



STUDENT HANDBOOK

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The College reserves the right to amend these policies without notice.

Document last updated 03 September 2009

Welcome to the College

Excel College is a British Council accredited education centre located in the heart of Manchester, a vibrant city with the largest student population in the UK. We offer a range of language, IT and academic courses for students from all over the world.

At Excel College, we understand that international students come to Britain for a variety of reasons. We design our English courses to help students adjust to living and studying in Britain, but we also do our best to make the experience enjoyable and memorable and fun – both in and out of the classroom.

Our general English courses will produce rapid improvements in your level of English. We speak only English in the classroom, and you will have the opportunity to use your English immediately with classmates from around the world. We keep our classes small so that you get plenty of individual attention. If you would like to take an exam in English, our teachers can advise you on the best one for your level and we will provide you with all the preparation you need to do well.

For those who intend to go to university in the UK, we deliver courses in study skills that cover independent research, lecture comprehension, academic reading and writing, speaking in seminars and presentations. We also prepare students to take the IELTS test, whether you have never taken it before or need to achieve a higher score.

In addition, our courses in Business and Legal English can help you become more proficient in the language of international commerce and law. These courses will prepare you for Cambridge language certificates or allow you to progress to our Business Studies courses.

We are constantly expanding our range of IT courses. Our IT department can provide you with valuable IT skills and globally recognised City and Guilds qualifications.

If we can match our experience with your enthusiasm, then together we can build a bridge to your success.

We hope you enjoy your study at Excel College.

Enrolment and Registration

To be accepted for study at Excel College, an application form and copy of your passport must be sent to the College. On enrolment all students must bring their passports and show us a valid visa. **No registration is possible without a passport.**

All students must pay the tuition fee one week before the course starts in order to be enrolled. No one can take part in a course or tests without payment of tuition fees.

If, for any reason, students want to terminate their study at the College, their status as a student at the College will be terminated from the day the request is received, and this change will be reported to the Home Office accordingly.

Student Card & Emergency Telephone

All students who enrol at the College will receive a student card that will entitle them to discounts at various venues and stores in the UK. The student card also displays the College's emergency 24 hour contact number: students must only use this number in the case of genuine emergencies rather than day-to-day difficulties. Any deliberate misuse of this service may result in disciplinary action and fee deductions.

Student Details

Students must inform the College immediately of any change to their personal circumstances (i.e. visa status, visa extension, etc) or their contact details (i.e. address, mobile number, email, etc). This is a requirement of the UK Borders Agency.

Copyright and Materials

Excel College is obliged to comply with UK and international copyright law. This means that the College will not make copies of materials for students unless the publisher grants us permission to do so. Any requests for copies should be made to the teacher. Students are obliged to ensure they have a copy of the set texts for their course.

Discount and Instalments Policy

Who is entitled to a discount?

- Discounts are only available for students who have enrolled on one year full time courses and paid all the tuition fees upfront before the course start date.

Excel College offers the following discounts:

- **10% discount** – if a new student enrolls on a one year full-time course and pays the fees upfront by the course start date, the student will be given a 10% discount.
- **20% discount** – is offered to Excel College students who re-enrol on their second one year full-time course and pay all the fees upfront by the course start date.

Payment by instalments

- There will be no discounts for students who pay their fees by instalments.
- Instalments will only be arranged for fees which exceed a total of £700.
- For one year full-time courses, tuition fees can be paid by three equal instalments at the beginning of every 10 weeks.
- Tuition fees for full-time courses of less than one year can be paid in two instalments: one at the beginning of the course and the other half way through the course.

Non-payment of instalments

To ensure that students who pay by instalments honour their commitments, they will be required to sign a document that states that if they fail to pay the second or third instalment within 10 working days of the due date, they will be expelled.

Change of price plan

Students who have enrolled on a one year programme of 15 hours per week, and have paid the full year tuition, will be allowed to change to the 21 hours a week price plan.

- They will need to pay the difference: £300 to add 6 hours/week for the year.

If students are paying by instalments, they will be allowed to switch from the 15 hours per week instalment scheme to the 21 hours per week instalment scheme when the lessons bought by their previous payment finish.

- If a student wants to add a further 6 hours/week *before* their next instalment is due, they will have to pay according to the separate 6 hours/week instalment scheme.

Book Policy

1. EFL, FCE and BEC

- All the EFL, FCE and BEC students must have the course book and work book for their classes.
- Students can buy the books from the College or from other sources.

2. IELTS, ILEC, and Study Skills

- All the IELTS, ILEC and Study Skills students must have the course book for their classes.
- Students can buy the books from the College or from other sources.
- There are no workbooks for these courses.

3. City & Guilds Level 2 Diploma / Level 3 Diploma for IT Users

- Students must have all the relevant course books for their classes.
- All the books are included in the tuition fee and the College will provide the books.

4. Level 3 Diploma / Level 4 Higher Diploma in Business Administration

- All the materials are included in the tuition fee.
- The teacher will give students handouts.

