

ST PATRICK'S



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College Student Handbook 2017/18

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Welcome to St Patrick's College

Dear Student,

I am pleased to be able to welcome you to St Patrick's College. I know that you will be made very welcome by the staff and students throughout the College. You will find the College a very friendly place to be, and you will soon get to know the other students on your program and the academic staff members who will guide you through it. These friendships will last a lifetime, and we are pleased that past students stay in touch with us and tell us of their achievements and successes and hear of our progress here in St Patrick's.

If you have any questions or concerns about the program, or about any other aspects of studying here, please ask any member of staff or the student body. Even if they cannot answer your specific enquiry I know they will do their best to point you in the right direction to ensure you get the information you need.

We are looking forward to sharing your time of study here at the College. Enjoy your program, the friends and colleagues you will meet, and make the most of your time here at St Patrick's College.

Best Wishes,

Esther Hardy

Registrar

About this Handbook

The Student Handbook is a general guide for students at St. Patrick's College. You need to familiarise yourself with its contents and keep it to hand for future reference. The Student Handbook also includes references to further information on the St. Patrick's website where you will find vital information and advice to help you for the duration of your programme.

This handbook is designed to answer all your questions about the College, its academic and administrative procedures and College life. However, if you have a query that is not answered here, the departments listed in this section should be able to help you.

Please note that all information given in this Handbook is correct at the time of printing. However, changes to regulations, syllabuses and other information may occur during your period of study with St. Patrick's College. If in doubt, contact a member of your administration team who will be happy to help you with any enquiries you may have.

The Student Experience

St Patrick's College has always adopted a student-centered approach in all that we do. Our commitment to enhancing the student's experience plays a key part in our long term plans. We work towards generating ideas on how to further engage you as a student and provide tools that can be applied to encourage growth, ambition and success in your everyday life. Our goal is to "Unlock your potential" and we take great pride in implementing the time and effort to ensure that this message reaches all students.

We will organise academic events and workshops, as well as other extracurricular activities, to ensure you have an excellent educational and social experience with us. Our aim is to support and enhance all aspects of students' lives during their time at St. Patrick's from induction to graduation and beyond.

Student Voice

Student Experience Survey

The Student Survey takes place once a year. The survey operates with the aim of gathering student feedback on their satisfaction with the College's academic and administrative staff, teaching and learning and facilities. All answers are anonymous, so you should feel free to be honest in providing your opinions.

Survey invitations will be sent to your St Patrick's email address and posters will be put up on the noticeboards to notify you that the survey is active.

From 2017 on, students completing their programmes will also participate in the National Student Survey. Results will be published on the internet and in the public domain.

Student Council

The Student Council acts as an effective channel of communication between the student body and the College Management to ensure that the views of students are fully taken into account, when decisions have to be made about the running of the College. The Council works closely with the Student Experience Team to help organise social, cultural, and sporting events in order to expand the student experience for those studying with us, and also liaise closely with staff to create a positive academic experience.

Student Council Officers

Student Officers are elected by the students in November of each year. During their term as Student Council Officers, they work to facilitate communication between the College staff and the students. You can talk to the Student Council Officers about any issues that you might not feel comfortable discussing directly with one of your lecturers or another member of staff. They will then be able to bring things to the attention of College's Senior Management.

Student Representatives

Every year, the Representatives from each program are selected at each level to help Student Council officers and College Management ensure that the views and needs of all students are identified and taken into consideration. This is a voluntary position, but is an important way of conveying student opinions to College Management.

Noticeboards

Noticeboards are placed around the building and will be used throughout the year to display information about class group listings, changes to the timetable and/or college policies, upcoming events and any other news about the college. It is important that you notice when new notices go up and make sure that you read them.

Student Responsibilities

As a student at St Patrick's College, it is your responsibility to:

- Keep the college informed of any changes in contact details;
Such as: contact number, correspondence address, e-mail address etc.
- Keep yourself informed of the timetable, examination dates, and assessed work submission deadlines.
- Find out your results and make sure that you receive written confirmation of them.
- Keep all paperwork sent to you in a safe place.
- Abide by all college regulations and policies including Equal Opportunities, Health & Safety, Grievance and Fees.
- Attend your classes regularly and be punctual.
- Submit your assignments on time.

You should retain all programme notes, class exercises, laboratory logbooks and all study related material that you have gathered for external inspection, prior to receipt of your certificated award.

Careers/ Work Experience**Work Experience Advice**

If you require advice or assistance about gaining work experience, you should go to the Student Experience Team in the first instance, who will direct you to the Careers and Workplace Advisor. The Advisor will be able to provide you with information and assistance regarding what to do to gain experience, including CV and letter writing, and advice.

Your lecturers may also be able to provide specialist placement advice more directly suited to your line of study.

Academic Support & Services for Students

Academic Administration Department

A member of the Academic Administration team is assigned to each School. Your lecturers should make you aware of which member of the team you will need to see for your particular program

You should speak to your administration team if you want to:

- Collect a certificate or transcript of your results
- Collect a copy of the timetable
- Change your program of study
- Obtain information about submitting assignments on line

Student Services Department

The Student Services Department is the first place to go for many of the issues that you may encounter during your time as a student.

The Student Services Department can provide assistance if you need to:

- Obtain a replacement student ID card if you have lost yours – a charge of £10 is applicable;
- Change contact details;
- Check attendance
- Request letters for specific purposes, such as:
 - Register with a doctor
 - Council Tax letters
 - Open a bank account
 - Confirm registration status with the College
- Discuss a problem with the Director of Student Services;
- Make a complaint.

It is also possible to apply for most letters remotely using MyPage at www.mypage.st-patricks.ac.uk

Student Identification Cards

College ID cards are very important as they allow the College:

- To identify valid students within the building;
- To stop any unknown person or persons entering the College

You must wear your ID card at all times when you are in the College.

Student ID cards for the buildings can be obtained from Student Services shortly after your Induction Day.

If you forget ID card, you will have to get a Visitor's Pass at the Reception Desk. If any student wishes to bring visitors to the college, he or she must get permission from the Registrar and a Visitor's Pass from Reception.

If fee paying students do not pay their fees, their ID cards will be suspended. Access to the building will be restored only after payments are up to date or alternative arrangements have been made with the Student Services Department.

Attendance Monitoring

Class attendance is a mandatory requirement of the Programme. Registers of attendance are usually taken at the beginning of each lesson, but will also be taken at the end of the class or following the break to ensure that students stay for the duration of the lesson.

It is important that you maintain an acceptable level of attendance as the minimum required attendance for the completion of each program is 80%. Please note that the morning and afternoon classes count as separate sessions. Your Student Finance is paid via creditable attendance.

Lateness

It is important for both students and staff that all lessons start on time and that students do not arrive late and therefore interrupt the class. However, there may be times when you arrive late to class for whatever reason and then you should follow the following procedure, depending on how late you are.

- Students may arrive late to a class for up to 30 minutes after the start time and be awarded attendance, provided they have a valid reason which can be documented.
- Persistent latecomers, even if within the first 30 minutes of a lesson, will be warned and the Director of Student Services will be notified if this behavior continues.
- Students leaving lessons early will also be recorded and pro rata attendance awarded where a valid reason is given. Persistent early leavers will be warned, and the Director of Student Services will be notified.

Absence

If you are unable to attend a class for any reason, you should submit a reason for your absence via MyPage by completing an online form, which will then automatically go to the Attendance Monitoring Team for authorisation. You should do this on the day after your absence.

If you cannot access MyPage then you may send an email to provide a suitable explanation for missing your lesson in the first instance and then provide evidence for your reason to a Student Service Staff member at the earliest opportunity. If the reason and the evidence provided is accepted, then missing this lesson will not count against you when your attendance percentage is calculated.

Provided you follow the relevant procedure, formal interruption of study may be authorised by the Attendance Monitoring Team upon receipt of valid evidence, in the Student Services office.

Behaviour

All students have a responsibility for their own behaviour and for reporting any incidents where respect for others is not demonstrated. Students should always treat others with dignity and respect. We as a college have no tolerance for anyone treating a fellow student or staff member with disrespect, in particular:

- a. Bullying
- b. Harassment
- c. Abuse – mental or physical
- d. Intimidation including stalking
- e. Victimisation
- f. Malicious Complaints

You can approach any member of staff if this is happening to you, and they explain procedures for completing a formal Complaint form. The matter will be reviewed, and the Complaints Committee will investigate and make a decision in the matter. (See the section on Student Complaints and Procedures Section provided in this Handbook.)

