

LONDON EAST BANK COLLEGE

Student Handbook

2009-2010



London East Bank College

Unit-01:
57-60,
Aldgate High Street
London EC3N 1AL

Unit-02:
55
Aldgate High Street
London EC3N 1PD

info@eastbankcollege.org.uk
studentservices@eastbankcollege.org.uk
inquiry@eastbankcollege.org.uk

Visit www.eastbankcollege.org.uk

Tel: +44(0)20 74811211, +44(0)20 74810700

LONDON EAST BANK COLLEGE
STUDENT HANDBOOK
2009/2010

Welcome, and thank you for choosing LEB College.
We will always try our best to make sure you are happy during your stay.
If you have any problems, please speak to a member of college staff immediately.
In this handbook you will find some very useful information to help you adjust to college routine, and to make sure that you understand the rules and regulations that affect you, and what we expect from you here at the college.

1.0 Most commonly asked questions

- 1.1 How do I know which classes I need to attend?
- 1.2 How can I buy the course book?
- 1.3 I want to take a holiday. Can I take leave early?
- 1.4 I cannot stay for the full lesson. Can I leave early?
- 1.5 What will happen if I do not study?
- 1.6 Will I get my attendance record at the end of the course?
- 1.7 There is no one in my class today, where is everybody?
- 1.8 Why did not I move up to a new class this term?
- 1.9 Will I be moving up next term?
- 1.10 How can I open a bank account?
- 1.11 How can I open a bank account if I do not have any utility bills?
- 1.12 Can I work in the United Kingdom?
- 1.13 My visa is expiring, what must I do?
- 1.14 Will I get a visa to study here?
- 1.15 What documents are required for my visa extension?

- 1.16 My visa has been refused. What happen now?
- 1.17 I am not happy. How can I complain about the service?
- 1.18 What should I do if I have had an accident at the college?

1.1 How do I know which classes I need to attend?

The classes have been organised for you depending on which course you are registered for. The curriculum is fixed, so that you will be studying different course modules each term until the end of your course.

1.2 How do I change my course?

If you are not happy with your course and you want to change your programme, you must inform your teacher straight away, or you can inform the Programme Coordinator. He will arrange a meeting with you to discuss your academic options.

1.3 How can I buy the course book?

All course syllabuses at the college include a list of readily available books which the lecturer can tell you about. We recommend for you to buy at least one of the recommended course books for your home study. You can order these online from Amazon.com for a cheaper way of buying books. Amazon can also supply you with second-hand books which cost about half the price of new books.

1.4 I want to take a holiday. Can I take leave from the course?

According to Home Office rules, you are only allowed leave of absence for legitimate reasons like illness or emergency (for example, a death in the family). In these cases, you need to have a written notice either from a doctor or a responsible person in the latter case. These should be signed and dated. If you are unable to bring the letter personally to the college, you will need to post it and mark it for the attention of 'Programme Coordinator'.

1.5 I cannot stay for the full lesson. Can I leave early?

If you are on a student visa, then you are required by law to study for at least 15 hours per week in organized daytime studies. This means attending all your classes in full!

If your teacher allows you to leave early, this does not mean that you will get full

attendance for the class on that day. All attendance records are kept accurately at the college, and we keep an exact count of the hours and minutes you spend inside the classroom, and this is the method used to calculate your total attendance at college.

If you are working, you must make sure that this does not conflict with your class times, and you must remember that class times do change every few months.

1.6 What will happen if I do not study?

If you are on a student visa and you do not study, you will lose your place at the college and you will also be reported to the UK Home Office for non-attendance.

If you do not need a visa to study, and you are unable to study at present, then you should speak to the college staff immediately, and we will make arrangements to try and safeguard your place so that you can use the benefits of the college at a later date.

1.7 Will I get my attendance record at the end of the course?

Your attendance record at the end of the course will be a real representation of your involvement in scheduled classes from the date your course started until the present.

All international students who are on a student visa are required by UK Immigration Law to attend at least 80% of all their scheduled classes, every week of the course.

1.8 There is no one in my class today, where is everybody? 4.

Have you been studying regularly? The most common reason for nobody being in the class room is the class having been cancelled or the time changed to another date.

1.9 Why didn't I move up to a new class this term?

If you are in the same class again in the new term, then either your test marks or general progress at the end of the previous term were too low to justify a move, or your attendance level was fairly low and so you will have to repeat the course in order to catch up on missed class work from the previous term. If you feel that you should have moved up to a new class, please inform your teacher, who will inform the Programme Coordinator. However, this still does not guarantee a move.

1.10 Will I be moving up next term?

Yes, you will be moving to a new subject, or higher level class next term as long as you completed your homework fairly regularly, passed your exams, and had satisfactory attendance.