Notes

1. It is a condition of enrolling on any course at Excel College (except IT and Business courses) that students agree to buy the textbooks required for their course.
2. We strongly advise that students should not write anything in their books for the first week in case they need to change classes.
3. Students are responsible for buying their own books beyond the ones we promise to provide.
4. When a student changes from one level to another level, or from one course to another course, they will need to buy the textbook(s) required for the new level / course.

Refund Policy

1. A 'course' means the total period of study as shown on the Offer of Enrolment.
2. Refunds will only be issued if a student's visa application is rejected:
 - If a student is unable to commence a course because their visa application has been rejected. The student will receive a refund of any course fee and/or deposit paid (minus an £80 Administration Fee). Documentary evidence from the Home Office / British Embassy that the visa application has been rejected **must** be provided.
3. There will be absolutely no refund of course fees made after the course start date.
4. Applications for refunds **must be in writing** to the College Manager before the start of the course. Any refunds payable under this policy will be made within 4 weeks of receiving the written request.
5. Refunds will be paid by cheque or bank transfer for currently enrolled students. It is not possible to pay refunds in cash.
6. If a student wishes to dispute the decision on a refund of course fees, the student has a right to resort to the College complaints policy (which does not affect the student's right to pursue other legal remedies).
7. When the refund is made, the College will advise the UK Home Office that the offer of a place has been cancelled.
8. In the event of a refund being refused, the student will be allowed to take up the course at a later date of the student's choosing, provided said date falls within the academic year as defined by the College.

Transfer Policy

1. *Transfer within the College –*

- If a student wishes to transfer their enrolment after a course has started to another course at the College, any balance of the course fee paid will be transferred to the new course. Transfers are subject to approval by the DOS.

2. *Transfer to another learning institution*

- No fee transfers will be made to other learning institutions.

3. *Transfer between students*

- In some cases, it may be possible to transfer fees to a new student if you can find someone who wishes to take the course. The College will not find another person for you and will not take part in any arrangement made between you and the new student (or any employer/person responsible for payment of fees).
- In all cases, course transfers will be subject to an **Administration Fee of £100**.
- The original student must supply us with a notice of their approval for transferring a course, giving the full name of the new student. The new student must send us an enrolment form. Enrolment documents will be issued to the new student provided we receive the original student's notification of their approval. Transferred fees are non-refundable.

Fee Payment & Insurance

Students will pay for all costs and tuition fees themselves. The College will not pay any costs; neither do we act as a guarantor. Students do not receive any medical insurance from the College. All medical expenses will be paid by the students themselves.

Cancellation

- The College will refund all the tuition fees a student paid if the College cancels the agreed course before it starts.
- If the College cancels the course at any time after it commences but before its completion, the College will refund the unused tuition fees that the student paid.
- Any refund will be paid within 4 weeks of receiving the letter requesting the refund.

Class Rules

1. Every student must attend **at least 80%** of the classes.
2. Students will communicate only in English in the classroom and will use English as much as possible outside the class.
3. Mobile phones must be switched off in class. No calls may be taken in class.
4. If students need to leave the class to pray, they will get permission from the teacher before class and leave quietly at the appointed time causing minimal disruption.
5. The student's first language should only be used when asking a classmate for a translation like this: "How do you say in [student's mother tongue]?" or "What is in English?". The conversation should be in English.
6. Pair and group work is important for improving fluency and listening. Students must pay attention to their classmates by listening to them and working together. More people in the world today speak English as a second language than as a first language, so there is no reason to think that listening to classmates is a waste of time. Do not criticise classmates for having a different accent to your own. Remember – everyone has an accent!
7. Students who would like to learn word-processing skills should speak to their teacher about special short courses or full courses in IT.
8. Electronic dictionaries may be used in class as long as the student does not spend too much time using the dictionary. However, it is bad manners to use an electronic dictionary while the teacher is explaining language. Higher level students should try to use English-English dictionaries first.
9. Students should work with their teachers to set study targets during regular formal Performance Evaluations and follow the action plan which is agreed upon.