MyPage link

The Student MyPage Link is an administrative tool for you to use. You can find it at <http://mypage.st-patricks.ac.uk/>

Here you can:

- Request and print letters for:
 - Opening a bank account
 - Council tax exemption
 - Confirmation of status
 - Registering with a GP
 - Applying for a National Insurance Number
 - Proof of right to work (subject to visa conditions)
- Check your attendance
- Submit a reason for your absence
- View your invoices and payments
- Make payments to the College online

This enables you to perform important financial and administrative tasks without having to come in to the College.

Academic Study & Resources

The College is well equipped with support and facilities to enhance your studies here at St Patrick's. In this section, you can find details about the Library, the computer labs and the College's numerous custom built online systems designed to make your time studying here as effective as possible.

Computing Labs

Students may use computers in the computing labs, when they are not being used as classrooms. You may only do so if a staff member is on hand in the lab to provide guidance and assistance. Computers are also available in the Library.

Students should be aware that a computing lab is first and foremost a working environment. Noise should be kept to a minimum, and phones are not permitted. **Food and drink are not permitted in the computer labs**

Computer Access and Assistance

Once you are enrolled on a program at St Patrick's, you should be able to log on to any computer in the College.

Your username is your student ID number. This cannot be changed.

Your initial password is also your student ID number. You should change this the first time that you log on to the system to ensure that your account remains secure.

Please note that if you become behind in paying your fees, your computer access may be revoked temporarily until you pay the College.

If you have problems with logging on to the computers, you will need to contact Student Services. For any other computing related issues, you should send an email to techsupport@lsbf.org.uk.

Student Email

Every student is provided with a St Patrick's College email address. It is important that you check this regularly as this is the main channel through which the College will contact you to notify you of any cancelled classes, rescheduled classes, room changes and any important notices.

To access your St Patrick's email, go to <http://mail.office365.com>

Your email address is your_student_number@students.st-patricks.ac.uk
e.g. P122874@students.st-patricks.ac.uk

Login details for all students email will be sent to your personal email account.

Wi-Fi

If you have a laptop, smartphone or other device which has wireless access to the internet, you can use the College Wi-Fi network to access the internet.

STP Moodle

STP Moodle is the online platform for your studies at St Patrick's College. It is also sometimes referred to as STP VLE. You can use this to:

- Access program materials for each of your units/modules, week by week via <http://stpmoodle.net>
- Submit assignments online via Turnitin

Students account is created and a password is default set by the Academic Administrators.

In your classes, your lecturers will provide you with an enrolment key which will allow you to sign up to the unit/module on STPMoodle. It is important that you use the enrolment keys to register yourself for all of the units/modules that you are taking, as only then will you be able to access program materials and submit your assignments.

Library

The Library contains a useful collection of hardcopy materials relating to all programs. However, emphasis is now being placed upon expanding the electronic provisions: in particular through e-books.

The library is normally open from 08:30 to 18:00 Monday to Friday, but you should check with the librarian, as opening times are subject to change. You can also search the library catalogue to locate materials and browse books recommended for your program online at <http://stpatrickslibrary.net/>

If you have any questions or wish to suggest a book for the library, you can contact the librarian by emailing librarian@st-patricks.ac.uk

Books

You can no longer borrow books as the library is Reference Only!

The Library is now set up with as an E-Library so you can work anywhere. Once you register with STPmoodle you have automatic access to the books you need for your course. If you wish to widen the scope of what you want to access, you will need to register your details with the Librarian.

If you damage a book, you will be charged the cost of replacing the item.

If you deliberately damage books or try to steal from the library, you will be suspended from the library and no longer allowed to use the facility.

Library Rules

The library is an area of silent study. You should be as quiet as possible when using the library. Mobile phones must be set on silent and you are not permitted to make or receive phone calls while in the library. Food and drink is not permitted in the library. You should not leave your belongings unattended in the library. The College assumes no responsibility for belongings left unattended in the Library.

London is also the home of the British Library, which you are eligible to use if you are a student. This is not a lending library and you can only use the books and journals in the designated Reading Rooms, but it is an invaluable resource. The website provides details concerning how to register and request books.

Assignment, Assessment and Examination

St Patrick's College delivers a variety of programmes. Although the assessment and examination regulations laid out in this handbook should act as guidelines for all students, it is important that you check your program handbook.

The assessment scheme has been designed to:

- Provide all students with a variety of assessment tasks which are supportive of the program aims and rationales.
- Serve as an integral part of the teaching and learning process and encourage reflection upon that process.
- Encourage the application of theoretical concepts to the practical activity of teaching.
- Assess the student's overall performance in light of the program aims.

Each program is assessed using assessment strategies felt to be most appropriate to the aims and learning outcomes of that program. Specific assessment tasks and criteria are described in each Program Handbook.

Assignments

Assignment briefs for Pearson/ Edexcel courses should be available for you to view on Moodle for each unit/module from the beginning of term, giving you plenty of time to work on producing your assignment. Your Program Leader or Module Lecturer will be able to advise you on this.

Unit/module assignments must be submitted by their respective deadlines. The assignment must meet the criteria described in the assignment brief.

You are advised to give your draft assignments to your lecturer for general comment prior to formal submission to make sure you are doing the right thing. Failing to do so may result in a lower grade.

You must also demonstrate appropriate use of quoted, cited and referenced reading, with referencing in accordance with the College's guidelines and academic conventions. The Harvard Referencing System is the standard system used in St Patrick's College. With the exception of specialised assignments in the areas of fashion and information technology, all assessed work is submitted and assessed on-line and subjected to plagiarism checks, using Turnitin.

Assignment Guidelines:

It is important that the work you produce is carefully planned and written. Your work should demonstrate:

- a) Your understanding of the theory you have learned (underpinning knowledge).
- b) Your ability to apply theory to real life/contemporary situations/case studies (applied knowledge).

Please follow the instructions below:

- Highlight each question clearly
- Ensure that your work is within the stated word limit
- 1.5-line spacing is preferred but is not essential
- Spell check the document and read thoroughly for grammatical errors
- Pages should be numbered
- Work should be comprehensively referenced throughout and a bibliography included at the end

Referencing

All work should be comprehensively referenced and all sources must be acknowledged fully; this includes books and journals used, as well websites visited. Details such as page numbers, publishers and publication year should also be stated, in addition to the name of the author(s) and publication.

You should follow the Harvard referencing system. There are numerous guides to this system available on the Internet and in the library, but a good one to use can be found here:

<http://libweb.anglia.ac.uk/referencing/harvard.htm>

Although good research, correctly referenced, will be important to your work, you should try to avoid relying too heavily on quotations. The majority of the work should be your own writing.

Program Work Requirements

While it may be legitimate to draw on the same or related aspects of your professional activities more than once in order to meet program work requirements, each submission you make for each unit/module must be distinct and must consist of new work. You are encouraged to develop and extend your ideas throughout your program of study and this may mean that your submissions are connected thematically or that you draw at times upon some of the same reading. Any significant repetition of content between units/modules, however, will lead to a referral at the Board of Examiners.

Online Assignment Submission

For most Pearson programs, you will be required to submit your assignments online. You do this via [Moodle](#) which can be found at www.stpmoodle.net. The process is as follows:

1. Log in to your stpmoodle account
2. Select the programme of study
3. Click on the unit/module for which you want to submit an assignment
4. Click on the Turnitin assignment icon within the submission week
5. Click on the 'My Submissions' tab and upload your document

Turnitin submission will be open for a number of days prior to the final submission date. You can make changes to your document and re-upload it as many times as you like before the final submission date, which will be provided by your lecturers.

The copy of your assignment which is uploaded to Turnitin on the submission date is considered to be final. No further changes will be allowed after this time.

In order to submit your assignments online, please remember that you will need to have signed up to the units/modules that you are studying on Moodle using the enrolment key provided by your lecturers at the

beginning of term. If you forget this, you can check with your lecturers or with the Academic Administration Office.

Hard Copy and Project Submission

In some cases, you may be asked by your lecturer to submit your assignments in hard copy format either in addition to or instead of online submission. Hard copies of your work should be handed in to the Academic Administration Office. Students registered on programmes other than Pearson should consult their Programme Leader. You are required to follow the submission dates given to you, as you will not be allowed to submit assignments on any other day during the submission week.

If you are required to submit a hard copy of your assignment:

- Written assignments such as essays or reports should be word processed
- Hard copies should be either contained in a project report file or bound
- You should submit a CD or USB stick with a digital copy of your work with the printed version
- An assignment cover sheet should be attached to the front. Some programs may have specific cover sheets, and you should check with your lecturer to ensure that you use the correct version.