1.11 How can I open a bank account?

The standard conditions for opening a bank account are as follows:

1. You must hold a valid student visa for the duration of the course.
2. If you do have a valid visa, then request a bank letter from Reception.

3. You must present this letter with your passport at your local bank.

1.12 How I open a bank account if I do not have any utility bills?

If you do not have any utility bills, we would recommend that you approach the bank first and explain from the beginning that you do not have any bills. You will then be advised as to what you can do. If the bank is willing to help you open an account, you will be informed so, and you should then take a visiting card from the person you spoke to and also take the branch address, and bring these details with you to the college reception, where you can request a letter to open a bank account. We will then issue a letter to assist you in opening an account at your chosen bank.

1.13 Can I work in the United Kingdom?

If you are a European National, there is no restriction on your seeking work.

If you are from outside of the EU, and you are here on a student visa, then you are entitled to work up to a maximum of 20 hours per week part-time during term time, and up to a maximum of 40 hours per week full-time during college vacation periods.

1.14 My visa is expiring, what must I do?

If your visa is expiring, you must complete a Home Office application form for an extension of stay as a student if you need more time to finish your current course of study, or if you are planning to enrol in a further course of study at the college. In both cases, current students can obtain an application from the college reception.

Please be aware that we cannot advise you on immigration matters, however, we are happy to explain factual information about the visa process to you, so please ask us.

1.15 Will I get a visa to study here?

You may get a visa to study at this college provided:

- You completed the application form correctly;
- You made the necessary payment at the time of application;
- You submitted the required documents in full;
- You have satisfactory attendance on your previous or current course of study.

1.16 What documents are required for my visa extension?

- Satisfactory attendance from your current/previous course of study;
- Enrolment in a current or new course of study;
- Detailed bank statements covering at least the last 3 months;
- Original documents for your sponsorship as a student in the United Kingdom;
- Police Registration document, if required (check the visa page in your passport);
- If you are working, then a detailed pay slip covering the last 3 months;
- 2 passport-sized photographs;
- your passport;
- Home Office fees of £250 for postal service, or £500 for express personal service(it can vary time to time, please check each time before you apply).

17 My visa has been refused. What happens now?

If your visa has been refused and you no longer have any

entitlement to study at the college, then you will be entitled to a refund of fees minus registration fees and minus any lapsed study time as long as you have a reputable track record at the college. (For more information on refund of fees, please take a look in the Terms and Conditions section of this handbook, starting from page 24).

If you have been given a right of appeal, the college will only support you in an appeal process if you have at least an 80% attendance record at the college.

The college cannot and will not support applications for visa extension where it is apparent that the student does not meet the requirements to submit an application (i.e., has not attended 80% of his/her courses, has not sat for any exams, etc.).

1.18 I am not happy. How can I complain about the service?

We welcome complaints as a way to improve our service to you.

(The full complain procedure is available from reception and separate literature).

1.19 What should I do if I have had an accident at the college?

If you have hurt yourself in any way whilst on the college premises, please inform a member of staff immediately and they will administer emergency medical aid if possible. If you are unable to contact a member of staff because of your injury, then ask a student to inform a member of staff immediately on your behalf and wait for them to arrive on the scene. Do not go home until we have recorded the details of your injury, provided it is not serious. If the injury is serious and you have left the building, please try to notify college staff before you

leave. If you can't, then remember to inform the college when you can and also make sure that your details are recorded in the accident book.

2.0 Studying at this College

Some people come to the UK to develop their language and computer skills before entering a British university or college, whilst others come purely to improve their business skills for professional use back in their home country; whichever reason brings you here today, have a look below to see what you can expect from this college and also how your studies will be organized.

2.1 College Opening Times

2.2 Study Times

2.3 Term Dates

2.4 Books to Buy

2.5 Books to Borrow

2.6 Excursions

2.7 Personal and Career Goals

2.8 Visa Requirements

2.1 College Opening Times

The college is open from Monday to Friday, 9.00am to 5.30pm

2.2. Study Times

There are two main periods for classes, morning between 10.00 am-1.30 pm and afternoon between 2.30pm -18.30pm. All full time courses are for a minimum of 15 hours organized daytime study per week. However, we expect you to spend a further 8 to 10 hours per week on private study on your own at home, doing homework and revision for class tests and final exams.

2.3. Term Dates

The calendar year is divided into 3 segments, spring, summer and winter.

The term and courses run for a 12 or 13 week period.

.Please note that the amount of holidays per course and the dates for these holidays are both subject to change and you will be notified if they do change during the year.

2.4 Books to Buy

All courses at the college include readily available books and class notes, but we do recommend for you to buy the course books for your home study.

You should ask your teacher/lecture advice on where to buy the recommended books, but generally, the best way is to order books through the website: www.amazon.co.uk. If you wish to save on costs, you could order only one copy and make photocopies of the relevant chapters for the other students. Alternatively, you could try to locate the book at your local library.

