

SBC

# Student Handbook

On-Campus Learning





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# Guidance

## 1. Health & Safety

In case of Fire:

- A. A Fire Alarm will automatically set on ringing and you will need to exit from the building following Fire Exit routes. Wherever you may be inside the building, you must take the closest exit.
- B. You will need to go outside the college building. Stay there until you are advised to come back into the building.
- C. Do not return to take any belongings.
- D. Please do not panic. We have a Fire Policy Risk Assessment and trained Fire Fighters to take every precaution to stop any fire from blazing.
- E. Take your personal safety first without taking any risks.

In case of any minor injuries/accidents:

- A. Report immediately to the Trained First Aider.
- B. We have a First Aid Kit which is kept in the reception area. The first aider will assess/examine any injury. If minor, a dressing will be applied. If serious you will be advised to go to a hospital and if necessary by ambulance.

## 2. Change of Personal Contact Details

If there are any changes to your contact details, you must notify the College immediately. Any changes to your contact details such as – address, telephone number, mobile number, email address, status, should be notified in writing.

You should update your contact details by one of the following methods:

- A. In person at Reception.
- B. You need to submit online on website or print out and complete the Contact Details Change Form on [www.severnbusinesscollege.com](http://www.severnbusinesscollege.com) website and then need to take the completed form to Reception.

# College Rules

The college has policies, procedures and rules to make sure that all our students get a good experience, enjoy their time at college, and have the best chance of success.

## Equal Opportunities Policy

We welcome people from all sectors in the community. Everyone has an equal entitlement to benefit from our services. Everyone in the college has a responsibility to respect all others and to avoid discrimination and harassment. Your own race, gender, ability, sexuality, age, lifestyle and religion will be given respect and treated positively. We challenge discrimination, monitor our services and actively promote good relations between different groups.

## Health and Safety Policy and Guidelines

By law we have to provide a safe environment for all our employees, learners, visitors and other people who are affected by our college's activities. We keep high standards of health, safety and welfare. Everyone has a responsibility to behave safely and not to do things that put themselves and other people at risk.

## Disability Statement

This gives details of our facilities, services and the support we can provide for people with learning difficulties and disabilities. We try to adapt the college to the learners who want to come here, rather than expect them to adapt to us.

## Our Rules

When you enrol at the college, you sign to say that you will keep to our rules. You also sign to say you understand that if you break our rules we may take disciplinary action against you. Occasionally when people seriously break our rules we have to exclude them from college. This can be for a short period or permanently.

The College will:

1. Provide you with an induction programme (as applicable).
2. Provide you with information about your programme of study.
3. Provide qualified and experienced staff who will attend all sessions on time. You will be informed if & when they are absent.
4. Provide opportunities for you to express your opinions about the service we provide.
5. Provide you with advice on progress.

We ask you to:

1. Attend all sessions punctually or explain absences/lateness.
2. Switch off mobile phones in learning and study areas.
3. Behave responsibly in class, taking care not to disrupt the learning of others, acting with respect and courtesy towards your tutors and other students at all times.
4. Complete and submit assignments and coursework by the agreed date.
5. Only present your own work for assessment. Presenting other people's work as your own, or allowing others to use your work in this way will result in disciplinary action.
6. Take responsibility for your own learning and find out what is expected of you while on the course.
7. Discuss your progress with your personal tutor.
8. Return any borrowed equipment and materials by the agreed date.
9. Let college know if you are thinking of leaving your course.
10. Take responsibility for finding out about times and dates of assessments, registering for them and for arranging for any fees to be paid, and abide by all assessment rules and regulations.
11. Abide by the college's Internet & Networks Acceptable User Policy
12. Abide by the Behaviour Rules.

## Behaviour Rules

Once you join the college, you are expected to share in the responsibility for creating an environment in which everyone can learn and enjoy the social life of the college.

Our Behaviour Rules sets out the simple rules about social behaviour that you must keep.

