



Student Handbook 2018/19

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Welcome to London College

Dear Student,

I am pleased to be able to welcome you to London College. I know that you will be made very welcome by the academic and admin staff throughout the College. You will find the College a very friendly place to be, and you will soon get to know the other students on your program and the academic staff members who will guide you through it. These friendships will last a lifetime, and we are pleased that past students stay in touch with us and tell us of their achievements and successes and hear of our progress here in London College.

If you have any questions or concerns about the program, or about any other aspects of studying here, please ask any member of staff or the student body. Even if they cannot answer your specific enquiry I know they will do their best to point you in the right direction to ensure you get the information you need.

We are looking forward to sharing your time of study here at the College. Enjoy your program, the friends and colleagues you will meet, and make the most of your time here at London College.

Best Wishes,

Mike Scott

Principal

About this Handbook

The Student Handbook is a general guide for students at London College. You need to familiarise yourself with its contents and keep it to hand for future reference. The Student Handbook also includes references to further information on the London College's website where you will find vital information and advice to help you for the duration of your programme.

This handbook is designed to answer all your questions about the College, its academic and administrative procedures and College life. However, if you have a query that is not answered here, the departments listed in this section should be able to help you.

Please note that all information given in this Handbook is correct at the time of printing. However, changes to regulations, syllabuses and other information may occur during your period of study with London College. If in doubt, contact a member of your administration team who will be happy to help you with any enquiries you may have.

Student Voice and Engagement

London College has always adopted a student-centered approach in all that we do. Our commitment to enhancing the student's experience plays a key part in our long term plans. We work towards generating ideas on how to further engage you as a student and provide tools that can be applied to encourage growth, ambition and success in your everyday life. Our goal is to **“Unlock your potential”** and we take great pride in implementing the time and effort to ensure that this message reaches all students.

We will organise academic events and workshops, as well as other extracurricular activities, to ensure you have an excellent educational and social experience with us. Our aim is to support and enhance all aspects of students' lives during their time at London College from induction to graduation and beyond.

The College values highly the contribution that students can make to the assurance and enhancement of the quality of its activities. This is achieved through three main means: Student Representatives, Student Council and Module Evaluation Feedback.

Student Representatives

In terms of student representation, each programme elects or nominates student representatives for the Student Council and Department Quality Assurance Committee (DQAC) Meetings. This is a voluntary position, but is an important way of conveying student opinions to College Management. Department Quality Assurance Committee (DQAC) Meetings are the platform where top-up student representatives meet with the programme team. Meeting termly, these Committees provide ongoing opportunities for staff-student dialogue.

Student Council

The Student Council acts as an effective channel of communication between the student body and the College Management to ensure that the views of students are fully taken into account, when decisions have to be made about the running of the

College. Student representatives from all HNC/D courses attend the Student Council at least once per year. The Student Council is organised and facilitated by HNC/D Course Leaders.

Module Evaluation Feedback

Students provide feedback on each module using Module Evaluation Forms. The feedback is collated and summarised at module level. The summary of feedback is then used as part of Annual Monitoring Report (AMR) to further develop programmes and the approaches to learning and teaching.

“You Said, We Did” Poster

Feedback collected from students through Student representatives, Student Council and Module Evaluation Feedback are taken forward to the Quality and Standards Committee for the College Strategic Management Team to take appropriate action. Feedback is further compared and responded to in a **“You Said, We Did”** poster which is displayed throughout the College and enables students to see their voice is heard.

Noticeboards

Noticeboards are placed around the building and will be used throughout the year to display information about class group listings, changes to the timetable and/or college policies, upcoming events and any other news about the college. It is important that you notice when new notices go up and make sure that you read them.

Student Responsibilities

As a student at London College, it is your responsibility to:

- Keep the college informed of any changes in contact details; Such as: contact number, correspondence address, e-mail address etc.
- Keep yourself informed of the timetable, examination dates, and assessed work submission deadlines.
- Find out your results and make sure that you access and understand tutors' feedback.
- Keep all paperwork sent to you in a safe place.
- Abide by all college regulations and policies including Equal Opportunities, Health & Safety etc,
- Attend your classes regularly and be punctual.
- Submit your assignments on time.

You should retain all programme notes, class exercises, laboratory logbooks and all study related material that you have gathered for external inspection, prior to receipt of your certificated award.