2.5. Books to Borrow

The college does have currently an open library allowing five days access per week, Monday through Friday (09 30 to 18 30) and immediate before exams, Library will open on Saturday from 1100 to 2000.

However, please note that you are permitted to use the library for reference purposes and also you can borrow the book for a maximum of 5 days.

There are, however, local libraries that you can join where you may borrow books. Please ask your teacher for more details, or similarly, you can ask the college administrative staff for help in how to obtain a library card from your local library.

2.6. Excursions

Depending on interest, we are happy to arrange excursions for our students whenever there is a demand. We require a group of 6 minimum for participation in an excursion to a local place of interest and a minimum of a group of 10 for an excursion to a place outside of London requiring half a day or a full day's trip. Local trips are free of charge, but trips outside of London will require sharing of coach expenses.

2.7 Personal and Career Goals

Being a place of education, we are very interested to see our students' progress to higher education or professional jobs once they leave this college. That is why the college administrators are always happy to discuss their future career goals and aspirations. We are happy to inform you about all courses that may interest you that either we are running, or that are running elsewhere, and we are also very happy to give you full information on furthering your education once you graduate from our establishment. Once you leave, you are always welcome to come back for guidance. LEBC currently operates a job search programme in the framework of the English course so that the students can learn how to do a professional CV, conduct efficient job search, how to apply for an NI number, how to prepare for an interview, how to fill in an application form, etc.

2.8 Visa Requirements

All foreign students on a student visa are required by law to:

- . Be on a full-time course of study that involves at least 15 hours per week in day time study during the weekdays, between Monday and Friday.

- . Attend a minimum of 80% of all scheduled classes in order to maintain their status as a student in the United Kingdom.

Those students who fail to meet these legally binding guidelines can and will be removed from the college promptly without notice. The college does aim to inform students at all times about their status in the college, but if you do not study and you do not respond to our letters, then you risk being reported sooner rather than later.

If the college has written to you about your weak attendance three times, you will automatically be reported to the Home Office and we will relay your negligence in attending your courses.

Please be aware that any breach of immigration rules can be seen as a criminal offence by the UK government and it is a matter the college will treat as "serious".

Don't ruin your chances to study in the UK by breaching the conditions under which you came to this country in the first place. Please be aware of your status at all times, and also, of what we expect from you at this college. Please also remember that saying you have to work is not an excuse for missing classes and it will get you into trouble with your teachers. Please learn to organize your time properly, and put your college commitment first, not your job. If you need help to organize your time in any way, please speak to either the Director of Administration or to the Registrar. If you need college assistance in changing your working hours, or in speaking to your employer, please inform us and we will arrange to help you as best we can.

3.0 Facilities at the College

- 3.1 Library
- 3.2. Computer Facilities
- 3.3. Cafeteria

- 3.4. Student Activities
- 3.5. Student Discounts – i.e., Students' Oyster card
- 3.6. Bank Accounts
- 3.7. Accommodation
- 3.8 Sports Facilities
- 3.9 The Student Society & Social Programme
- 3.10 Photocopying and Printing Facilities:

3.1 Library

LEBC library has a stock of good number of text books, advanced reading, journals and other teaching materials. Students & teachers have five days open access to the library. Please follow the library guideline to receive the very best service from college collection.

3.2 Computer Facilities

We believe in the provision of hands-on training. As a College of excellence, we have a state-of-the-art computer laboratory sufficient for student IT groups to have their practical training. It is our policy to update and upgrade the lab from time to time to meet the ever-changing nature of technology.

3.3 Cafeteria:

There is a cafeteria for the students inside the College building. Hot and cold drinks and other light snacks will normally be available. In addition there are a wide variety of restaurants, bars, fast food outlets and all kinds of food shops within a few minutes' walking distance of the College

3.4 Student Activities

As noted under 'Excursions', this is up to the desires and needs of the students and we require a minimum student number to organise any activity of this nature.

3.5 Student Discounts

As a full time student in the UK, you are entitled to a students' Oyster card which the college will apply for on your behalf. This will enable you to have 30% discount on travel if you use the underground, bus or the railway, provided you are on a full-time course of study that lasts longer than three months. Foreign students can apply for an ISIC card, and this student card is recognized in many shops and places of entertainment, and can also be used to book cheaper flights. To get one of these cards please ask in reception.

3.6 Bank Accounts

The college can and will assist you in making temporary banking arrangements in order for you to store your money safely. Please note that these facilities are only available to full-time students on longer term courses, and for those who have a valid visa of stay for the duration of the course. Also please be aware that the college cannot guarantee that the bank will open your account, because it is the bank who decides, not the college.

There is more useful information available about opening a bank account in the previous section.