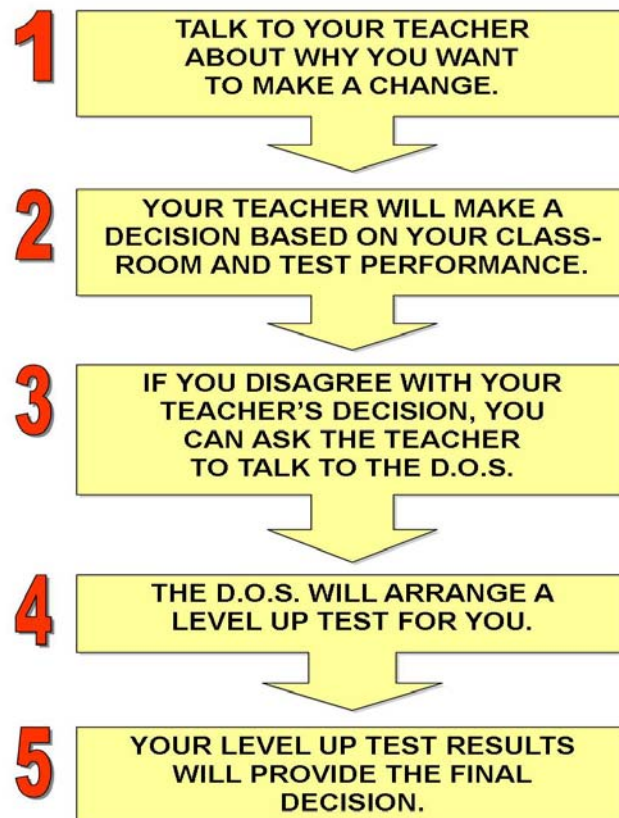
If a student does not comply with these guidelines, the College will not accept responsibility for their lack of progress.

Class Change Policy

If you want to change your class, you **must** follow this procedure.

1. Talk to your teacher (at a suitable time) and explain why you want to change your class. Do *not* talk to the Director Of Studies (DOS) directly as this will only delay the process.
2. Your teacher will consider your request and make a decision based on his/her assessment of your:
 - a. classroom performance
 - b. test performance
 - c. attendance
3. If you do not agree with the teacher's decision, you can ask the teacher to talk to the DOS. Do *not* talk to the DOS directly as this will only delay the process.
4. If you have asked to change to a higher level class, the DOS will arrange for you to take a Level Up test, which you must take under examination conditions (i.e. alone, no dictionaries).
5. The result of your Level Up test will decide whether or not you can go up to the next level. This decision will be final – there are no appeals. If you fail the test, you will have to stay in your current class.

If you pass the test, you will be able to move up to the next level, provided that there is space in a suitable class. You must buy the textbook(s) for the new level before joining the new class.



English Exams

If you are studying English as a second language, there are many exams that you can take. You need to think about what your needs are:

Do you want to show that you have made progress in your studies? The Home Office may ask you to prove this if you want to renew your visa.

Are you going back to your home country soon and need a certificate to show you have made progress?

Do you want a certificate that will help you to get a better job?

Do you want to get into university?

Does your employer sponsor your course and want you to take an official exam?

At Excel College, we can help you prepare for the following exams:

International English Language Testing System (IELTS)

Cambridge University Business English Certificate (BEC)

Cambridge University International Legal English Certificate (ILEC)

Cambridge University Preliminary English Test (PET)

Cambridge University First Certificate in English (FCE)

Cambridge University Certificate in Advanced English (CAE)

Trinity College London Graded Examinations in Spoken English (GESE)

Test of English as a Foreign Language (TOEFL) (Internet-based)

The Pearson London Test of English (LTE)

Here are some points to remember:

IELTS and TOEFL are needed for university access. TOEFL is needed if you want to study in the USA. The result is only valid for 2 years.

Cambridge Exams like PET, FCE, CAE are valid for life. However, you can only take them 2 or 3 times a year, in May-June, December, and possibly March. Many universities will accept CAE for undergraduate programmes. If you are preparing for FCE or CAE, you will have more time to learn skills and improve your grammar than if you are studying for IELTS.

Trinity Speaking tests can be taken any time, as long as Excel College has 10 students who want to take it. The test is quite informal and friendly. The cost is also quite low.

Cambridge BEC and ILEC are more useful if you want to learn about a specific career. What you learn on the course will be very useful later in your work. Some universities will accept BEC Higher for admission purposes. BEC is also recognized by many multinational companies.

If you just want to show the Home Office that you are making progress: we advise you to take the Trinity College speaking test. You can enter for the level your teacher recommends, from 1 to 12. Very few students fail this test.

If you want to go back to your home country with a certificate: FCE or CAE may be the best choice. Companies in many countries prefer these to IELTS because they are more practical. Universities in Europe will often give students credits so they don't need to take English courses.

If you want to study in an English speaking country in the next two years (or if you want to live in the UK and practise as a medical professional): you need to take the academic version of IELTS. For the USA, you need the TOEFL. If you want to emigrate then the general training version of IELTS should be fine.

If you want to study a business or law degree or get a job in management or at a law firm: we recommend Cambridge BEC or ILEC as everything on these courses is relevant to your future study / work. However it is always best to check that your destination university accepts this qualification.

Students with Special Requirements

Additional Learning Support

The College will endeavour to identify a student's special requirements; during induction students are encouraged to indicate whether they have additional needs that can be supported through their time at the College. However, the responsibility for initiating these arrangements lies wholly with the student. In order to qualify for special consideration, students will have to present the College with a valid medical assessment from a recognised doctor. The College will help as much as possible in making special arrangements, but the financial burden lies wholly with the student.