Work Placement Advice

Some programmes have dedicated work placement modules. Our **Placement Coordinator** helps students to secure suitable positions where they do not have one and supports them during their placement period liaising with the employer and student alike to ensure an effective and appropriate high quality experience.

Programme Leader and **Lecturers** may also be able to provide specialist placement advice more directly suited to your line of study.

Academic Support & Services

Academic Administration Department

A member of the Academic Administration team is assigned to each programme. During induction, you will get to know Academic Admin Team.

You should speak to your administration team if you want to:

- Collect a certificate or transcript of your results
- Collect a copy of the timetable
- Change your program of study
- Obtain information about submitting assignments on line
- Obtain a replacement student ID card if you have lost yours
- Change contact details;
- Check attendance
- Request letters for specific purposes, such as:
 - Register with a doctor
 - Council Tax letters
 - Open a bank account
 - Confirm registration status with the College
- Academic Appeal
- Make a complaint.

Student Identification Cards

College ID cards are very important as they allow the College:

- To identify valid students within the building;
- To stop any unknown person or persons entering the College

You must wear your ID card at all times when you are in the College.

Student ID cards for the buildings will be given during your Enrolment and Induction period.

If you forget ID card, you will have to get a Visitor's Pass at the Reception Desk. If any student wishes to bring visitors to the college, he or she must get permission from the Registrar and a Visitor's Pass from Reception.

If fee paying students do not pay their fees, their ID cards will be suspended. Access to the building will be restored only after payments are up to date or alternative arrangements have been made with the Academic Administration Department.

Attendance Monitoring

Class attendance is a mandatory requirement of the Programme. Registers of attendance are usually taken at the beginning of each lesson, but will also be taken at the end of the class or following the break to ensure that students stay for the duration of the lesson. Please note that the morning and afternoon classes count as separate sessions.

It is important that you maintain an acceptable level of attendance as the minimum required attendance for the completion of each program is **3 absences per semester per module**.

If attendance falls below the required level you will receive **warning email(s)**.

You will be invited to a review meeting and required to sign a **learning contract**. Your attendance and progress will be closely monitored

Excused absences will only be considered under special circumstances supported by evidence

Final review meeting will be held and if you do not engage into your attendance and study as required, you will be suspended or withdrawn from the course.

Student Finance England will be notified about your suspension or withdrawal and your funding will be affected.

Lateness / Absence

Programme Administrators will continuously monitor your attendance. It is important for both students and staff that all lessons start on time and that students do not arrive late and therefore interrupt the class. However, there may be times when you arrive late to class for whatever reason and then you should follow the following procedure, depending on how late you are.

- You will be marked **Present** if you arrive up to 20 mins of starting class
- You will be marked **Late** if you arrive within 20 mins to 40 mins of starting class
- You will be marked **Absent** if you arrive after 40 mins of starting class
- Persistent latecomers will be warned and the Programme Leader will be notified if this behaviour continues.
- Students leaving lessons early will also be recorded and pro rata attendance awarded where a valid reason is given.

Behaviour

All students have a responsibility for their own behaviour and for reporting any incidents where respect for others is not demonstrated. Students should always treat others with dignity and respect. We as a college have no tolerance for anyone treating a fellow student or staff member with disrespect, in particular:

- a. Bullying
- b. Harassment
- c. Abuse – mental or physical
- d. Intimidation including stalking
- e. Victimisation
- f. Malicious Complaints

You can approach any member of staff if this is happening to you, and they explain procedures for completing a formal Complaint form. The matter will be reviewed, and the Complaints Committee will investigate and make a decision in the matter. (See the section on Student Complaints and Procedures Section provided in this Handbook.)

Facilities and Resources

The College is well equipped with support and facilities to enhance your studies here at London College. In this section, you can find details about the Library, the computer labs and the College's numerous custom built online systems designed to make your time studying here as effective as possible.

Library

The Library contains a useful collection of hardcopy materials relating to all programs. However, emphasis is now being placed upon expanding the electronic provisions: in particular through e-books and e-journals.

The library is normally open from 08:30 to 18:30 Monday to Saturday, but you should check with the librarian, as opening times are subject to change.

