

Student Handbook

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INTRODUCTION

This Handbook is packed with information to help guide you through your first days and at Extra Learning. It is also useful as a reference point throughout the year for policies & procedures, contact numbers, key dates and opening times. Extra Learning caters for the wide range of students with different backgrounds and abilities. This booklet is for all learners and if you have ideas for improvements we would love to hear from you. Extra Learning offers a friendly supportive learning environment and we really want you to make the most of your time here to achieve your goals. You are not just another learner at Extra Learning, every learner here is important and we take a personal interest in your development and well-being. Extra Learning, like other colleges is judged on how much support we offer you, the learner.

COURSE TEAMS

All full-time and many part-time courses have a course team, which is all tutors who teach on the course. The team meets regularly to make sure the course runs smoothly and to review course quality. Any issues please discuss with your personal tutor.

Students' Charter

The Students Charter explains what you can expect when you become a student at Extra Learning.

We aim to provide an INDUCTION for your Study programme and the college services, which will include introductions to:

- Your course
- Your tutor/s
- Student charter & student responsibilities
- College Tour
- Health & Safety
- First Aid
- Evacuation Procedure; Fire Safety
- Equality & Diversity
- Health & Safety
- Attendance, punctuality and disciplinary procedures
- Health & Safety

You will have a PERSONAL TUTOR to help you plan your learning and provide:

- Information on your course
- Help you get extra support or refer you to other services if you have any learning difficulties

- Help you to look at ways that you can study more effectively
- Give you help and advice on other courses if your current one is not suitable for you
- Encourage you to think about planning for a career
- Let you know about social, cultural and sporting events you can take part in.

LEARNER SUPPORT POLICY

Statement of Principles

In accordance with the core values of the organisation, the learner support policy will comply with the basic principles of ethics, legality, prudence, equality, safety, timeliness, fairness, transparency and simplicity.

In order to ensure that the provision of learner support is appropriate to meet the principles set out above, our policy is to ensure that:

- We provide relevant pre-entry information and guidance about the contents, assessment and demands of each programme to enable effective selection of programmes of study
- We provide information on the range of support services available and how to access these services. The level and breadth of support provided will be in accordance with an individual's needs, the type of programme followed and the resources/funding available
- We encourage all prospective students, or their sponsors, to discuss their learning needs and aspirations with college staff prior to selection of their primary programme of study to assist in planning appropriate learner support. Learners have an opportunity to disclose any learning difficulties/disabilities on application and/or at enrolment or at any time during their time at Extra Learning
- Individual learner needs are reviewed and identified at the start of their programme of study and appropriate resources and/or strategies provided to respond to those needs effectively.
- On-programme tutor/tutorial support (as appropriate to mode of attendance) is available to monitor student progress to achievement and, where necessary, individuals to refer to a range of specialist support provision to assist them to maintain their level of achievement
- Ongoing support, advice and counselling is available centrally and promoted to support individuals to follow the appropriate progression route and to help and advise with social and financial issues associated with their time at college
- Reasonable adjustments are made to ensure that all learner needs are met at every stage of the pre-entry, enrolment and on-programme process

TEACHING AND LEARNING WHILE YOU ARE AT EXTRA LEARNING

We aim to give you high quality TEACHING AND LEARNING courses leading towards nationally-recognised qualifications which local employers and/or higher education are looking for; give you a clear picture of how and when you will be assessed; keep you up to date on your progress and encourage you to look at your own progress.

You can expect that:

- Your course will suit your needs
- Your learning needs will be assessed and if you need it, you will be offered extra help with (functional) skills
- You will have qualified, friendly, functional and helpful lecturers, tutors and support staff
- Your classes will start and end on time and you will be informed about any unexpected changes
- Your lecturers/tutors will help you to learn using different teaching and assessment methods
- Assignments and assessments will be set and returned with helpful comments within an agreed time
- Assessments will be fair, the same for everyone and understood by staff and students
- You will be informed of the college's appeals process
- You will have regular reviews and feedback on how you are doing
- You will be helped to find a suitable work placement if it is required for your course.

In return

We expect you to take responsibility for your learning by attending every lesson on time and to complete your course work/assignments on time. Please switch off mobiles or put on silent during lessons to minimise disruptions to yourself and others.