3.7 Accommodation

The college is happy to advise you on how to find suitable accommodation or even make the necessary arrangements for you, provided you give us at least 14 days notice prior to your arrival here in London. Generally, hostels are a safe and reliable option for you to take. They will most commonly

provide meals in the morning and evening for seven days and have fully independent rooms with their own bath and toilet, your own TV, as well as shared gym and fitness facilities on site. Prices for single rooms start from GB £143.53 per week for the first week, £132.95 for weeks 2, 3 and 4 and then £120 per week thereafter. Student hostels also charge per night for a Bed & Breakfast service, if that is what you are looking for, and prices may start at £27 per night per person for single and less per person for a double room. However, please keep in mind that prices may be subject to change when you book.

3.8 Sports Facilities

The college is surrounded by leisure centres with facilities for gym, swimming, table-tennis, badminton, etc. A modern sports centre is no more than a three- minutes' walk from the college. The college provides facilities for indoor games.

3.9 The Student Society & Social Programme

All new students automatically become members of the LEBC Student Society. The Society is based on a commitment to Knowledge, friendship, and the fostering of a community spirit within the college and provides an opportunity to socialise and meet students from other departments. It regularly organises meetings, debates, and visits to places in London of particular interest e.g. the Law Courts. The Society also organises writing competitions, subject based research and public speaking events.

LEBC organises regular social events e.g. visits to theatre and cinema. These are advertised well in advance on the college notice board and all students are welcome to participate.

3.10 Photocopying and Printing Facilities:

Students have access to photocopying facilities provided by

the College at a nominal charge. Students are permitted to print and copy the necessary documents and study materials for a nominal charge from the Librarian. The charge applies to staff as well. Student Services will provide one copy of a lecture handout free of charge if it is requested 24 hours prior to commencement of the lecture.

4.0 COURSE INFORMATION

Attendance

Students must attend their classes listed in the timetable. The College does not permit students to sit for examination when attendance falls below 80%. In the case of unavoidable absence, the College must be informed. A medical certificate is required if there is more than three days' consecutive absence owing to illness.

4.1 Assessment

Students are usually expected to do two types of assessment during their studies. **Class work** or **course work** is submitted to the class teacher for formative assessment in order to help the student to develop their skills and understanding. This work will be marked or graded in order to give the student a feel for how they are progressing, and equally importantly, they will receive feedback from their course tutor regarding their progress. In addition, students are also required to produce **assessed essays** and take unseen **written examinations** for summative assessment, which are designed to evaluate their current level of academic achievement.

Detailed assessment requirements are set out in each module booklet, together with learning outcomes, which specify the key forms of achievement or performance required. Modules are delivered through a series of weekly sessions. Three-hour written examinations are held in each subject at the end of each semester. Less than 40% is considered a failing mark.

To obtain a pass, students are required to achieve an average mark of 40%. Students are not required to achieve 40% in every module. The Examination Board will, however, scrutinize the individual record of every student who scores less than 40% in two or more modules regardless of their overall percentage.

4.2 Appeal

Internal Appeals Procedure

Whenever teachers assess students' work for an examination, The College is committed to ensuring that:

1. It is done fairly, consistently and in accordance with the specialisation or the qualification concerned.
2. Assessment is conducted by teachers who have the appropriate knowledge, understanding and skills.
3. There is a consistency in the standard of marking.

If a student feels that this may not have happened in relation to their work, they may make use of the appeals procedure. STC will permit the candidate to be supported in their appeal by a parent, guardian or friend.

Candidates should appeal in writing within seven days if they wish to have their marks in the internally assessed components of an examination reviewed.

A written record will be kept of the nature and outcome of the appeal and a copy given to the candidate. If the candidate is not satisfied with the outcome, he can formally appeal to the Management Committee of STC. The decision made by the Management Committee is taken to be the final for internal appeal matters.

4.3 STUDENT RESPONSIBILITIES

It is the student's responsibility to:

- ✓ Keep the college informed of any changes to correspondences regarding contact number, correspondence address, e-mail address, etc.

- ✓ Keep themselves informed of the timetable and assignment and essay submission deadlines
- ✓ Find out their results and make sure that they have received written confirmation.
- ✓ Keep all paperwork sent to them in a safe place.
- ✓ Abide by all the college regulations and policies including Equal Opportunities, Health & Safety, Grievance, Fees, etc.
- ✓ Attend classes regularly and make every attempt to be punctual for their lessons.

STUDENT HELPDESK

Students who would like to interact with the management regarding any issues/suggestions can email to info@eastbankcollege.org.uk. All emails will be treated as strictly confidential and will be replied to as soon as possible.

4.4 COLLEGE DATA PROTECTION POLICY

The Data Protection Act 1998 requires the College to observe new legal provisions designed to safeguard both 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.