You may borrow up to eight books, the normal loan period is two weeks and a limited number of renewals are permitted where books have not been reserved by another reader. Some books in heavy demand are restricted to one week loan and may not be renewed whilst others are for reference only in the library. Both of these categories are clearly labelled. Before using the library for the first time you will need to register at the desk, this is quick process. Books can be located by consulting the library catalogue. This can be accessed from the college website under the current students tab. You follow the link and click enter library. The link for the catalogue is here <http://londoncollegeuck.cirqahosting.com/heritage/>

Electronic Resources

In addition to the printed book collection the library subscribes to large electronic archive of trade magazines and academic journals provided by EBSCO host. We have access to two databases, Business Source Elite and Academic Search Elite. To use this service the library will need to register you, this is quick process and can be done whilst you wait.

Library Rules

- Noise, disturbance or inappropriate behaviour is prohibited, including abusive or threatening behaviour to Library staff and other Library users. As space is at a premium, users should not bring in large numbers of bags as these can make it difficult for other users to access study spaces.
- Soft drinks and hot drinks may be consumed in the Library as long as they are in non-spill containers, cartons, cans or bottles. Food is permitted at the discretion of the Library manager. The usual grounds for prohibition will be for

food with a strong smell that may tend to disrupt the concentration of other library users. It is therefore advised that hot food be avoided. (The main reason for allowing food in the library is that it is not currently practicable for students to eat elsewhere in the College and food will no longer be permitted in the Library when this issue is resolved)

- Alcohol cannot be consumed anywhere in the Library or anywhere in the College.
- Smoking is not permitted in the Library or anywhere in the College.
- Mobile phones can be used in the Library but disruptive mobile phone use is prohibited. Phones should be set to silent mode in the Library.
- Library users are asked to treat other users with consideration.
- No material other than official notices from the Library or the College may be distributed or posted within the Library, without the permission of the Library manager.
- Library furniture, fittings or equipment must not be misused or their arrangement altered.
- Library users should not attempt to reserve study spaces by leaving personal belongings at desks when they have left the building. Belongings may be cleared to allow others to use study places. Note that any unattended belongings are left at the owner's risk and users are strongly advised not to leave valuables even if they will be away from the desk for a short time.
- Library users may be asked to present their bag for inspection by Library staff, as well as any books or folders they are carrying. Should an alarm be triggered by someone leaving the library they must return to the library desk and submit their bags to inspection so the cause of the alarm may be determined.
- Any damage or defacement of Library materials is strictly prohibited and users found damaging material will be subject to disciplinary procedures (see Enforcement below). Library users are asked to report any instances of such defacement to Library staff. Library materials shall be taken to mean anything that may be used in the library or borrowed for use from there and includes books and items of equipment.
- Photography is not permitted unless permission is sought.

Computer Access

Once you are enrolled on a program at London College, you should be able to log on to any computer in the College.

Please note that if you become behind in paying your fees, your computer access may be revoked temporarily until you pay the College.

Internet and Wi-Fi

The library has desk top computers connected to our network and the Internet and laptops available for loan which connect to the Internet via the college Wi-Fi. The password for the computers and the internet is **password** (one word in lower case). You may connect to Wi-Fi with your own devices.

If you have a laptop, smartphone or other device which has wireless access to the internet, you can use the College Wi-Fi network to access the internet.

Moodle

Moodle is the online platform for your studies at London College. You can access Moodle via College website at <http://www.lcuck.ac.uk/>.

You can use this to:

- Access program materials for each of your units / modules, week by week.
- Submit assignments online via Turnitin

Students account is created and a password is default set by the College IT Services. Your username and password to access Moodle is given as below:

Username: First letter of your First name in lower case.Surname

Password: Uckddmm# [dd-Birth day; mm-Birth month]

If you have problems with logging on to Moodle, you will need to send an email to it.help@lcuck.ac.uk.

ProPortal

ProPortal is a part of College Management Information System where you will also have access to view your grade and feedback. **Your ProPortal username and password is same as your Moodle username and password.**

If you have problems with logging on to ProPortal, you will need to send an email to it.help@lcuck.ac.uk.

Assessment, Grading and Progression

London College delivers a variety of programmes. Although the assessment and examination regulations laid out in this handbook should act as guidelines for all students, it is important that you check your program handbook.

