



ANGLO SKILLS COLLEGE

Suite 2D, The Hub, 40 Friar Lane, Nottingham, NG1 6DQ
Tl/Fax: +(44) 115 948 3339 - Email: admin@angloskillscollege.co.uk
www.angloskillscollege.co.uk

Private
Further
Education

Anglo Skills College
Certification N°.108
Educational Oversight 2012
educationaloversight.co.uk/108



Student Handbook

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Student Handbook

This student handbook has been created for all students as an important source of information. Please read it through carefully and keep the handbook as a point of reference throughout your academic studies. If you need any further information or clarification, your course tutor or administration staff will be able to help you.

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Useful Contacts

Address: Anglo Skills College, The Hub40, Friar Lane, Nottingham, NG1 6DQ

Tel: 0115 948 3339

Fax: 0115 948 3339

Email: admin@angloskillscollege.co.uk

Website: www.angloskillscollege.co.uk

Opening Hours: 9.30 AM to 4.00 PM

Registration

Students and visitors will all have to fill in a Registration sheet at the Office This will enable the monitoring of student's attendance, the number of visitors on site as well as to meet Health and Safety requirements and Fire Regulations.

Facilities and Services

Computer Laboratory and Learning Centre

The College's computer laboratory is available for students to use at times when there are no computer classes in progress.

You must not use the computer facilities to access, attempt to access or facilitate access to any system for which you are not authorized. You must not use another user's password or identity, nor must you allow other users to use, know or have access to your own password or identity. You must not alter any computer material (be it software or hardware) without authorization (including the introduction or facilitation of viruses). Nor should you facilitate or otherwise encourage this activity.

Library and Private Learning Facilities

There are various local libraries and community centres in the Nottingham city and its surroundings, which have private study areas and learning facilities for students to use. For more information, please visit Nottingham City Council's website (www.nottinghamcity.gov.uk) or ask at the reception desk.



Code of Conduct

Everyone in the College has the following basic rights:

- to feel safe
- to learn
- to be treated with respect

All members of the College are expected to be considerate to the needs of fellow students, visitors and staff and to strive to integrate purposefully with neighbours and residents in the wider general community.

The following actions, whether occurring on College premises or elsewhere, are examples of conduct which is not acceptable and may lead to investigation of formal disciplinary procedures:

- Conduct which constitutes a criminal offence e.g. assault, theft, fraud, deceit, deception or dishonesty.
- Violent, indecent, disorderly, threatening, intimidating or offensive behaviour or language.
- Sexual, racial or any other form of harassment.
- Misuse, misappropriation, theft or damage of property.
- Action, likely to cause injury or to impair Health and safety procedures.
- Failure to respect the rights of others to freedom of belief and freedom of speech.
- Disruption of, or improper interference with, the academic, administrative, sporting, social or other activities of the University.
- Failure to disclose personal details to a member of staff of the University in circumstances in which it is reasonable to require that such information be given.

In relation to the core activity of teaching and learning, students are expected to:

- adopt a diligent and co-operative approach to all aspects of academic life;
- accept responsibility in creating a supportive educational community in which everyone can self manage their learning;
- being late for classes is not only detrimental to the academic progress of the latecomer, but is disruptive for the entire class. Students arriving late may be marked absent. Persistent offenders may receive disciplinary action.

Health and Safety

The College in its Health and Safety Policy recognises that safety is an essential part of all its activities. The College's aim is to safeguard the health, safety and welfare at work of all its staff, students and visitors so far as is reasonably practicable.

College employees are encouraged to set a high standard for safety by personal example so that students leaving the College take with them an attitude of mind which accepts good safety practice as normal.

For their part, students of the College should conduct themselves in a safe manner, in accordance with the College's Health and Safety Policy and Codes of Practice, copies of which are available at the Office.



The following advice represents good safe practice and should be followed by all students:

- Make sure you are familiar with the fire procedures in the buildings you use both on the campuses and in your place of residence.
- Always switch off electrical appliances at the main socket after use, not simply on the appliance.
- All College electrical wiring and equipment is tested and checked at regular intervals. Any repairs or modifications must only be made by College electrical staff. It is an offence to do any modifications or repairs by you and may constitute a serious electrocution or fire risk.
- Electrical circuits should not be overloaded; if in doubt ask for advice.
- Only proprietary brands of electrical appliances are allowed in College premises. You may be held responsible for any harm which may occur to anyone as a result of equipment you bring into the College.
- Report any faulty or malfunctioning equipment immediately and ensure that no one else can use it until a repair has been carried out.
- All accidents should be reported to a responsible person in the area where they occur as soon as possible after their occurrence.

