subjected to unacceptable behaviour by contractors or service providers. Any complaints about such behaviour or conduct should be made to the Registrar. The Registrar will be responsible for taking it forward with the contractor or service provider. Contractors or service providers breaching this policy may be regarded as in breach of contract, which may lead to the removal from a College site of an individual, or termination of the contract.

College Principal, Registrar, all other managers and staff (academic and admin) have a duty to implement this policy, and to make every effort to ensure that harassment, bullying or victimisation does not occur, particularly in the areas of work for which they are responsible. Any concerns relating to harassment, bullying or victimisation must be investigated promptly and effectively. It is not acceptable for any staff member to ignore unacceptable behaviour. All LRC staff members must comply with, and demonstrate active commitment to, this policy. Staff are required to respect the age, beliefs, convictions and orientation of others and not behave in ways which cause offence, or which in any way could be considered to be harassment, bullying or victimisation. Each member of staff has a responsibility to ensure colleagues, students, visitors, etc are treated with dignity and respect.

All LRC staff members should discourage harassment, bullying or victimisation by making it clear that they find such behaviour unacceptable and by supporting individuals who suffer such treatment and who are considering making a formal complaint. Staff should alert the Registrar, Principal or a manager to any incident of harassment, bullying or victimisation to enable the College to deal with the matter.

22.3 PROCEDURE FOR DEALING WITH COMPLAINTS FROM STUDENTS

All students are made aware of these procedures in induction and are given full support on how to raise, and satisfactorily resolve, any complaints of harassment. Any complaint or allegation from a student, staff or visitor relating to harassing or bullying behaviour by a student or member of the College's staff will be dealt with under this Harassment and Bullying policy. Should a member of staff wish to make a harassment or bullying related complaint, he or she should first raise the issue with his or her Line Manager so that the necessary support and guidance can be given, and so that a decision can be made on whether to refer the complaint so that it is dealt with under the students' disciplinary policy. In case of complaints from a student, they are required to contact their Course Coordinator (or Registrar in absence of Course Coordinator). They will discuss the severity of the matter and should they decide to accept the student's complaint for further investigation, following steps will be followed:

Stage 1: Student will be asked to submit the complaint in writing, providing all the details of the incident, i.e. date, time or place, including the person(s) which are alleged.

Stage 2: Course Coordinator will discuss the matter with the Registrar and an Investigation Committee will be formed, who will give their report to the Principal.

Stage 3: Following the investigation, the Investigation Committee will submit its proposed outcome to the Principal and a final decision will be made.

22.4 SUPPORT CONTACTS

In case a student believes that he/she was a target of harassment, bullying or victimisation, they should immediately contact their Course Coordinator, Registrar or Principal. For staff members, they should contact their immediate line manager (or Principal, if the allegations are against the line manager). It is advisable to talk to someone before taking any action either informally or formally.

23 PASTORAL CARE POLICY

As all the students at London Regal College (LRC) are international students, the Pastoral Care Policy recognises that these students often face a difficult time in adjusting to a new culture and environment which they encounter when they come to study in the UK. This policy is separate from the Students Complaints Procedure which may be used alternatively if the student wishes. The Pastoral Care Policy is therefore designed to establish mechanisms which will help students cope with problems that they may face in the UK during the course of their study. All staff members at LRC work together to create a safe and caring atmosphere in which students can feel safe and secure. We are committed to guiding and advising all our students, equipping them with the skills needed to become confident and active learners.

RESPONSIBILITY:

The overall responsibility for the Pastoral Care Programme will be with the Director of Operations (including Health and Safety welfare). He will be responsible for carrying out risk assessment in connection with any planned external visits.

THE PASTORAL CARE STRUCTURE

The Personal Tutor/Lecturer is the key person who has most contact with the students and he/she is more often the first point of contact for a student who has a problem. The lecturer enters the attendance for all classes in the morning and afternoon sessions. If a student is persistently late, the teacher will ascertain the reasons and where possible will counsel students.

Furthermore the Lecturer will be aware of the students' progress through tests, homework, assignments and the students Individual Learning Plan (ILP) and again will provide assistance. Where a Lecturer feels he cannot help a particular student, he may refer them depending upon the nature of the problem to either the Principal if it is an academic matter or to the Director of Operations if it is some other problem.

It is recognised that students may be reluctant to come forward with problems and may in some cases be uncomfortable with raising the matter with their Lecturer/Personal Tutor. The college therefore offers the facility for the student to go directly to either the Principal or Director of Operations. Also, lecturers are asked to observe and monitor all students continuously and discuss any unusual behaviour with the student or Course Coordinator (depending upon the situation).

The College will offer a range of extra-curricular activities which will help students to cope with some of the problems that they may encounter and give them an understanding of the culture and traditions in the UK.

In particular the college will run free of charge:

- I. An English for Academic Purposes course
- II. A 'Life Skills Course' covering CV writing
- III. A 'Getting to know London' Programme
- IV. Lunch/Dinner at Cultural Events (so that all students can participate in their respective cultural festival while at LRC)

The Pastoral Care Programme will be reviewed every year and will take into account student and Lecturer feedback.

NB: A diagram on the following page depicts what students can do, should they face any problem (be it academic or non-academic).

Do You Have A Problem??

Is it Academic?