The assessment scheme has been designed to:

- Provide all students with a variety of assessment tasks which are supportive of the program aims and rationales.
- Serve as an integral part of the teaching and learning process and encourage reflection upon that process.
- Encourage the application of theoretical concepts to the practical activity of teaching.
- Assess the student's overall performance in light of the program aims.

Each program is assessed using assessment strategies felt to be most appropriate to the aims and learning outcomes of that program. Specific assessment tasks and criteria are described in each Program Handbook.

Assignments

Assignment briefs for Pearson / Edexcel courses should be available for you to view on Moodle for each unit / module from the beginning of term, giving you plenty of

time to work on producing your assignment. Your Program Leader or Module Lecturer will be able to advise you on this.

Unit / module assignments must be submitted by their respective deadlines. The assignment must meet the criteria described in the assignment brief.

You are advised to give your draft assignments to your lecturer for formative comment prior to formal submission to make sure you are doing the right thing. Failing to do so may result in a lower grade.

You must also demonstrate appropriate use of quoted, cited and referenced reading, with referencing in accordance with the College's guidelines and academic conventions. The Harvard Referencing System is the standard system used in London College. All coursework are submitted and assessed on-line and subjected to plagiarism checks, using Turnitin.

Assignment Guidelines

It is important that the work you produce is carefully planned and written. Your work should demonstrate:

- a) Your understanding of the theory you have learned (underpinning knowledge).
- b) Your ability to apply theory to real life/contemporary situations/case studies (applied knowledge).

Please follow the instructions below:

- Highlight each question clearly
- Ensure that your work is within the guided word limit
- 1.5-line spacing is preferred but is not essential
- Spell check the document and read thoroughly for grammatical errors
- Pages should be numbered
- Work should be comprehensively referenced throughout and a reference list and bibliography included at the end.

Referencing

All work should be comprehensively referenced and all sources must be acknowledged fully; this includes books and journals used, as well websites visited.

Details such as page numbers, publishers and publication year should also be stated, in addition to the name of the author(s) and publication.

You should follow the Harvard referencing system. There are numerous guides to this system available on the Internet and in the library, but a good one to use can be found here:

<http://libweb.anglia.ac.uk/referencing/harvard.htm>

Although good research, correctly referenced, will be important to your work, you should try to avoid relying too heavily on quotations. The majority of the work should be your own writing.

Program Work Requirements

While it may be legitimate to draw on the same or related aspects of your professional activities more than once in order to meet program work requirements, each submission you make for each unit / module must be distinct and must consist of new work. You are encouraged to develop and extend your ideas throughout your program of study and this may mean that your submissions are connected thematically or that you draw at times upon some of the same reading. Any significant repetition of content between units/modules, however, will lead to a referral at the Board of Examiners.

Online Assignment Submission

For most Pearson programs, you will be required to submit your assignments online. You do this via Moodle which can be found at www.stpmoodle.net. The process is as follows:

1. Log in to your Moodle account

2. Find the list of your module on the left hand side of the page and click on the unit / module for which you want to submit an assignment
3. Keep scrolling down until you find the assignment brief and the submission link
3. Find your name and click on it
4. Click the cloud to submit assignment
- 5.0 Now upload assignment

Turnitin submission will be open for a number of weeks prior to the final submission date. You can make changes to your document and re-upload it as many times as you like before the final submission date.

The copy of your assignment which is uploaded to Turnitin on the submission deadline is considered to be final. No further changes will be allowed after this time.

Deferral, Referral, Retakes and Penalties

Deferral – Deferral is an approved extension to the deadline date for an assessment, usually as approved by Programme Leader. A deferred assessment will be marked across the whole mark range, and will normally be a fresh piece of work.

Referral - when a student does not pass an assessment component at the first attempt they may be offered the opportunity to re-sit the assessment or submit further work.

If you miss your deadline you will **ONLY** be able to submit the work as a Referral and grades will be capped at **PASS**.

Retake - when a student has failed a module at the first attempt, including any referral opportunities there may be entitlement to re-enrol and retake the module in full. You will have to retake the module in the following year as an additional module which will be timetable on an additional day. The maximum grade in the module is Pass.