Students and their possessions are not insured by the College. It is strongly recommended that insurance be taken out before arrival. The College cannot accept any liability whatsoever for any loss or damage, however caused or sustained.

Safeguarding Policy and Procedure

Who is an 'Adult in Need of Safeguarding'?

Any person aged eighteen or over whom:

- Is or may need community care services by reason of mental or other disability, age or illness
- Is or may be unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation.

What does the safeguarding policy do?

- Protects vulnerable Adults
- From physical and Mental discrimination
- Reinforces that all adults have the right to live free from abuse and degrading treatment
- Includes a clear statement of every person's right to live a life free from abuse and neglect
- All students can access information about how to gain safety from abuse and violence including information about the local Safeguarding Adults procedures from the college computers.
- The college follows all the standards and procedures including in the safeguarding policy.



Confidentiality and information Exchange

The Data Protection Act 1998 and the Human Rights Act 1998, together with service standards and good practice, require information to be handled lawfully, sensitively and in confidence

Diversity and Equal Opportunities

Equal opportunity is the promotion of policies and practices aimed at ensuring that everyone has the same chances and prospects. The College will not tolerate any discrimination on the grounds of race, religious/political beliefs, ethnic origin, nationality, gender, sexual orientation, marital/parental status, age, physical disabilities, learning difficulties or mental health problems and trade union membership/activities.

Discrimination is less favourable treatment of an individual or group.

Harassment can include: unnecessary touching, unwanted physical contact, leering, personal remarks, verbal or written abuse, visual displays, coercion, isolation or non-cooperation. Harassment intended to frighten and intimidate is bullying.

We value the diversity of our local community and have committed ourselves to taking every reasonable step to ensure that each individual is treated fairly and equally. The college will therefore pursue methods supportive of and encouraging to those in a disadvantaged situation. Students will be offered help in:

- recognising the skills and knowledge they have developed in their own lives
- enabling them to develop new skills and knowledge
- providing appropriate language support
- giving practical advice on further opportunity

More information can be obtained from the College's Equal Opportunity Policy, available from the Office.

Disabilities

- The College endeavours to support students with disabilities, Dyslexia and other support needs.
- It is the student's responsibility to make us aware if you are having difficulties or if your circumstances have changed, so that the College can assist you to access any additional support you may need.

Fees

- Students are advised to insure themselves against lose of fees through non-arrival, absence or unexpected termination of course.

Tuition fees can be paid in the following ways:

- Full payment at the start of the Academic Year by credit/debit card or bank transfer: OR



- In two instalments, each being 50% of the fee, one due in order to register and the second due in June.
- By one of the following methods:
- Direct Debit from a UK bank or building society account – **Home/EU students only**
- Bank Transfer – **International Students only**
- **Note:** with effect from 15 June 2007, people who enter the UK from a non-European Union country, carrying a sum of 10,000 Euros or more (or the equivalent in other currencies), either as currency notes or coins, bankers' drafts, cheques or travellers' cheques, must declare the cash to HM Revenue & Customs (HMRC) at the point of arrival in the UK. Declaration forms are available at ports and airports.
- You must ensure that there are sufficient funds available in your account at these times. If a Direct Debit is declined you will no longer be able to pay by this method for the remainder of the year and an alternative method of payment will be required. If you do not have sufficient funds in your account to meet the instalments, or if you wish to cancel your Direct Debit Instruction for any other reason, you must notify the Office at least five working days before the payment due date. Failure to make the required payment will lead to the suspension of your registration on your programme of study.

Bank Transfer (International Students only)

- Payment can be made direct to the College's bank account using the details which can be obtained from the Office. You must quote your full name, course details and student number (if known) on the bank transfer. The payment should be in the College account before you can be enrolled. Bank Transfers can take up to two weeks to reach the College account. Therefore, please ensure your payment reaches us in time.
- **Please note:** Bank charges may be deducted from the payment received into the College's bank account and you will be responsible for any underpayment as a result of this. In order to avoid underpayment of fees, you can arrange for the bank charges to be paid at the time of transfer from your own bank account.
- Your bank transfer to the College **must not** include any allowance for living costs: these must be paid directly to your own bank account under a separate bank transfer. If the bank transfer does include living costs these will be returned to you and you will need to resend to the students own bank account.

Postponement of Courses:

The office must receive a written notification at least one month before your course begins in order to transfer the deposits to a later course date.

Cancellation before Arrival:

You must inform the office in writing and return acceptance letter through post with a cover letter.



