



London College of Business Management and Computing Studies

# **STUDENT HANDBOOK**

## **INFORMATION & GUIDANCE DOCUMENT**

This handbook is prepared for helping students to get an overall idea of the college views, policy & procedures & other necessary information necessary for their stay in the UK.

# Welcome Address

Welcome to London College of Business Management and Computing Studies (LCBMCS). I am proud and privileged to be part of a very special team of people, who jointly have managed to shape-up this college to its current esteemed status. We collectively aim to make sure that we deliver, so you may progress with flying colours in your chosen careers in the future.

As a student you will have to make sure you choose the right course and then pursue with absolute passion and willingness to succeed, backed up by hard work. For the students to succeed they must attend all their lessons and do all the required work to the best of their ability. You should involve your teachers in the most positive way to make sure you attain the best out of them. This will automatically lead to a very fruitful team work.

We as your chosen educational institution will do our utmost to make sure that you the students get all the required support at all times.

At the LCBMCS we are glad for our achievements to date and feel confident of the combined success for the college along with our valued teachers and students in the days to come. We most sincerely believe, that our commitment, disciplined effort, farsighted creativity and desire to succeed will allow you to reach your goals and beyond.

I look forward to the prospect of working with you with every enthusiasm here at the LCBMCS and wish you all a very gratifying success.

Principal (Acting)

London College of Business Management & Computing Studies  
80-82 Nelson Street  
London E1 2DY

## **Introduction**

The London College of Business Management and Studies (LCBMCS) is an independent educational institute for local & international students. The college has been a destination point for students from different social and ethnic backgrounds.

The philosophy of the college is to help the students to move with education. It provides a suitable background to its student from which they can pursue their personal and academic development.

This handbook will be a valuable resource to use during your time at LCBMCS and will be important throughout your time here.

Most of the information is linked to your life as a student and it is advisable to read through all the sections and understand their implications. You will need to make sure that you read the section on Examination, assessment, regulations and procedures related to immigration ... so that you know what is expected of you. There is also important information for different support services

## **Purpose of Student Handbook**

The student handbook is intended to help you cope with the complexities of life in the College, by providing you with basic information about a number of key matters. It gives you key information on the aspects of College life. You are not expected to read and digest the whole of it, but you are strongly advised to keep the copy which you receive during welcome week safely so that, should the need arise, you can refer to the relevant section(s).

The contents page gives you a clear guide to the topics the Handbook focuses on.

## **Locations of the College**

An exceptional advantage of LCBMCS is its location. The College is located close to the City of London behind The Royal London Hospital and easily accessible by tube [underground, over ground and Dockland Light Railway (DLR)] or by frequent local buses. The college campus is situated within the walking distance from Aldgate, Whitechapel and Shadwell Over ground and DLR stations.

The College is located at 80-82 NELSON STREET, LONDON E1 2DY, LONDON, UK

## **Mission Statement**

The College is providing tuition for different business management courses.

Its aim is to establish distinctive institutional style of educational environment where further education is at the heart of our endeavors.

Further, LCBMCS is committed to promote knowledge and skills of the students for their worthwhile employability in commercial and business fields and develop the potential talents of those who are committed to achieve professional excellence in order to contribute something for the benefit of the society.

## **Equality and Diversity Statement**

### **Equality and Diversity**

The College is committed to ensuring and promoting good equality and diversity practice. It is not just a statement and it means more than mere compliance with the equality legislation. It means:

- ✿ Ensuring that you are treated fairly and with respect
- ✿ Acknowledging and valuing people's difference and individuality
- ✿ Recognising & Celebrating cultural diversity
- ✿ Understanding & Supporting individual and group needs
- ✿ Having zero tolerance for any act of unfair discrimination and harassment

### How does the college work towards achieving these aims?

- ✿ Making sure that you as students feel included in the college experience and have the necessary information to make positive choices and contributions to your student life.
- ✿ We encourage you to let us know if you have particular support needs. For this you should remember and ensure that you disclose any issue to us which might hinder your successful progression on your chosen programme. You can tell us at any time and your disclosure will be treated in confidence. Further information on our race, gender and disability equality policies can be found on the website.
- ✿ We monitor your admissions, enrolment, progress, programme experience, retention and destinations by the equality strands of disability, race/ethnicity and gender.
- ✿ We implement our policies and procedures to ensure that no one is treated adversely because of them.
- ✿ We encourage you to tell us what you think and inform change and we value your comments and suggestions.

### Equal Opportunity

LCBMCS maintains full compliance with its equal opportunity policy. In terms of recruitment of student College tries to ensure that no discrimination on the ground of political opinion, age, gender, color, disability, ethnicity/origin, race, religion, sexual orientation shall be exercised by the college. LCBMCS has been a destinations point for students from different social and ethnic backgrounds and is committed to make sure that students are recruited in terms of

- ▶ Sex discrimination Act (1975)
- ▶ Equal pay act (1970)
- ▶ Race Relations act (1978)
- ▶ Disability & discrimination Act (2005)
- ▶ Equality act (2006)

The College would like to supports with the principle of equal opportunities to all its prospective students, staffs during recruitments or selecting. During recruitment LCBMCS avoid all forms of unlawful and unfair discrimination on the ground of colour, race, ethnic, gender, sexuality, marital status, disability, etc.

Every possible measure will be taken during recruitment to ensure that individuals are equality & fairly treated for the betterment of the college as well as all of who are involve to make the strength the College

Details of equal opportunity available in college equal opportunity policy.

### Harassment

We believe that harassment pollutes the working and learning environment and has a detrimental effect upon wellbeing, health, confidence, morale and performance of those directly affected by such behaviour or who are witness to it.

Harassment is an unwanted conduct that has either the purpose of :

- ❑ Violating a person's dignity or
- ❑ Creating an intimidating , hostile, degrading, humiliating or offensive environment

We are committed to creating a working and learning environment free from harassment and discrimination in which all staff, students and visitors to the college are treated with dignity and respect.

Staff or students who harass others, whether employees, students or visitors to the college, will be subject to investigation which may result in disciplinary action, including dismissal or expulsion

Harassment on racial, sexual and/ or on the grounds of disability is unlawful and are treated with zero tolerance and those who harass others on such grounds may be subject to prosecution.

Harassment can be communicated verbally, be physical in nature or be expressed through other means of communication like letters, e-mail, text messages etc. it may be expressed directly to the person concerned directly or communicated about them to a third party.

Behaviour generally accepted as harassment includes:

- ❑ Insults, name calling and offensive language and gestures
- ❑ Inappropriate jokes
- ❑ Ridiculing and undermining behaviour
- ❑ Physical assault or threat of physical assault
- ❑ Intimidating or threatening action or behaviour
- ❑ Isolation, non-cooperation or deliberate exclusion
- ❑ Inappropriate comments
- ❑ Offensive image or literature
- ❑ Pestering or spying
- ❑ Any other similar behaviour

Further details can be found in college Harassment and Bullying Policy, including the definition of harassment, behaviours which may be considered harassment, as well

as the procedures for addressing harassment. If you think that you may have been subject to harassment, or if you have been accused of harassment, you can seek support and advice from the Student Counselor and Welfare Officer (SCWO).