1. You must have consideration and respect for everyone else in the college, and for their race and religion, their gender, their sexual orientation, their ability, age and social background.
2. You must not harass other people, especially on the grounds of colour, race, gender, sexuality, lifestyle, position, or ability. Harassing people includes things like insulting comments; offensive behaviour and language, jokes, graffiti, threats and giving people unwanted attention.
3. You must never bully, intimidate, taunt, verbally abuse, or threaten violence towards any person. You must never start or join in any physical violence or aggressive behaviour. You must never carry anything that could be regarded as an offensive weapon.
4. You must never gamble, drink alcohol or be in possession of, deal in or take illegal drugs on college premises or while participating in any activity associated with the college. If we suspect you are under the influence of alcohol or drugs we will require you to leave the premises immediately.
5. You must never forge other people's signatures. Fraudulent claims for payments or allowances will be referred to the police.
6. You must respect the college property and other people's belongings. Any act of theft, attempted theft, vandalism, graffiti, or posting of offensive materials will lead to immediate disciplinary action.
7. You must try to be quiet and orderly in the way you move around the learning areas, workshops, corridors, cafeteria area, offices, reception areas and car parks.
8. You must only eat, drink and smoke in the appropriate places. Eating, drinking and smoking are not allowed in classrooms or workshops and carrying drinks along corridors causes a safety hazard. You must only smoke in designated areas. Spitting is a health hazard and is prohibited.
9. You must take care to act safely and not put yourself or others at any risk. If there are special safety requirements in your area of work, you must keep to them.
10. You must help the college with its security by carrying your ID card at all times.
11. You must not use your own or any illegal software on any of our computer systems. You must never interfere with software, hardware, or data belonging to, or used by the college.
12. We will not accept any inappropriate behaviour directed at any member of staff under any circumstances. This includes bad language and threats via email, in writing, over the telephone or in person. We can only communicate with the student directly enrolled with Severn Business College, we cannot communicate with any third party. Remember the College Rules are there to protect everyone. If you break any of the rules, you will be subject to disciplinary action. This could lead to suspension or expulsion from the college.

## Disciplinary Procedure

### THE PROCEDURE

The basic responsibility for maintaining discipline and ensuring satisfactory attendance and performance lies with individual module lecturers who may at any time discuss informally with the student any minor breach of conduct or unsatisfactory performance

### **a) Stage 1 - Oral Warning**

If conduct or performance does not meet acceptable standards the student will be interviewed by an appropriate lecturer, who, if not satisfied with the explanation put forward, will issue an oral warning which will be recorded on the student's record and a signed acknowledgement obtained from the student.

### **b) Stage 2 - Written warning**

If conduct or performance is still unsatisfactory the student will be interviewed by Registrar or Principal, who, if not satisfied with the explanation put forward, will issue a written warning setting out the reasons for the action which will be entered on the student's record and a signed acknowledgement received from the student.

### **c) Stage 3 - Final Written Warning**

If conduct or performance is still unsatisfactory the student will be interviewed by Registrar or Principal who, if not satisfied with the explanation put forward, will issue a final written warning giving details of the offence and advising the student that any further infringement of the rules will result in exclusion. Details of this warning will be entered on the student's file.

### **d) Stage 4 - Exclusion**

Should conduct or performance give cause for further complaint the student will be interviewed by the Registrar or Principal who, if not satisfied with the explanation put forward, will advise the student that he/she is excluded from the course and this will be confirmed in writing.

### **e) Serious Misconduct**

In the event of a serious breach of discipline Stages 1 and 2 may be omitted and action taken in accordance with Stage 3 of the procedure.

### **f) Gross Misconduct**

If a student is found guilty of gross misconduct the penalty for a first offence will normally be summary exclusion i.e. exclusion without notice.

## **CATEGORIES OF MISCONDUCT**

The following are examples of various types of misconduct. These lists should not be regarded as exhaustive, nor does it imply that the College will not take action in accordance with its rights and duties under criminal law.