By signing this form you will be giving the college permission to collect, hold and process additional personnel data relating to you for evaluation of your extenuating circumstances.

Signing this declaration does not compromise any rights you enjoy under the Data Protection Act 1998 or any other legislation relating to personal privacy and data storage. Should the College need to collect and process additional sensitive data your explicit consent will be sought.

Declaration to be signed by student

I have read and understood the statement and agree to the

college collecting, holding and processing my personal data for the purposes described. I declare that the information given in this extenuating circumstances form and the accompanying papers is that I would be willing, if required, to answer further question related to it.

Signed

.....

.....

Date.....

.....

4.5 HEALTH AND SAFETY

Safety Policy

The College actively implements a Safety Policy, details of which are available upon request.

As a student, you are obliged by law to co-operate with all safety measures and, as a condition of entry to the College, agree to take reasonable care of yourself and anyone affected by your acts or omissions.

4.6 Fire/Evacuation Procedures

The fire alarm system is sounded by activating any of the alarm points throughout the College premises. Evacuation Procedures are posted throughout all buildings. Please ensure you understand and follow the correct procedure.

In the case of a fire:

- 1 Sound the alarm immediately and inform Reception
- 2 If possible, attack the fire with the extinguishers provided but without taking personal risks.
- 3 Call the fire brigade
 - a. Lift the receiver and dial 999
 - b. Give the operator your telephone number and ask for the fire service
 - c. When the fire brigade replies, say "Fire at London Trinity College.....(address)

DO NOT REPLACE THE RECEIVER UNTIL THE FIRE BRIGADE HAS REPEATED THE ADDRESS

4 Leave the building using the nearest available exit.

5 Close all doors behind you.

6 Report to the assembly point.

7 Do not re-enter the premises until the 'all clear' is given by an authorised person in control.

Emergency evacuation drills are held during the academic year and all students must familiarise themselves with exit routes. Tampering with, or other misuse of any fire fighting equipment is a criminal offence. Appropriate disciplinary action will be taken in the event of any such occurrence.

4.7 Accidents

It is in your own interests to report accidents even apparently trivial ones. When an accident results in injury, you should report this and, if advised, you should record in the Accident Record Book.

The First Aid Box is situated in the Reception area. Please make yourself aware of its exact location in case of emergency.

The list of available first-aiders is displayed on notice boards and in Reception.

Security

For security reasons no bags or articles should be left unattended.

Smoking

Smoking is not permitted on the college premises.

5.0 Student Life in London

5.1. About London

5.2. Travel

5.3. Living

5.4. Eating

5.5. Entertainment

- 5.6. Personal Health
- 5.7. Personal Safety
- 5.8. Emergencies

5.1. About London

London is the capital city of England, and it is a very diverse city, with many different cultures and traditions for you to discover and sample. London is home to people from all over the whole world, and local communities celebrate their cultures quite openly here, such as the Caribbean community who arrange the 'Notting Hill Carnival ' or the south Asian community who arrange 'Mela festivals' or the Chinese community, who arrange celebrations like Chinese New Year and mid-autumn festival.

There are many other cultural events in the city throughout the year, so there is no excuse for you to miss your home country whilst you are studying here! London is a very modern city that is a temporary home to many foreign nationals, and it does manage to attract millions of visitors each year. However, there is also a lot of local history here which dates back more than 2,000 years, and so there is always plenty of British culture for you to appreciate, and when you see the architecture of the buildings here, you will notice a beautiful mix of old and new traditions. London is one of the biggest cities in the world and the centre point for many global and regional events. It is home to some of the best universities, it has the busiest airport, and without doubt, it is the most popular destination for foreign students. London caters well for students, but it can be expensive if you do not spend wisely. Read on and learn how to make the most of your money.

5.2 Travel

Getting around in London is expensive, and the most common

forms of transport are the London Underground and the Bus services. The college is in Stepney Green which is a very central location and only a few minutes' walk from Stepney Green tube station. Should you require transport information, you may call London Transport's travel advisors on: 020 7222 1234. Be sure you have the exact address to hand, including the full postal code.

London is famous for its Black Cabs, but please do remember that these taxis have a running meter inside, and so you do not know what the journey will cost until you reach the end destination. You should always ask the cab driver for an idea of the total cost before you start your journey with him/her, but you will be able to see the exact amount the meter totals up on your journey and you may stop the taxi at any point throughout your journey. There are many other taxi services available in all parts of London, but we strongly advise you to avoid using unmarked 'mini cabs' available either on the street, but to book one from a mini cab office. It is very important that whenever you get inside a black cab, a mini cab, or any other vehicle that you check to see the driver's identity card. If you do not feel comfortable, always feel free to get out of the vehicle. However, note that the black cabs will lock you in automatically once the driver starts his/her journey and the meter starts running. You must inform the driver should you wish to get out. Remember that London is a big city and so try to avoid having to travel across the whole city every day to reach your college or your job, because this will take too much of your daily time, it will be costing you a lot of travel fare and will also prove to be exhausting. In general, for the majority of people living in London, it is quite common to travel for one hour in the morning between home and college, or home and work, and then again for one hour on the way home at the end of the day. This is normal here.