## **Bullying**

Bullying is the unwanted behavior like offensive, intimidating, malicious or insulting behavior, an abuse or misuse of power through means intended to undermine, humiliate or injure the recipient.

Typically, bullying is one person against another or a group of people against an individual.

- ❑ Behaviour that constitute bullying includes:
- ❑ Ridiculing a person;
- ❑ Shouting or screaming at a person;
- ❑ Withholding unnecessary information;
- ❑ Invalid criticism;
- ❑ Making comments or singing out a person to irritate the person;

College authority will not tolerate any bullying irrespective of the background of the person concerned.

## Health & Safety

Everyone must comply with Health and Safety laws in order to ensure that the College is a safe learning and working environment. If you have any health and Safety concerns or are not sure about any instruction given, please seek guidance from Student Counselor & Welfare Officer or your tutor. College has health and safety policy guide from where you can take necessary help.

### LCBMCS statement of general policy is:

Health & safety at Work etc Act 1974

- ❏ to provide adequate control of the health & safety risks arising from our work activities;
- ❏ to consult with our employees on matters affecting their health & safety;
- ❏ to provide and maintain safe plant and equipment;
- ❏ to ensure safe handling and use of substances;
- ❏ to provide information, instruction and supervision for workers;
- ❏ to ensure all workers are competent to do their tasks and to give them adequate training;
- ❏ to prevent accidents and work related ill health;
- ❏ to maintain safe and health working conditions;
- ❏ to review and revise this policy as necessary at regular intervals;

## The Student Charter

The London College of Business, Management and Computing Studies [LCBMCS] wants its staff and students to work together to maintain the quality learning environment and its improvement. For this both students and staff have important roles to play in maintaining the quality and reputation. This **Student Charter** outlines the standards of provision of what a student can expect from the college & its staff and of what college expects from its students being responsible person. The college is committed to maintain equal opportunities and fair practice in all aspects. We expect students to treat staff, other students and associated people with respect and courtesy.

### About your academic programme

**You are expected to:**

- ❏ become familiar with the requirements outlined in your programme handbook;
- ❏ be responsible for making well informed choices about your study and module selection;
- ❏ be attentive to the requirement of your programme and actively participate in all sessions specified for your programme.
- ❏ attend classes regularly according to the college routine for at least 15 hours per week during the term time.
- ❏ study, on an average, 40 hours per week for getting benefit of your studied programme;
- ❏ take responsibility for your learning;
- ❏ be self-directed in your programme of study – an independent, self-reliant learner;
- ❏ pursue your studies with a positive commitment, do your best and aim high;
- ❏ give importance on your tutors' feedback and reflect on that feedback to improve future assessments and study;

- ❖ analyze your module critically so that your subjective understanding would be more clear to you and you will be able to analyze tutorial discussions critically;
- ❖ critically assess the resources and demonstrate an understanding of the issues by presenting your own ideas in your own words;
- ❖ be responsible for managing your time so that you can submit your work by the deadlines and never be penalized;
- ❖ take advantage of all available resources and support such as IT facilities, library facilities, internet and other web based resources, and manage your email account;
- ❖ seek help when you are struggling.

**You can expect:**

- ❖ a detailed induction from the college along with a programme handbook;
- ❖ the learning about subject/award benchmarks, programme specifications and code of practice;
- ❖ access to quality academic facilities and learning environment;
- ❖ a programme that is supported by web based resources and library resources;
- ❖ a programme of study which uses a mix of teaching, learning and assessment methods appropriate for your particular objective;
- ❖ well informed teaching staff professionally planned and coherent to programme specification and is regularly updated;
- ❖ you will be taught in such a way that it will enable you to reflect critically on the subjects you studied and taught to critically assess your sources of information
- ❖ to be informed of any changes to your programme of study or your timetable and other obligations as soon as possible.

## About Assessment and examinations

**You are expected to:**

- ❖ make yourself available for examinations during all formal examination, including re-sit examinations or other periods specified by your programme
- ❖ be familiar with and abide by the Rules that Governing the Conduction of Examinations
- ❖ submit coursework and assignment on time and would know the consequence of late or non-submission of assignment;
- ❖ inform your tutor about illness or anything that might be seriously affecting your exam or assignment submission.
- ❖ Contact the tutor/course coordinator/exam officer in case of specialized arrangement required for sitting examination;
- ❖ Avoid any sort of academic misconduct (as mentioned in the misconduct policy)

**You can expect:**

- ❖ information about how the modules or units in your programme will be assessed, and an explanation of the criteria used for assessment;
- ❖ fairness in all your assessments;
- ❖ information about coursework deadlines and examination schedules well in advance;
- ❖ your marks and other useful feedback on coursework normally be disclosed within 4 weeks of

submitting that coursework.

- ❖ Your appeal on the assessment decision or exam result will be reviewed without prejudice and within the time frame;

## Standards of academic conduct

### You are expected to:

- ❖ maintain high standards of academic conduct;
- ❖ show a commitment to academic honesty in your work;
- ❖ be familiar with and apply the guidance provided by your college on proper referencing and good academic practice, and in particular the avoidance of plagiarism
- ❖ ensure that any work you submit is your own work and that you acknowledge any use of the work of others.

### You can expect:

- ❖ to receive a briefing on what the College means by 'good academic practice' and 'referencing'
- ❖ to be told where to find guidance materials
- ❖ that the College may use plagiarism detection software.

## Tutorial support on your programme

### You are expected to:

- ❖ attend all arranged meetings and classes with your tutor;
- ❖ make appropriate use of all the support and guidance offered at the College;
- ❖ take the initiative in raising problems or difficulties (academic or personal) at the earliest possible opportunity;
- ❖ report promptly to your college or tutor when you are ill or have other good reason for non attendance or failing to meet deadlines.

### You can expect:

- ❖ to be given a tutor who will provide confidential advice and who will ensure that you have access to pastoral and academic support to facilitate your learning
- ❖ to receive advice about the extenuating circumstances process
- ❖ the College to provide a network of student support services to which you may self refer or to which your tutor can direct you.

## About Standards of personal conduct

### You are expected to:

- ❖ behave in a responsible manner whether on campus
- ❖ treat others – fellow students, members of staff, neighbors and other people in the community with courtesy, fairness and respect regardless of race, ethnic origin, age, gender, marital or parental status, sexual orientation, religion and belief, disability, political belief or trade union membership.
- ❖ treat buildings and facilities, at your accommodation and in the community with care and respect.

**You can expect:**

- ❖ the College to respect the needs of its diverse community of students and staff
- ❖ to be treated courteously and with fairness, dignity and respect regardless of race, ethnic origin, age, gender, marital or parental status, sexual orientation, religion and belief, disability, political belief or trade union membership and activities.
- ❖ the College to endeavor to provide a safe and secure environment free from fear, intimidation and harassment that serious breaches of conduct will result in disciplinary procedures against a student, or group of students, and penalties.

**About Health and safety****You are expected to:**

- ❖ take responsibility for your own health and safety and that of others who may be affected by what you do or fail to do
- ❖ be aware of the wellbeing of your friends, fellow students and others;
- ❖ report any serious illness or hospitalization of a fellow student to the College office;
- ❖ provide up to date details to the College including landline and mobile phones, local and home addresses, who to contact and how to contact them in case of emergency.