### **Misconduct - Dealt with under Warnings Procedure**

1. Poor time keeping.
2. Time wasting.
3. Poor quality of work.

### **Serious Misconduct - Action taken at Stage 3 of Procedure**

1. Disregard of College authority.
2. Misuse of College resources.
3. Absence without leave or without valid medical certificate.
4. Unauthorised absence.
5. Careless working practices.
6. Bringing the College into disrepute.
7. Failure to complete due work.
8. Failure to observe the normal courtesies towards staff and other students.
9. Failure to comply with the College's Equalities Policies and current equalities legislation, including behaviour that is bullying, discriminatory, harassing or victimising of others on grounds of age, disability, gender, race, religious faith and belief or sexuality.

### **Gross Misconduct - Action taken at Stage 4 of Procedure**

1. Deliberate non-compliance with safety rules.
2. Theft from the College or staff/students of the College.
3. Wilful and/or malicious damage to College or personal property.
4. Assault and/or fighting and/or sexual misconduct on College premises.
5. Unauthorised consumption of alcohol during college working hours.
6. Representing or acting on behalf of the College while under the influence of alcohol or drugs.
7. Serious failure to observe the normal courtesies towards staff and other students.

8. Repeated or serious failure to comply with the College's Equalities Policies and current equalities legislation including behaviour that is discriminatory, harassing or victimising of others on grounds of age, disability, gender, race, religious faith and belief or sexuality.

## Health & Safety Policy

### Policy Aim

It is the policy of Severn Business College to conduct its activities so that prime consideration is given to the health and safety of its employees and all other persons affected directly or indirectly by its activities.

Every employee of Severn Business College has the responsibility to follow safe working practices and to have a genuine concern for the health and safety of all persons that may be affected on the College premises.

### Specific Objectives

People are the key factor in the business. Therefore it is the policy of the College that its operations are executed at all times in such a way as to ensure, so far as is reasonably practicable, the health, safety and welfare of all its employees and all persons likely to be affected by its operations, including students, and the public where appropriate.

The College will prepare, and as often as may be appropriate, revise a written statement of the general policy with respect to the health and safety at work of employees and the organisational arrangements for carrying out that policy, and to bring the statement and any revision of it to the notice of all employees. It is the duty of every employee whilst at work:

1. To take reasonable care for the health and safety of him/herself and of other persons who may be affected by their acts or omissions.
  2. To co-operate with the College in the implementation of the policy so far as it relates to the College's responsibilities under the Health and Safety at Work etc
  3. To refrain from intentionally misusing or recklessly interfering with anything that has been provided for Health and Safety reasons.
  4. To work in accordance with information and training provided.
  5. To ensure that all accidents, near-miss incidents, dangerous occurrences, hazardous defects in plant and equipment, or shortcomings in the existing safety arrangements are reported without delay.
- Maintain safe access to and egress from the workplace at all times.

## Student/Staff Complaints Procedure

### Purpose

Severn Business College recognises that differences and complaints can arise from time to time and therefore has a fair and equitable process for dealing with student/ staff complaints.

### Scope

The quick settlement of any complaints that may occur is in the best interest of all parties concerned. Therefore the following steps are implemented to ensure this happens.

### Procedure

1. Student/Staff are encouraged to seek an informal resolution of the matter about which they are concerned before beginning the formal Procedure.
2. As soon as a complaint arises, it will be raised and discussed with all parties involved in the complain. If a student is making the complaint they are required to complete the Student/Staff Complaints Form available from the Reception or can be downloaded from the website, in the downloads section. The completed form is reviewed by the Management.  
If a staff member is making a complaint they are required to complete the Student/Staff Complaints Form available from the Reception or can be downloaded from the website, in the downloads section. The completed form is reviewed by the Management.
3. A meeting involving the complainant and all other parties involved in the complaint are called individually and everything said in the meeting is documented and attached to the complain form.

