

Student Handbook

Your Personal Tutor

The following staff member is responsible for all aspects of your course and therefore should be contacted if you need any help and guidance.

Name	TBA
Email Address	TBA
Telephone	TBA
Office location	TBA

1. Key Contacts

Post	Name	Contact details
Principal	Mr Jawad Mukhtar	principal@allsaintseducators.co.uk
Student Services Office	Ms Marianna Chade	admin@allsaintseducators.co.uk
Student Welfare Officer	Mr Sajid Bashir	swo@allsaintseducators.co.uk

2. Key Services

The following table outlines the key services you may need and where to access them. You can, of course rely on the staff members, responsible to provide these services, to treat anything you tell them as confidential.

Services	Contact
General Information	Enquiries
For special learning facilities	Student Welfare Officer
Personal/ health issues which (may) require extended absences or make it difficult to cope with prescribed work	Student Welfare Officer
Finding it difficult to meet the academic demands of a particular subject or subjects	Personal tutor

Queries concerning your fees	Finance Office
Personal issues on which you would welcome specialised advice and support	Student Welfare Officer
Queries regarding Assessment regulations or arrangements	Personal tutor

3. Notice Boards

These are available for displaying posters or cards to advertise events, books for sale, rooms for rent etc. Please deposit any items for display at the administration office. An administrator will authorise, stamp, and then display them on the designated notice boards.

4. Student code of conduct

All students must obey the following rules while they are studying at ASE:

- a) ASE premises and property must be respected and not deliberately damaged
- b) All students and staff must be respected
- c) Decent and modest clothing must be worn
- d) No foul language to be used during sessions and on College premises
- e) The use and/or distribution of drugs will not be tolerated on College premises
- f) The use and/or distribution of intoxicants will not be tolerated on College premises
- g) Smoking is not allowed on College premises
- h) College facilities are for ASE students only and other persons must not be brought onto the College premises without prior authorisation from a member of staff
- i) Students must not cause any kind of disruption during sessions
- j) Health and safety procedures must be observed at all times
- k) Sessions must be attended on time and students must remain in sessions for its full duration
- l) Students must ensure they complete any pre-session work and/ or any assignments that may be set by the course tutor throughout the duration of their course.
- m) Mobile phones must not be used and must be kept on silent or switched off during sessions and in designated silent areas.
- n) Students must not cause harassment and fear in any other students or members of staff
- o) No weapons of any sort must be brought onto College premises
- p) Students must respect the College environment and make sure they do not litter it

- q) College computers must not be used for Obtaining / disseminating / storing / displaying material which is deemed to be obscene, pornographic, excessively violent or illegal
- r) All reasonable instructions from tutors must be complied with
- s) All relevant ASE policies and procedures must be complied with

5. Attendance

- a) All students are subject to ASE's 'Attendance Policy and Procedures'.
- b) You are expected to attend **all** your scheduled learning and teaching sessions. Examples of learning and teaching sessions include (but are not confined to) lectures, seminars, tutorials, workshops, laboratory and practical sessions.
- c) 100% attendance is required for full-time students on any course at ASE
- d) You must apply at least 2 week in advance if you need holiday(s), explaining the circumstances with documented evidence.
- e) If the holidays are granted, overseas students will also be able to request a holiday letter from the admin office in case they are travelling abroad, to be shown to the immigration authorities during their journey.
- f) **If your attendance falls below the minimum level or you miss 10 consecutive College days without informing the College, your enrolment will be cancelled and the relevant reporting procedures will be implemented.**

For further details please refer to the 'ASE Attendance Policy and Procedures'.

6. Health & Safety Procedures

All the students are advised to familiarise themselves with the Health and Safety Policy, which sets out safety procedures and emergency evacuation points. As part of your induction, a session on health and safety, and emergency procedures for the premises has been arranged, which all students are required to attend. In case you have any questions about these procedures please contact the Student Welfare Officer.