**You can expect:**

- ❖ the College to accept its duty to ensure the health, safety and welfare at work of all its employees, students and visitors
- ❖ the College to keep buildings safe and in good repair
- ❖ a smoke free environment on building

**About Registration****You are expected to:**

- ❖ register on time and attend the College the Induction events;
- ❖ pay all necessary fees;
- ❖ collect a Student ID Card;
- ❖ make sure you are registered with a doctor and have access to dental services;
- ❖ undertake 'to conform to the discipline of the College and to all Statutes, Regulations and Rules in force'
- ❖ check that the data the College stores about you is accurate and up to date;
- ❖ notify the College of any change in your personal details and make sure that the modules entered against your name in the College database are actually the ones you are taking

**You can expect:**

- ❖ The College to provide induction which allows students to get information about registering on their programme and to attend induction events and social activities to help them settle into College life
- ❖ registration procedures which allow the College to collect the necessary information about your status as a student, contact information, and information about the programme and modules/units on which you are enrolled
- ❖ to be entered for the correct examinations based on the data collected at registration
- ❖ that all information which the College holds about you will be treated in a responsible and confidential way, in line with the Data Protection Act.

## About The environment

### You are expected to:

- ❖ be aware of issues that affect colleges internal and external environment;
- ❖ abide by the rules of the College's smoke free campus
- ❖ respect the built environment and public spaces of the College campus

### You can expect:

- ❖ the College to be committed to the environmental protection and sustainable development in all its activities
- ❖ the College to minimise all aspects of its operations that result in adverse impacts on the environment

## Ethics Policies for Student

- ❖ London College of Business Management and Computing Studies (LCBMCS) aims to recruit students with transparency, honesty and following equal opportunity policy and procedure. We recruit you without discriminating on age, sex, disability, marital status, sexual orientation, race, colour, religion or ethnic origin. We consider only your previous qualification, experience and other mandatory requirement for getting admission.
- ❖ The college reserves the right to expel you if your behavior is troublemaking or does not fulfill the requirement of the college.
- ❖ The college struggle to avoid any possible conflict of interest with all students & maintain strict confidentiality in all applicant information. Your information is absolutely maintained confidential and will not pass to any other without written consent by you or enforced by law in accordance with the Data Protection Act.
- ❖ College believes in integrity in dealing with you as present or prospective students as a prerequisite for success and important of the values it offers.
- ❖ College will not deliberately give inadequate or misleading information on its learning programmes or services.
- ❖ In all advertising and promotional material, college will avoid untruth and overstatement about its programmes and achievements.
- ❖ LCBMCS will avoid recruitment practices that involve the offer of improper financial or other inducements to students.
- ❖ LCBMCS will make all reasonable attempts to deliver learning programmes and support services to meet the individual needs of students, efficiently and effectively to accepted quality standards, and will take reasonable steps to rectify any shortcomings in the service delivered.
- ❖ Support, information, advice and guidance offered to students will be impartial and guided by the best interests of the student.
- ❖ LCBMCS will ensure that your complaints will be dealt with fairly, openly and efficiently as per complaint and appeal procedure of the college.

## Student Disability Statement

LCBMCS is firmly committed to ensuring a quality education for all its students. This policy outlines the ways in which the College addresses the needs of disabled students. It is designed to be read by prospective and current students as well as members of staff of the College.

The intention of the Student Disability Policy is to take into consideration of the individual needs of disabled students and to work with them to find appropriate and practical solutions to problems that might

arise.

The Disability Discrimination Act (Part 4) makes it unlawful to discriminate disabled students. LCBMCS is fully aware of and recognizes its responsibility to make anticipatory and reasonable adjustments to all policies and procedures, including teaching and learning to widen the participation of disabled students of the College.

### Pre application information

If you have any kind of disability and you are interested in applying for admission at LCBMCS, we suggest you to disclose your disability to the College's admission office before submission of your application so that college can make reasonable adjustment of the range of services and facilities. If you have mobility difficulties, dyslexia, hearing or sight impairment, you are strongly advised to discuss your requirements in detail with the College. You may be required to submit supporting documents to administration or the admissions office with the application form.

For your information we would like to draw your attention on the fact that College is currently operates in a rented building that has limited support infrastructure for those with severe mobility difficulties. The tenant status restricts the amount of adjustments that can be made to the building in order to accommodate more disabled users. It is the policy of the College in connection with the disability access code to undertake proper initiative to accommodate disabled students by making necessary arrangements and reasonable adjustments within its constraint.

### Admissions

- ✚ Your applications will be assessed on the basis of your academic suitability for the course in question.
- ✚ The College will make available information about access to the building and support facilities to enable disabled students to make their choice.
- ✚ If you are disabled students, you may discuss issues relating to disability admission procedure, course curricula, and the teaching and learning activities with Administrative Officer of the college. This will enable you to ensure that the learning and other supportive services you require are available.
- ✚ No applicant will be refused for a place at the College on the grounds of disability alone if there is allowance for reasonable adjustment. Every opportunity will be provided within the capacity for full consideration of the specific support or facilities required for disabled applicants and all reasonable adjustments will be made accordingly.
- ✚ The College will only refuse a you for a place on the grounds of your disability where:
  - I. There is a setup standard criterion by the awarding/professional organisation/body of the qualification they seek to pursue for determining whether or not the applicant has a particular level of competence or ability. In such a situation, the College may enter into discussion with the awarding/professional organisation/body to ascertain whether the prospective student's competence level is acceptable to them.
  - I. There are material and substantial reasons for refusal such as overriding health and safety reasons; duty to care concerns; inappropriate facilities and constraints in making reasonable adjustments.
  - II. If the application is rejected on the grounds other than academic considerations, college will provide you the reason of rejection and a record of the decision with the reasons for rejection preserved for at least one year so that college can provide this to the applicant or their representative if/when requested.

#### ✚ Applications from students with mobility difficulties:

Applications from students with mobility difficulties or wheelchair users can be considered subject to reasonable adjustments to the building to ensure that access and emergency egress routes are sustainable. College has disabled toilet facility for the mobility disabled. The Admissions office must ensure that certain procedures are followed when considering applications from disabled students. If reasonable adjustments to the building and procedures cannot be put in place for any reason, the

applicant will be informed in a timely manner.

#### ❖ **Application from Dyslexia disabled students:**

At present, the College does not have any services or facilities to support students with Dyslexia but have a policy that aims to accommodate students with Dyslexia in future. LCBMCS is presently unable to provide extra care for dyslexia disabled students and may not be able to arrange for suitable support systems depending on the nature of the disability.