ADVICE, INFORMATION AND COUNSELLING

We aim to provide access to ADVICE, INFORMATION AND COUNSELLING on educational and personal matters during your time here, which includes:

- Career education and guidance
- Grants and finance guidance
- Personal counselling if required
- Health and welfare services.

In order to help you, we expect you to let us know if you have a problem that affects your learning or if you need to speak to an advisor or counsellor. Our Counselling staff can provide help with many personal issues and can sometimes help with financial hardship and finding accommodation. You will have the chance to comment on your course and the services offered by the college and we aim to respond quickly to any problems.

PERSONAL TUTORS AND TUTORIALS

All full-time students have a personal tutor. This may be your course tutor or a member of the course team. The Extra Learning college greatly values you as a student and you will meet your tutor regularly to discuss your progress and record your achievements. Your tutor will help you through any difficulties, offer advice on study skills or work experience and prepare you for the next stage of your career. If you are a part-time student on one course, the course tutor will be your personal tutor. If you are attending a number of courses, one of your tutors will be nominated. They will spend time with you early in your course to discuss your learning programme.

SUPPORT FOR STUDENTS

Extra Learning wants to fully include students with learning difficulties and disabilities in learning. The Extra Learning college recognises that some students may have visual/hearing impairments, and/or other learning difficulties. Support is available, for example:

- if you have access problems
- if you have hearing or visual impairments
- if you need extra help with Reading or Writing, Maths or English
- if you have a learning difficulty such as dyslexia.

For more information contact about additional support please contact Reception/Admin Desk.

STUDENT SERVICES

- Enrolment
- Student fees
- Course information
- Provide official documents – bank letters, confirmation of student status
- Library Information
- Advice

Opening Hours

Term Time - Monday-Friday 10.00-6:00

Out of Term Time – Opening Times vary – students will be notified.

COUNSELLING

We have a Student Welfare Officer who is available to offer support and guidance in relation with anything that concerns you such as issues which may be affecting your study work, relationships or home life. There is an open door policy – you don't need to book an appointment. Anything discussed is completely private and confidential. The student welfare officer is available Monday – Friday 10:00 – 2:00.

Counselling is available with a qualified and experienced counsellor who work within the British Association of Counselling framework. Please contact Reception/Admin on 0121 565 2475 information.

EXAMS

- Some subjects have course work, which forms part of your final grade, so you must make sure you meet course work deadlines.
- All students must comply with the rules of both the Examination Board and the Curriculum area in which they are based. Failure to do so may mean students being withdrawn from exams.
- Always work closely with your tutors and lecturers to make sure that you have been entered for the correct exams. You will receive your own timetable and will need to check that you have no clashes with other exams you are taking. If you have a problem, please tell admin as soon as possible. It can be sorted out, given enough warning. If you think you will need extra help in exams, for example a reader or writer for you, please let the admin staff know at the start of your course so appropriate provisions can be made. If you suffer from exam nerves and panic, or if you have any other worries about exams, speak to your personal tutor or speak with the Student Welfare Officer.

Attendance, Lateness & Sickness Policy

- 1 You need to attend class on time.
- 2 After 15 minutes of class starting students will be allowed in class but marked as absent.
- 3 2 late attendances will count as 1 absence.
- 4 A verbal warning will be issued by the Student Welfare Officer upon 3 continuous absences being noted on our Systems.

In case of sickness, students should not attend the college when they are genuinely unwell and/or may be infectious to other students. If you are unsure consult your doctor. You should phone Reception on 0121 565 2475 to let your personal tutor know you are not coming in. For sickness lasting longer than 2 days you need to provide a sick note from the doctor and post or hand in to the Extra Learning admin office.

Equality & Diversity Policy

The Equality Policy means that no-one at the college either student or staff, should be treated differently because of: Ethnic Origin, Gender, Sexual Orientation, Religion, Disability, Age, Nationality, Gender re-assignment, Marital Status, because they have dependants or belong to a disadvantaged group. The Equality Policy is important and is taken very seriously by the College, as discrimination prevents learning. If you think you are being discriminated against, talk to your tutor or the Student Welfare Officer.

Anti-Bullying & Harassment Policy

Bullying and harassment is behaviour that makes someone feel intimidated or offended and is unacceptable in the Extra Learning environment.