7. Student contact details

You **must** inform the college of any changes in your personal circumstances:-

- Home address
- Mobile number
- Email address

This can be done by filling in a change of circumstances form which is available from the enquiries.

8. Facilities

a) IT Facilities

There are 20 computers available in the computer room. Computers are equipped with MS Office and other educational and course related software, which is primarily for students to carry out research and study-related tasks, but students are also allowed to use it for any personal usage such as email access when appropriate.

b) Library

ASE library aims to develop and provide relevant, authoritative and up-to-date information and resources for the teaching faculty and students in the form of books, magazines, articles as well as online resources. All the students are encouraged to use the library services and recommend the management of any improvements they would like to see, using the '**Student Suggestion Box**' near the reception.

c) Issuing Letters

If you need any letters you must fill in a request form from the admin department. Letters will be issued within **48 hours**.

d) Reports and References

Your tutors will prepare reports on your performance at mid-term and end of term. This will be stored on your file. You can ask to see this at any time. These reports will form the basis of any references produced on your behalf.

As many employers attach great weight to references ASE regards it as an important service to the students. It is therefore ensured that all references, which go out from the College, are consistently authoritative, reliable and properly evidenced.

To obtain a reference from ASE, please approach one of your tutors and ask if they would be happy to act as a referee. In most circumstances your tutor will agree. The referee will then complete the reference and send a copy to you and to administration office.

e) CV Workshops

The CV Workshop is available to help you write your CV and cover letter. It is very important to think carefully when writing your CV and cover letter and we can help you tailor these to the specific job or placement you are applying for. Our CV workshops will help you to understand how to promote your skills and experience.

f) Interview Workshops

Our interview workshops will help you to feel comfortable answering questions about yourself in what many people consider to be a difficult environment. Developing a strong interview technique is vital if you want to get the job and by attending these workshops you will be able to understand the types of questions that employers will ask, the kind of preparation you need to do before an interview and the best ways to present yourself, your skills and your experience.

9. Student Council

ASE encourages all students to get involved in the Student council that has representatives from all courses. The student body consists of one student from each course, who is elected by the students on their respective courses. They are present at faculty board meetings to raise any concerns, give suggestions and represent student's perspective. The student body can also promote positive extracurricular activities which ASE management will try to facilitate within the available resources.

10. Working while studying

Students who hold a Tier 4 student visa are not eligible to take up any type of work during their stay in United Kingdom. This restriction on work has been introduced this year and if you are found going against this work restriction, strict action including deportation might be taken by the UKBA.

11. British Summer Time

British Summer Time (BST) starts on the last Sunday in March and ends on the last Sunday in October, at 1.00am Greenwich Mean Time (GMT):

- In March the clocks go forward, losing an hour - at 1.00am time changes to 2.00am
- In October the clocks go back, giving an extra hour - at 2.00am time changes to 1.00am

12. Complaints procedure

All students are encouraged to use the “Student Suggestion Box” which is located near the reception to communicate any complaints or suggestions for improvement to the College. Any such communication may be done so anonymously.

Students who believe that they suffered any form of poor customer service, discrimination, harassment, victimisation or unfair treatment in any way are entitled to raise the matter with the appropriate person as follows:

Academic Issues	Raise the matter with their Course Tutor in the first instance. If you Course Tutor is not available or it is not appropriate to raise the matter with him/her, then the matter should be raised with the Academic Co ordinator .
Non- Academic Issues	Raise the matter with the Student Welfare Officer .

All complaints will be dealt with seriously, promptly and confidentially. Every effort will be made to ensure that student making complaint does not get victimised. Any such complaints of victimisation, if proven, may result in disciplinary action and sanction. The student will receive written notification of the outcome of his/her complaint.

