



# **Student Handbook**

## **2024-25**

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## Welcome

I am pleased to welcome you as a student to Brit College. We prepared the Student Handbook<sup>1</sup> to provide an easy reference guide to help you find your way around the college facilities, services, and current regulations.

Brit College is a Higher Education (HE) provider, currently offering different programmes. I would like to highlight some arrangements you can benefit from as a student at Brit College.

I want to emphasise the four key themes, which provide the general principles that guide everything we do in Brit College: Widening Participation, Student Engagement, Enhancement and Employability. The student engagement approach places all our students at the centre of all our efforts. The employability theme supports our choice of courses. We have established an Employers' Forum for local employers to remain partners in designing courses that meet the employment needs of local communities. The enhancement theme helps us of improving the student learning experience.

We desire to reach out to the harder to reach sections of society who would have missed opportunities for degree level qualifications-the widening participation strategy that brings together people of diverse backgrounds, abilities, and cultures to earn together. This desire drives everything we do at Brit College.

The purpose of this handbook is to provide you with information that will help you get the best from your studies at Brit College. It details the various things you can expect from the College, alongside your student responsibilities<sup>2</sup>.

Enjoy your time at Brit College!

*Musaddiq Ahmed*

**Musaddiq Ahmed**  
**Chief Executive**

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<sup>1</sup> This Student Handbook should be read alongside your Programme Specifications and Unit Handbooks.

<sup>2</sup> This Student Handbook makes a number of references to Brit College policies; these can all be found on our website under the Students tab in the Policies and Forms section.

# 1 General Information

The College **address** is:

Brit College  
Limehouse Campus  
602 Commercial Road  
London  
E14 7HS

☎: +44(0)20 7265 8497

☎: +44(0)20 7265 8468

✉: [info@britcollege.ac.uk](mailto:info@britcollege.ac.uk)

🌐: [www.britcollege.ac.uk](http://www.britcollege.ac.uk)

The College is open from 09:00 to 17:00 hours, Monday to Friday.

The **Academic Calendar**, with details of term times, is available on e-learning portal, Moodle. Please note that the calendar is subject to change.

## Important emails:

IT matters e.g. systems access:

[it@britcollege.ac.uk](mailto:it@britcollege.ac.uk)

Printing:

[printing@britcollege.org.uk](mailto:printing@britcollege.org.uk)

Attendance:

[attendance@britcollege.ac.uk](mailto:attendance@britcollege.ac.uk)

SLC and Tuition Fees:

[accounts@britcollege.ac.uk](mailto:accounts@britcollege.ac.uk)

Registration, submission, grades & certification:

[registry@britcollege.ac.uk](mailto:registry@britcollege.ac.uk)

The College places essential information and latest updates on the **notice boards**. Please make sure you check the notice boards regularly. They also contain interesting information on non-academic ideas and opportunities.

## 1.1 Key Contacts

Title and Name	Email
<b>Provost:</b> Nick Hillman	<a href="mailto:nick.hillman@britcollege.ac.uk">nick.hillman@britcollege.ac.uk</a>
<b>Director of Academic Operations:</b> Mohammad T Islam	<a href="mailto:mohammad.islam@britcollege.ac.uk">mohammad.islam@britcollege.ac.uk</a>
<b>Programme Leader DET:</b> Dr Md Sadeque Imam Shaikh	<a href="mailto:shaikh.sadeque@britcollege.ac.uk">shaikh.sadeque@britcollege.ac.uk</a>
<b>Programme Leader HND Business:</b> Dr Sukru Yurtsever	<a href="mailto:sukru.yurtsever@britcollege.ac.uk">sukru.yurtsever@britcollege.ac.uk</a>
<b>Programme Leader HND HCP:</b> Dr Imran Masood	<a href="mailto:imran.masood@britcollege.ac.uk">imran.masood@britcollege.ac.uk</a>
<b>Registrar:</b> Hafsa Maryam	<a href="mailto:registry@britcollege.ac.uk">registry@britcollege.ac.uk</a>
<b>HR &amp; Wellbeing:</b> Tanwir Hassan	<a href="mailto:hr@britcollege.ac.uk">hr@britcollege.ac.uk</a>
<b>IT:</b> Mohammad Ashraful Islam	<a href="mailto:ashraful.islam@britcollege.ac.uk">ashraful.islam@britcollege.ac.uk</a>
<b>Head of Admissions:</b> Khandaker Naimul Alam	<a href="mailto:khandaker.alam@britcollege.ac.uk">khandaker.alam@britcollege.ac.uk</a>
<b>Finance &amp; Accounts Manager:</b> Khandaker Naimul Alam	<a href="mailto:khandaker.alam@britcollege.ac.uk">khandaker.alam@britcollege.ac.uk</a>