Late Submission and Penalties

The following rules normally apply to submissions handed in to the St Patrick's Academic Administration Office. Students registered on university validated programs should consult the designated Academic Administrator for their program to confirm procedures and regulations concerning late submission.

If you are not given an extension in advance of the submission date by your lecturers, you will ultimately face a penalty for missing your deadlines, unless grounds for extenuating circumstances are provided and accepted.

If you submit late without a completed/ approved Extenuating Circumstances Form your grade will be capped at a Pass.

Marking of Assignments

Whilst it is quite proper (and indeed recommended) for you to discuss assignments in progress (previews) with your tutor, it should be noted that tutors are not permitted to pre-mark completed assignments. They are permitted to comment on drafts in progress within the context of a tutorial session but the ultimate responsibility for production of assignments remains with you.

Assignments will be formally marked after the deadline date.

Pearson Mark Schemes

Each unit will be graded as a Referral, Pass, Merit or Distinction.

A Pass grade is achieved by meeting all the requirements defined in the assessment criteria for each unit. Failure to pass all assessment criteria will result in a referral. Under present referral conditions, the entire assignment must be re- submitted and subjected to marking at the designated time.

Merit and Distinction grades are awarded for higher level achievement, some examples as follows:

Merit	Distinction
Use a range of methods and techniques to collect, analyse and process information/data Apply and analyse detailed knowledge and skills using relevant theories and techniques Coherently present and communicate work using technical language accurately	<ul style="list-style-type: none"> Check validity when collecting, analysing and processing complex information/data Evaluate and synthesise relevant theories and techniques to generate and justify valid conclusions Show an individual approach in presenting and communicating work coherently, using technical language fluently

Board of Examiners

The Board of Examiners is comprised of the Head of School/Associate Head of School/ Programme Leaders, Internal Verifiers, Unit/ Module Leaders and Lecturers. The Board meets to consider and to approve program results. All results must be confirmed by the Board of Examiners. Thereafter, provisional results are made available to students within four weeks. Marks cannot be considered to be final until they have been approved by the External Examiners assigned to that particular program.

Results

Results for assignments submitted online will be made available online. To view your results for each unit, you will need to log in to stpmoodle can be found at www.stpmoodle.net. The process is as follows:

1. Log in to your stpmoodle account
2. Select the program of study
3. Click on the unit/module for which you want to submit an assignment
4. Click on the Turnitin assignment icon within the submission week
5. You should then be able to view your mark for that unit

You will need to follow this process for each individual assignment.

Results for assignments submitted in hard copy can be collected from the Academic Administration Office. The Office will notify you when your results are ready for collection.

Please note that the Academic Administration Office will not issue your results if you are behind in your fees or have outstanding Library fines.

An assignment submitted by the due date, then marked and verified with a passing grade, will entitle you to progress to the appropriate level. An assignment marked and verified as referred may be re- submitted, with the Board of Examiners' approval.

As per the new working practice of the Academic Administration Office, there will be no email correspondence with students from the office regarding results and feedback.

Academic appeals against the grade

It is the responsibility of the Student to check their Grades on VLE (stpmoodle) following the date released. If a Student wishes to challenge the grade awarded the following Academic Appeal Procedures must be followed:

1. If a Student is appealing s/he must do so within 2 weeks of the result being released on VLE.
2. Initially the Student will meet with the assessor and discuss informally their concerns. If after discussion, the learner is satisfied with the response and agrees with the Grade awarded then no further action is required.
3. If the Student does not satisfied with the Grade given, then the Student can collect an *Academic Appeals Form* from the Academic Administration office or download from the VLE.
4. The Student completes the form, outlining the reasons why the decision should be reviewed and returns the form to the Academic Administration Office before the 14-days deadline.
5. The Academic Administration Office will refer the form to the relevant Head of School, who then nominates a reviewer to re-evaluate the grade given for the assignment.
6. The Reviewer completes the entire review process within **one week** and returns the completed Appeal Form with justification for decision.
7. If the Reviewer agrees with the first marker, then the Grade stands and the Student is informed by the Academic Administrator.
8. If the Student does not agree with the Reviewer's decision, s/he may appeal to the A/HoS who will make a judgement.
9. If the Reviewer disagrees with the first maker, the Grade is changed. If the Student is satisfied, the appeal is upheld. If the Student is not satisfied s/he may take the appeal to the next stage.
10. If the Student is still not satisfied with the A/HoS decision, then s/he make a final appeal to the Principal, who may delegate a Senior Colleague for further investigation before making a final decision.
11. All academic appeals will normally be resolved within **4 weeks** from submission of the appeals form.
12. Once all the internal Appeal stages have been exhausted, the Student has the right to refer the matter to either the Awarding Body for further review (or) the Office of Independent Adjudicators (OIA) noting that the latter can only consider appeals against procedures adopted.
13. All documents relating to the Appeals should be lodged with the Quality Assurance Office, which will have the responsibility for monitoring decisions and reporting to the Senior Management Team to ensure consistency across the College.

Resubmission

Following a first and subsequent failure on any given item of assessment, the Board of Examiners may permit you one further opportunity to re-submit assessments or require you to re-take a unit/module. That decision will be made in the light of individual circumstances, to include the scale of failure and capability requirements appropriate to the award.

For students pursuing higher national qualifications (Pearson), resubmission online is done in exactly the same way as your initial submission and the same guidelines should be followed.

Re-submission details for Higher National (Pearson) students are set out below;

If you are resubmitting a piece of work in hard copy, you will be given an Assignment Responsibility Form when your initial submission is returned to you. This should be completed and returned with your resubmitted work and your initial piece of work on or before the date specified on the form by the Academic Administrator.

Re-submissions must be done **on or before the date** specified by the Academic Administrator when you are asked to resubmit a piece of work.

You are not allowed to resubmit your work in order to try for higher grade. The grade which you achieve during the first submission is final, with the exception of Referrals. However, you can show your progress in assignments to the lecturers before submitting the final piece from time-to-time (students are recommended to book an appointment with the lecturer for the same) and ask for their suggestions for achieving a higher grade. Once the final assignment is submitted, no opportunity would be given for improving the grades.

Extenuating Circumstances

If you are unable to submit an assignment on time or attend an exam due to exceptional extenuating circumstances, you must make an application to the College for these to be considered. Extenuating circumstances are normally deemed as circumstances which are unexpected, significantly disruptive, and beyond your control.

Such circumstances may include: illness, bereavement, personal injury, harassment or unavoidable and heavy demands of caring for dependents. You should note in particular that claims must:

- Be entered on the approved form only - available from your Academic Administrator or in the appendix of this handbook.
- Be submitted directly to the Head of School who will sign with the Director of Student Services.
- Be accompanied by documentary evidence supporting the claim. Undocumented claims will not be considered.

You should try to submit the extenuating circumstances form as soon as you can before/after the deadline. If possible, this should be done in advance of the exam or submission deadline, but the nature of extenuating circumstances means that this often may not be the case.

Applying for consideration of extenuating circumstances

The procedure applies to all programmes delivered at St.Patrick's. You can make a claim for extenuating circumstances:

- i) If your participation in an examination or assessment has been affected by an extenuating circumstance;
- ii) To cover late submission of work, non-submission of work or non-attendance at a time of specific assessment, such as an examination, test, presentation, or field (industrial visit) are held.

Please note that for your Application for an Extenuating Circumstances to be considered you must:

- i) Submit your claim for extenuating circumstances within **7 working days** of the assessment affected.
- ii) Use the approved application form which you can obtain from the Academic Administration Office.
- iii) Submit the completed form with all relevant documentary evidence.

Please note that the submission of your application accompanied by evidence does **NOT** automatically guarantee that your circumstances will be accepted.

Examples of acceptable documents:

- i) Medical Certificate. A signed certificate from a GP is required confirming the extenuating circumstance and period of illness. **Self-certificates are not acceptable.**
- ii) Letter from the Registrar/Director of Student Services
- iii) Letter from solicitor or summons to attend court
- iv) Eviction notice
- v) Witness Statement (in case of Bereavement)
- vi) Letter from a transport official confirming serious unforeseen disruption to transport and/or screen shots from transport providers' website.

What happens next?

Your application will be sent to an Extenuating Circumstances Panel convened by the Assessment Board. The panel will consist of the Head of School, Registrar/Director of Student Services and selected member(s) of the Programme Team. The panel will consider your application on behalf of the Assessment Board and make recommendation to the Board as to whether it should be accepted. The Assessment Board will make final decision about any action to be taken. You will be notified within **14 working days** from the point of your application.