## Guidelines for Students

### Regulations

#### a. Student Code of Conducts

The code of Conduct is designed to support progress in the college and was drawn up in consultation with students. When you signed the enrolment form you agreed to accept and abide by the following rules:

##### You must:

- ❖ Conduct yourself in accordance with the College's equal opportunity Policy;
- ❖ Follow the College Health and Safety Rules and fire practice procedures;
- ❖ Treat all College users, students, staff and visitors, and College property with respect;
- ❖ Attend all classes punctually and regularly and ensure that you are adequately equipped to work;
- ❖ Inform tutors of absence and provide any required evidence;
- ❖ Do all class/home/assignments set, submit them on time and catch up on any work missed;
- ❖ Take responsibility for your learning and approach your studies in a manner as to gain maximum benefit and achievement;
- ❖ Carry your ID Badge with you when attending College and be prepared to produce it on request by College staff;

##### You must not:

- ❖ Gamble on the premises;
- ❖ Bring into the College anything which could be used as an offensive weapon;
- ❖ Damage college property;
- ❖ Physically or verbally abuse anyone in the College;
- ❖ Hinder the work of the other members of the college;
- ❖ Use any radio, cassette, CD player or mobile telecommunication system in classrooms or elsewhere on the premises, except when sensitively used in the student common Room;
- ❖ Access inappropriate material on the internet;
- ❖ Involve yourself in any criminal activity;
- ❖ Bring or use any illegal drugs or alcohol on the College premises or come into College under the influence of alcohol or an illegal substance;
- ❖ Damage the reputation of the College;
- ❖ Copy any other student's work or cheat in any examination;
- ❖ Smoke inside the College;

Failure to comply with this code may lead to disciplinary action and to your being requested to leave the College.

#### **As a student you are responsible for:**

- ❑ Making the most of your programme of study, your college experience and the other opportunities that the college has to offer;
- ❑ Complying with the College's policies and procedures;
- ❑ Acting as responsible ambassadors for the College through good conduct and by ensuring that your actions do not have an adverse impact on the College's reputation, its environment, the local community or those who work or study at the College;
- ❑ Engaging yourself with the College in formulating your own education and career goals and in monitoring your progress towards these goals;
- ❑ Participating in the College's culture of learning which is based upon critical inquiry, debate and self-motivation;
- ❑ Pursuing your academic studies in a diligent, honest and professional manner

#### **As a student you are entitled to:**

- ❑ Learn within a framework that facilitates enquiry-based learning and achieve the learning outcomes of your programme of study
- ❑ Be treated with respect and tolerance in an environment in which academic goals may be pursued without fear or intimidation;
- ❑ Have access to appropriate learning resources and support so that they can take responsibility of your own learning, and improve your knowledge, understanding, skills and competencies;
- ❑ Receive effective and timely feedback on your academic work;
- ❑ Be a member of a college that strives to provide a safe and healthy place in which to work and study and which considers the impact of its activities on the environment and on the local community;
- ❑ Have access to professional welfare services which are designed to support you in experiencing difficulties that impede your study;
- ❑ Be informed of the matters that specifically affect your programme of study and the services that you use;

### **b. Emergency Procedures**

The College is required by law to practice emergency evacuation procedures. You will be explained about the emergency procedure in case of fire or any other emergency that may arise during your stay inside the college and assembly point. For your understanding and immediate response 'Fire Action' notice and fire exit route are displayed in your class room, passage, stairs and exit point. You have to read this notices and understand the sign so that you can act properly in the event of an emergency and where to Assemble. To make you habituated with the procedure college will arrange a mock fire drill every month.

In the event of fire or any other emergency, you must: obey directions given by staff to leave the building

- ❑ Proceed quickly to the Assemble Point where the lecturer will take the register
- ❑ Wait at the assembly Point with your lecturer

You must not:

- ❏ Stop to collect personal belongings
- ❏ Re-enter the building until you are told it is safe to do so
- ❏ leave the assembly point without informing your tutor or guide;

If you are unable to leave the building without assistance, you must:

- ❏ Obey instructions given by staff/tutor
- ❏ Assemble at the nearest 'Refuge Point'
- ❏ Wait for assistance

### **c. Health and Safety**

LCBMCS has made arrangements to control the risks of any health and safety matters that may arise any time during your stay inside the college. You will be given details information about health and safety matters during your induction. If you want to learn more about you can look at Health and safety policy guide of the college or visit [www.hse.gov.uk/legislation](http://www.hse.gov.uk/legislation) for further information.

### **d. College ID and Security**

As a proof of your studentship at LCBMCS, you will be issued an ID card within 5 working days of your enrolment with the college. You should keep it with you all the time to avoid any unwanted situation and if such situation arises this will help you escape any unexpected experience.

The ID card is issued for free for the first time but if you need a replacement/re-issuance it will cost you £5. You have to renew your ID card for free every year or whatever the agreement of your contract. In case of loss of your ID you must report to the college reception and ask for a new ID spending £5. You can use your ID in library, opening a bank account but you cannot use it as proof of your ID in case of seeking loans.

### **e. Change Address and other communication details**

It is the policy of the college to preserve your address and you are legally bound to provide us your latest contact address. If you are an overseas/international student you have two different addresses. One is your home country/permanent address and the other is your UK/local address.

These are used for maintaining effective communication with you all the time. In case of any emergency it will be helpful. You may not use the same address all the time.

You may change your contact number which you gave us during the time of enrollment.

So, whenever you change your address or contact number it is your responsibility to provide us your current contact address and contact number. At this point you need to remember that if for the reason of change of your address our correspondence return to us, we may remove your name from the college register in worse case.

We also give you the assurance under Data Protection Act. College will not disclose any of your information to anyone without your written consent or if it legally bounded by the law.

### **f. UKBA (Home Office) Regulation for Students**

As an International/overseas student you are recruited under Tier 4 Point based immigration system. College is licensed by the UKBA (Home Office) to recruit students. UKBA have certain guidelines that both student and college have to follow.

### **The new points-based immigration system: information for visa-national students**

Under the new points-based immigration system, the College has legal responsibilities towards the UK Border Agency in relation to all visa-national students who study here. The College is required to keep and as a student of the college you have to provide the following document and information:

- ❏ Copies of your passport and up to date UK immigration status document;
- ❏ Your contact details, including UK residential address and telephone number, e-mail address and address in your home country;
- ❏ Copy of all your past academic qualification document and transcript;
- ❏ Proof of your English proficiency document as per the requirement;
- ❏ Your next of kin details;

### **The College is required to report your name to UK Border Agency (Home Office) if:**

- ❏ You failed to enroll on your programme in a timely fashion, in most cases within two weeks of the start date of their programme;
- ❏ You fails to show Reasonable Diligence and is withdrawn from the College, as a result of insufficient academic progress and/or poor attendance; (Refer to the Code of conduct, admission policy and attendance & punctuality policy)
- ❏ You temporarily discontinue your study due to taking an authorised Leave of Absence. Your Visa is not valid for these periods of interruption and you have to leave the UK and then submit a new Tier 4 (student) visa application in order to be able to return to the UK and resume your study at the end of your Leave of Absence. You are strongly recommended to contact the Admin officer or Academic Registrar for advice and support.
- ❏ You are excluded from the College for any other reason than given above, e.g. for non-payment of fees.
- ❏ the duration of your programme shortens.
- ❏ Any information which suggests that you are breaching the conditions of your leave to remain within the UK.
- ❏ You are absent from the college for ten consecutive contact point; note that one class is one contact point;
- ❏ For coming to the UK or extending your stay in the UK, you need Confirmation of Acceptance for Studies (CAS) from the college. For CAS to be issued you need to accept the unconditional offer by the college to study at the college.

### **What is CAS?**

A CAS is a unique reference number that is now required for all new and extending Tier 4 (student) visa applications. This is mandatory for visa application.

### **What to do to get a CAS?**

If you need a CAS to extend your leave to remain (Visa) in the UK, will need to complete a CAS request form, available from the reception desk of the college.