The following procedure must be used when making any formal complaint about any academic / non academic issues:

a) Write a letter to the Academic Coordinator / Student Welfare Officer

This should set out the nature of the complaint, where possible, including: the name of the alleged transgressor, the nature of the alleged incident(s), the dates and times when incident(s) took place, the names of any witnesses, any informal action already taken by you. This letter should be sent to the Academic Coordinator / Student Welfare Officer within 2 weeks of the alleged incident(s).

b) A meeting will be held by the Academic Coordinator / Student Welfare Officer and a senior member of staff

This will be held within 14 days of receiving the complaint. Students should make every effort to attend the meeting. Students will be allowed to explain their issue / grievance and how they think it should be resolved. Consideration will be given to adjourning the meeting for any investigation that may be necessary. The student may be accompanied at the meeting.

c) Decide on appropriate action

Decisions should be communicated to the student, in writing, within 14 days of the meeting being held and, where appropriate, should set out what action ASE intends to take to resolve the issue / grievance. The student should be informed that they can appeal if they are not content with the action taken

d) Appeal

Where a student feels that their issue / grievance has not been satisfactorily resolved they should appeal. They should let the Principal know the grounds for their appeal in writing within 21 days of receiving the decision letter. Appeals should be heard within 14 days of receiving the letter of appeal. The student will be notified of the time and place of the appeal hearing in advance. The student may be accompanied at the appeal. Decision must be communicated to the student in writing within days of the appeal hearing, clearly stating the reason for the decision and if applicable outlining any actions that maybe taken to resolve the issue / grievance.

a) Appeal Review

If the student is not satisfied with the appeal procedure and still feels that his/her issue or grievance has not been satisfactorily resolved, he / she should request an appeal review within 21 days of receiving the appeal decision. The appeal review will be considered within 28 days by Mr. Arun Natesa of Academic Associates. A hearing will be called within 14 days and the student will be notified of the time and place of the hearing in advance. The student may be accompanied at the appeal.

Decision of the appeal review will be communicated to the student in writing within 14 days of the appeal review hearing, which will state the reason for the decis. If applicable outlining any actions that maybe taken to resolve the issue / grievance.

If any student needs to report a breach of the Equal Opportunity Policy that does not constitute a complaint please contact the Principal.

13. Disciplinary Procedure

The disciplinary procedure will be initiated against students who are alleged to have committed academic misconduct, commit a serious breach of students' code of conduct, and commit a serious breach of the ASE equal opportunities policy or any other ASE policy.

In all instances, the course leader will keep and secure all documents related to an incident until the process is complete. When a course leader suspects an offence has occurred investigations will be carried out without unreasonable delay to establish the facts of the case. In some cases this will require the holding of an investigatory meeting with the student before proceeding to any disciplinary hearing. In others, the investigatory stage will be the collation of evidence by the employer for use at any

disciplinary hearing. In cases where a period of suspension is considered necessary, this period will be as brief as possible, will be kept under review and it should be made clear that suspension is not considered a disciplinary action.

In any event, the student(s) will be required to meet with the course leader within five working days to discuss the incident. If the situation is, to the course leader's satisfaction, free of any wrongdoing, no record will be kept of the incident.

However, if the course leader confirms wholly or partially that an offence has occurred, a formal process will be started and records will be kept. The formal process involves the following:

- a) The first part of the **Student Discipline form/ Academic Misconduct Form** will be completed by the course leader for every student involved in the incident.
- b) A copy of the Student Discipline Form /Academic Misconduct form will be sent to the student(s) involved along with a letter inviting the student(s) to an investigatory meeting and/or disciplinary meeting. This will also state information about the alleged incident and its possible consequences to enable the student to prepare to answer the case at the disciplinary meeting. Copies of any written evidence, which may include any witness statements, will also be provided. The notification will also give details of the time and venue for the disciplinary meeting.
- c) The student(s) will be required to meet with the course leader in presence of a witness (i.e. another member of staff) within five working days of the form being completed to discuss the offence. The role of the witness will be to keep notes during the disciplinary meeting. At the disciplinary meeting the student will be given the opportunity to see the evidence against him/her and make appropriate representations. If possible a decision will be made as to whether the student(s) is guilty of misconduct at the end of this meeting. Where the student is persistently unable or unwilling to attend a disciplinary meeting without good cause a decision will be taken on the evidence available.
- d) Where the student(s) is found guilty of misconduct, he/she will be required to attend a further meeting with the course leader and another relevant member of staff (e.g. for academic misconduct, this will be the Assessments Officer) to decide the appropriate penalty. A revelation of previous offence(s) from the student's record may result in the penalty being increased, and the student will be notified if this is the case.
- e) Details of the decision and the penalty must be recorded on the **Student Discipline Form/Academic Misconduct Form** and signed off by the course leader and relevant member of staff (i.e. who attended the second meeting). A copy of the completed Student Discipline Form/ Academic Misconduct Form will be sent to the Student(s).
- f) The Student Discipline Form/ Academic Misconduct Form will remain part of the student's file for one year after graduation. No indication of academic misconduct will be made on a student grade report or transcript.
- g) The Student may appeal the decision within 14 days after receiving the completed Student Discipline Form/ Academic Misconduct form. The Principal and a

nominated course leader will hear the appeal within 14 days of receiving the notice and grounds of appeal.

Please also refer to the guidance on academic misconduct in the **ASE Academic Misconduct Policy**.

14. Suspension of Course

In a case where there are an insufficient number of students in any given course, the College management reserves the right to either merge or suspend such courses. In such cases the students will be offered alternative courses. If the student declines the offer of joining an alternative course, he/she will be offered a refund of their fees.

15. Course Deferment

- a) Any student abroad who needs to defer the course/term is required to apply at least 28 working days in advance of the commencement date, explaining the circumstances with documented evidence. Courses can NOT be deferred due to any unauthorised absences or uncertified illness of the student. Overseas students in the UK are not permitted to defer their course/term during their stay in the UK.
- b) Once enrolled, the course cannot be extended beyond its completion date. Students wishing to continue beyond the original period of study will be required to pay the applicable fees.

16. Changes

- a) The College reserves the right to make changes to the time and / or location (campus) of a student's course after enrolment, although every attempt is made to place students on the campus and at the time of their choice.
- b) The College reserves the right to change any tutor, session times or room for a particular class and combine classes if necessary.

17. Registration with Professional Bodies and for External Examination

- a) It is the student's responsibility to register with the appropriate professional body as well as book the relevant examinations. Although the College will take all possible precautions to ensure that students are kept fully informed and that they enrol for external examinations, students are responsible to register for their exams before the deadline.
- b) Fees to register with the professional bodies or for external examination are NOT included in the course tuition fees, except when otherwise stated.

18. Students Requiring Visas

- a) It is the responsibility of the student to understand the visa application process and to make an application for the Leave to Remain in the UK.

- b) Students who are required to extend their Leave to Remain in the UK will only be issued with a Confirmation of acceptance to study letter once a valid application is received and the required fees are fully paid.

19. Refunds

All students are subject to ASE Refund Policy, which can be found in document titled 'Procedures for the Handling of Application Fee, Course Fee and Refunds'

20. Student Welfare

At ASE student welfare is paramount. Student Welfare Officer (SWO) has therefore been appointed, who is responsible to provide information, advice and practical help to students on any non-academic problems or issues that might be affecting their studies. All students are encouraged to contact the SWO on the details mentioned below if you are facing any such issue, however small or trivial it may seem. The service is impartial and confidential.

SWO should also be contacted if you would like to offer your voluntary service to act as a Student Mentor for new arrivals. General information on advice and assistance to life in the UK can be given. Speak to a member of the admin team.

21. Disclaimer

The College accepts no responsibility for any personal injury, damage, or loss to person or property, whether by fire, burglary, theft or other incidents. This also applies if students are in public or private places or on excursions.

All efforts are made to ensure that information in this handbook is correct, however details may change and ASE cannot accept responsibility for errors or omissions.