Extensions

If circumstances arise which make it impossible for you to meet the set deadline date for submission of an assignment, an extension may be applied for. An extension, if granted, allows you to submit the relevant assessed work at a submission deadline which will be determined by the respective lecturers. If you are still unable to complete the work by that extended date, you must submit a further extenuating circumstances claim. No more than two claims per program will be permitted.

Progression Policy – moving from Year 1 to Year 2 of the HND

- Those students who have passed 4 or more units in year 1 will transfer to year 2 of the HND
- Those students who have passed 3 units but have 4 or more submissions will be given a 2 week deadline from start of term to retrieve at least 1 unit before progressing to year 2. Students will be allowed to attend class but attendance will not be confirmed until at least 4 units have been passed. The College will not claim money on the student's behalf during this period.
- Those students with 1 or 2 passes but who have 4 or more submissions will be given 4 weeks from the start of term to retrieve their referral grades to a pass to make up at least 4 passes. Students will be allowed to attend class but attendance will not be confirmed until at least 4 units have been passed. The College will not claim money on the student's behalf during this period. Students attendance must be more than 30%
- Those students with 1 or 2 passes but 3 or fewer units submitted and attendance more than 30% will be invited to return to College to re-take year 1.
- Those students with 0 passes but more than 4 submissions and over 30% attendance will be invited to return to College to re-take year 1 on the recommendation of the Head of School.
- Students are allowed to appeal these decisions in the normal way.

Plagiarism and Academic Misconduct

Students on university validated programs must check the university regulations for their specific understanding of plagiarism and academic misconduct, and their methods of addressing it.

However, at St Patrick's College, in respect of all programs, academic misconduct is understood not to be limited to plagiarism, but also to include collusion and submitting work that is not your own. Some common examples are set out below:

- Using published work without proper referencing (most common form of plagiarism)
- Copying assessed work essays
- Collaborating when the work is supposed to be individual

- Taking another student's computer file/program
- Submitting another person's work as your own
- The use of unacknowledged material published on the web
- Purchase of model assignments from whatever source.
- Bringing unauthorised material into an examination, including material programmed into a calculator.
- Communicating with other students in an examination.
- Obtaining a copy of the examination paper in advance.
- Persuading another person to sit the examination in your place.
- Copying another student's laboratory results.
- Falsifying laboratory results.

If an invigilator/lecturer thinks that you have committed an offence, s/he will make a formal report to the Head of School responsible for the delivery of the program. The Head of School (or nominee) will authorise a Plagiarism Panel. A letter will be sent notifying you of the date of the Panel. Witnesses may be called, including witnesses on your behalf, and you have the right to appear before the Panel and may be accompanied by a friend who may also speak on your behalf. You can contact the Head of Student Services for guidance.

If you are absent (e.g. abroad), the Head of School will decide whether the process may be delayed until you are available. In cases where you are not able to attend the College within a reasonable period of time, the process of investigation/hearing may proceed in your absence, but an opportunity must be provided for you to put forward your case or be represented. Arrangements could include, but are not restricted to, the attendance of a representative or the submission of a written statement.

After hearing the evidence, the Head of School will decide how to proceed in respect of Pearson accredited programs.

You will be notified in writing of the Panel's decision, giving appropriate details of the penalty that has been imposed. You will face various penalties as previously mentioned; in the most serious cases, exclusion from the College is possible.

Plagiarism and Academic Misconduct Penalties

Penalties may include:

- A verbal warning
- A referral grade of zero for the work, with the requirement to resubmit
- Submission of a different piece of assessed work (and only a pass mark given)
- Failure in the program overall

In all cases where a penalty is agreed, you will have the opportunity to appeal against the decision.

College Information and Requirements

Quality Monitoring

Term Management Process Model

St. Patrick's College uses processes known as the Term Management Process Model (TMPM) to ensure that you receive a high quality of teaching and learning which is based around the students. These models divide the term into four sections.

The start term period extends from the beginning of term until the third or fourth week of teaching.

The lecturers will use these completed forms to give a brief revision session and to guide their teaching in the remainder of the program, so it is important that you are honest.

Each School will hold a Mid Term Board Meeting, which students from each program will be invited to attend to provide their feedback directly to the lecturers.

The end term period extends from the end of the midterm period until the 10th and final week of teaching. You will be given an End of Term Unit Evaluation. This provides you with your final chance to ask the lecturers to revise any topics that you do not fully understand before assignment submission takes place; so you should take full advantage of this opportunity to ask any questions.

The final period of the term is called the post term period. It is during this phase that assignments are marked and internally verified, following which the Unit Assessment Boards and Board of Examiners meet to determine your grades and whether or not you can progress to the next stage of your program. This is also when any [Plagiarism Panels](#) will take place.

This process has been designed to allow you to provide your lecturers with constant feedback on your learning. The feedback that you provide in the Planners is important as it not only provides you with a chance to have your questions answered, it is also taken into account by the School and used to improve teaching in the future.

Changing your program

If you feel that you have not enrolled onto the right program and would prefer to study a different subject offered at St Patrick's, you should talk to the program leader of your current program, the program leader of the new program that you wish to take, or another lecturer with whom you feel comfortable. They will be able to advise you.

If you decide that you wish to change programs, you must go back to Admissions as they will need to change your course details and your new start date with Student Finance. If the fee for your new program is higher than that of the program from which you have transferred, you may be required to make a payment at this point, or your payment plan will be adjusted accordingly. Students registered on undergraduate and Masters' degree programs should consult their Program Handbooks in respect of regulations concerning program change.

Exclusion

If your progress gives cause for concern, your lecturer, after due consultation and scrutiny of evidence of lack of progress, will formally warn you in writing of possible exclusion on grounds of lack of academic progress and copy this formal warning to the Head of School.

If, subsequent to this formal warning, there is still continuing evidence of failure to meet program requirements, your lecturer may propose to the Head of School that you should be advised to withdraw.

The Head of School will then consider the evidence presented by the lecturer. On the basis of his/her review, the Head of School may advise you in writing that you should withdraw from the program on the grounds that you are unlikely to complete the program satisfactorily. Additionally, the Head of School will explain the negative consequences that may arise if you do not accept the advice and confirm your right of appeal against exclusion.

If you formally indicate that you do not intend to withdraw on the recommendation of the Head of School and are unable to provide satisfactory evidence to the Head of School and the lecturer to justify continuing on the program, you will be formally required to withdraw on the grounds of lack of academic progress, by the Head of School.

Data Protection Policy

The Data Protection Act 1998 requires the College to observe new legal provisions designed to safeguard both the data subject's rights (students) and the data relating to them. The Act requires that we inform you of what personal data is acquired and the purposes for which it is acquired.

The College aims to ensure through its data protection policy that personal information held about staff and students remains confidential, is held securely and is processed in accordance with the Data Protection Act 1998.

Students are entitled to access the following data held about them:

- Payment plan
- Academic performance and Examination results
- Attendance figures
- Disciplinary matters
- Some requests may be dealt with informally in the process of academic administration at their discretion.
- Students can formally access data by sending a request to the Registrar.

All students shall:

- Ensure that all personal information they provide to the College is accurate and up-to-date.
- Inform the College promptly of any changes to that information, for example, changes of address.
- Check the information which the College shall make available, in written or automated form, and inform the College of any errors or, where appropriate, follow procedures for up-dating entries on computer forms. The College shall not be held responsible for errors of which it has not been informed.

Equality Policy

This College is steadfast in its opposition to discrimination on the grounds of race, colour, age, gender, disability, social class, nationality, ethnicity, sexuality, HIV/AIDS, marital status, family responsibility, unemployment or trade union activities, religious or political beliefs.

The College will ensure that everyone who seeks education shall receive fair and equal treatment, and only relevant skills, ability, aptitudes and experience will be taken into account.

The College is committed to increasing awareness amongst staff and students of the nature of sexist and racist attitudes and practices. It has taken steps to eradicate them and has had procedures for protecting those who experience sexual or racial harassment.

If you feel that you have been harassed or discriminated against, you should talk to a member of Student Services who will advise you how best to proceed.

The College will take action under its disciplinary procedures against any member responsible for sexual or racial harassment.

Disability Support

All applicants to the College are considered equally, based upon their academic aptitude. Where an applicant declares an impairment, the College tries to ensure that any support needs are identified at an early stage in advance of a student's arrival, but this should not involve unreasonable delays in processing such applications. The College's procedures allow staff then to assess which advice on the amenities and resources available are suitable for the needs of the student.

The College has procedures in place, which monitor the potential student applicant and ensure that the student will not be placed at a substantial disadvantage during their period of study; all the while ensuring there is no discrimination against any student. As soon as possible during the admissions process, staff will advise potential students in the event the College is unable to facilitate the needs of the student.