## 1.2 Cards, Banks and Documents

### Student Identity (ID) cards

Every student enrolled with Brit College will be provided with a student ID card. If lost, a replacement card will be issued, which may result in a cost.

### Oyster Card

Student Services will assist students in obtaining an 18+ TFL Oyster card for the London public transport system. To obtain this card, please go to this link and fill out the form: <https://photocard.tfl.gov.uk/tfl/showLogon.do> Once submitted, we will validate the form on the TFL website, and you will receive the card within the prescribed working days by TFL.

### Banking Service

Students can open a bank account with any bank of their choice. Students will need to provide proof of current address in the UK and a letter from the College indicating that you are a current student.

### Document Requests

Students may require a range of documents from the College through their student CRM area. Examples of such documents are:

- Council tax letter (Please note: We will need a Council Tax Bill in student's name to be able to issue you with a Council tax letter).
- Enrolment letter
- Job or further study reference letter

## 1.3 Confidentiality

In order to comply with the Data Protection Act, we cannot discuss individual student's issues over the telephone to a third party without your permission/consent. If you want us to be able to discuss your studies and any challenges you may be facing with a third party, then you will need to notify us in writing in advance.

## 1.4 Social Media Etiquette

Like most institutions nowadays, we have an active social media presence. We post announcements to raise awareness of the college and celebrate the success of our students. If you are commenting on our posts, please do so in a professional and mature manner. If there is anything you do not like in our social media presence, please let our Marketing team know by emailing: [marketing@britcollege.ac.uk](mailto:marketing@britcollege.ac.uk)

## 1.5 Contact/Personal Details

Please inform us of any changes in your personal details (e.g., address or telephone). If you need to notify us of a 'Change of Details', please email [registry@britcollege.ac.uk](mailto:registry@britcollege.ac.uk) and put Change of Details in the subject line of the email.

**Please note:** The College cannot be held responsible or liable for any loss of correspondence due to your contact information not being up to date or incorrect.

## **1.6 Facilities**

### **Canteen**

We have a small canteen with vending machines, a microwave, water machine, and kettle for making hot drinks. Please keep the area as clean as possible and do let us (Reception) know if you feel anything needs replacing e.g. plastic cups for the water machine.

### **IT Lab**

The College has IT facilities which are available for students to use. We have an IT room (IT Resource Room -LG09) in which all computers have Microsoft Office installed. The usernames and passwords to access the computers are displayed on the wall in the room.

### **Key texts and resources**

The college has a small onsite library with recommended textbooks and other books relevant to your course. Additionally, HN Global offers access to course-specific core textbooks, which can be accessed through the link provided in Moodle.

Lecture notes, case studies and many other resources you will require for your course can be found on Moodle.

### **Printing and photocopying**

The College provides reasonably priced access to printing and photocopying facilities for students. See notice boards for details. If you want to get something printed, email it to [printing@britcollege.org.uk](mailto:printing@britcollege.org.uk) You pay and pick your printing up from the reception of the college.

### **Moodle**

Our virtual learning environment is called Moodle. Moodle is central to your studies at Brit. You use Moodle to access your:

- Year Planner
- Unit Specification
- Programme Specification
- Lecture Notes
- Assignment Briefs

Moodle is also where you submit your assignments in Turnitin, and see your grades once your tutors have published them.

## Programme details

For the programme specification relevant to your course, please see the appropriate course specification available on Moodle.