### **When do I need a CAS?**

You need a CAS for the following:

- ❏ when are applying for Visa as a new applicant;
- ❏ When you want to extend your existing Visa if you cannot complete within timeframe;
- ❏ When you want to change the sponsor i.e. college or university; A new Tier 4 application must be submitted and approved prior to being able to move to a new sponsor.

### **Do I need a CAS for changing programme? What I need to do if you wish to change your programme?**

No, You don't need a CAS for changing programme.

If you wish to change you need to fill change of course form available at the college reception. For changing programme within the College you do not need to seek permission from the UK Border Agency, but the College will update the UKBA on the change. You should remember that if the new programme is shorter than your previous course, your leave to remain in the UK will be amended accordingly.

### Student Visa Extension Applications

In case your permission for leave to remain in the UK exhaust before completion of your course, you need to extend your Visa to complete your study. You need to seek advice from The Student Welfare Officer (SWO) or Admission Officer for the visa application process.

You should start preparing for your student visa extension application three months before your current visa expiry. During this time you need to collect and prepare all supporting documents and maintenance fund necessary for your extension and completing long application form.

### Your class attendance

- You must have to ensure that you are not missing 10 consecutive contact points;
- You must have to attend a minimum of 15 hours classroom based daytime supervised study during the term time.

### Action to be taken for non-attendance

- ❑ If you are missing five consecutive contact point college will issue first warning letter
- ❑ If you are missing seven consecutive contact point, you will receive a second warning letter
- ❑ If have missed ten consecutive contact point college will issue letter of termination and report your name to UKBA.

For further details please visit: <http://www.ukba>. Or [www.homeoffice.gov.uk/studyingintheuk/adult-students/](http://www.homeoffice.gov.uk/studyingintheuk/adult-students/)

### Home Office Interview Booking

You have to extend your visa if your course is not completed within the period of your current (first) visa. Before submission of application for leave to remain, you will have to meet the following requirements;

- ✿ Tier 4 (General) Student – application form
- ✿ Passport & Photograph;
- ✿ Bank statements (One month) for showing available fund for maintenance;
- ✿ Confirmation of Acceptance for Studies (CAS) issued by LCBMCS;
- ✿ Student's past exam performances including original certificate and transcript;
- ✿ **Correct fee;**

You are advised to check and make sure of the following before submission of your application to UKBA:

- ✿ You are submitting the latest Visa application form
- ✿ You filled up the application form with all necessary information and mark tick on the right box
- ✿ You have submitted only those document mentioned in your CAS;
- ✿ You have enclosed exact size photograph;
- ✿ You paid exact amount of fees.
- ✿ Make sure you submit/post your application before the expiry date.

**NOTE: AFTER SUBMISSION OF YOUR APPLICATION BY POST PLEASE PRESERVE THE POSTAL DOCUMENT FOR YOUR OWN SAFETY and PROVIDE A COPY OF YOUR POSTAL DOCUMENT TO ADMIN OFFICER TO PRESERVE IN YOUR FILE.**

You are advised to check the updated information including fees to be paid on:  
[www.ukba.homeoffice.gov.uk](http://www.ukba.homeoffice.gov.uk).

For booking an interview: call to 0870 606 7766

**Specific enquiries to Home Office you should addressed to:**

Lunar House  
40 Wellesley Road  
Croydon CR6 2BY

## **g. Academic Misconduct**

LCBMCS has regulations on academic misconduct which will be strictly enforced for all examinations and coursework.

### **Purpose**

The purpose of Academic Misconduct Policy of LCBMCS for you to

- ✿ provides strict guidance about what is academic misconduct;
- ✿ create awareness in you on the regulations;
- ✿ give you the idea about kinds of academic misconduct that students are trying to involved with during their study period;
- ✿ advice and instructs you to maintain Academic Integrity;
- ✿ refrain you from act of academic misconduct;
- ✿ give you a clear message of the management view about academic misconduct;
- ✿ give you an idea about how the procedural action will be initiated and warn you about the worst action;
- ✿ give you an idea about how to appeal against management if you are not agreeing with the decision.

### **Responsibility of students**

As a student of LCBMCS you should

- ✿ Understand the academic misconduct and impact of involvement;
- ✿ Be aware about the regulations,
- ✿ Maintain academic integrity;
- ✿ Stay away from adapting any form of academic misconduct;
- ✿ Understand the appeal procedure against college decision.

### **Types of Academic Misconduct, their definition and character:**

Following are the type of act that identified as punishable academic misconducts:

#### **Plagiarism:**

Plagiarism is the act of passing off someone else's work as your own. It's includes:

- ✿ Borrowing without acknowledgement, or summarising someone else's original ideas without citation;
- ✿ Violation of copyright law by copying from the public domain;
- ✿ Downloading information from the internet and using it directly by copying and pasting from websites;
- ✿ Passing off obscure articles or extracts from books as original work.

### **Fabrication:**

Fabrication is the falsification of data, information, or citations in any formal academic exercise. This includes:

- ✿ Making up citations to back up arguments or inventing quotations;
- ✿ Distortion of numbers to make experiments or propositions appear to work;
- ✿ False claims about research performed;
- ✿ Selective submission of results to exclude inconvenient data or the generation of bogus data.

### **Deception:**

Deception means providing false information to a teacher/instructor concerning a formal academic exercise. This includes:

- ✿ Taking more time on a take-home test than is allowed
- ✿ Giving a dishonest excuse when asking for a deadline extension
- ✿ Falsely claiming to have submitted work.

### **Cheating:**

Any attempt to give or obtain assistance in a formal academic exercise (such as a time constrained examination) without due acknowledgment.

### **Bribery:**

Giving certain test answers for money.

### **Sabotage:**

An act that prevents others from completing their work. This could include:

- ✿ Cutting pages out of text books or journals
- ✿ Willfully disrupting the projects or experiments of others.

### **Collusion:**

- ✿ Collusion means preparing the same pieces of work by two or more students without taking prior permission or authorisation from the tutor or supervisor and producing the same piece of work separately declaring it as work of their own.
- ✿ It also means copying works of a student without the knowledge of the first student and declaring it as his/her own work.

It is advisable that the work submitted by you must be entirely your own work and must not collide with one another. The only exception is when the tutor or supervisor authorises group submission of your works.

## Disciplinary Actions

It is mentionable that LCBMCS is only the tuition provider of the courses offered by different Awarding Bodies. After taking the examination or course work tutor or supervisor have to send these works to the Awarding Body for final checking, verification and result. Be aware that every awarding body uses specialist software to identify Plagiarism and Collusion. For Plagiarism and Collusion Awarding Body have the supreme authority to make the decision which may cause failure or in some cases suspension from the courses.

All other academic misconduct will be dealt with, as appropriate, under the college Disciplinary Code.

## Warning

**LCBMCS offer only the courses of different awarding body and for that any academic misconduct can be detected by them. In such cases the punishment action will be carried out by concerned awarding body and LCBMCS has nothing to do with it. However if any awarding body allows LCBMCS to initiate action then the academy will do the following steps:**

- ✿ A warning letter may be issued for minor breaches of the code of conduct to the concerned student by the Principal or his/her authorized representative or Principal with the nature of academic misconduct and be advised to take proper care to correct them in future.
- ✿ A warning shall normally state what is the nature of academic misconduct, what action would be taken if happened again in future etc.
- ✿ A warning is not a penalty under these regulations and it could be suspension or withdrawals from the course in worst case scenario. Withdrawal or suspension from a course does not lead to a refund of fees paid or a reduction in the fees due.