Marking of Assignments

Whilst it is quite proper (and indeed recommended) for you to discuss assignments in progress (previews) with your tutor, it should be noted that tutors are not permitted

to pre-mark completed assignments. They are permitted to comment on drafts in progress within the context of a tutorial session but the ultimate responsibility for production of assignments remains with you. Assignments will be formally marked after the final submission date usually within three weeks of submission deadline.

Pearson Mark Schemes

Assessment criteria are designed around a 'scaffolding' principle. This means that criteria at the higher levels build upon those below. In this way, a student who achieves a Merit criterion will have also achieved the Pass criteria because the Merit criteria are building upon the Pass criteria. Similarly, a student showing evidence of the Distinction criteria will have achieved the Pass and Merit, because of the 'scaffolding.'

This 'scaffolding' is also important in terms of assessment evidence. For a student to evidence higher levels of achievement should not require them to undertake a different activity or produce a different body of work. The 'scaffolding' of assessment criteria should provide students with the opportunity to evidence higher levels of achievement (meeting the higher level criteria) through the same work executed with greater depth or detail; as required by the criteria.

Assessment Board

The Assessment Board is comprised of the Programme Leaders, Internal Verifiers, Unit/ Module Leaders and Lecturers. The Board meets to consider and to approve program results. All results must be confirmed by the chair of the Assessment Board. Thereafter, provisional results are made available to students. Marks cannot be considered to be final until they have been approved by the Pearson External Examiners assigned to that particular program.

Viewing Results on ProPortal

Results for assignments submitted on Moodle will be made available on ProPortal. To view your results for each unit, you will need to log in to ProPrtal that can be accessed via College website. The process is as follows:

1. Go to www.lcuck.ac.uk
2. Click on Student PP
3. Put in your Username and Password
4. Once you have logged in, on your right hand side, you will be able to see drop down list of menu.
5. Click on Learner Details
- 6.0 You will be able to see your own details and also what course you are enrolled into. Click on the course you have been enrolled to
7. In this part, you will be able to access your grades and feedback. You will have two option.
 - (a) Click on Units to get overall grades
 - b) Click on Tasks to get your feedback on your assignments

Please note that the Academic Administration Office will not issue your results if you are behind in your fees or have outstanding Library fines.

An assignment submitted by the due date, then marked and verified with a passing grade, will entitle you to progress to the appropriate level. An assignment marked and verified as referred may be re- submitted, with the Assessment Board's approval.

As per the new working practice of the Academic Administration Office, there will be no email correspondence with students from the office regarding results and feedback.

Academic appeals against the grade

It is the responsibility of the Student to check their Grades on ProPortal following the date released. If a Student wishes to challenge the grade awarded the following Academic Appeal Procedures must be followed:

1. If a Student is appealing s/he must do so within 2 weeks of the result being released on ProPortal.

2. Initially the Student will meet with the assessor and discuss informally their concerns. If after discussion, the learner is satisfied with the response and agrees with the Grade awarded then no further action is required.
3. If the Student does not satisfy with the Grade given, then the Student can collect an *Academic Appeals Form* from the Academic Administration office and this form is also appended in this handbook.
4. The Student completes the form, outlining the reasons why the decision should be reviewed and returns the form to the Academic Administration Office before the 14-days deadline.
5. The Academic Administration Office will refer the form to the relevant Programme Leader, who then nominates a reviewer to re-evaluate the grade given for the assignment.
6. The Reviewer completes the entire review process within **one week** and returns the completed Appeal Form with justification for decision.
7. If the Reviewer agrees with the first marker, then the Grade stands and the Student is informed by the Academic Administrator.
8. If the Student does not agree with the Reviewer's decision, s/he may appeal to the Head of Quality who will make a judgement.
9. If the Reviewer disagrees with the first marker, the Grade is changed. If the Student is satisfied, the appeal is upheld. If the Student is not satisfied s/he may take the appeal to the next stage.
10. If the Student is still not satisfied with the Head of Quality's decision, then s/he may make a final appeal to the Principal, who may delegate a Senior Colleague for further investigation before making a final decision.
11. All academic appeals will normally be resolved within **4 weeks** from submission of the appeals form.
12. Once all the internal Appeal stages have been exhausted, the Student has the right to refer the matter to either the Awarding Body for further review (or) the Office of Independent Adjudicators (OIA) noting that the latter can only consider appeals against procedures adopted.
13. All documents relating to the Appeals should be lodged with the Quality Assurance Office, which will have the responsibility for monitoring decisions and

reporting to the Senior Management Team to ensure consistency across the College.