Unit handbooks and relevant college programme specifications are available on Moodle. Students on Pearson programmes can access HN Global through Moodle log in

## 1.7 Students with Disabilities or Specific Learning Disabilities (SpLD)

Students with a disability or an SpLD has an equal right of study and opportunity to succeed. We can support you in accessing the Disabled Students' Allowance (DSA) which will cover the study-related costs you have because of a mental health problem, long-term illness or any other disability. We can also make reasonable adjustments to help and support you in your studies.

## 2 Key Policies

Under the Students tab on our website, you can find an area for Policies and Forms. We have brought all the policies that we feel are important for you to engage successfully in your studies, and many of these are mentioned in this Student Handbook. There are three important policies that we want to draw your attention to:

- **Student Protection Plan:** The Student Protection Plan is a clear demonstration of the commitment of Brit College to preserving the continuation and quality of study for all its students if a risk to their continued study occurs. Through this Plan, we assure current and future students that Brit College has appropriate arrangements to protect our students' quality and continuation of study.
- **Consumer Rights Policy:** Students of Brit College, as customers and consumers, should expect their rights to be protected under the relevant legislation. In particular the Consumer Rights Act of 2015 affords certain rights as consumers to students and places obligations on the College. The aim of our Consumer Rights Policy is to ensure that the rights of students as consumers are fully implemented by the College. Information relating to consumer protection should be easy to understand, concise and transparent.
- **Student Fees Refund and Compensation Policy:** All higher education providers are required to have a refund and compensation policy. This is designed to cover circumstances where continuation of study is not possible and outlines how, or whether, students may be entitled to refund of fees and other relevant costs. The aim of this policy is to ensure that information regarding course fees and refunds conforms to consumer protection law (Consumer Rights Act 2015) as championed by the Competition and Markets Authority (CMA).

### 3 Learning and Teaching

The College recognises that effective learning must be a partnership between the College, the teaching staff, the students, and the awarding bodies. The aim is for the teaching to be inspirational, providing knowledge, skills, and understanding and providing a context for you to be motivated, innovative, and increasingly independent learners.

The ability of the College to offer an effective learning environment is primarily dependant on its academic and non-academic staff. We will ensure that the teaching staff members share the aims and aspirations of the College, that they are appropriately qualified and willing to engage in professional development throughout their careers.

### 4 Engagement with your studies

The induction process and every subsequent learning experience will emphasise the need to take responsibility for your learning. You must prioritise your learning over other aspects of your life and engage as an increasingly independent learner as you progress through your programme of study.

The process of becoming an effective independent learner will depend on your interaction with the teaching staff and your peers and will be shaped by the physical learning environment. The College accepts its responsibility to provide a learning environment to meet these needs and engage adequate teaching staff. To succeed, you must now be responsible for spending the hours and days engaged in an effective study.

Brit College has a duty of care to do all it reasonably can to support students to complete their programmes of study and attain the best possible academic outcomes. As part of this, it is important that student engagement with all aspects of their programme is encouraged, facilitated and monitored.

Retention for Brit College is about students remaining with the College and completing their programme of study within the specified timeframe. The College recognises success for students as a set of achievements in a wide range of areas, including personal development and progression into the labour market, business or further learning.

Engagement and retention go hand in hand and success involves the full and equitable participation in and progression through your course. This policy recognises that student attendance is key to their continued participation and success in their studies.

Our *Engagement Policy* (available on the website in the Student Life – Policies area) provides clear information on the importance of attendance and engagement for academic success, personal development, and the quality of both the student experience and that of their peers. The Policy also outlines how we record and monitor engagement. We monitor engagement through:



- attendance (including lateness and early departure from class)
- submission of assessments
- engagement in classes
- maintaining regular contact with us

We use a traffic light system to identify and monitor at risk students. An on-line report of such students is automatically generated from our Customer Relationship Management (CRM) system each week. The system will then send you texts and emails regarding your engagement. We ask you to get in touch with us ([attendance@britcollege.ac.uk](mailto:attendance@britcollege.ac.uk)) as soon as possible if you receive an 'at risk' message.