Dyslexia

- Large print hand-outs and copies of notes
- One-on-one tutorials (teachers employed to give additional support)
- Allowances will be made for poor spelling; assignments will be marked on the basis of content, meaning and understanding
- Printed material available on coloured paper with a suitable font (i.e. Comic Sans)
- Permission to tape lessons (requires prior approval from College)
- Extra time in internal (and some external) examinations

Hearing Impairment

- Note-takers
- One-on-one tutorials (teachers employed to give additional support)

Visual Impairment

- Transcription of course material into Braille or large print

Impaired Mobility

Due to financial constraints and planning regulations it may not always be possible to make necessary adjustments where existing building restrictions make access difficult. Areas that are presently inaccessible to people with impaired mobility will be reviewed.

Other

Students may have other conditions affecting their studies, i.e. epilepsy, asthma, ME, Multiple Sclerosis. Students are advised to call us for advice on the support available.

Regulations on Attendance

Students must participate in learning activities on time. Attendance is recorded.

The Home Office of the United Kingdom is tightening control over the issuing and extension of student visas through the Points Based System. The emphasis is on student attendance. Excel College must comply with Home Office regulations in order to continue providing tuition.

- 1. STUDENTS ON A STUDY VISA WHO FAIL TO ENROL WITHIN 10 DAYS OF THE AGREED ENROLMENT DATE WILL BE REPORTED TO THE HOME OFFICE.**
- 2. STUDENTS ON A STUDY VISA WHO MISS 10 CONSECUTIVE CLASSES WITHOUT PRIOR AUTHORISATION WILL BE REPORTED TO THE HOME OFFICE IMMEDIATELY.**
- 3. ALL STUDENTS MUST ATTEND AT LEAST 80% OF CLASSES. THE COLLEGE KEEPS ACCURATE AND TRUE RECORDS. FAILURE TO ATTEND 80% OF CLASSES MAY RESULT IN ANY VISA EXTENSION BEING REJECTED.**
4. As well as close attention to student attendance, we regulate the students' behaviour by the following notes:
 - a) Students are more than 15 minutes late may be regarded as being absent as a result of being refused entry to the classroom by the teacher.
 - b) Students are not allowed to leave earlier than the end of class, unless permitted by the teacher. It may be regarded as being absent from the whole class.
5. Students must ask their teacher or DOS for permission if they have urgent things to do and therefore cannot be present at classes.
6. If students are ill and cannot attend class they must inform the College before the class begins, otherwise it will be regarded as an unauthorised absence.
7. If no prior notice is given and no proof provided for extended absence (such as air ticket back to home country, GP's letter of sickness), the period of time the student did not attend class will be regarded as an unauthorised absence.
- 8. The College will not falsify attendance records under any circumstances.**

Holiday Policy

Schools and Colleges in the UK take 3 months' holiday during the summer and 3 weeks' holiday at Christmas and Easter. Excel College stays open longer because many of our students do not have a student visa and would prefer to continue their study. However, if you have a student visa, you can take holidays when other schools and colleges are usually closed, even if Excel College is still open.

Christmas Holiday

Christmas holiday begins in mid/late December and ends in the first week of January for 3 weeks. The school will be closed for two weeks, and we will confirm the dates.

Easter Holiday

Easter Holiday is normally between March and April. As it changes slightly every year, please check with your teacher the dates when you can take holidays. The school will be closed for one week and we will confirm the dates.

Summer Holiday

Summer holiday usually starts from mid June and finishes in mid September. The school will be open, so if you enrolled on the following programmes and want to keep studying, you can.

- **General English**
- **IELTS**
- **Business English**
- **Legal English**
- **University Foundation Programme**
- **Pre-Masters' Programme**
- **Study Skills**

Permission for holidays during term time

Permission for leave of absence must be submitted to the Director of Studies **before** you go on holiday. If any student is absent for over 2 weeks without an acceptable reason, the students will be deleted from our student list and may be reported to the Home Office.

Acceptable and Unacceptable Behaviour

Students should cultivate good habits in study as well as in life. Breaking rules is not acceptable and in extreme cases the student may be expelled from the College.

Respect

Please abide by the classroom regulations for not coming late or leaving early. Please do not leave the classroom during classes. Mobile phones must be switched off. Please follow classroom orders and do not interrupt the lessons.

Maintain good relations with classmates by respecting traditions, religions and beliefs.

Anti-social behaviour

Any incident of violence is a breach of College regulations and the student will be immediately excluded from the College permanently with no right of refund.

Smoking, fighting, gambling and drinking alcohol are forbidden in the College.

No smoking

In accordance with UK law, Excel College is a no-smoking centre. We would also ask students to refrain from smoking directly outside the main entrance. Please move away from the building if you wish to smoke.

Food and drink

Students may take their break in the classroom and **only during break time** may consume food and drink. We ask students to show consideration for their classmates by not consuming items with a strong odour. Students should dispose of all empty wrappers, cups etc before leaving the classroom.