5.3. Living

Just like travel, accommodation is also generally expensive in London. As a rule, the closer you live to central London, the more costly your housing will be, but at the same time, the further away you live from the city centre, the more it will cost you to travel into college each day, so you will need to decide what is the best option for you. Typically, living in a room on the outskirts London can cost around £50-70 per week per person. But living in the middle of the city can cost at least £100, though if you share a flat or a house, it can be cheaper than that. The college does not guarantee any room arrangements between the students themselves, and we recommend that you check the facts about house-sharing in the previous section first, but the college can arrange secure accommodation for you in a recognized student hostel, and again, more details are available on the relevant pages in the Accommodation section.

HOUSE SHARE:

It is very common for students to arrange a flat share together, and you can find something to suit your needs in and around London, in all zones, 1, 2, 3, 4, 5, and 6. There is plenty of accommodation available in and around central London, with many different price ranges and level of comfort being offered. So you should be able to find something that is suitable for you, and also at a price that is affordable for you. We advise that you check all accommodation details fully and properly before making any decisions. Below are examples of some important information, but you should check out any accommodation personally before entering into any rent agreement or contract:

- . Does the room include meals?
- . What facilities are available (TV, washing machine, plates, cutlery, etc.)?
- . Find out if the bills are included in the weekly rent.
- . Find out if there are any extra costs

- . Find out how easy it will be to travel from your house to the college
- . VERY IMPORTANT: Who owns the house?
- . WHO ARE YOU MAKING AN AGREEMENT WITH?
- . WILL YOU HAVE A CONTRACT FOR YOUR ROOM?
- . Will you get your rent deposit back at the end of your stay?

5.4 Eating

Eating out in London is a pleasure, and you will be spoilt for choice each day when you are looking for something to eat. There are food options for all types of people, for all dietary requirements, and at prices suitable for all sizes of pocket. The college is fortunate enough to have many snack bars and fast food facilities nearby, but just like we have mentioned earlier about travel and accommodation use the same rules in general for eating out and entertainment. If you bring food into the college, please consume it in the student lounge and always remember to throw your rubbish in the bins provided. Cold mineral water is available free of charge in the dispenser in the computer lab and in general, students may relax in the student common room. Smoke is not permitted in the college, but you may smoke on the fire exit by the student common room.

5.5 Entertainment

London is the centre point for many different activities, such as film openings in Leicester Square, live musical performances at Wembley and also in the theatres in the West End, tennis tournaments at Wimbledon, art exhibitions at the museums and galleries, as well as a host of other national events of interest. There are adequate entertainment facilities in all parts of the London area such as pubs, clubs, restaurants, cinemas, bowling alleys, ice rinks, sports and fitness clubs, leisure centres, libraries, shopping centres and parks.

Cost will vary hugely, but you can get discounts as a student if you have a valid student discount card.

5.6 Personal Health

As a student in the UK, there is no restriction on you registering with a local doctor and we recommend that you do register with a doctor in your local area in case you require medical care. In case of emergency, you may admit yourself or be admitted to the Accident and Emergency Unit at any government maintained hospital. All of these facilities are available free of charge under the NHS. But please remember that you will have to pay for all the medicines that are prescribed to you by a doctor, and these medicines can be purchased from any pharmacy. You will find pharmacies/chemists in all areas. There is a host of private healthcare available in the UK and details on the costs and cover provided by these companies can be obtained directly from the company in question.

5.7 Personal Safety

Because the city is very big, and because there are so many different types of people here, there are a few simple rules you should remember.

1. USE CAUTION WHEN YOU TALK TO STRANGERS
2. DO NOT WALK ALONE AT NIGHT WHEN THERE IS NO LIGHT
3. DO NOT TAKE A SHORT CUT THROUGH A PARK AT NIGHT
4. DO NOT GET INTO CARS WITH PEOPLE YOU DO NOT KNOW
5. KEEP ALL VALUABLE ITEMS SUCH AS PHONES, JEWELLERY AND MONEY HIDDEN AWAY. DO NOT KEEP THEM IN VIEW OF OTHERS

6. DO NOT LEAVE ANY UNATTENDED BAG ANYWHERE.

4.8. Emergencies

THE EMERGENCY NUMBER FOR POLICE/AMBULANCE IS "999"

If you have an emergency, such as theft, robbery, or assault, you should contact the police immediately on phone number 999.