4. If the matter is not resolved to the satisfaction of all parties or there is no outcome from the meeting, it is then referred to the Principal/Director and Independent Person who will review the report and make a final decision about the complain.
5. Each complaint and its outcome are documented and filed away securely.
6. Complaints and issues discussed should not be discussed openly and should be kept strictly private and confidential. The outcome of student/staff complaints is normally within 20 working days of receiving of complaint. If you are not satisfied with the final decision, you may like the OIA ([www.oiahe.org.uk](http://www.oiahe.org.uk)) to review your complain.

## Attendance Policy

It is compulsory for all students to attend all the study days. If a student does not attend for his/her study day, and no contacts have been made from the student to explain the reason, the college will contact the student to establish the reason for his/ her non-attendance.

### Steps of dealing with attendance issues:

1. If a student is absent for 2-4 of study days, the college will contact the students to remind them about their attendance. The contact will be made via phone or email.
2. If the student does not respond, a warning letter will be issued to the student. A copy of this letter will be kept in the student's folder.
3. If the student does not respond to the warning letter, and continues to remain absent, then the college will issue the deregistration/termination letter; this will state that the student has been terminated from the college due to unauthorized absences.

### Attendance:

A student's attendance is expected to be 100% for all classes. If attendance falls below 70% or is deemed to be unsatisfactory, this will result in the student being withdrawn from the College.

## Fees Payment

Full payment or initial payment of the instalment payment plan has to be paid before enrolment. Outstanding payment has to be paid in monthly instalments. Once we receive the payment, you will be issued an Acceptance Letter.

### Types of Fees:

1. Course Fees.
2. Awarding Body Fees. (awarding body fees is not included in the course fees)

### Payment of Fees can be made by the following methods:

1. **Cheque/Bankers Draft** - made payable to - 'Severn Business College Ltd'
2. **Bank Transfer** - can be made into the following account -

**Account Name:** Severn Business College Ltd

**Bank:** HSBC

**Sort Code:** 40-07-15

**Account Number:** 91886398

**IBAN:** GB82HBUK40071591886398

**BIC:** HBUKGB4111C

3. **Credit/Debit Card** - Payments can be made on website: [www.severnbusinesscollege.com/onlinepayment.php](http://www.severnbusinesscollege.com/onlinepayment.php)

## Personal Extenuating Circumstances

You are expected to be able to manage minor illness and difficult life events whilst pursuing your course of study, just as you would have to do in the workplace. However, we realise that there may be circumstances beyond your control which cause you to perform significantly less well in coursework or examinations than you are normally capable of or mean that you are unable to meet coursework deadlines. If you are unable to hand in your assignment by the due date or attend an examination as a result of personal extenuating circumstances you must submit the PEC Form along with your supporting evidence to College reception and have the claim approved BEFORE the assignment/examination date.



## Academic Appeals Procedure

The academic appeals procedure describes the way in which students may make representation about decisions made by the lecturer on any piece of assessment which has been marked and graded.

If the student is dissatisfied with an assessment decision then they do have a right of appeal. In order to appeal student must be able to show why the assessment grade you are appealing against is unfair, or does not represent your true academic ability. The grounds of appeal must be valid and justified with evidence supplied by the student for the Director dealing with the appeal. If the student does wish to appeal, they must do within 5 days of the publication of the assessment result.

### Grounds for an academic appeal:

1. That the tutor marking the assessment did not mark according to the criteria marking system governing the course, or that some other material irregularity has occurred.
  2. Discrimination on the part of the tutor marking the assessment. (if the grounds are based on discrimination, the appeal will come to a hold and the matter of discrimination will be investigated in line with our equal opportunity policy)
- Students are encouraged to seek an informal resolution of the matter about which they are concerned before beginning the formal Procedure.

The college's initial aim will be to have the assessment reviewed taking into account the grounds of appeal, if the ground of appeal is purely based on having the assessment reviewed. If this can resolve the matter then the need for the appeal to be presented to the Principal/Director will be withdrawn.