PLEASE NOTE: No food or drink may be consumed in the IT Room at any time..

Damage to property

Do not deface the desks, books or equipment. Any damage to College property will be compensated for by the student who caused the damage.

Computers

College computers are primarily for educational purposes: if you are merely surfing and another student wants to study, please move.

DO NOT detach the computer LAN cables and connect your personal laptop.

DO NOT use our computers to download software or music.

For personal security reasons, always log off from the computer after use.

Cleanliness

Please take care of College property and maintain the sanitation of the classrooms. Waste paper and disposable cups must be thrown into the bin. Recycle any unwanted paper or newspapers. Students are responsible for keeping their immediate work area clean and tidy.

Please remember to flush the toilet, turn off the tap and switch off the light.

Dress Code

Excel College believes that all students should be allowed to dress according to their personal taste and convictions, provided that the clothing is suitable for a public space. We therefore request that students refrain from wearing clothing with provocative statements, images that might cause offence, sunglasses, 'hoodies', caps and other casual headgear that prevents the student's face from being visible.

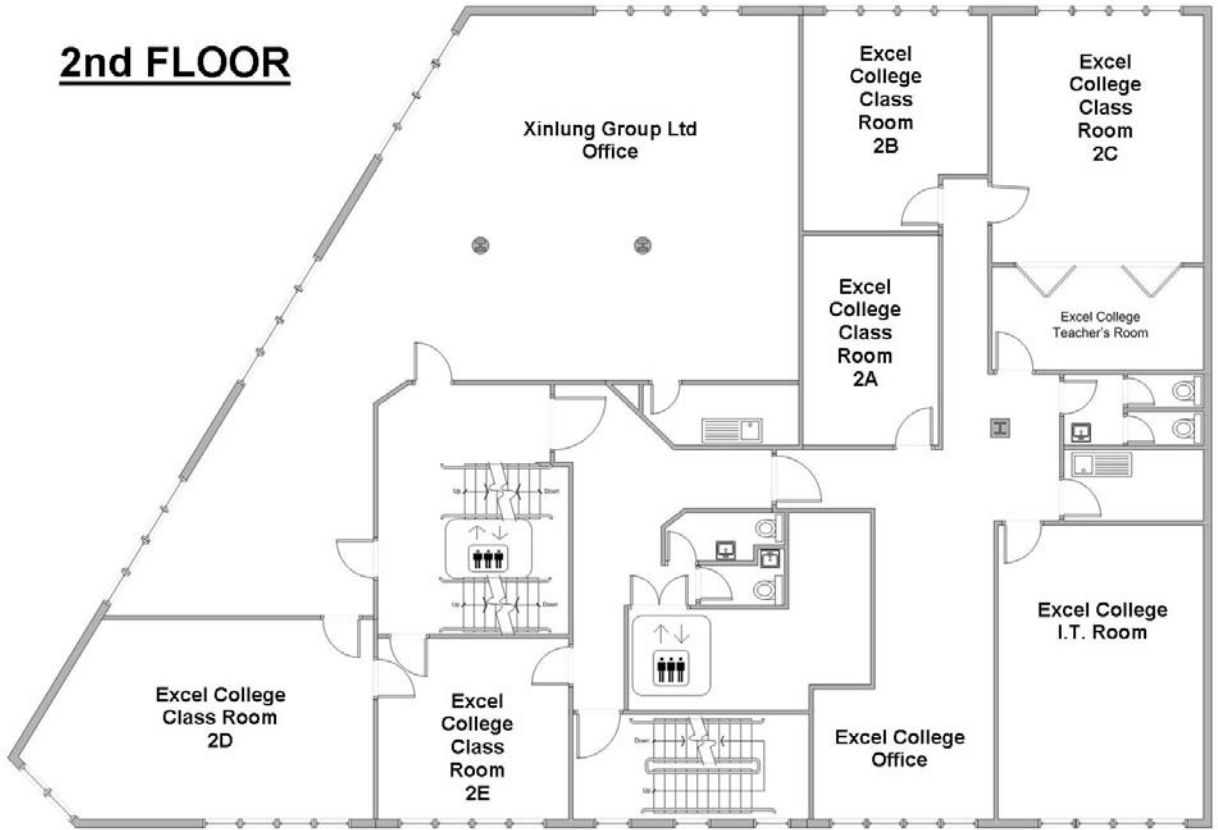
Politics and religion

Activities such as political campaigning and religious proselytising should not be carried out on the College premises. However, students are entitled to express their political and religious beliefs in a reasonable manner and appropriate forum, while respecting the views of others.