Examples of bullying or harassing behaviour include:

- spreading malicious rumours
- unfair treatment
- picking on someone
- regularly undermining a competent worker
- denying someone's training or promotion opportunities

Bullying and harassment can happen:

- face-to-face
- by letter
- by email
- by phone

The law

Harassment is against the law. This is when the unwanted behaviour is related to one of the following:

- age
- sex
- disability
- gender (including gender reassignment)
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sexual orientation

EXL is committed to providing all students a healthy and safe learning environment. EXL will ensure that procedures exist to allow complaints of bullying to be dealt with and resolved within EXL without limiting any person's entitlement to pursue resolution of their complaint with the relevant statutory authority. EXL is committed to the elimination of all forms of bullying.

This policy applies to all students of Extra Learning.

DEFINITIONS

Bullying is unwelcome or unreasonable behaviour that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behaviour is often persistent and part of a pattern, but it can also occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behaviour (see "mobbing" below). Some examples of bullying behaviour are:

Verbal communication

- Abusive and offensive language
- Insults
- Teasing
- Spreading rumour and innuendo
- Unreasonable criticism
- Trivializing of grades and achievements

Manipulating the learning environment

- Isolating people from learning interaction

Psychological manipulation

- Unfairly blaming for mistakes
- Setting people up for failure
- Deliberate exclusion
- Practical jokes
- Belittling or disregarding opinions or suggestions
- Criticizing in public

Context is important in understanding bullying, particularly verbal communication. While care should be exercised, particularly if a person is reporting alleged bullying as a witness, it is better to be genuinely mistaken than to let actual bullying go unreported.

Mobbing

Mobbing is a particular type of bullying behaviour carried out by a group rather than by an individual. Mobbing is the bullying or social isolation of a person through collective unjustified accusations, humiliation, general harassment or emotional abuse. Although it is group behaviour, specific incidents such as an insult or a practical joke may be carried out by an individual as part of mobbing behaviour.

CONSEQUENCES OF BULLYING

Bullying is unacceptable behaviour because it breaches principles of equality and fairness, and it frequently represents an abuse of power and authority. It also has potential consequences for everyone involved.

IF YOU THINK YOU HAVE BEEN BULLIED

- Any student who feels he or she has been victimized by bullying is encouraged to report the matter to his or her tutor or Student Welfare Officer.
- Where appropriate, an investigation will be undertaken and disciplinary measures will be taken as necessary.

Disability Policy

Extra Learning UK Ltd welcomes applications from students with Specific Learning Difficulties and Disabilities (SPLDD). We are committed to a policy, which allows, as far as possible, for equality of opportunity and access to our further education. Central to this policy is the following statement:

No discrimination on account of disability, race, gender or belief shall be shown against any person in determining whether such a person shall be admitted as a Member of the centre, or appointed to its staff, or shall hold any advantage or privilege thereof.

For the purposes of this statement, definitions of disability are set by the Higher Education Funding Council for England and Wales (HEFCE) and include specific learning difficulties such as dyslexia and dyspraxia.

The centre's Disability Statement aims to outline our provision for students with disabilities and/or specific learning difficulties. If you have any queries as a result of reading this, please do not hesitate to contact our team on info@exluk.com

With the active involvement of both staff and students, provision is constantly being developed and improved, to add to the learning experience of all our students. Our Disability Strategy is closely linked to our teaching and learning strategy to ensure access to the curriculum. It is therefore important that we are aware of your needs so that, where possible, we can work with you to help support you.

Dyslexia

A local organisation called Dyslexia Action supports adults with dyslexia assessment, teaching & support enquiries. There is also a product library dedicated to products which are used with dyslexic learners. FYI: <http://www.dyslexiaaction.org.uk/>

Disability Equality Scheme

Extra Learning values its diverse community. In order to maintain that diversity, Extra Learning aims to ensure that all policies, procedures and practices do not disadvantage or exclude on grounds of disability.

Extra Learning is committed to viewing 'disability' from the 'social model' perspective and aims to implement the scheme using a rights-based approach to equality for disabled people.

Our aim is to understand and dismantle the barriers, which exclude and limit the life chances of disabled people and Extra Learning is therefore committed to ensuring the appropriate reasonable adjustments are made to allow equality of access to all Extra Learning's activities. Extra Learning expects all its staff, students, suppliers, contractors and visitors to endorse this commitment and to behave accordingly.

Confidentiality

Applicants and current students are not obliged to inform Extra Learning that they have a disability and /or specific learning difficulty, however all are encouraged to do so in order that we can provide the best and most appropriate advice and guidance possible. This would normally be asked during enrolment onto a course or during an interview.