If you have lost your passport, you should visit a police station and report the details to them, and then you should report the incident at your embassy in London.

If you have any other type of emergency, such as losing your accommodation, losing your job, catching an illness or disease, or any other problem or occurrence not mentioned here, you should contact the college as soon as possible, and request our help.

6.0. Rules & Regulations

6.1 Attendance

6.2 Arriving on Time

6.3 Dismissal from the College

6.4 Right of Appeal

6.5 Making an Application for Enrolment at the College

6.6 Payments for a Course

6.7 Leaving your Course Before it has finished

6.1. Attendance

If you are an overseas person studying in the United Kingdom on a student visa, you are required by the Home Office to attend at least 80% of your scheduled classes and this must be part of a full-time course of study involving at least 15 hours organized day time week day study per week. Regular attendance in classes is required for all courses at the college.

In addition to the compulsory 15 hours, we expect you to do around 10-15 hours of private home study each week in which time you are expected to do your homework, revise for tests and exams, and also to catch-up with any missed pieces of work.

The college maintains attendance records. All education seniors have access to this information and it is at the college's discretion if it sees fit to remove a student from a class because of poor attendance or any other bad habits as mentioned below. A student may be suspended for the semester or even expelled from the college for poor attendance at any time if, after meeting with the Directors to discuss class attendance, he/she continues to be absent from classes. A teacher may refuse a student entry to the class if he/she has accumulated more than three official absences. If you do not maintain proper attendance at all times, the college can contact the Home Office to inform them about this matter.

6.2 Arriving on Time

You are expected to arrive on time. If you arrive more than 15 minutes late for your lessons, then you do not have the right to join the class on that particular day, and your teacher can refuse you entry into the classroom. If you keep arriving late for classes, then you may lose your place in the classroom permanently, which means you may lose your place at the college.

6.3 Dismissal from the College

Any student may be expelled, suspended, placed on review, or given a disciplinary warning for any of the following reasons:

- . Cheating on tests or examinations at the college
- . Presenting falsified documents inside or outside of the

college

- . Misrepresentation of oneself
- . Obstructing the college's educational and administrative roles
- . Damaging college property, or property belonging to a fellow student or teacher, whether accidentally or intentionally.
- . Theft
- . Intimidation and harassment of others whether in the college or outside the college's door
- . Damage to the local area around the college
- . Receipt of a criminal conviction whilst residing in the UK
- . Unauthorized entry into the college
- . Possession of illegal substances (drugs) unless accompanied by the relevant medical certification
- . Possession of items that the college deems as 'dangerous' (weapons like knives, fire arms, etc.)
- . Lewd conduct including sexual harassment of fellow students and staff members
- . Abusive or rude behaviour including smoking in college
- . Causing a student to wrongfully face disciplinary action.

The Director of the college can take action against any student at the college who falls within any category as described above, and the person in question can be suspended or expelled as the Director sees fit. No refund of fees will be given when a student has either been placed on review or expelled.

6.4 Right of Appeal

Students may appeal against an academic dismissal by submitting a written explanation of 'why they were not attending'. However, they must also provide relevant proof (for example, if you are sick, then you must obtain a medical certificate. If you have any other emergency, then also, the

relevant proof must be shown). Similarly, if their misdemeanour is not very serious (for instance, in the case of rudeness towards staff members) a written apology will also be considered, depending on the severity of the misdemeanour.

6.5 Making an Application for Enrolment at the College

Admission may be delayed or refused for any person who, while not enrolled as a student, commits acts that would be the basis for disciplinary action. Re-admission may be delayed or refused for any person who, whilst studying, commits acts that would be the basis for disciplinary action. If you are on a student visa and have already studied in the UK, then you must produce proof of attendance from your previous college or you will not be allowed to join the college and any application made will be refused.

The college will refuse all applications for enrolment where the student has not attended the required 80% of classes on their last course of study, and all monies paid to the college in this case will be non-refundable. Do not attempt to book a course if you do not have a satisfactory attendance record from your last course of study which will be duly checked.

6.6 Payment for Courses

For a precise breakdown of tuition fees for all courses, please refer to the promotional leaflets. Please note that the college reserves the right to review and change tuition fees without prior notice. Also, the tuition fees at the time the student enrolled shall remain so at that rate for the duration of the students' course of study. All future courses will be priced accordingly to the college tuition fees at that time, and any previous purchase does not qualify the student automatically for a discount.

Very importantly, registration for classes will be restricted for students who have either outstanding course fees, or alternatively, if they have outstanding financial obligations towards the college. Finally, there will be an administration charge of approximately £7.00 if the college needs to send out correspondence to a student for the purpose of chasing poor/weak attendance or late payment of course fees.