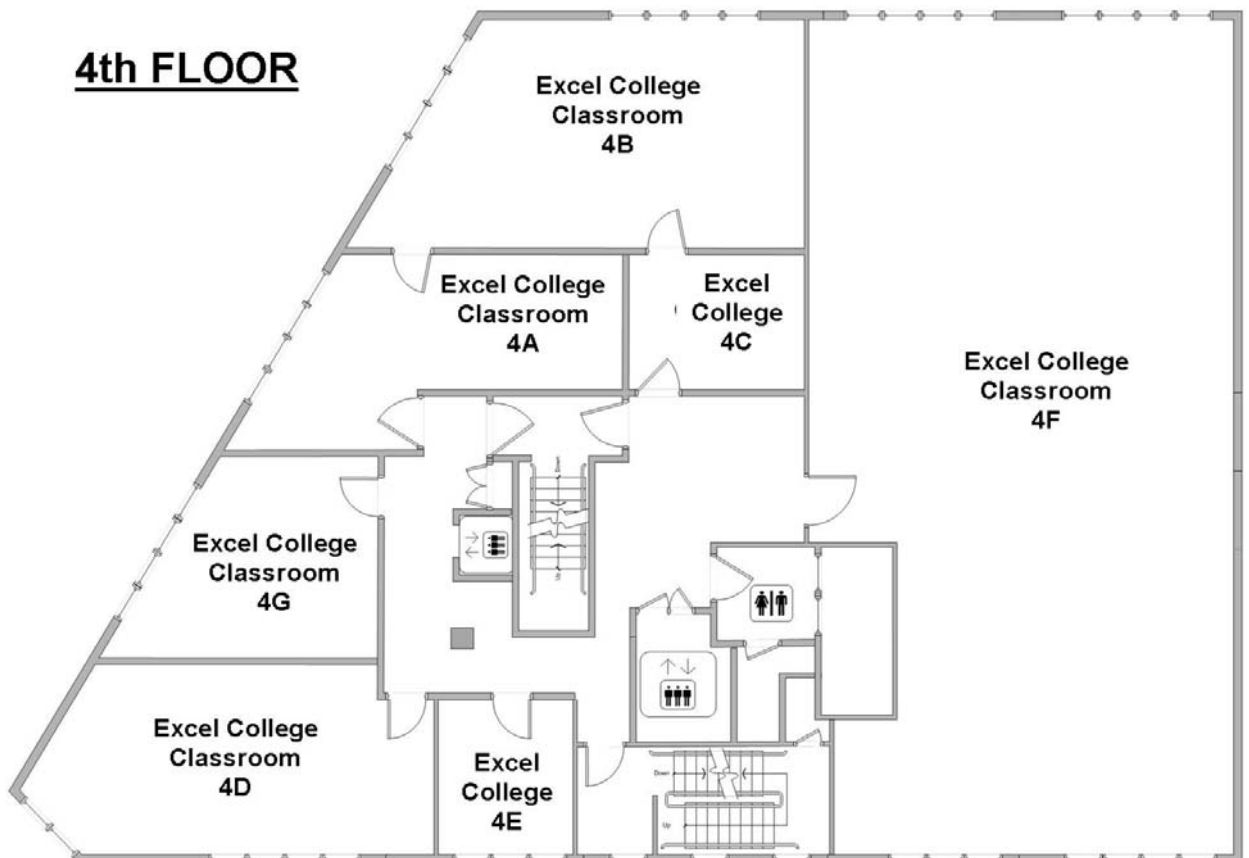
If students need to leave the class for prayer they should seek permission from the teacher and try to minimise disruption to the class.

College Map

2nd FLOOR



4th FLOOR



Health and Safety Policy

What follows is a summary of Excel College's Health and Safety Policy. The purpose of this document is to make students aware of their responsibilities to uphold general health and safety standards. Our full policy will be made available on request.

Key Student Health and Safety Responsibilities

- Exercise personal responsibility for the safety of themselves and classmates.
- Observe standards of dress consistent with safety and/or hygiene (i.e. do not wear unsuitable footwear etc, do not carry knives and other dangerous items).
- Observe all the safety rules of the College and in particular the instructions of teaching staff given in an emergency.
- Use and not willfully misuse, neglect or interfere with items provided for safety.
- All students have the responsibility of reporting any hazard to their teacher.

Accidents, Incidents & First Aid

When someone is injured or taken ill whilst on the premises during working hours the company First Aider will be called to attend.

A first aid box will be kept in the College office and access will be granted on request at the discretion of the First Aider. However, we are unable to dispense medicines such as painkillers or analgesics; students are advised to go to a local pharmacy or their GP.

If an accident is caused by a hazard, the member of staff who is first on the scene should ensure that the area is made safe for all students and inform the Manager who must immediately take action to remove (or remove access to) the hazard until it is made safe.

Accidents will be investigated by the member of staff concerned. If the accident is serious, the Manager will conduct an investigation and ensure remedial action.

Electrical Hazards

If any student knows that there is an electrical hazard s/he must inform their teacher immediately.

No Smoking Policy

The College is a no-smoking area. This applies to events held on the premises too.

Induction

All students should be shown the available escape routes and the assembly point after evacuation.