The College is committed to guaranteeing that the potential student will gain support as is required, where any barriers occur to their program of study while at St Patrick's. This will be monitored through a series of assessments, made by the Welfare Officer, prior to the admission process, and a plan of action will be set up to evaluate the needs of the potential student. The College acknowledges that modifications are necessary to ensure the potential student has access to all areas of program activities, such as placements and field trips. It is also aware that these alterations will have to be made to make sure the student is not at a disadvantage for any reason due to their impairment or disability.

The Registrar is the College's Student Disability Officer:

The Disability Officer liaises directly with students who declare a disability and/or learning difficulty to assess their specific needs and specify any support or reasonable adjustments that can be provided to assist them. The Officer is also responsible for communicating this information to other College departments as appropriate so that the support requirements identified can be duly implemented.

Declaration of Disability / Learning Difficulty

Students can declare a disability or learning difficulty either during the admissions phase, or at any time during their program of study. Having made this declaration the Disability Office will be automatically notified and will contact the student directly.

A consultation meeting is then held between the Disability Officer and the student to identify any support requirements. Following this meeting an Individual Support Plan (ISP) is generated. The ISP informs the appropriate academic or administrative departments of the required support.

The Disability Officer maintains discretion and confidentiality in disclosing any information about a student's disability, and information is shared on a strictly need-to-know basis and only with the student's expressed consent.

For more information contact the Disability Officer directly at studentsupport@st-patricks.ac.uk

Attendance Policy

As part of your commitment to your studies you are (except for absence with good cause) expected to attend all elements of your program of study. Research shows that students who attend their classes tend to be more successful in their studies. Attendance is monitored regularly throughout all St. Patrick's programs and you may

be withdrawn from your program if you do not demonstrate satisfactory attendance and progress. It is therefore important that you inform us of any absence.

St. Patrick's students are expected to:

- Attend ALL scheduled sessions that form their program of studies.
- Arrive on time to scheduled session and to remain until the end of the session.
- Demonstrate their attendance by using the attendance monitoring procedures in place through the swipe system or signing paper registers.
- Submit written statements and evidence in support of their inability to attend sessions through their St. Patrick's student MyPage account online (www.mypage.st-patricks.ac.uk), within 72 hours of an absence.
- You are required to familiarise yourself and comply with these requirements.
- New students in St Patrick's College must attend at least four sessions each week in the first four weeks of classes in order for their registrations and attendance to be confirmed on the SLC portal.
- The College expects students to attend **all**, formal taught sessions. This is because experience here and elsewhere suggests high levels of attendance are important to achieving the qualification for which you are studying and we want you to succeed. We understand that there may be occasions when you can't make College for valid reasons. If you have **valid reasons for missing teaching sessions**, it is your responsibility to let us know about them; so please make sure that you always tell us.
- The College will monitor every student's attendance on a daily basis.
- If your attendance falls **below 50%** in any term without valid reasons known to the College, we will attempt to contact you to discuss the situation and, in any case, reserve the right to take action up to and including **suspension** from studies.
- If your attendance falls **below 30%** in any term without valid reasons known to the College, we will attempt to contact you to discuss the situation and, in any case, reserve the right **to withdraw you from the course**. If unfortunately we need to take this step, we will inform regulators and funders and you may be liable to repay a proportion of the funding received, normally from the last recorded day of attendance.
- The College understands, however, that legitimate unforeseen absences, such as illness, may occur occasionally despite the best efforts of students. These events must be reported to the Attendance team so that they may be properly considered. Students who are unable to attend classes for any reason should send an email to MyPage, stating the name of the unit and the time of the session that they will be missing, along with an explanation as to why they are unable to attend and to upload any evidence that supports the claims made. If MyPage is not working, then students are expected to email studentsupport@st-patricks.ac.uk stating their names, student ID numbers and attaching evidence, or to deliver evidence personally to staff members in Student Services. Students may be contacted by staff members to discuss matters further.
- The College expects that legitimate excuses will be exceptional and reserves the right to apply sanctions, such as suspension, should any student have been found, on investigation, to be abusing the system, for example, by claiming legitimate reasons for absence when none exists.
- Students are also expected to arrive on time for classes and remain for the duration of the teaching session. Late arrivals and early departures from teaching sessions are disruptive, discourteous, unprofessional and unfair to other class members and lecturers.

- Students who arrive up to 30 minutes late for a session may enter the classroom and will be counted as attending the first session, so long as they have a valid reason for lateness.
- Students who arrive for lessons more than 30 minutes late will not be recorded as attending the first session
- Persistent latecomers or early leavers, even if entering or leaving within the first 30 minutes of a lesson, will be warned. If such behaviour continues, then the Lecturer must notify the Registrar (i.e., the Director of Student Services), who will investigate matters further.
- The Student Services Team reviews MyPage excuses every morning.

Procedures for Monitoring Attendance

- Every Monday of the teaching term, members of the Attendance Monitoring Team will produce attendance reports of the previous week. The Team will send emails requesting reasons for non-attendance to all students who have missed any lectures in the previous week and have attendance records ranging from 0 to 49%. If Students have been absent from a class continuously for two weeks, then phone calls will be made to individuals whose attendance falls in the 0-49% category.
- The Registrar will issue a suspension letter to students who have attendance records of 0-29% in a single term. Students will have five working days to respond to the Registrar. Thereafter, the names of Individual students who have failed to meet the deadline will be sent to the SMT, where final decisions will be taken regarding withdrawals. Students who are withdrawn from the programme, will be de-registered from the College and lose access to SLC funding.

Students are responsible for:

- Attending all learning and teaching sessions associated with the programme of study
- Notifying their lecturers /supervisors in advance (in person, by phone or by email) when they have to be absent from timetabled classes
- Obtaining prior permission (in person or by email) from their Programme Manager or the Head of School for planned absences lasting two days or more during term time and providing details to a member of the Student Services Team after permission has been obtained.
- Notifying the College on MyPage in respect of unplanned or unforeseen absences from classes within 24 hours and providing a medical certificate or other supporting evidence to explain the absence.
- Arranging to meet with the class Lecturer, Unit leader, the Programme Manager and/or the Head of School to discuss and agree arrangements for undertaking any work missed during the period of absence
- The Policy applies to all students registered on College Programs. In the case of programs validated by an awarding body, where specific attendance requirements must be met, procedures and requirements are published separately in the appropriate program handbook.

The full Attendance Policy can be found online at <http://www.st-patricks.ac.uk/current-students>

Student Complaints Policy and Procedures

1. Introduction and Context

The Complaints Policy and Procedures have been developed as part of the College's ongoing commitment to provide opportunities for all students to express their concerns and to seek satisfactory resolution through the processes of impartial and rigorous investigation. In the case of programs validated by an awarding body, complaints procedures and requirements are published separately in the appropriate program handbook.

The Director of Student Services will oversee the tracking of complaints and will ensure that information is retained about the nature of the complaint, the process of investigation and the final decisions taken. Information collected will be reviewed by the Academic Board and the College's Senior Management Team on a timely basis during the 12 month academic year. Details relating to the Complaints Policy Log and Review Cycle are set out in the table on page 35.

2. Principles

- 2.1 All complaints are handled sensitively. Full consideration is given to maintaining confidentiality in respect of individuals.
- 2.3 The Complaints Policy is fair to all parties. Any person named in a complaint is informed of the substance of the complaint and has the right to reply as part of the investigation.
- 2.4. No student is to be treated less favorably by peers or staff members as a consequence of making a complaint. If evidence is found to the contrary, then individuals may be subject to disciplinary proceedings under College policy.
- 2.5. When a complaint is made by a group of students, one individual is to serve as spokesperson and correspondent for the purposes of the formal proceedings. Each member of the group must be able to demonstrate that s/he has been affected personally by the complaint that has been made.
- 2.6. Students pursuing a complaint are entitled to apply for access to personal data under the Data Protection Act 1998. Applications should be addressed to the Director of Student Services. Information is only disclosed to individuals who can progress the complaint to decision level.
- 2.7. After initial investigation, if it appears that the complaint falls within the scope of other Panels or Committees such as, for example, Academic Appeals, Academic Misconduct, Disciplinary matters or Equal Opportunities, then the complaint may be re-assigned to another Committee. In those cases, the Complaints Committee (CC) will take appropriate action, following discussions with the person(s) initiating the complaint.

3. Procedures

3.1 Students wishing to make a complaint are advised to contact a member of the Student Services Team before proceeding further. Team members can provide useful information about the options available for voicing concerns, the procedures to be followed and the timescales to be considered. Additionally, individuals are encouraged to seek advice from the Student Officer, the Module/Unit Leader, the Program Manager and/or the appropriate Head of School or Department.