Extenuating Circumstances – Deferral

If you are unable to submit an assignment on time or attend an exam due to exceptional extenuating circumstances, you must make an application to the College for these to be considered. Extenuating circumstances are normally deemed as circumstances which are unexpected, significantly disruptive, and beyond your control.

Such circumstances may include: illness, bereavement, personal injury, harassment or unavoidable and heavy demands of caring for dependents. You should note in particular that claims must:

- Be entered on the approved form only - available from your Academic Administrator or in the appendix of this handbook.
- Be submitted directly to Academic Administration Office.
- Be accompanied by documentary evidence supporting the claim. Undocumented claims will not be considered.

You should try to submit the extenuating circumstances form as soon as you can before / after the deadline. If possible, this should be done in advance of the exam or submission deadline, but the nature of extenuating circumstances means that this often may not be the case.

Applying for consideration of extenuating circumstances

The procedure applies to all programmes delivered at London College. You can make a claim for extenuating circumstances:

- i) If your participation in an examination or assessment has been affected by an extenuating circumstance;
- ii) To cover late submission of work, non-submission of work or non-attendance at a time of specific assessment, such as an examination, test, presentation, or field (industrial visit) are held.

Please note that for your Application for an Extenuating Circumstances to be considered you must:

- i) Submit your claim for extenuating circumstances within **7 working days** of the assessment affected.
- ii) Use the approved application form which you can obtain from the Academic Administration Office.
- iii) Submit the completed form with all relevant documentary evidence.

Please note that the submission of your application accompanied by evidence does **NOT** automatically guarantee that your circumstances will be accepted.

Examples of acceptable documents:

- i) Medical Certificate. A signed certificate from a GP is required confirming the extenuating circumstance and period of illness. **Self-certificates are not acceptable.**
- ii) Letter from the Registrar/Director of Student Services
- iii) Letter from solicitor or summons to attend court
- iv) Eviction notice
- v) Witness Statement (in case of Bereavement)
- vi) Letter from a transport official confirming serious unforeseen disruption to transport and/or screen shots from transport providers' website.

What happens next?

Your application will be sent to your Programme Leader (PL). The Programme Leader along with Programme Team will consider your application and make recommendation as to whether it should be accepted. You will be notified within **14 working days** from the point of your application.

Extensions

If circumstances arise which make it impossible for you to meet the set deadline date for submission of an assignment, an extension of highest 5 days may be applied for. An extension, if granted, allows you to submit the relevant assessed work at a

submission deadline which will be determined by the Programme Leader only. If you are still unable to complete the work by that extended date, you must submit a further extenuating circumstances claim. No more than two claims per program will be permitted.

Resubmission - Referral

Following a first and subsequent failure on any given item of assessment, the Assessment Board may permit you one further opportunity to re-submit assessments or require you to re-take a unit/module. That decision will be made in the light of individual circumstances, to include the scale of failure and capability requirements appropriate to the award.

Students are only allowed **ONE submission** and **ONE Referral attempt**.

Progression Policy – moving from Year 1 to Year 2 of the HND

Progression

Assessment boards will meet at the end of each semester to finalise grades and report on your progression.

You need to **Pass 6 out of 8** modules to progress to Year 2.

HNC will be achieved at 8 modules passes or 7 modules passed plus one compensation

HND will be achieved at 15 modules passes, including double module or 14 module passes plus one compensation. A double module, a Project counts as 2 modules; it is excluded from the compensation. If you failed a double module you cannot achieve the HND.

1. HND - you can pass the 1st academic year of the HND having completed 8 modules or 7 modules plus compensation
2. You will not be able to progress to the 2nd year of the HND if you do not complete your first year modules. You will not be able to apply for the 2nd Year finance if you have failed the 1st year.

Repeating a Year

Please note you need to have completed **at least 4 modules (60 credits)** before you can be offered to repeat the academic year.

You are advised to submit the request to repeat as soon as a need arises, or your circumstance change whereby you are not able to complete the current academic year.

The final deadline for receiving request is the 31st July for September starters and 31st January for February starters.

Panel will decide the outcome of your request

- A Repeat Request will only be **granted at the discretion of the college** and based on your individual circumstances. It is not an automatic right.
- You will be informed of the decision and further steps.