## Appeal

If you are not satisfied with the decision against your academic misconduct, you may appeal there against. For this you have to submit appeal request form mentioning the reason of non acceptance of the decision. Appeal form is available at the reception.

For further details refer to college Academic Misconduct Policy.

## h. Complaint & Appeal Policy and Procedure

The Student Complaints Procedure provides a process for students to raise complaints about service provision and course delivery should there be a shortfall in the level of service advertised or communicated. It also provides a mechanism for students to raise complaints about the inappropriate conduct of staff members. This procedure has been established to consider legitimate complaints from students in a fair, efficient and timely manner.

London College of Business Management and Computing Studies is committed to the fair and equal treatment of all individuals regardless of race, sex, disability, age, socio-economic category, sexual orientation, religion or belief. We wish to create a positive, inclusive and diverse working, learning and social environment, free from unfair discrimination, prejudice, intimidation and all forms of harassment.

The Student Complaints Procedure constitutes a source of student feedback on the operation of services/facilities and application of procedures. This provides an important contribution to the enhancement of procedures and services and improvement of the student experience.

### When to lodge complaint?

If you are not satisfied with any facilities or services or behaviour of any staff you can lodge your complaint as soon as possible but should be within 10 working days after the event or action takes place. This helps the one handling the complaint to verify facts while minds are still fresh.

## **What are the aspects on which I can lodge complaint?**

If you are not satisfied any of the following:

- ❑ Teaching and academic facilities, including the quality of teaching and supervision;
- ❑ Academic services, such as computing and library facilities, academic registry, basic administrative support, information availability etc.
- ❑ Personal support, including those provided by the Student Counsellor & Welfare Officer, Academic Registrar, course coordinator or Director of Studies etc.
- ❑ The behaviour of another student.
- ❑ The behaviour of a member of staff;
- ❑ Examination or assessment results;

Complaints should be precise and specific;

## **How long will it take to resolve a complaint?**

Depending on the nature of complaint and procedure it takes around four to eight weeks to resolve a complaint. The time limits set out in the procedure will normally be followed, but should this is impossible in a case, the parties involved will be duly informed.

## **What will happen if I made a false or frivolous complaint?**

If your complaint proved frivolous, vexatious or motivated by malice, the complaint will be dismissed and disciplinary action may be taken against you. You may be removed from the college.

## **In which cases my complaint will not be considered or investigated?**

College will not investigate your complaint if it is

- ❑ anonymous in nature;
- ❑ already being considered as part of an Academic appeal;
- ❑ made by one student against another that are regulated by student code of conduct;
- ❑ lodged by the third person;
- ❑ not presented within 10 working days from the date of occurrence;
- ❑ not presented with the supporting documents(if necessary) as an evidence;
- ❑ solved already through informal process;

## **From where I can seek advice for making a complaint?**

You can seek help and advice from any of the following:

- ❑ the appropriate senior tutor (if the complaint or grievance involves a tutor);
- ❑ appropriate academic staff;
- ❑ head of the department if a department or member of a particular department is concerned;
- ❑ administrative staff;
- ❑ student welfare officer;

## **Complaint procedure does not cover the following:**

- ❑ Complaints against the course curriculum. The college runs courses through various awarding bodies. Valid complaints raised by students will be re-directed to the concerned body by the college;
- ❑ Appeals relating to examinations or assessments regulations or to academic progress or

against expulsion or exclusion on academic grounds;

- ❏ Complaints involving an allegation that a student has failed to meet his/her academic commitments;
- ❏ Complaints involving an allegation of misconduct by a student (refer to the Student Academic Misconduct procedure);
- ❏ Complaints involving an allegation of harassment or humiliation (refer to the Bullying and Harassment policy);
- ❏ Any complaint of discrimination relating to colour, religion, race, age, sex etc. will be considered directly under the discrimination act.

For further details please follow the college Complaint Guide and Complaint procedure.

### **i. Disciplinary Procedure:**

To ensure equitable treatment and to promote effective relations between LCBMCS and its students, LCBMCS expects high standard of conduct, attendance and performance from all its students. Failure to observe these standards through misconduct may result of disciplinary action.

Before taking disciplinary action, LCBMCS carry out full investigations on the facts.

Following are the stages of Procedure:

#### **Verbal warning:**

Minor problems will be dealt by the tutors/Course Co-coordinators with an informal basis.

#### **Written warning:**

Failure to implementation of verbal warning, students will be issued written warning.

- ❏ A warning may be issued for minor breaches of the code of conduct to the concerned student by the Principal or his/her authorized representative or Principal with the nature of academic misconduct and be advised to take proper care to correct them in future.
- ❏ A warning shall normally state that, should you repeat the behavior which was reason to violate the code above, an allegation of misconduct shall be made against you.

#### **Suspension:**

Failure to implementation of written warning, students can be suspended from the course. Suspension will be continuing until a meeting of College Management. The Management will take decision either the student will re-enroll or terminate student from the College registers.

#### **Withdrawal or Terminate:**

Withdrawal or suspension from the course does not lead to a refund of fees paid or a reduction in the fees due of the student.

In case of Withdrawal or Terminate, the student may appeal against the decision within 5 working days of the decision.

#### **Appeals Procedure**

All students are entitled to have an explanation on the basis of assessment decision and can solicit constructive feedback on their performance. Where the assessment decision contributes to an externally verified award, the recorded decision must be agreed, dated and signed by the student and assessor.

In exceptional circumstances, if a student is in disagreement with the assessment decision, the student has the right to appeals against the assessment decision. Student will appeal within 5 working days of receipt of the Committee's decision.

The external Examiner of the awarding body will not become involve in the assessment decision making

procedure but may provide broad advice on this issue if College request for.

For further details please follow appeal procedure.

### **j. Change the Course or College or defer of study**

If you wish to withdraw yourself from your course or College, or if you would like to defer your course, then you are strongly advised to seek academic advice from Academic Registrar of your college. You should be aware that withdrawal from a course does not lead to a refund of fees paid or a reduction in the fees due.

If you wish to change course then you should seek the advice of your course tutor or coordinator. You will also need to ensure that you completed course transfer form and submit it to respective department.

If you defer your course, you have to leave UK within 28 days and to re-enter you need to submit a new application for Visa.

### **k. Fees Payment Policy and Payment option**

You are responsible for payment of your course fees for each year according to the prescribed fees list. An initial deposit of 75% of the first year course fees is required, in order for enrolment to be confirmed. The remaining balance of course fees can be paid by one of the following options:

- The remaining balance should be paid before the start of the second semester of the course.
- An instalment payment plan (agreed by Academy) for the outstanding fees.

Students shall also incur additional costs (Registration with awarding body, exam registration and examination fees) for courses

If students are unable to make payments for fees or other charges by the specified deadlines, penalties will apply and they will be removed from the class register.

### **Other Charges**

Charges will apply for dishonoured cheque and late payments. These charges will be added to your account, as and when they arise during the year, and must be settled in full in the term in which they occur. Please refer to the terms and conditions for more information about amount charged.