Note: LEB College reserves the right to alter or amend, change or modify the current academic programmes that are being offered. In addition, LEB College retains the right to cancel a course if there is a low enrolment figure for the course in question.

6.7 Leaving your Course before it has finished

If you decide to leave the college before your course of study finishes, or you decide that you have changed your mind once the course has commenced, in both of these situations the course fees are not refundable, unless supported by valid documentation to justify your actions, and after the approval of the College Principal. Only then will you be entitled to a refund minus the deposit and minus any study time that has lapsed.

A minimum of two weeks prior notice before commencement of the course is needed to be entitled to a refund minus the initial £100 deposit for English courses and £200 for all other courses. Any request to terminate a course after it has commenced, or less than two weeks before the commencement date, can and will leave you in a position whereby you may lose your full fees.

6.8 Payment of Tuition fees

Overseas students are required to pay 50% of course fees

when they enrol, and also for students already in the United Kingdom a minimum deposit of 50% of course fees are required.

Payment must be made in accordance with the agreed payment plan as arranged in writing at the time of enrolment. A place cannot be reserved for students who fail to meet their financial commitments unless prior arrangements have been made with the College at the Director's Discretion.

All discounts are at all the College's discretion, and we reserve the right to cancel all special offers made to students if they fail to pay their fees as agreed with the College. Failure to pay a discounted price within the specific time period will make you liable for the fees in full as previously advertised.

The College reserves the right to alter published course fees without prior notice.

Course start dates, course curriculum's and programmes may be subject to change without notice.

The College reserves the right to cancel courses at short notice due to lack of demand.

The College accepts no responsibility for the provision of services agreed with a third party for which no course fees have been paid in advance to the college.

The College reserves the right to expel students if the fees are not paid within the agreed time limit.

The College will retain any passports of students until they clear their outstanding fees if it emerges that the application to the Home Office was made through the College and if the passport is still in our possession. We may further choose to contact the Home Office and inform them of your position at our discretion if we feel that you have made commitments that you are clearly unable to meet.

Students applying for degrees made available by the University of London External Programme should be aware that they need to apply there directly themselves, submitting the appropriate documents. Additional fees will be payable to the University of London. For more information on tuition fees,

please refer to the University of London external Programme prospectus or their website: www.londonexternal.ac.uk

6.9 Payment Methods

International Bank Transfer (please send a copy with your Application Form).

Credit Cards (Visa, MasterCard, Solo, Switch), Cheques and Bankers' Drafts.

7.0 Visa Requirements

Those on a student visa are advised that the Home Office requires a minimum attendance of 80% throughout the duration of their course, and that if your attendance falls below the recommended 80% benchmark, then the college reserves the right to cancel your course of study. All foreign students who are on a student visa are required by law, to:

- Be on a full-time course of study that involves at least 15 hours per week
- Engage in organized daytime study during the weekdays, Between Monday and Friday
- Attend a minimum of 80% of all scheduled classes in order to maintain their status as a student in the United Kingdom.

Students who fail to meet these legally binding guidelines can and will be removed from the college promptly without any due hesitation. The college does aim to inform students at all times about their status in the college, but if you do not study and you do not respond to our letters, then you do risk being reported sooner or later.

If the college has written to you about weak attendance three times, you will automatically be reported to the UK Home Office and we will relay your conduct to that agency. Please be aware that any breach of immigration rules can be seen as a

criminal offence by the UK government, and it is a matter the college will treat as “serious”.

7.1 How to Complain

We welcome complaints as an opportunity to improve the quality of our services.

Every student has the right to complain, and can approach any member of staff about their complaint before putting it in writing. In the case of a serious complaint, students are welcome to see the Registrar/ Director of Studies/Principal in person, and they can ask to be escorted if it is deemed necessary/appropriate.

The best way for students to complain if they are dissatisfied in any way is for them to put it in writing.

College staff is expected to encourage students to raise any problems they may have, and to explain to them how they can complain, and if necessary, assist in the process to ensure that the students’ opinions are accurately raised and receive a just outcome.

We have adopted the following standards to make sure that our complaints procedure is readily available, easy to use, speedy, confidential and fair:

Every person who complains will

- . be treated with respect
- . be thanked for bringing the matter to our attention
- . have their complaint properly considered.

Every complaint will be:

- . fully looked into
- . dealt with quickly and professionally
- . dealt with in confidence to avoid possible embarrassment or prejudice to those who complain.

Remedies and Redress

If there has been a breakdown in service, redress and remedy will include:

- . an apology
- . an explanation
- . an information of action taken as a result of the complaint
- . an assurance that the same thing will not happen again.

NB: The information contained in this hand book is checked at the time of publication to ensure accuracy of appropriate level. However, we can not guarantee that no changes have taken place since publication. Readers are requested to check every time they use this hand book as a source of necessary information.