3.2 Students may select one of two options in respect of the College's Complaints Procedures.

The first, and most commonly used option is to resolve the concern informally by speaking directly with the appropriate individual. This may be the Director of Student Services, the Head of Academic Administration, the Module/Unit Leader, the Program Manager or the Head of School. Students and staff members electing to follow the Informal route are required to tick their choice on the Complaints Form.

The second option is to initiate the complaints process formally. In this case, students and staff-members are required to complete the College's Complaint's form.

3.3 Particulars relating to the College's procedures for handling Formal Complaints are set out below.

- i. Students wishing to make a formal complaint may request a form from a member of the College's Student Services support team. Copies of the Complaints Form are also available on the intranet.
- ii. The Complaints Form must be completed and returned to the Student Services Office within four weeks of the event giving rise to the complaint. The Director of Student Services reviews and records all forms received. Complaints forms that do not provide the name of the complainant or the name of the individual giving rise to the complaint will not be investigated.

iii. All formal complaints, whether academic or non-academic, are initially reviewed by the CC to assess the nature of the complaint and allocate it to the appropriate parties for further action.

Allocations are as follows:

- a. Complaints of an academic nature are distributed to Heads of Schools and Departments for further review and recommended action.
- b. Complaints on non-academic matters are retained by the CC, who arrange Panel meetings and determine appropriate measures to affect resolution.
- c. Complaints relating to UK Border Agency Activities are referred directly to the Compliance Team

iv. Following the CC's initial review, the Director of Student Services writes to the parties named in the complaint outlining the requirements for responses to be submitted in advance of the CAGC Formal Panel meeting.

iv. Students and staff members wishing to learn about the progress of their Complaint submission must contact the Director of Student Services, who will provide relevant details.

v. Every effort is made to schedule CC formal panel meetings that accommodate the availability of individuals named in the Complaint and CC members. CC members include The Director of Student Services, one Academic Dean, or designated representative, who serves as chair, the Complaints Manager and a Minute taker. Additionally, Heads of School or Department and other individuals specifically linked to the particular complaint attend Panel sessions as and when required.

vi. In disciplinary cases, complainants are invited and expected to attend CC Panel meetings. They may be accompanied by a friend or representative for support or representation. The representative may put the student's case forward and will be permitted to address questions to the CC. In cases where a complainant fails to attend the meeting that has been agreed and no excuse for absence has been received, the CC will render a decision on the basis of the evidence currently available.

vii. The Director of Student Services will inform all parties involved of final decisions taken by the CC.

viii. Students who are dissatisfied with decisions taken by the CC may request a review of the Committee's response to the Complaint or the way in which it was handled. Requests must be made within 10 days of receiving the final report. In those cases, the Principal, or his designated representative, will review the request made, the decisions taken, the evidence collected and, on the basis of findings, determine actions to be taken.

Table one: Procedures and Time Lines

Procedure	Essential Steps	Activities Undertaken	Responsibilities
Informal Complaint Option	Individuals Identify concerns and seek advice from the Director of Student Services, Heads of Schools/Departments and/or the Student Officer.	Issues are reviewed and advice is provided. Discussions are aimed at resolution. Activities can be undertaken at any time.	Students with issues have primary responsibilities for requesting assistance. Heads of Schools/Departments have primary responsibilities for issue resolution.
Formal Complaints Option, step 1.	Students obtain a form from Student Services Staff or download one from stponline.	The Complaints Form is completed. All of the information requested is provided.	Parties lodging the formal complaint
Formal Complaint recorded on the System, step 2.	Students submits the completed form to the Student Service Team within four weeks of the incident that has given rise to the complaint	Student Services staff record details, and the Complaint is assigned a Case Number.	Student Services team member, under supervision of the Director of Student Services.
CC meets to review Complaints Forms, step 3.	CC discusses complaints and then distributes them to appropriate parties.	Notes/minutes are taken of meeting discussions. Decisions are made in respect of allocations.	Designated note or minute taker. (May be a CC member).
Individuals named in the complaint are given opportunities to respond, step 4.	Student Services staff notify individuals and inform them that responses are due within seven working days after notification.	Individuals are notified by email or letter. If contact is made by telephone, then written notes of the conversation are to be provided.	Director of Student Services, or designated representative drawn from the Student Services Team.
CC Panel meets to take formal action on the Complaint, as and when required (normally twice each term). Individuals named in the Complaint are requested to attend, Step 5.	Decisions are made on a case by case basis, via the evidence accumulated and discussions in the meeting.	Minutes/notes of the session are taken.	Decision are made by CC Panel Members. Records of decisions are noted & minutes taken by a designated note taker.
Individuals are advised of CC Investigation outcomes, Step 6.	All parties are notified within seven days of decision taken.	Individuals are advised in writing, preferably letter as well as email.	Director of Student Services

Individuals, who are dissatisfied with outcomes, may request a review of decisions and/or processes followed, Step 7.	Individuals submit review requests to the Director of Student Services within seven days after being notified of CC decision.	Director of Student Services logs the Student Request and notifies CC.	Individuals must submit review requests in a timely manner. Director of Student Services maintains the record.
The Principal renders the final decision in cases where students request a review of decisions taken, Step 8.	Director of Student Services formally notifies all participants involved in the Complaint within 10 days of the Principal's final decision.	Notes are taken of meeting and decisions are recorded.	CC Designated note taker. Director of Student Services.

- The Student Complaints Procedure is designed to help you take up problems or complaints and to obtain a speedy response from the College to resolve your complaints.
- As a student, you are likely to face a whole range of situations which demand your active problem solving skills. Most of the time, you will be able to find solutions yourself and this may involve talking to members of the College. The formal complaints procedure route should be used only when you have exhausted all other strategies for dealing with problem situations.
- If you make a complaint to the police or take other legal action at the same time that you use this procedure, then no investigation by the College using this procedure will be undertaken at this stage.
- The stages of the student complaints procedure are designed to provide a response to your complaint at the earliest feasible opportunity.
- When you are following this procedure, it is important to keep a note of the discussions you have at each stage and the dates on which they take place. Also keep copies of relevant documents. Additionally, you may wish to have the support of a friend, who could accompany you to meetings when you discuss your complaint.
- If you are still not satisfied with the result of your complaint. You can apply to the Office of the Independent Adjudicator (OIA) – the form is on the back of the original complain form handed in. You can also request a form from the Student Services Counter.

The principles underlying the management of the complaints procedure are:

- Confidentiality at the informal stage
- Accessibility of information
- Clarity of procedure
- A staged approach with specified times and an informal and formal stage
- Advice and support in using the procedure
- Stated response times
- Resolution at local level wherever possible
- Entitlement to have a well-founded and documented formal complaint heard
- Every effort made by the College to prevent victimization of a student who has made a complaint

Health and Safety

Smoking

Smoking is not permitted anywhere in the building. Additionally, please do not stand outside the entrances to the College to smoke.

First Aid

If you are taken ill or have an accident in the College, then you should seek the help of one of one of the College's qualified first aiders. They will be able to provide you with basic first aid and will also be able to suggest whether you might need to see a doctor.

It is important that you see someone, so that the College has a record of what happened and any action taken in response. In serious cases the Director of Student Services, who is also in charge of Health and Safety, is responsible for contacting the employee's or the student's family.

Fire Safety

Sceptre Court, 40 Tower Hill, London, EC3N 4DX

All classrooms and public areas have clear notices describing the correct action to take in the event of fire. In the event of a fire, the fire alarm will be sounded and the fire brigade called. The premises must be evacuated as quickly as possible. Coded doors will open automatically in case of a fire. Lifts are not to be used under any circumstances.

If you are with a lecturer, you should follow your teacher's directions. If not, you should leave the building as quickly, calmly and safely as possible and head to the nearest assembly point. Staff and students must follow the emergency lighting and fire exit signage that has been put up throughout the College premises.

The assembly point in case of a fire is through the nearest building exit to your classroom. Fire drills are carried out on a regular basis. The premises have to be vacated promptly and the situation treated as a real fire.

The fire alarm is tested periodically. This usually takes place on a Monday, and you should not worry unless the alarm sounds for longer than a few seconds, in which case you should treat it as a real alarm and vacate the building as instructed.

Financial Matters

Home and EU Students: student loans and maintenance allowances.

Home and EU students may opt to apply for student loans from the Student Loan Company (www.slc.co.uk) to cover tuition fees and any maintenance allowances.