If you are an applicant, any information you provide will be passed to the Management Team and will be acted on only if we think that additional support will need to be arranged. Any provisions will be discussed with relevant staff and with you. You will also be asked on the admissions questionnaire if you will give us permission to pass on the information to those whom may need to know about your disability. We would advise you to allow this to happen in order to ensure the most appropriate support is discussed with you when you begin your course.

If you are currently a student here at Extra Learning, and wish to declare your disability or specific learning difficulty, then you are encouraged to do so at any point during your studies. The sooner you do so the better. Whilst declaring your situation may not be an action you wish to take, we assure you that any information you give to a member of the Management team will not be passed on. Your advisor will need your signature to authorize any further actions that may need to be taken.

Information will only be passed on if it indicates harm yourself or to others.

The Management team can also act as a point of disclosure for you; by disclosing to your adviser, you will not need to outline the nature of your disability to others if you do not feel comfortable to do so.

Access to the College

Although full attempts are made to accommodate the needs of anyone who has a severe physical disability, Extra learning centre is based on the first and second floors and access is gained via stairs. Anyone who is restricted to walk up a flight of stairs may be restricted depending upon the severity of disability. Appropriate staff will be in place to accommodate anyone who requires assistance to walk up the stairs.

After consulting with the landlord it is impossible to get a lift installed to access the first and second floors.

Complaints

If you have a complaint about the Disability Service, please put it in writing to Mr Harjinder Singh, Director of Extra Learning. For more information, see Complaints Procedure.

GENERAL

1. Discrimination can be either direct or indirect. Direct discrimination occurs where people are treated less favourably than others on grounds which have no bearing on their ability to achieve that which is required.
2. Indirect discrimination occurs when unjustifiable conditions or requirements are applied which have a disproportionately adverse effect on a particular section of the community.
3. Favouritism is discrimination in that unjustifiably favouring one individual does by definition disadvantage others.
4. Equality of opportunity applies to all areas of college activity. In particular focus will be directed to the key areas of: Marketing, Selection - Staff and Students, Enrolment, Learning opportunity, Teaching and Learning, Induction, Curriculum, Health and Safety & Advancement.

Finance Policy

September/October 2014

Your tuition fees are payable to Extra Learning UK Limited:

We accept students throughout the academic year. Depending upon current experience and knowledge students can start at the beginning of a unit of a Higher Level Course. This can be discussed further with the course tutor.

Instalments for Higher Level Academic Courses -

The tuition fee can be divided into 2 instalments as follows:

Payment 1 – 50% upon Enrolment

Payment 2 – 50% first day of next term

Methods of Payment

- Cash, Credit or debit card by the cardholder, in person at the EXTRA LEARNING Reception. Receipts will be issued.
- By bank transfer direct into the EXTRA LEARNING bank account (details below and please use your telephone number as reference)
- Bank Draft in £ sterling (GBP) sent or delivered to EXTRA LEARNING

Important : the students name and student number must be quoted on all tuition fee transactions, you will be required to know the students date of birth to make payment by credit or debit card.

Fees Paid by Official Sponsors

Students whose fees are paid by official sponsorship or those receiving Government grants will be required to provide certified evidence before or at enrolment. If your sponsor is funding less than the full amount of the tuition fee, or withdraws the sponsorship during the financial year for any reason, it is your personal responsibility to settle any outstanding amount.

Bank Account Details

Bank: HSBC

Account: EXTRA LEARNING UK LTD

Account Number: 21480693

Bank Sort Code: 40-42-11

or all queries concerning payments, please contact EXTRA LEARNING Reception by email: info@Extralearninguk.com or by telephoning 0121 565 2475

Withdrawal Policy

Extra Learning is committed to supporting all students to successfully complete their period of study but understands that in some circumstances students will not be able to do so.

Students considering withdrawal from their course of study are strongly advised to contact their tutor as soon as possible.

If you decide to terminate your studies before completion it is important you do so in writing to the Principal/Director.

You must receive acknowledgement of your request received from the Principal/Director.

This is Extra Learning's evidence of your withdrawal date, failure to do so may mean you remain responsible to pay full tuition fees.

Extra Learning charges tuition fees for students that withdraw as follows:

Full time students

If a withdrawal takes place within 4 weeks of the official start date of the course, 50% fees will be due.