Note that no Awarding body registration fees, awarding body examination registration fees or membership fees are included in the with the tuition fees. You should bear such expenses of your own.

### **Methods of Payment**

All payments should be made in the form of bank drafts/direct transfer in favour of “**London College of Business Management and Computing Studies**” or Cash. You will be getting a money receipt for your payment. You are advised to preserve the transfer document or payment receipt for your record.

### **Bank Details**

|                |   |
|----------------|---|
| Bank Name      | : Barclays Bank plc.  |
| Branch         | : Strand  |
| Account Name   | : London College of Business Management and Computing Studies |
| Account Number | : 13375269  |
| Sort Code      | : 20-71-64  |
| IBAN           | : GB22 BARC 20716413375269                                    |
| Swift Code     | : BRCGB22   |

## Flexible Payment Options

LCBMCS allows its student to make their payment in installment. For you are required to pay on third of your yearly tuition fees at the beginning of the year and rest of the payment you can make by equal monthly, quarterly or an agreed installment.

## l. Refund Policy

LCBMCS has a policy of refunding the tuition fees in full to its students once the visa application is refused by the British High Commission/ UKBA (Home Office). The college will refund you that amount you paid as tuition fee to get a CAS by deducting an amount of £300.00 as administrative charges.

**To get the refund from the College you have to submit the following documents with a refund application form duly filled in and signed:**

- ✿ Visa refusal letter (original copy)
- ✿ A photocopy of visa refusal page of your passport.
- ✿ All original documents issued to you by the college for submitting your application;
- ✿ Proof of fees payment.

**You will not be able to get the refund for any of the following reason:**

- ✿ Once Visa or leave to remain issued to you by UKBA (Home Office)/British High Commission or Embassy;
- ✿ If you have decided to withdraw yourself after commencement of the courses for which you do not have any reasonable excuse;
- ✿ If you are refused to get leave to remain/Visa for submission of false representation of documents;
- ✿ If you fail to get the entry clearance for which college is not responsible;
- ✿ If you fail to meet the condition set out in your enrollment terms and is required by the Home Office to leave the UK for non-attendance or poor-attendance or any breach of the law.
- ✿ If, after the commencement of the course, you stopped attending the class or leaves the course before its completion or suspended/terminated by the college owing to non-attendance, academic misconduct or any other disciplinary procedure etc.

**Refunds will be calculated as follows:**

1. Full refund: A full refund of tuition fees will be made if the Academy is unable to offer an advertised course.
2. Home / International students (based in the UK): if you fail to get leave to remain, the amount you paid will be refunded by deducting £150.00 but you have to satisfy the college that you did not take any advantage of any college documents and references. This includes Council Tax, student Oyster facility and other benefits or services.
3. International students (not based in the UK): Tuition fees paid will be refunded after £150 deduction of administration cost only after fulfilling the conditions of refund mentioned above. Should the student wish to appeal against an entry clearance/visa decision, the college will provide documentation for the next available session at no extra cost if you do not apply for a refund.

## m. Exam and Assessment Policy

As part of quality assurance, maintenance of academic standard and monitoring the students' progress, the college introduces exam and assessment of each and every student during each semester for each module.

Tutor will arrange assessment at three different stages during the semester with different ideology. The assessment are termed as

- ✿ Initial assessment, which is taken place at the end of second days lecture. The purpose of the assessment is to know and understand the effectiveness of the method of teaching, to make it clear that you are catching the lecture properly and effectively and to understand your knowledge base on the module.
- ✿ Mid semester assessment that will be arranged during the sixth week of the semester. The purpose of this assessment is to know and understand how much you are progressing and find out the difficulty you are facing.
- ✿ One week before the end of the semester tutor will arrange a mock exam session for all of its students in a real exam situation to understand your preparedness for the awarding body examination.

You might know that LCBMCS is providing tuition for higher education under the accreditation of different internationally recognised Awarding Organisation. All the examinations for award are conducted and arranged by the Awarding Organisation. For some of the Awarding Organisation college is the approved exam centre and some are directly supervised by the Awarding Organisation. But in all cases assessments of exam papers are done by the awarding organisation, results are published by them and award certificate/qualification according to your performance and achievement.

### **Some essential guidance for Examination session**

- ✿ If you need special arrangement for sitting exam, you have to inform the college well ahead for necessary and reasonable adjustment;
- ✿ You need to arrive exam hall or room in good time;
- ✿ You should read and adhere the instruction on the front sheet of exam answer book;
- ✿ Take permission for temporary leave from exam hall;
- ✿ You should know whether you are allowed with the calculator inside the exam hall;
- ✿ You are not allowed to carry any food or drink (except water) unless it is prescribed;
- ✿ Prohibited from adopting academic misconduct;

## **College Resources, Facilities & Support Services**

### **Library**

The library plays an important role to supplement student's study and especially it is a place of important learning resources. College has its own library located on the ground floor of the college where you can find important text book, awarding body resources and reference books for study. Because of limited numbers of books, you will not be allowed to borrow books from college library.

You can be a member of Council led library or any other national library. The college will help you to obtain membership of local Idea Store. The college also helps students to obtain membership from nearby local and national libraries to access a very wide range of facilities.

### **Open Access IT Centre**

Using computers beyond class hours are available in the College. You can guarantee the use of a machine at a time to suit your needs by booking in advance. Your time on a machine may be limited if other students are waiting. LCBMCS arrange Computers for its students with a wide range of computer software facilities like Microsoft office are available for all students and have free access to email, web & printing facilities.

## **Recreation Arrangement**

For mental refreshment college authority have arranged student recreation arrangement on the first floor of the college premises. There is a range of recreation arrangement like carom board, snooker, chases board etc.

While using the recreation facilities college authority expects that you as a sensible student will not create any nuisance. You should keep in your mind that there are classroom besides the recreation room and there may be some class is going on. You will be charged for any complaint lodged against you under disciplinary procedure and student code of conduct.

## **Student Common Room**

There are student common rooms on the first floor of the college. You can take rest here in between your classes. You are expected to use this space properly and maintain the code of conduct.

## **Student Cafeteria**

There is an open place for you to take tea, coffee, drinks and food. While using it, you should keep the area clean, wash everything after use, put the rubbish into the bin.

## **Complaint Box**

It is not always expected that your will be satisfied with all the facilities and support service extended to you during your period of study. Or you may have some suggestion that were over sighted or ignored or need to be introduced for the standard and quality teaching and learning environment. We always value your complaint and suggestion and consider it as a feedback of our existing performance. You may not sometimes feel comfortable to raise any complaint or suggestion directly or don't want to disclose your identity while complaining.

In consideration to the above, college have arranged complaint box located on the entrance of the administrative floor. You can use this comfortably. In this connection we are making sure that for making complaint, your identity will not be disclosed without your written consent.

## **Welfare & Student Support**

Student Welfare Officer (SWO) provides information and advice about a range of welfare and social issues. This is a private and supportive service allowing you to discuss your difficult experiences, feelings and behavior, thoughts and feelings in a sensitive and non-judgmental environment. SWO will support you to find out the reasons and advice you the appropriate ways to make meaningful changes to your life and interaction. He will guide you for your personal problems that may hinder your study, assist you to handle any complaint or appeal issues, for submitting application to for your leave to remain application, for assisting you in meeting your accommodation problem and other support services.