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Cancellation fees are charged as follows and any balance is refunded: Cancellation letter received more than one month before the course begins: registration deposit, Cancellation letter received less than one month before the course begins: tuition fees for 2 weeks

Change of Course:

If you wish to change your course after the course has begun you must give notice to the office at least 4 weeks before the next starting date of the course. Your remaining fees balance for the course will be returned to you. Deposits and fees are non-transferable from person to person.

Attendance

- Students enrol to undertake an agreed programme of study. Your attendance at lessons is the single most important factor in helping your achievement. All students are expected to achieve full attendance.
- You are expected to attend regularly and punctually all scheduled classes and activities of your programme and to maintain regular academic contact with your tutor.
- If you are unable to attend a class, or are going to be late, let your tutor know, explaining the circumstances.
- If you are absent due to illness, you should notify your tutor or the Office. If your absence exceeds 5 consecutive days, you must produce promptly a medical certificate to the Office. In the case of 10 consecutive absences and not contacting the office, the College will inform the UK Border Agency immediately.
- You must make yourself available to attend all formal assessments at the time given, including examinations. Failure to attend an assessment or submit coursework by the deadline without having obtained an extension or deferral may result in failure in the course concerned.
- If you are having difficulties attending classes because of personal, financial or academic problems, do not hesitate to talk to the relevant support staff, which will be happy to assist.
- If you do not contact office for more than one week, the college have the right to fine or fail that student for not showing satisfactory attendance in term.

Change of Personal Details

You must notify the Administration Office immediately of any change of personal details. This includes:

1. Any change in registered name; forename, middle name, and/or surname;
2. Change of registered address;
3. Change of registered contact telephone numbers.

The Administration Office will need to be notified in order for us to accurately maintain student records. It is the Administration Office procedure to update student records on a monthly basis. Please request a Change of Details Form from the Administration Office accordingly.



Assessment Guidelines

- The key characteristics of assessment should be validity, reliability and fitness for purpose. The assessment methods chosen must be appropriate to the focus of the course being undertaken.
- The course team will ensure that the timetable of coursework assignments is phased so as not to place students under undue pressure, and to allow time for feedback regarding students' achievements. However, students are reminded that it is their responsibility to manage their own assessments and learn to balance their workload.
- The course team undertakes to operate a procedure for dealing with late or non-submission of coursework assignments (please see below).
- Plagiarism is unlawful. Therefore, students must ensure that the work submitted is their own (refer to the Plagiarism policy for more details).
- Where sickness, bereavement or other valid reasons exist for longer delays or quality of work, the student has the responsibility of advising their course tutor of these mitigating circumstances in good time.
- Problems with computers, such as lost data, corrupted discs or malfunctioning printers, **will not** be accepted as good cause of lateness.

Learning Outcomes

- All courses follow their own individual pattern of units and levels, as well as course-specific regulations set up by the respective awarding bodies.
- Your course tutor will advise you on the learning outcomes of each module undertaken.

Appeals

- Students have the right to appeal against certain academic decisions.

Stage 1: Speak to your assessor

Stage 2: If still unhappy with the decision, complete **Appeals Form** (Request at reception desk) and hand to Internal Verifier

Stage 3: If still unresolved, an appeal panel will be drawn where witnesses can be invited to give statement or evidence in your favor.

Stage 4: if the first 3 stages still have not resolved your case then the appeal can be brought to the attention of the accreditation body or the relevant exam board.



Complaints

- As a general principle the College expects that complaints will be dealt with informally in the first instance. Many complaints can be dealt with quickly and effectively in this manner without the need to follow formal procedures.
- The College is committed to providing a high quality service to its students and you are encouraged to let it know when there is cause for concern or a need for improvement. However, the College will not accept complaints which are frivolous (unfounded, trivial), or malicious (with vindictive motivation).
- You should be assured that no complainant will be disadvantaged by having raised a complaint. Privacy and confidentiality will be maintained in the handling of complaints except where disclosure is necessary to progress the complaint. It is the College's expectation that the confidentiality of any documentation generated by a complaint will be respected by all parties.
- If you are considering making a complaint you are strongly advised to talk to your tutor, your student representative, or any member of staff at the Office. They can advise you on how to deal with your complaint, help to resolve it informally and, if necessary, support you in the process of making a formal complaint.
- It is important to remember that complaints will not always produce the outcome preferred by the complainant. There may be a number of reasons for this, including lack of evidence to substantiate the complaint or the fact that circumstances beyond the College's control may affect the level of service provided. However, whatever the decision, you will be informed of the result of your complaint in writing and will be provided with the reasons for the outcome.
- The College will be responsible for making an annual report providing a qualitative and quantitative record of the number of formal written complaints received, actions taken and/or proposals for future improvements to services or changes to policies or procedures.