This date can be found on your unconditional offer letter or can be provided by Student Records or Reception.

After that the following will apply:

After 4 weeks of the official start date: 25% fees due

Attending 1st day of the second term after enrolment 25% fees due

Part-time students (Courses of 1 academic year or more)

If a withdrawal takes place within 4 weeks of the official start date of the course, 50% fees will be due.

This date can be found on your unconditional offer letter or can be provided by Student Records or Reception.

After that the following will apply:

After 4 weeks from official start date: 25% fees due

Attending 1st day of the second term after enrolment 25% fees due

INSURANCE

You should consider insuring any personal belongings brought into the college. The cheapest way is usually by extending household contents insurance, but you could take out a special policy. Please note also that you are not insured by the college against personal accidents while on the college premises, other than through the usual Public Liability insurance. It is recommended that you take out Personal Accident insurance, particularly if you are involved in contact sports.

HEALTH & SAFETY POLICY FOR STUDENTS

Extra Learning is committed to providing a safe, healthy and supportive environment for learners to maximise their experience and achievement, but this can only be done with everyone's help. The College complies with the requirements of the Health & Safety at Work Act 1974 (HSWA) to ensure that learners are not exposed to risks to their health or safety as a result of the colleges activity.

The college needs you to help with health and safety matters by acting sensibly and responsibly; to comply with all health and safety instructions and to not do anything that could cause harm to you or others. This includes not interfering with or removing anything that has been provided in the interest of health and safety. Your personal tutor will provide you with Health & Safety and First Aid information as part of the Colleges Induction process. If you are unable to attend for any reason, you must advise your tutor and make arrangements to attend at the next session.

You must always use safety devices and protective equipment in the correct way, as demonstrated by your tutor. In the interest of safety you will not be allowed into the College's teaching rooms except in the presence of staff.

Legislation now exist which makes it illegal to smoke in enclosed public spaces. Smoking is therefore strictly prohibited on all Extra Learning premises (including entrances and exits) and vehicles.

Bringing alcohol or any unlawful drugs to the college, and / or imbibing them there is strictly prohibited during college time or during a period prior to college where the effects care carried over to your class times. Any such instances will be dealt with under the disciplinary procedure.

The full Health & Safety Policy is available in Reception/Admin.

First Aid Policy

This policy is written as an extension of Extra Learning UK Ltd Policy for Health & Safety.

Policy Statement

Extra Learning UK Ltd will ensure compliance with the relevant legislation with regard to provision of first aid to all employees and to ensure best practice by extending the arrangements as far as is reasonably practicable to students and others who may also be affected by our activities or injured on our premises.

Aims/Objectives

This policy will be achieved by:

- Ensuring there are a sufficient number of trained First Aiders on duty and available for the numbers and risks on the premises.
- Ensuring the above provisions are transparent and clear to all who may require them.

Responsibilities

- The Health and Safety Manager will ensure that the First Aid Policy and Procedures are reviewed from time to time.
- The Health and Safety Manager will ensure that suitable and sufficient assessments are carried out to ascertain first aid needs.
- The Health and Safety Manager will ensure that First-Aiders are offered training to a competent standard, which includes refresher training.
- The Director will ensure that arrangements are in place for a suitable budget for training and re-training of First Aiders.
- The Health and Safety Manager in liaison the Director will ensure that suitable first aid equipment is provided.
- The Health & Safety Manager and the Director in liaison with First Aiders will ensure the suitable first aid notices are displayed, which detail names of First Aiders and contact information.
- First Aiders will ensure that all first aid treatments are recorded in the legally prescribed accident book.
- The first aiders do not administer any form of medicine whatsoever.
- Health & Safety Manager and the Director will ensure that the policy is followed for first aid arrangements are catered for in examination rooms and other activities such as project work and field trips.
- The Health and Safety Manager will ensure that audits are carried out periodically to ensure the effectiveness of first aid arrangements.

Evacuation Policy

Fire Action

- 1 Raise the Fire Alarm
- 2 Evacuate the building by following the Fire Exit Signs
- 3 Do NOT stop to collect belongings
- 4 Assembly point outside – Lloyds Chemist on the High Street
- 5 Do not ENTER the building unless instructed to do so

Other Emergencies

There may be other emergencies that require the building to be evacuated – gas leaks, flooding, bomb threats, etc.