College has student support programme in order to find out proper and cheaper home stays. College extends support to students on how to make appointment with NI interview, home office appointment, finding jobs centre and registration processes, student Oyster card etc.

## **Your Student ID**

College will provide you student ID which is your valid identity as long as you are student of this college. Always carry your ID with you while travelling. Further details are in "d" under regulation above.

## **Student Counselling**

This is a private supportive service allowing students to discuss any personal difficulties, feelings, thoughts and concerns in a sensitive and non-judgmental environment. The Student Welfare Officer (SWO) will support students and offer advice about appropriate ways to deal with personal problems

## Opening Bank Account

You will need to open a bank account as any money you will need to bring from your country of residence has to be channeled through the account you have in the UK and home.

For opening a Bank account you need to follow the following:

- ✿ Approach to the Bank official of your interest of opening an account;
- ✿ Make an appointment if they are literally agreed to open your account;
- ✿ Bring the name and address of the Bank branch to us for college letter.

Or

- ✿ You can apply online for bank account;
- ✿ Bank will verify your address and college details;
- ✿ If verification confirmed, they will send you an application pack;

Submit the application pack or visit on the date of appointment with the following documents:

- ✿ Your passport
- ✿ A request letter from the college for assisting to open student bank account.
- ✿ Proof of your address (if asked) document.

***Remember: do not give your bank account details or card details to anyone***

## Registration with GP (General Practicing Doctor)

All overseas students are entitled to avail service of the UK National Health Service (NHS), subject to their registration with a General Practitioner (GP) operating a local medical practice. College will advise you in completing the registration procedure. To be registered with a GP, the student will need to present the following documents at the doctor's surgery:

- ✿ Your passport;
- ✿ Copy document of proof of your address;
- ✿ Letter of confirmation of your studentship with the college;

You are only allowed to buy medicine from the Dispensary (Pharmacy) on production of prescription from GP. You will get prescription once you have been registered with your local GP.

For your minor cough/headache/ allergy/toothache etc. you will be able to buy some medicine from BOOTS/M&S without producing prescription from the GP.

## Student OYSTER Card (Travel Card)

This college is a registered establishment with the Transport for London (TFL). TFL provides concessional travel facilities to all local and international full time students studying in London. TFL offers a 30% concession for full time students who use a student Oyster card. LCBMCS can provide students with an application pack to apply to TFL for student Oyster photo card or student can apply through internet <http://www.tfl.gov.uk/tickets/14312.aspx>

Once it is approved by the College, you will be able to travel within the London area with 30% discounted travel costs.

**Note that travelling without an Oyster card or a valid ticket will lead to a penalty and Criminal Conviction. Allowing anyone to use your student Oyster is also a criminal offense that causes permanent suspension of your student Oyster as well as penalties.**

## Library Card

- You have your college library where you can study, make notes, review literatures for any of thesis or term paper write up. We have texts and reference books on the courses we do offer. College has a policy of not lending books to students for limited library resources.
- You are eligible to access the Borough Council Library where you live. Each and every council has a very rich library. You are entitled to use free internet for a total two hours with 30 minutes slot. To become a library member, you will need to be registered there if you have the following documents;
  - ✿ Your Passport
  - ✿ Proof of address (Utility bill/bank statement etc.) or
  - ✿ Student letter from the college;

## Going to A Gym/Fitness Club /Health Club

Having good health is very important for your study and work. Please make a time slot for doing useful exercise in order to maintain your health.

The following are the useful links in the Bethnal Green and Shorditch areas.

- [www.yell.com](http://www.yell.com)
- [www.fitnessfirst.co.uk](http://www.fitnessfirst.co.uk)
- [www.exporta.com/Gyms](http://www.exporta.com/Gyms)
- [www.192.com/directory.cfm/Benthnal\\_green](http://www.192.com/directory.cfm/Benthnal_green)
- [www.Ask.com](http://www.Ask.com)

In order to minimize your time, you can try finding your nearest gym/health club/fitness club.

## Chasing Any Emergency

UK has a very unique safety and security service delivery systems for its people who are legally staying.

For any physical assaults, bullying/harassment, threats, pick pocketing, illness or any other emergency, just press: 999 on your mobile and on reply say where you are, and what has happened to you to the service delivery person (Police/ Hospital staff etc). **You can dial 999 only in case of real emergency. If you want to contact police only you can dial 111.**

For any other emergency health reasons (Pregnancy/Delivery/Heart pain etc.) you can phone NHS Direct: 08454647

## Student support services for new students arriving in UK

Besides regular academic activities, London College of Business Management and Computing Studies also offers the following services:

### Airport Pickup facilities

College offers airport pickup services. If a student requires this service they must provide all their travel details – i.e. name of airline, flight number, date & time of arrival and name of the destination airport at least two weeks prior to their travel to UK. The student will be liable for any waiting time, if flights are delayed.

### Accommodation

Although the LCBMCS has no accommodation facilities of its own, but college is ready to help in case students request for arranging accommodation. Students are advised to contact with the college at 4 weeks prior to travel, to arrange temporary accommodation.

## Some Important advice

|  |
|--|
| <b>Check your e-mail regularly. There should have some important message for you;</b>  |
| Follow your class time table; attend the class regularly and on time;  |
| Keep remembering when your visa and passport validity will expire.   |
| Do you know, if you missed ten consecutive contacts point i.e. ten classes, you are breaching the UKBA guidance note for which college will revoke the sponsor from you and terminate your admission. College is pledge bound to report your name to UKBA as per Tier 4 sponsorship guidelines;  |
| If you are remain absent from the classes for any valid reason, do not wait for long – inform the college reception as soon as possible by making a phone call or e-mail; this will possibly help you to get a authorize leave subject to submission of your application with proof. Leave application form (already spent) is available at the reception; |
| If you are late to join the class for any acceptable reason, inform your tutor within 15 minutes of the starting the class to avoid late or absent mark on your attendance;  |
| If you need planned leave during the term time that you cannot avoid, make it authorised leave by submitting and approving your leave application form. Leave application form is available at the reception desk. Try to avoid taking leave during term time.   |
| Check your visa for how many hours you are entitled to work – do not work more than that during the term time. Do not let the opportunity to UKBA to deport you.   |
| It is immediate responsibility to let the college know any change of your circumstances like change of your address, contact details or any other. You may miss important notice for that.   |
| Submit your assignment on time, you may not be allowed to submit it late;  |
| Attend exam regularly and complete your course on time. You may not be able to extend your visa to complete your course.   |
| If for any reason you are not satisfied with the service – please ask for a complaint form from the reception and submit it to the complaint box. Your identity will not be disclosed in any way.  |
| If you are not satisfied with the decision of your complaint, your assessment grading or any other decision that you are not agreed with, don't delay, make an appeal directly either to principal or academic registrar (for academic decision) or admin officer.   |
| If you identify any fire don't be panic or don't try to stop it of your own. Inform your tutor or anyone in the reception desk, take your belongings and leave the college premises. Do not back for anything you left behind.   |
| If you have any suggestion please do not hesitate to contact college reception or drop your suggestion in the letter box.  |