### Stages for academic appeal:

1. Academic Appeal Form must be filled and submitted with evidence to the administration department.
2. A period of 5 days will be taken to investigate the appeal cross referencing and checking relevant evidence and justifications given by the student.
3. The Principal/Director will reply in writing to the student after the 5 day period. The decision the Principal/Director reaches is final.

Academic Appeals Form can be downloaded from the College website, in the downloads section.

## Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a method of assessment (leading to the award of credit) that considers whether learners can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding or skills they already possess and so not need to develop through a course of learning.

The College recognises the RPL enables recognition of achievement from a range of activities using any appropriate methodology. Provided that the assessment requirements of a given unit or qualification have been met, the use of RPL is acceptable for accrediting a unit or a whole qualification. Evidence of learning must be valid and reliable.

## College Academic Misconduct Policy

The following are dishonest and therefore unacceptable and not allowed by the college -

- Taking someone else's work, images or ideas and passing it off as your own (This is called plagiarism)
- Buying essays from websites and handing them in as your own work (This is called contract cheating)
- Secretly agreeing with others to cheat or deceive. (This is known as collusion)
- Cheating, that is, acting unfairly or dishonestly to gain an advantage.

All these are called academic misconduct. If you are discovered or suspected of doing any of the things shown in the list above, the college will investigate and may take action against you.

### This is what is expected of you whilst you are at the College

1. You will only hand in your own original work for assessment.
2. You will show when you have used information provided by someone else by giving the person's name and where you found the information in your work (or in your portfolio) as you go along. For example, if you use someone else's words you will enclose the quote with inverted commas. You will also repeat this information at the end of the piece (this is called a bibliography/references section). The same applies if you have received help. This is the standard

practice in the world of learning. Your tutor or lecturer will give you help with this. You should seek advice and guidance from tutors if you are unsure how to do this properly.

3. You will show when you have downloaded information from the internet.
4. You will never use another's disk as if it were your own. Neither work, nor copy work from a disk belonging to someone else and use it as if it were your own.
5. You will never use someone else's artwork, pictures or graphics (including graphs, spreadsheets etc.) as if they were made by you.
6. You will never let other students use or copy from your work and pass it off as if they have done it themselves.
7. You can expect all cases of suspected academic misconduct to be fully investigated using the college disciplinary procedures. If proved, you can expect the college to take action against you. What happens will depend on how serious what you have done appears to the college.
8. The member of staff who has looked into what you have done will decide how serious the case appears at first. The claims that you have done something illegal or wrong (the allegations) will be written down so that you know the case you have to answer.

### The actions/steps taken by the College regarding the incident if the believes it is to be a minor case of academic misconduct

1. What you have done will be discussed with you in a meeting.
2. You will be given a verbal/oral warning regarding how you must behave in future.
3. If this is a second occurrence of misconduct, you will go straight to a second stage disciplinary procedure (Written warning)

### The actions/steps taken by the college regarding the incident if the College believes it to be a serious case of academic misconduct

1. Based on the seriousness of the incident, your mark or assessment grade could be reduced or you could potentially be awarded zero.
2. The following are potential outcomes of the incident: You may not be allowed to re-do the piece of work. You could be disqualified from your course. You could be expelled from the college.
- 3 The relevant examining body will be informed of what you have done in accordance with the awarding body policy.
- 4 External examiners/verifiers will also be told what you have done, in accordance with the awarding body policy. In all cases, everything will be documented and kept in your personal file including an outcome as a result of this incident.

Please ensure that you are aware that this information may be used by the college when it is asked to provide a reference for you, for example if you want to go to another college or get a job.

Login to your MOODLE account in order to access course information, resources and policies.

<b>You must sign the statement below to show that you have read and understood the Student Handbook.</b>	
"I have read and understood the Student Handbook and agree to be bound by the rules established therein"	
Student Name:	
Student Signature:	Date:
Student Reference Number:	