To receive financial assistance, you must be studying on a program that has been approved for funding by Student Finance England. In addition to this, you can enquire about your loan status if you have already applied. For details about eligibility and other information and to apply, please visit <http://www.slc.co.uk/students.aspx>

Further guidance can be obtained from the Student Finance Office or from the Student Services staff

Fee policy for Home/EU Students without SFE funding.

The fees for students attending the College are detailed on the fees list (subject to revision on a termly basis). The fees can be paid by one of the following sources:

- An employer or other recognised sponsor
- Student or his/her family

Students who are unable to produce acceptable evidence of support from their sponsor will be liable for the payment of their fees in the category of "student or her/his family" as above.

All students must enroll at the start of their program, and each subsequent year. At that time they must either provide an acceptable written guarantee from an official sponsor accepting responsibility for all fees due **or** make full payment of their fees and any registration fees for the academic year concerned or elect to pay by instalments. The College will only accept student enrolments upon receipt of the relevant payments or sponsor authorisation.

Single Payment

This should be paid within 30 days of the program start date, unless payment by instalments has been agreed.

If whole fees are not paid within 30 days of the start date of the program or other notified date, the student will incur supplementary charges as detailed below.

Paying by Instalment

If you do not wish to pay all your tuition fees at once, then you can opt to pay an initial deposit and pay the balance in up to 10 instalments. If you want a payment plan, you must request and sign for it.

Instalments are due at the beginning of each month or as stated in the fees statement. It is the responsibility of each student or sponsor to ensure that the College receives payments by the due date irrespective of whether an invoice has been issued.

A fee of £20 will be issued for each instalment.

The college will not send letters reminding you of your outstanding fees.

However, you are able to request a copy of your payment plan and payments to date in the Admissions Office or you can check your payment status on the Student Web Link:

www.stpstudent.net

Overdue or Unpaid Fees

If you do not follow the payment plan, the following actions will take place:

- 1 month in arrears – No letters of any type will be issued.
- 2 months in arrears – College/Class access and Computer Log-in will be suspended.
- 3 months in arrears – The outstanding fees will be transferred to a Credit Agency for collection and they will add a 10% fee to the amount outstanding. Your Oyster discount will be cancelled with TfL.

A penalty charge of £10 will be applied for excessively late payments at the discretion of the Admissions Office and the Director of Student Services.

Refunds

If you think you are entitled to a refund for any other reason, e.g. overpayment - you should apply directly to <http://refunds.st-patricks.ac.uk/#> where all the appropriate forms are available.

Student Life

Accommodation

For many of you, coming to St Patrick's may be the first time that you live away from home. This section of the handbook aims to give you some guidelines about finding accommodation, living in London and staying safe.

Halls of Residence

Although St Patrick's does not have its own halls of residence, there are many reputable private companies which run accommodation specifically designed for students. These can be more expensive than renting a room or a house with friends, but they have the advantage of being very convenient and secure. Often they have cleaners and dining halls with some meals provided.

Please ask Student Services for more information.

Living Alone

Living alone may be a sensible option if you are new to the UK or to London and have not yet made any friends you would like to live with. There are some security issues to consider first:

- Avoid basement or ground floor accommodation, especially in older properties.
- If the house contains other flats or bed sits try to find out who else lives in the house.
- Does anyone else has keys or access to the house and if so, when and why might they enter it?
- Check to see if there adequate lighting on communal stairs and landings.
- If not fitted, ask the landlord to see if he/she can fit you a security alarm system

Sharing Accommodation

Sharing accommodation with friends can be a great way to keep costs down while living in a friendly environment. However, there are important things to consider before you decide to move in with people.

If you decide to share a property, it is very important to be clear before you sign a contract about your own needs and requirements and those of your fellow sharers. You should each try drawing up a list of priorities and compare lists, thinking about things such as bedroom size, distance from the College, cost of rent and so on.

Try to meet and chat with all the members of the group and think about how safe and comfortable you would feel living with them. If you are the last member to join the group, do not sign a contract without meeting all the members.

If you are sharing a house with other people, you may need to discuss:

- How you are going to divide up and pay any bills
- What the rules are for having visitors to stay

Checking a Property

It is important that you view a property before you decide whether to live there or not. Make sure that you are accompanied and never arrange to meet someone you do not know very well at a property by yourself. Ask the

owner about arrangements and those of any agents (e.g. maintenance) for visiting and entering the property. This should be stated in the agreement.

Find out from landlord if anyone else has keys to the property. Things to check for include the following:

- The house is secure with a sturdy door, good lock, security chain and lockable windows
- There is a phone or the ability to install one
- All gas appliances in the property have been checked recently by a CORGI registered person. There should be a certificate to clarify this
- The property is fitted with smoke alarms and a carbon monoxide detector
- There are no damp problems
- Kitchen and bathroom arrangements are adequate for your needs

Location

Always consider the location of the property very carefully before signing any agreement. Visit the area beforehand and check the following:

- How far it is to the nearest bus stop, shops etc. and what is the route to each place like?
- Is the property set back from the road?
- How much street lighting is there nearby?
- Is there a working outdoor security light?
- Is the property surrounded by bushes/shrubs i.e. a place where someone could hide?
- Is the main door down a passage or at the rear of the property? Would you feel safe accessing it at night?

If possible talk to the current tenants and ask them (particularly female tenants) what the area is like and how they feel about living there.

Signing a Contract

It is important that you make sure you sign a contract before you hand over any deposit money. You should be sure to read this through carefully in order to be sure of:

- How long the lease is for and whether you are able to change the end date
- What is included in the rent (any utilities, maintenance, etc.)
- When the rent is due
- What your responsibilities as a tenant are
- What the landlord's responsibilities are

Generally, it will be the landlord's responsibility to ensure that the property and everything provided in it is safe and in good working order. It will be your responsibility as a tenant to keep things clean and to notify the landlord of any problems so that he/she can fix them.

Bear in mind that, under current UK rental laws:

- The landlord has the right not to extend the tenancy beyond six months
- The landlord can evict tenants owing more than two months' rent
- The landlord can evict tenants who cause a nuisance to other people in the area

Potential Problems

If you are experiencing any problems with accommodation, please seek help as early as possible from a member of College staff, Student Services or the Student Officer. This is particularly important if you think that your situation is likely to affect your studies.

If you are threatened with eviction, seek advice immediately. It is illegal for landlords to evict tenants by changing locks while they are out, physically throwing out, or preventing tenants getting into part or all of their home. If this happens, call the police.

If you share accommodation with your landlord/lady, then you can be evicted without having to get a court order. You should be given written notice to leave the property and, once the period of notice has expired, the landlord/lady can evict you immediately. Please seek advice before you get to this stage.

Non-return of your deposit is probably the most common dispute between the landlord and the tenant. The landlord will always withhold money from the deposit to pay for any damage you have caused or to make sure that all the bills are paid. If you owe any rent at the end of your agreement, this will also be taken from the deposit.

Normal wear and tear to the property or the contents would not justify any deduction of the deposit. To avoid having problems at the end of your agreement, prepare an inventory list of all the furniture and the fixtures in the property and get a receipt for the deposit. It's also a good idea to take photographs before you move in and when you leave.

If your landlord withholds your deposit and you do not agree, you should seek advice from the College support staff.

Council Tax

Council tax is a local government tax to pay for certain services such as the police, libraries, fire brigade and other public services. Full time students are exempt from paying this tax, but it is your responsibility to notify your local council of your exempt status.

To apply for council tax exemption, you will need to request a letter from the College confirming that you are a full time student here. You can request one of these letters by either filling in the letter request form which you can get from Student Services, or online via the MyPage Link www.mypage.stpatricks.ac.uk

If you fail to notify the local council then you will be charged. This may lead to debt collection agencies and a court summons, so it is very important that you remember to do this as soon as you move in.

If you live with other people who are not full time students, you may still have to pay some council tax, although possibly at a reduced rate. For details, check this website:

http://www.direct.gov.uk/en/homeandcommunity/yourlocalcouncilandcounciltax/counciltax/dg_10037422

Medical Care

Britain has a National Health Service (NHS) which is financed and run by the Government. This should be familiar to home students.

If you are from a European Economic Area (EEA) country, you are encouraged to carry a European Health Insurance Card (EHIC) from your home country. This entitles you to free healthcare, even if your program is part time or less than six months in duration.

If you are an international student on a program lasting longer than six months you should be eligible for free treatment from the NHS, including hospital treatment, from the beginning of your studies. However if your program is for less than six months you will not be entitled to NHS treatment and should take out appropriate medical insurance before you leave home.

Prescriptions

NHS prescription charges for medicines are currently £8.25 per item. All patients have to pay the standard prescription charge, although you can apply for exemption if you are pregnant and it's free to those over 60 years old.