Plagiarism and Academic Misconduct

However, at London College, in respect of all programs, academic misconduct is understood not to be limited to plagiarism, but also to include collusion and submitting work that is not your own. Some common examples are set out below:

- Using published work without proper referencing (most common form of plagiarism)
- Copying assessed work essays
- Collaborating when the work is supposed to be individual
- Taking another student's computer file/program
- Submitting another person's work as your own
- The use of unacknowledged material published on the web
- Purchase of model assignments from whatever source.
- Bringing unauthorised material into an examination, including material programmed into a calculator.
- Communicating with other students in an examination.
- Obtaining a copy of the examination paper in advance.
- Persuading another person to sit the examination in your place.
- Copying another student's laboratory results.
- Falsifying laboratory results.

If an invigilator / lecturer thinks that you have committed an offence, s/he will make a formal report to the Programme Leader responsible for the delivery of the program. The Programme Leader (or nominee) will authorise a Plagiarism Panel. A letter will be sent notifying you of the date of the Panel. Witnesses may be called, including witnesses on your behalf, and you have the right to appear before the Panel and may be accompanied by a friend who may also speak on your behalf. You can contact the Programme Leader for guidance.

If you are absent (e.g. abroad), the Programme Leader will decide whether the process may be delayed until you are available. In cases where you are not able to attend the College within a reasonable period of time, the process of investigation/hearing may proceed in your absence, but an opportunity must be provided for you to put forward your case or be represented. Arrangements could include, but are not restricted to, the attendance of a representative or the submission of a written statement.

After hearing the evidence, the Programme Leader will decide how to proceed in respect of Pearson accredited programs.

You will be notified in writing of the Panel's decision, giving appropriate details of the penalty that has been imposed. You will face various penalties as previously mentioned; in the most serious cases, exclusion from the College is possible.

Plagiarism and Academic Misconduct Penalties

Penalties may include:

- A verbal warning
- A referral grade of zero for the work, with the requirement to resubmit
- Submission of a different piece of assessed work (and only a pass mark given)
- Failure in the program overall

In all cases where a penalty is agreed, you will have the opportunity to appeal against the decision.

College Information and Requirements

Changing your program

If you feel that you have not enrolled onto the right program and would prefer to study a different units / modules offered at London College, you should talk to the program leader of your current program or the program leader of the new program that you wish to take, or another lecturer with whom you feel comfortable. They will be able to advise you.

If you decide that you wish to change program, you must go back to Admissions as they will need to change your course details and your new start date with Student Finance. If the fee for your new program is higher than that of the program from which you have transferred, you may be required to make a payment at this point, or your payment plan will be adjusted accordingly.

Withdrawal

If your progress gives cause for concern, your lecturer, after due consultation and scrutiny of evidence of lack of progress, will formally warn you in writing of possible exclusion on grounds of lack of academic progress and copy this formal warning to the Programme Leader.

If, subsequent to this formal warning, there is still continuing evidence of failure to meet program requirements, your lecturer may propose to the Programme Leader that you should be advised to withdraw.

The Programme Leader will then consider the evidence presented by the lecturer. On the basis of his/her review, the Programme Leader may advise you in writing that you should withdraw from the program on the grounds that you are unlikely to complete the program satisfactorily. Additionally, the Programme Leader will explain the negative consequences that may arise if you do not accept the advice and confirm your right of appeal against exclusion.

If you formally indicate that you do not intend to withdraw on the recommendation of the Programme Leader and are unable to provide satisfactory evidence to the

Programme Leader and the lecturer to justify continuing on the program, you will be formally required to withdraw on the grounds of lack of academic progress, by the Programme Leader.

Data Protection Policy

The Data Protection Act 1998 requires the College to observe new legal provisions designed to safeguard both the data subject's rights (students) and the data relating to them. The Act requires that we inform you of what personal data is acquired and the purposes for which it is acquired.

The College aims to ensure through its data protection policy that personal information held about staff and students remains confidential, is held securely and is processed in accordance with the Data Protection Act 1998.

Students are entitled to access the following data held about them:

- Payment plan
- Academic performance and Examination results
- Attendance figures
- Disciplinary matters
- Some requests may be dealt with informally in the process of academic administration at their discretion.
- Students can formally access data by sending a request to the Registrar.