## 4.1 Student Representation

Our student representatives play an important role in the life of Brit College by providing feedback on course delivery and by representing the views of other students on a number of important committees. Students are also represented on our Board of Directors. Opinions of students are essential to the proper running of our courses, and the role of student representation is very important. The election of the student representatives will be sought at the beginning of each academic year.

Volunteering as a student representative can be a valuable addition to your CV and your job prospects can be greatly enhanced by your experience as a representative.

## 5 Academic Matters

### 5.1 Timetables

Before the start of each term, you will be informed of the new timetable for the term. During the first four weeks of the term, timetables may change. The classes are usually held one day on campus and one day online. The college will try to keep the timetable fixed for the entire duration of the program; however, this is not guaranteed, and the day of online and on-campus classes might change due to unforeseen circumstances. Schedules may vary from term to term, although we attempt to provide classes at times most convenient to you.

### 5.2 Progression

In each term, you will study two units. In the first year, you will take eight units and seven in the second year. To progress from Year One to Year Two, you must have submitted eight and completed a minimum of six units. Any outstanding units will be studied in your own time during the second year. Students who cannot meet the minimum six units for progression to the second year will need to complete the first-year units before they can progress to the second year. Please note that funding may not be available for the repeat year.

## 6 Assessment Matters

### 6.1 Formative and Summative Assessment

There are two types of assessment that you need to be familiar with. These are **formative** assessment and **summative** assessment. Formative assessment is where you complete an assessed task and receive feedback, but the work is not graded and does not count towards your qualification. In contrast, a summative assessment is where you receive both feedback and a grade that indicates your achievement on the unit; this grade will determine or contribute to your overall unit mark.

A characteristic of the weekly learning experience will be an aspect of formative assessment. This formative assessment will provide you with a guide to help you understand how the assessor measures your skills and understanding. The formative assessments will also provide you with practice in the nature and scope of the summative assessments which follow.

The individual pieces of assessment provide a source of motivation for your study and they promote learning by providing feedback on performance and help you to identify your strengths and weaknesses.

### 6.2 Assignment Submission

All assignments must be submitted online on Moodle, the College's Virtual Learning Environment unless your tutor tells you otherwise. Online submissions will save paper, keep the process accurate and efficient, and allow you to submit work from home.

Assignments should be uploaded in the following formats:

- Microsoft Word documents
- Open Office documents

It is your responsibility to ensure that assignments are uploaded to the correct unit folder. Failure to do so may result in your work not being graded. All queries regarding assignments should be directed to our Registrar: [registry@britcollege.ac.uk](mailto:registry@britcollege.ac.uk)

### 6.3 Assessment Feedback and Marking

It is the responsibility of the College and each Tutor to provide efficient and practical feedback to you and your colleagues. This feedback is equally important in both formative and summative assessments. Indeed, given the far greater control of the former, there is a greater responsibility to maximise every opportunity to provide constructive feedback. Feedback given to students should:

- Be provided on time i.e. within 3 weeks of submitting your work.
- Highlight areas of achievement, areas for improvement, and areas of concern.
- Indicate areas for further development that could have earned additional marks.

- Offer comments on style and structural issues that are restricting achievement.
- Be related to each specific Learning Outcome in the assessment
- Reflect on the marking scheme and levels of performance issued to the students.

## 6.4 Resubmission of Failed Work

An Academic Assessment Board takes place to approve your assessment results and set resubmission deadlines. The resubmission deadline will be communicated on the same day that results are published.

Students who require support can access it from the date of result publication up to the resubmission deadline. Timetabling will ensure that allocated Tutor (s) will be available to provide resubmission support to students. You will have access **to a maximum of two opportunities for support**.

## 6.5 Plagiarism

All student work goes through Turnitin before final submission. The tutor then uses their discretion to decide whether to accept or reject the work depending on the comments in the plagiarism report, sources of the plagiarism and concentration of plagiarised assignment. We will provide you with guidance and support about how to avoid plagiarism.

Plagiarism can result in your work being failed or, for repeated offences, a recommendation for you to be withdrawn from your course. Further details can be found in our *Student Misconduct Policy*, located in the Policies and Forms area under the Students tab of our website.