On this occasion where a fire alarm has not been used but police have advised that we need to vacate the building then staff, students and visitors need to follow the following instructions:

Please leave the building with your belongings as quickly and efficiently as you can as it's highly likely you will not be returning for some time.

Please report to the assembly point where the Director and/or Fire Marshall will inform you of the situation and will let you know how long the situation will go on for. In case of unknown time then you will be asked to leave for the day and will be contacted within 24 hours to inform you of the situation via phone call, text message or email.

For bomb threats, you will be requested to check your work area for suspicious objects. Items must not be touched or disturbed if found. Anything suspicious must be reported to the Director/Principal or Head of Admin.

Plagiarism and Assessment Malpractice Policy

Purpose/Scope

- To have a policy in place to deal with Plagiarism and Assessment Malpractice
- To ensure that issues are dealt with in an open, fair and effective manner.
- To ensure that the college provide appropriate deterrents and sanctions to minimise the risk of malpractice.

Aims:

- To identify and minimise the risk of malpractice from students.
- To respond to any incident of alleged malpractice promptly and objectively.
- To standardise and record any investigation of malpractice to ensure openness and fairness.
- To impose appropriate penalties and/or sanctions on students where incidents (or attempted incidents) of malpractice are proven.
- To protect the integrity of this college and the qualifications it delivers.

Definitions/Terminology

Student Malpractice: Any action by the student which has the potential to undermine the integrity and validity of the assessment of their work. (plagiarism, collusion, cheating, etc.)

Plagiarism: Taking and using another's thoughts, writings, inventions, etc. as one's own.

Minor Acts of Student Malpractice: Handled by the assessor by, for example, refusal by the assessor to accept work for marking due to questions with possible plagiarism and student being made aware of malpractice policy. Student resubmits work in question.

Major Acts of Student Malpractice: Extensive copying/plagiarism, 2nd or subsequent offence, inappropriate for assessor to deal with.

Responsibilities

College: Seeks proactive ways to promote a positive culture that encourages students to take individual responsibility for their learning and respect the work of others.

Assessor: Responsible for designing assessment opportunities which limit the opportunity for malpractice and for checking the validity of the student's work.

Internal Verifier: Responsible for malpractice checks when internally verifying work.

Quality Nominee: Required to inform Edexcel or standards verifier of any acts of malpractice.

Heads of College: Responsible for any investigation into allegations of malpractice.

Procedures

Addressing student malpractice:

Extra Learning will seek to minimise student malpractice by:

- Using the induction period and the student handbook to inform students of the college's policy on malpractice and the penalties for attempted and actual incidents of malpractice.
- Promoting positive and honest study practices.
- Showing students the appropriate formats to record cited texts and other materials or information sources.
- Asking students to declare that their work is their own.
- Asking students to provide evidence that they have interpreted and synthesised appropriate information and acknowledged any sources used.
- Ensuring assessment procedures are developed which help to reduce and identify malpractice.

Definition of Malpractice by Students

This list is not exhaustive and other instances of malpractice may be considered by this college at its discretion:

- Plagiarism of any nature.
- Collusion by working collaboratively with other students to produce work that is submitted as individual student work.
- Copying (including the use of ICT to aid copying).
- Deliberate destruction of another's work.
- Fabrication of results or evidence.
- False declaration of authenticity in relation to the contents of a portfolio or coursework.
- Impersonation by pretending to be someone else in order to produce the work for another
- Arranging for another to take one's place in an assessment/examination/test.

Dealing with malpractice:

In order to do this, the college will:

Conduct an investigation in a fair and equitable form commensurate with the nature of the malpractice allegation. Where the offence involves other students they will also be involved in the investigation. Such an investigation will be supported by the Director/Principal and all personnel linked to the allegation. It will proceed through the following stages:

1. The individual will be made fully aware at the earliest opportunity of the nature of the alleged malpractice and of the possible consequences should malpractice be proven.
2. The individual will be given the opportunity to respond to the allegations made.
3. The individual will be informed of the avenues for appealing against any judgment made.
4. All stages of the investigation will be documented.
5. If it is found that there has been a malpractice then the Awarding body or External Verifier will be informed.

The Awarding Body or External Verifier will then advise Extra Learning on further action.

Where malpractice is proven, this college will apply penalties commensurate with the degree of malpractice. Malpractice will be dealt with through the Student Disciplinary Policy.