Fire Drills

A fire drill will be carried out every term. When the bell sounds all staff and students should leave the building by the nearest available route and assemble at the agreed point outside. Teachers will be responsible for taking out their class registers and accounting for their students.

Incidents of Violence

In the event of a student experiencing violent or aggressive behaviour from other students, members of the public or members of staff, students should:

- Try to remain calm
- Be careful not to use any spoken or body language that might exacerbate the situation
- If necessary, defend yourself, but do not retaliate
- If actual violence is occurring try to remove yourself from the situation

Report any incident of violence or abuse to the Teacher / Manager as soon as possible. The Manager may report the matter to the Police.

Student Suggestions

The College encourages all students to make suggestions to improve our Health and Safety Policy. All suggestions will be considered seriously within the constraints of our financial plan.

Equal Opportunities Policy

Commitment

The College fully supports the concept of equal opportunities and we are committed to satisfying these principles in all our activities and materials.

The College is committed to equal opportunities for all employees and students in education and employment. It is the College's clear intention that every reasonable step shall be taken to ensure that employees and students are not discriminated against on the grounds of nationality, beliefs, disability, age, gender or sexual orientation. They also have the right to expect reasonable protection from aggression, bullying, violence or harassment by any other student or member of staff, irrespective of seniority.

Aims

The College seeks to ensure that:

- * The content and demands of its schemes are non-discriminatory and appropriate to the knowledge and skills specified.
- * The style and language of its documentation are readily understood and do not reflect stereotyped or biased attitudes.
- * The content and assessment of its schemes allow for the widest diversity of candidates.
- * Its employees and students understand and comply with the College's equal opportunities policy.

Implementation

The College aims to implement the principles of its equal opportunities policy to the best of its ability within the centre's physical constraints and overall financial circumstances.

In order to achieve successful implementation the College will:

- * Issue the policy statement to its staff in the Staff Handbook and to students in the Student Handbook and make it available to any parties on request.
- * Ensure that equal opportunities are addressed as an integral part of each scheme: from enrolment, to induction and assessment.
- * Allow a range of teaching aids for students with special requirements and make appropriate consideration for them in any exam situations (to the extent allowed under the relevant examining body's regulations).

Abusive Behaviour

Policy Statement

Bullying, harassment, actual or threatened physical violence, verbal abuse or deliberate damage to personal property based on racial, sexual, religious or personal differences against school staff or students will not be tolerated. All members of the school community have a right to expect that their school is a safe place in which to work and learn. Where such behaviour does occur, the school will play a proactive role in taking all possible action to deal with it in response to the wishes of those involved.

Aims

This policy is designed to –

- ▶ Outline the ways in which the School will protect the right of all staff and students to work and learn in a safe environment.
- ▶ Provide a means of clear procedure for dealing with abusive behaviour from or between students, from or between members of staff or from individuals who are not a member of the School community.
- ▶ Provide general information about the legal routes that are available to both the School and individuals in seeking remedial action for distress or injury caused.

Implementation

- ▶ When an incident of violent or aggressive behaviour – physical or verbal – arises the immediate member of staff must ask the person to leave or arrange for them to step into a private room away from other people. If a member of staff is alone during the incident they must seek their nearest available colleague.
- ▶ Remember: try to remain calm; be careful not to use any spoken or body language that might exacerbate the situation; if necessary, defend yourself, but do not retaliate; if actual violence is occurring remove yourself from the situation.
- ▶ Report any incident of violence or abuse to your Teacher as soon as possible. In an emergency call the police: 999.
- ▶ For non-emergency situations the school Manager will fill out an *Incident Report Form*. In conjunction with those involved the Manager will decide:
 - Whether to report the incident to the police.
 - Whether to dismiss or expel the individual involved.
 - Whether any legal action will be pursued by the College

Complaints Policy

Policy Statement

The College aims to ensure that all its staff and students are treated respectfully by the College and each other; it also aims to ensure that all assessments are fair, consistent and (where applicable) conform to the assessment criterion stipulated by the examining body. However, the College recognises that there may be instances when an employee or student wishes to question a decision made or make a complaint about an incident.