## 6.6 Mitigating Circumstances

If you are unable to submit your work by the submission date, then you can request extra time by following our Mitigating Circumstances procedures. You will need to need to email a completed Mitigating Circumstances form to Registry ([registry@britcollege.ac.uk](mailto:registry@britcollege.ac.uk)). The form is available from the *Policies and Forms* area of the Students tab on our website. The form has to reach us at least **24 hours before the day of your submission**. Forms that reach us after your submission have passed will only be accepted if you can provide evidence that justifies why you could not submit the form earlier.

## 7 Wellbeing and Mental Health

All of us sometimes face challenges in various areas of our lives such as anxiety, managing stress, and being in a low mood. Although we do not have qualified counsellors at Brit College, we can support you in a number of ways:

- **Tutor support:** Our tutors are very experienced and have all support students facing challenges in the past. If something is worrying you and it is affecting your studies start by discussing it with your tutor.

- **Mental Health First Aiders:** We have staff who have been trained as Mental Health First Aiders. Their details can be found on the notice board in the reception area.
- **Local and national support:** There are many excellent organisations that you can turn to for advice and support. We have listed some of these on our website in the Student Life – Wellbeing area. The key ones are:
  - **Citizen’s Advice Bureau:** Practical confidential advice online, over the phone, and in person, for free:
    - <https://www.citizensadvice.org.uk/>
  - **The Samaritans:** Samaritans works to make sure there's always someone there for anyone who needs someone if they are struggling with life, or know someone else who is:
    - <https://www.samaritans.org/>
  - **The Hub of Hope:** A national mental health support network that brings local, national, peer, community, charity, private and NHS mental health support and services together in one place:
    - <https://www.hubofhope.co.uk/>

## 8 Health and Safety Matters

If you have any health and safety concerns, please let us know. If there is an emergency or accident, please notify any staff member immediately, and if urgent help is needed, dial 999.

### 8.1 First Aid

The College has two qualified First Aid Officers. If you need first aid help, please go to reception.

### 8.2 Fire Safety

There will be a fire drill for each new cohort at the beginning of term. In the event of a fire please evacuate to the safety point across the bridge. The Facilities Officer will be the Fire Marshall and evacuate the building.

## 9 Campus Matters

### 9.1 Campus Etiquette

We have some simple common-sense guidelines that we expect all staff and students to follow when they are on campus:

- Treat others with dignity and respect, and welcome the diversity of those around you.
- Encourage other to express their opinions in class and listen to what others have to say.

- Please do not consume food or drink in your classroom, IT suite, library, or study area. Please use the canteen for all your refreshments.
- Smoking is not permitted anywhere in the building, corridors, and staircases. Smoking is only permitted outside in the designated areas, and please put all your cigarette butts in the wall hung 'ashtray'.
- Mobile phones or any other electronic equipment must be **turned off/to silent** during class time, in the library, and other study areas. If you receive an important call, please leave your class quietly to take the call outside.
- Do not obstruct the way of pedestrians and cyclists outside the College, and do not make any inappropriate comments to any passersby.

**Please note:** Failure to keep to these basic etiquette guidelines could lead to suspension and ultimately withdrawal from your studies. Please refer to our *Student Misconduct Policy* in the Policies and Forms area of the Students tab of our website.

## 9.2 Care of Equipment

Please treat all property on Brit College premises with care. Damage or loss caused from misuse, recklessness, or carelessness of any property may result in the student being required to pay for the damage or loss.

Please do not remove any computer hardware or software from College premises. If equipment is stolen, the police will be informed and the appropriate action will be taken. Students found guilty of stealing property from the College will be expelled from the College and SLC will be informed.

## 9.3 CCTV (Closed Circuit Television)

At College sites, we may use closed circuit television (CCTV) systems to monitor the premises for the purposes of:

- Employee and customer safety and security
- Prevention and detection of crime
- Apprehension and prosecution of offenders
- Exam and/or time-constrained assessment invigilation

## 9.4 Freedom of Speech

We believe that every student and member of staff has the right to freedom of thought and speech, as the free exchange of ideas adds to the richness of intellectual debate within the College. However, if a student feels other students, staff or visitors are expressing views that might incite extreme behaviour or promote extreme views they should report this immediately to your tutor, or to our Human Resources Officer: [hr@britcollege.ac.uk](mailto:hr@britcollege.ac.uk)

For further details please refer to the Prevent policy, available on our website.