Extenuating Circumstances Policy

During the course of your programme you might be faced with personal, medical or family problems that are outside your control and are negatively affecting your academic performance. Such problems are known as 'extenuating circumstances'.

If you believe that what is happening to you is affecting your ability to study, prepare or participate, then it is your responsibility to let your tutor know what is happening to you.

In the first instance you should talk to your Personal Tutor or Student Welfare Officer.

Please submit your case for Extenuating Circumstances in writing with supporting evidence to enable your tutor to decide what action can be taken if your circumstances have affected your performance or your ability to complete your assessment.

Extensions for Coursework

Students seeking an extension for written assignments/coursework should, as far as possible, submit a request in writing before the deadline for coursework submission to the course tutor. If this is not possible, it is matter of priority that you submit in writing as quickly as you can after the deadline. Without the written evidence it is very difficult for the tutor to make any decision on your behalf.

What are considered to be Extenuating Circumstances?

Claims will be considered where your performance or ability to work has been impaired circumstances that are beyond your control; such as accidents, severe illness, death or severe illness of close relative or partner, mental health problems, a physical attack, or other events of comparable effect.

Not Extenuating Circumstances

The following would not normally be considered as valid extenuating circumstances:

- Computer or printer failure
- Bunching of deadlines
- Job interview
- Falling behind due to paid employment
- Minor illness such as coughs and colds
- Illness after a deadline has passed
- Attendance at weddings and other 'rites of passage' ceremonies
- Religious festivals (unless they cover a significant portion of the assessment period or fall on the day of an examination, in which case the student is expected to give reasonable advance warning)
- General feeling of anxiousness/depressions unless backed up by medical evidence
- Holidays
- House moves
- Ignorance of rules and regulations

Written submission after the specified deadlines will only be considered if insurmountable circumstances prevented you from submitting your request on time (for example, hospitalisation, incarceration, or equivalent incapacity). You will have to provide a statement explaining in full the reasons for late submission, and provide supporting evidence where appropriate.

The arrangement for the late submission of coursework for the academic year is as follows:

All coursework must be submitted by 5pm of the deadline date. Work submitted within 24 hours of the deadline will no longer be considered on time and will therefore be considered a late submission and the grade will be capped at the minimum pass grade.

All late coursework must be submitted within 2 weeks of the deadline originally set. Any coursework submitted after 2 weeks will not be accepted and will be marked as Fail.

Coursework submitted late will be capped at the minimum Pass grade.

Assignments submitted late should be handed in to your tutor during the session days or at reception/admin during non-session days

If you choose to post your assignment you should do so by recorded or special delivery. You should always keep a copy of your work regardless of how you submit it.

APPEALS & COMPLAINTS POLICY

Extra Learning has a commitment to provide students with academic support to help them achieve their goals. If students are unhappy about their experience then it is important that we are informed and we will then be able to address the issues and improve the student experience for all those studying at Extra Learning. Wherever possible we would encourage students to raise any concerns they have at the earliest possible opportunity. Most matters are usually dealt with informally and promptly by those who are directly responsible for our programmes and services unless they are raised formally in writing. The following procedure applies to Student Complaints.

PROCEDURES

GENERAL

- A 'Designated person' means any person authorized by the Principal to consider a complaint under these procedures.
- This complaints procedure is not a disciplinary procedure although an upheld complaint may give rise to such a procedure. In addition, an upheld complaint may result, where appropriate, in an adjustment to a previous decision relating to a student's academic progress or award.
- In any interview of the complainant at any stage he or she shall have the right to be accompanied by a friend.
- Any student who makes a complaint in good faith will not be adversely affected by the fact of the complaint whether or not it is upheld.
- In the case of a complaint relating to a designated person the complaint shall immediately be referred to the next stage of the procedure.
- A complainant, the designated person and the management are expected at all stages to have appropriate regard to confidentiality.
- Reference to 'student' in this procedure includes any group of students with a common complaint.
- This complaints procedure will operate in accordance with the Extra Learning's Equality & Diversity Policy.
- A complaint made anonymously will only be considered under exceptional circumstances and where the nature of the complaint makes an investigation appropriate.

STAGE 1

A student who has any complaint arising from his or her relationship with Extra Learning which is not appropriately dealt with should in the first instance raise matters with their individual lecturers or employees of Extra Learning. At this stage, it is good practice to ascertain the remedy which the student is seeking.