Aims

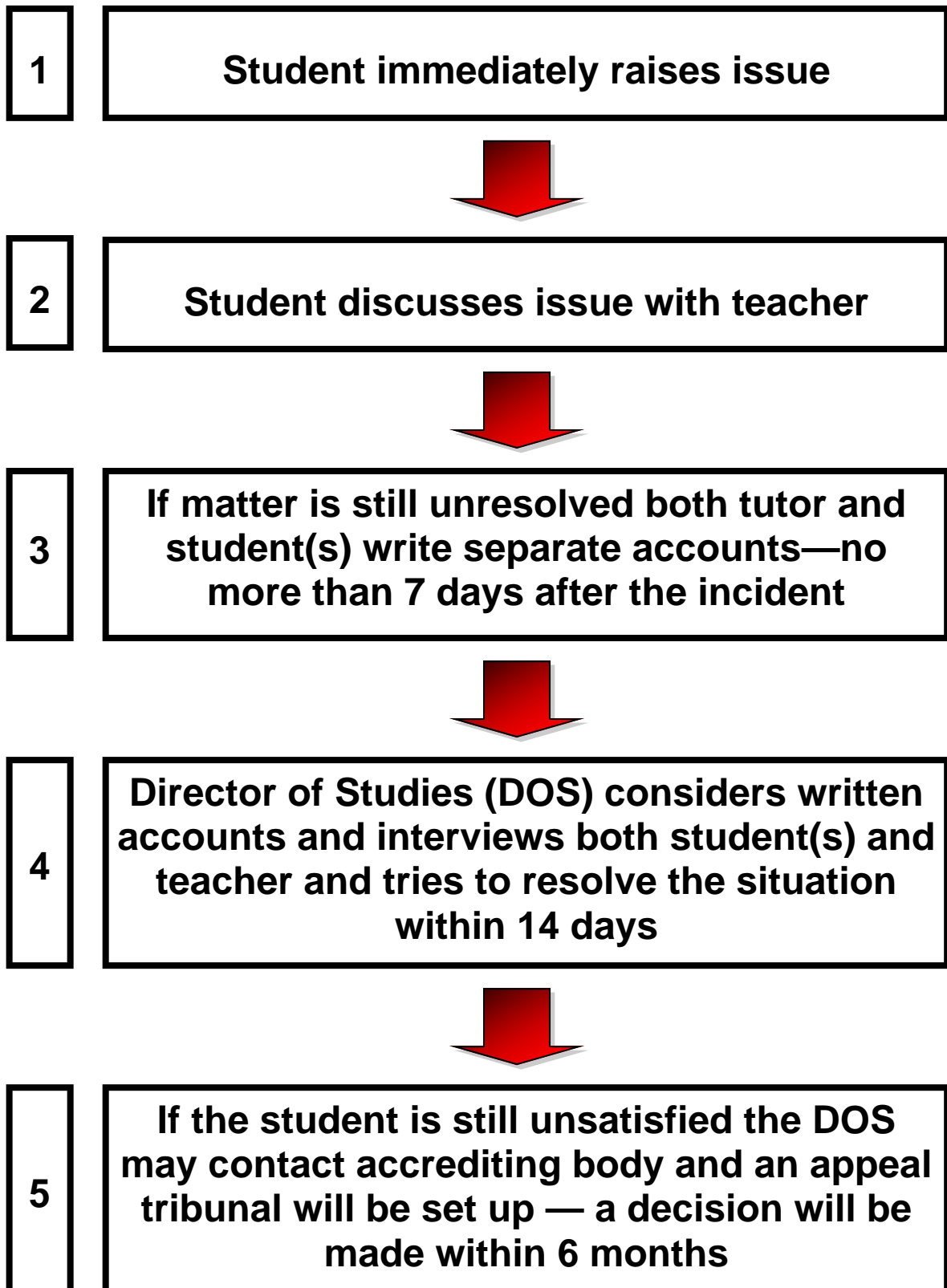
The complaints policy is designed to –

- ▶ Provide a means of reviewing, and where appropriate revising, a decision made by the College or a teacher towards a student.
- ▶ Provide a means of reviewing, and where appropriate revising, a decision made by the examining body towards a candidate.
- ▶ Provide a means of reviewing, and where appropriate taking action against, any incident that is perceived to have breached the College's policies.

Implementation

- ▶ Students must immediately raise the issue with their teacher: discuss the issue and try to resolve it at once.
- ▶ If the issue cannot be resolved both student and teacher must fill in a complaints form within 7 days detailing the complaint. These forms can be obtained from the College Manager.
- ▶ The complaints forms must be returned to the Manager who will notify the Director of Studies who in turn will convene an objective panel made up of Company staff to consider the accounts and interview those involved.
- ▶ No one involved in the original incident/assessment will be on the panel.
- ▶ The panel will deliver its decision – detailing what action (if any) should be taken – within 14 days of the matter being brought to their attention.
- ▶ If the student is still unsatisfied with the judgement they can request that the Manager or Director of Studies contact the relevant regulating body, e.g. C&G.
- ▶ In some cases the regulating body may instigate an investigation which would seek to come to a conclusion within 6 months of initiation.

Student Complaints Flowchart



Useful Links

Excel College

www.excel-college.com

British Council

www.britishcouncil.org

Education UK

www.educationuk.org.uk

UKCISA

UK Council for International Student Affairs

www.ukcisa.org.uk

DIUS Register of Providers

Department for Innovation, Universities and Skills

www.dcsf.gov.uk/providersregister

IELTS

www.ielts.org

TOEFL

www.ets.org/toefl

Trinity College

www.trinitycollege.co.uk

City & Guilds

www.city-and-guilds.co.uk

Cambridge

www.cambridgeesol.org

National Academic Recognition Information Centre

www.naric.org.uk