## 9.5 Student Protection Plan

All higher education providers registered with the Office for Students (OfS) must have a student protection plan in place. Students enrol on our courses and should be able to complete the course as advertised. Our Student Protection Plan sets out what you can expect to happen if one of our courses, or our institution, should close. The purpose of a plan is to ensure that you are able to continue and complete your studies, or can be compensated if this is not possible. Our Student Protection Plan can be found in the Policies and Forms area of the Students tab on our website

## 10 Complaints and Appeals

Every student has the right to make a complaint and academic appeal. All complaints and appeals will be taken seriously and treated with utmost confidentiality, fairness and promptness. Brit College will ensure that no student is disadvantaged as a result of lodging a complaint or appeal. Students can also lodge complaints or appeals collectively or through a Student Representative if they wish.

Brit College seeks to resolve issues at the earliest opportunity and cooperates with students to reach an amicable resolution. Complaints and appeals are monitored and may be used to inform strategic decisions. Our Complaints and Appeal procedures are applicable to all registered Brit College students. If you have left the College, you can also use the procedures within 30 days of the end of registration.

### 10.1 Complaints

Of course, our aim is for all our students to have a positive study experience at Brit College. However, we understand that there may occasionally be something that you are not happy about and feel you want to complain about. For such occasions we have a clear and simple complaints policy. The policy has three stages:

#### **Stage 1: Informal resolution:**

In the first instance, we ask that you discuss the problem with someone. You can choose who to discuss it with. You may want to talk to your tutor, or perhaps someone 'independent' such as our Provost. We will try to resolve the matter as soon as possible.

#### **Stage 2: Formal submission of complaint:**

If you are unhappy with the outcome of Stage 1, you will need to submit your complaint formally to our Registrar.

#### **Stage 3: Appeal of decision of Stage 2:**

If you are unhappy with the outcome of Stage 2, you can appeal the decision. This is the final stage of our internal complaint's procedure.

## Office of the Independent Adjudicator:

If you are still dissatisfied with our handling or the outcome of a complaint after all internal procedures have been exhausted, you may refer your complaint to the Office of the Independent Adjudicator (OIA). The OIA is an independent body, external to the College, set up to review student complaints. Further information is available from the OIA website <http://www.oiahe.org.uk/>

For full details of our complaints procedures, please refer to our *Complaints Policy* which can be found in the Policies and Forms section of the Students tab of our website.

## 10.2 Academic Appeals Policy

If you are unhappy with an assessment decision, the College encourages you to discuss your marks informally with your Tutor. They will be able to provide you with clarification about the assessment decision, explain the College's marking procedures and address any concerns you have. If you are not satisfied with the outcome, you can make a formal academic appeal.

All students have the right of appeal regarding assessment decisions. Appeals must be made on valid grounds concerning the appropriate assessment regulations and procedures. The grounds for an academic appeal are as follows:

- A procedural irregularity (including administrative error) resulting in parts of the assessment procedure not being applied correctly. This irregularity has caused doubt as to whether the grade/assessment decision is correct i.e. had this irregularity not occurred the assessment decision may have been different.
- Circumstances were **affecting the student's performance** that was not made aware to the examiner(s) when the decision was made and **could not** reasonably have been made present to the examiner(s) on time.
- There exists evidence of **prejudice or bias** on the part of one or more examiners.

The following will not be considered as grounds for appeal:

- **Academic judgement:** A student may not appeal against a grade/decision (academic judgement) simply if the student feels the grade is incorrect and does not reflect their work. Students are advised to seek clarification of these grades from their lecturer or personal Tutor.
- **Competency standards:** Concerns relating to the quality of teaching or the programme's delivery will not be considered grounds for appeal. These should be raised under the Student Complaints Policy as they occur.

For full details of our appeals procedures, please refer to our *Academic Appeals Policy* which can be found in the Policies and Forms section of the Students tab of our website.