STAGE 2

Where the complaint has not been resolved under Stage 1 above it should be referred to the Head of Quality and Delivery.

STAGE 3

Where the complaint has not been resolved under Stage 2 above, the Head of Quality and Delivery shall make such inquiries as are necessary and submit a report to the Director/Principal for this purpose. The Principal shall make such further investigations or inquiries if any, as he or she deems necessary and then come to a conclusion on the matter. The decision of the Director/Principal shall be final. The complainant shall receive a statement with reasons for the Principal/Directors decision.

APPEAL

Student complaints procedure comprises of maximum of three stages, with each lasting up to 14 days. The students also have 7 days period allocated for an appeal after the outcome of the first 2 stages is delivered to them. It amounts generally up to 56 days to complete the entire process. Nothing in this policy will prevent students exercising their legal rights. At the same time, Extra Learning reserves the right to pursue its own legal privileges or seek mediation at any time during this procedure.

IT USER POLICY

BE AWARE that sending electronic messages to people you do not know or who do not need to get your message is a nuisance.

BE AWARE that using Extra Learning computing resources to access or download questionable material, such as pornography, on the Internet or from any other source, will lead to disciplinary action and could lead to prosecution under the Computer Misuse Act or the Child Protection Act.

BE AWARE that computer use is constantly monitored by Extra Learning staff. Abnormal activity, e.g. repeated attempts to access blocked websites, may draw attention to you.

BE AWARE that using Extra Learning's computing resources to send chain letters is a waste of computing resources and offends others on the Internet.

BE AWARE that playing games comes under the description of frivolous use of computers".

BE AWARE you are not authorised to use your college account for such activities.

BE AWARE of what you are authorised to do and what rules you agreed to abide by when you are registered.

BE AWARE that forging email is considered fraud under the eyes of the law.

BE AWARE that electronically attacking people by sending messages that threaten someone are not only anti-social and bullying; they are violations of the Computer Misuse Act 1990.

BE AWARE users of the Internet are expected to abide by the same principles of fairness, decency and respect that they use everywhere else.

Policies & Procedures

You can find all of the policies and procedures that relate to students at the Reception/Admin Desk.

Helpful Contact Numbers

Contact Number Main Reception 0121 565 2475 Website www.exluk.com

Smethwick Community Library 0121 558 0497

Sandwell General Hospital: 0121 553 1831

City hospital: 0121 554 3801

NHS Direct: 0845 4647

West Midlands Tourist Information College: 0844 888 3883/0844 474 8686

Law College: 0121 766 7466

Citizens Advice Bureau: 0121 558 8500/0121 500 2703

Smethwick Police Station: 0345 113 5000

Aids Helpline: 0121 580 0929/ 0800 567 123 (24 hour) www.aac.org

Pregnancy Crisis College: 0121 426 0070

Samaritans: 08457 90 90 90

Victim Support Group: 0845 30 30 900

SANDWELL BOROUGH COUNCIL

Council Services & Departments: Department of Social Services: 0845 359 7500

Employment Services: (01793) 586000 www.jobcollegeplus.gov.uk

Housing Benefit and Council Tax: 0845 351 0015

Sandwell Alcohol and Drug Advisory Service (SWADS): 0845 002 0037

Women's Aid Refuge: (01793) 536447

Transport: West Midlands Travel: 0121 254 7272

National Rail Enquiries- 0845 7484950 www.nationalrail.co.uk

LEISURE:

CINEMAS: Cineworld: 0871 200 2000 www.cineworld.co.uk

LEISURE COLLEGES: Harry Mitchell Leisure college: 0845 659 4815

PROGRESSION; WHEN YOU LEAVE EXTRA LEARNING

We will help you to PROGRESS to the next stage of your career, which includes: Review completions, access to results, and help in completing UCAS applications, connexion/careers support, references and college certificates. We have contacts with a local university who specialise in offering advice and guidance to students who want to go further in higher education. Please contact the Student Welfare Officer for more information.

Student Induction Checklist

Date	Induction Area Covered
	Course Induction
	Health & Safety
	Fire Safety & Evacuation
	First Aid
	Equality & Diversity
	Accident
	Absence, Sickness & Lateness
	Complaints Procedure
	Library Card/Relevant passwords
	Complaints

I confirm I have been through and understand the student handbook and covered the areas as stated above.

Signed _____

Date _____