All students shall:

- Ensure that all personal information they provide to the College is accurate and up-to-date.
- Inform the College promptly of any changes to that information, for example, changes of address.
- Check the information which the College shall make available, in written or automated form, and inform the College of any errors or, where appropriate, follow procedures for up-dating entries on computer forms. The College shall not be held responsible for errors of which it has not been informed.

Equality Policy

- This College is steadfast in its opposition to discrimination on the grounds of race, colour, age, gender, disability, social class, nationality, ethnicity, sexuality, HIV/AIDS, marital status, family responsibility, unemployment or trade union activities, religious or political beliefs.
- The College will ensure that everyone who seeks education shall receive fair and equal treatment, and only relevant skills, ability, aptitudes and experience will be taken into account.
- The College is committed to increasing awareness amongst staff and students of the nature of sexist and racist attitudes and practices. It has taken steps to eradicate them and has had procedures for protecting those who experience sexual or racial harassment.
- If you feel that you have been harassed or discriminated against, you should talk to a member of Student Services who will advise you how best to proceed.

The College will take action under its disciplinary procedures against any member responsible for sexual or racial harassment.

Disability Support

All applicants to the College are considered equally, based upon their academic aptitude. Where an applicant declares an impairment, the College tries to ensure that any support needs are identified at an early stage in advance of a student's arrival, but this should not involve unreasonable delays in processing such applications. The College's procedures allow staff then to assess which advice on the amenities and resources available are suitable for the needs of the student.

The College has procedures in place, which monitor the potential student applicant and ensure that the student will not be placed at a substantial disadvantage during their period of study; all the while ensuring there is no discrimination against any student. As soon as possible during the admissions process, staff will advise potential students in the event the College is unable to facilitate the needs of the student.

The College is committed to guaranteeing that the potential student will gain support as is required, where any barriers occur to their program of study while at St Patrick's. This will be monitored through a series of assessments, made by the Welfare Officer, prior to the admission process, and a plan of action will be set up to evaluate the needs of the potential student. The College acknowledges that modifications are necessary to ensure the potential student has access to all areas of program activities, such as placements and field trips. It is also aware that these alterations will have to be made to make sure the student is not at a disadvantage for any reason due to their impairment or disability.

College Academic Administration Office liaises directly with students who declare a disability and/or learning difficulty to assess their specific needs and specify any support or reasonable adjustments that can be provided to assist them. The Office is also responsible for communicating this information to other College departments as appropriate so that the support requirements identified can be duly implemented.

Declaration of Disability / Learning Difficulty

Students can declare a disability or learning difficulty either during the admissions phase, or at any time during their program of study. Having made this declaration the Disability Office will be automatically notified and will contact the student directly.

A consultation meeting is then held between a Program Administrator and the student to identify any support requirements. Following this meeting an Individual Support Plan (ISP) is generated. The ISP informs the appropriate academic or administrative departments of the required support.

The Academic Administration Officer maintains discretion and confidentiality in disclosing any information about a student's disability, and information is shared on a strictly need-to-know basis and only with the student's expressed consent.

London College Student Charter

We are committed to providing education and training of the highest quality to students from all over the world. This Charter tells you how we aim to do that and

what you can expect from us. It also explains what you can do if our services do not meet your reasonable expectations.

Support with your studies:

- You will receive a student handbook which includes advice on living and studying in London.
- Learning support as required and private tutorials by request at all stages of your study programme.
- A learning programme designed with you in mind, endeavoring to meet your needs for personal development, employment or further studies
- Regular opportunities for assessment and review of your progress through meetings with your trainers/lecturers and head of programme.
- Individual learning support and guidance at all stages of your programme

Teaching which meets your needs:

- High quality teaching by qualified and experienced specialists
- A programme providing you with the knowledge and skills you need for the qualifications you aim to obtain
- All assessed work marked and returned within a reasonable time
- Classes cancelled only in exceptional circumstances

Facilities for your programme and personal needs:

- Advice concerning accommodation
- Welfare – a service provided by qualified and understanding staff
- Use of student support and counselling facilities
- Careers Advice

Students at London College can expect:

- Equal Rights and Opportunities (see our Equal Opportunities Policy Statement)
- Provision of safe environment for working & learning

The End