Contraceptives are prescribed free of charge. Please see the

NHS website for up to date details:

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Prescriptioncosts.aspx>

Dental Care

If you are eligible for National Health Service treatment, find a dentist practicing in the NHS and register with the dental practice. National Health Service patients pay up to 80% of the cost.

Please note that even dentists on the NHS register may not be accepting NHS patients at the time you apply, and do have the right to insist you become a private patient. This means you have to pay for all your treatment.

Check the NHS website for advice on how to find an NHS dentist:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/find-an-NHS-dentist.aspx>

Opticians

If you need your eyes tested, or your doctor suggests it, you will need to go to any optician for an eye test. Unless you are under 18 or over 60, it is very unlikely that you will be entitled to a free NHS sight test. You can have your eyes tested at any optician, which will probably cost you somewhere between £10 and £35.

The cost of any glasses or contact lenses is not included in the price of the sight test and will vary considerably depending on your prescription and choices of lens and frames.

Check to see if you are entitled to free eye care on the NHS website:

<http://www.nhs.uk/NHSEngland/AboutNHSservices/opticians/Pages/NHSopticiansFAQ.aspx>

Travel

The United Kingdom has a reasonably good public transport system, although prices are higher than some other European countries. If you choose accommodation that is not within walking distance of the College, find out the best way to get there and how much it will cost you. If you are travelling multiple times a week, it may be more cost effective to buy a weekly or monthly season ticket.

To find how to get to the College, or anywhere within London, use the Transport for London (TFL) website journey planner: http://journeyplanner.tfl.gov.uk/user/XSLT_TRIP_REQUEST2?language=en

London Transport and Oyster Cards

Most people who travel around London on a regular basis use an Oyster Card. This is a prepaid travel card which enables you to use the London Underground, London buses and certain over ground trains at a discounted rate compared to paying with cash.

As a full time student, you are entitled to apply for a Student Oyster Card, which gives you a 30% discount on weekly, monthly and annual travel passes.

To apply for a Student Oyster Card will cost you £20 and you will need a passport sized photograph. Your application will need to be confirmed by the College after you have submitted everything to TFL, so it may take a few days to process.

The link to apply can be found here: <http://www.tfl.gov.uk/tickets/14312.aspx>

Trains and Student Railcards

The UK is covered by an extensive train network which provides an ideal way of exploring the areas around London and further afield.

As a full time student, you are entitled to apply for a Student Railcard which can give a discount of up to 33% when buying train tickets. This will cost you £30, but it is definitely worth it if you want to travel more than a few times.

If you are under 25, all you need to do is provide proof of age and ID. If you are over 25, you will need to get your application form validated by the College to prove that you are a full time student.

For full details, go to the Railcard website: <http://www.16-25railcard.co.uk/online>

Useful Information

College Contact Information

Address: St Patrick's College
Sceptre Court
40 Tower Hill
London
EC3N 4DX

Telephone: 0207 287 6664

Other Useful Contacts

Student Services studentsupport@st-patricks.ac.uk

Academic Administration academicadmin@st-patricks.ac.uk

Principal Professor Maurits van Rooijen

General Enquiries info@st-patricks.ac.uk

Timetables and Semester Dates

Term dates and timetables will be issued for the term. In future terms, or if you lose your copy, semester dates and timetables can also be obtained from:

- Academic Administration
- Moodle
- College noticeboards

Although the College tries to ensure that all timetables and term dates are correct when first published, these are subject to change if necessary. Updated versions will be made available to the students as soon as possible.

APPENDICES: STUDENT FORMS AND THE STUDENT CHARTER

ST PATRICK'S**Complaint Form**

This complaint form can be used as a formal and informal application. Please state which category your complaints fall into below. Once completed please return to Student Support Room 301.

Name:	
Student Number: P	
Telephone number:	
Email address:	
Formal: <input type="checkbox"/>	Informal: <input type="checkbox"/>
<u>Complaint Details: (please delete where necessary)</u> Please state the nature of your complaint and give a full description of events. Please attach any evidence that supports your statement. -	

(Please use a separate sheet if necessary)

If your complaint is formal, please suggest a way it could have been rectified in an informal manner. (If this is an informal incident/complaint please disregard this section)

Can you suggest a solution that would prevent this complaint from occurring again?

Declaration

I can confirm that the complaint described above is a true statement of events and I am willing to answer further questions and provide more information if required to do so.

I also agree in accordance with the Data Protection Act of 1998 to a record of this Complaint being kept by the Division in Student Services at St Patricks College.

Signed:

Print Name:

Dated:

For OFFICE use only:

Name of recipient:

Date Received:

Date email receipt provided:

Office ref:

How to appeal a decision made by St Patricks' College Complaint Committee

The Office of the Independent Adjudicator (OIA), are an external body designed to act as an independent adjudicator when investigating individual complaints within educational providers. As of 1st September 2015 this includes Further Education colleges providing higher education, alternative providers and providers of school centred initial teacher training in England and Wales.

Examples of incident/complaints O.I.A can adjudicate includes:

- Academic appeals
- Extenuating circumstances
- Teaching and facilities
- Student accommodation
- Research supervision
- Welfare
- Discrimination - race, sex, disability, age, sexual orientation or religious belief
- Bullying and harassment
- Placements
- Maladministration
- Procedural irregularities
- Unfair practices
- Disciplinary matters, including plagiarism
- Fitness to practice processes

Examples of incident/complaints O.I.A cannot adjudicate includes:

- Admissions
- Academic judgment
- Student employment
- Matters which have already been considered by a court or tribunal and where the proceedings have been concluded
- Matters which are being considered by a court or tribunal where the proceedings have not been stayed
- Matters which we consider have not materially affected the complainant as a student
- The matter complained about was previously considered by another ADR Entity
- We will not normally look at complaints where the main issues complained about took place more than three years before the complaint is received by the OIA.

You can write to the following address:

The Office of the Independent Adjudicator
Second Floor
Abbey Gate
57-75 Kings Road
Reading
RG1 3AB

Or Email: enquiries@oiahe.org

For more information please see www.oiahe.org.uk

ST PATRICK'S

Academic Appeals Form

Student Details			
Surname		First Name(s)	
Student ID		School	
Programme		Group Name	
Unit Title		Lecturer	
Term/Year		Date	
Grade Awarded		Appeal Grade	
Email		Phone	<div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">Home</div> <input style="width: 150px; height: 15px; border: 1px solid black;" type="text"/> </div> <div style="display: flex; align-items: center;"> <div style="margin-right: 5px;">Mobile</div> <input style="width: 150px; height: 15px; border: 1px solid black;" type="text"/> </div>

Appeal Stage 1 – Informal Stage
Have you discussed with the Lecturer/Assessor regarding the Grade awarded? YES <input type="checkbox"/> NO <input type="checkbox"/>
If NO, please discuss with your Lecturer/Assessor for informal resolution. If YES, please briefly describe the outcome of your discussion.

Appeal Stage 2 – Formal Appeal
Please briefly explain the reasons for your Appeal against the Grade awarded. (If necessary, use a separate sheet of no more than 250 words to support your appeal)

Student Signature		Date	
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Appeals decision Log (Office Use only)			
Reviewer's Comment			
Please provide the rationale for the decision.			
Reviewer Name		Grade Agreed	
Signature		Date	
Associate/Head of School's (A/HoS) Comment (if further appeal made)			
Please provide the rationale of the decision.			
Name of A/HoS		Grade Agreed	
Signature		Date	
Principal's Comment (if final appeal made)			
Please provide the rationale of the decision.			
Name		Final Grade	
Signature		Date	

To be completed by the Administrator			
The decision has been communicated to the Student Via: Email <input type="checkbox"/> Phone <input type="checkbox"/> In Person <input type="checkbox"/>		Date	
Brief comment (if required)			
Name of Administrator		Signature	

ST PATRICK'S



Extenuating Circumstances Form

Section A – Personal Details

Surname		First Name(s)	
Student ID		School	
Programme		Group Name	
Year of Study	1 st Year <input type="checkbox"/> 2 nd Year <input type="checkbox"/>	Date	
Email		Phone	Home <input type="text"/> Mobile <input type="text"/>

Section B – Your Extenuating Circumstances

Please describe the specific circumstances and how they affected your study and performance in your study.
(Continue on a separate sheet if necessary)

Duration of circumstances

From:

To:

Or on going (please tick) ☐

Section C – Assessment Details

Where assessments have been affected, please list the assignments for which you wish to claim extenuating circumstances.

	Unit Title	Original coursework Deadline	New Submission Date (For office use only)
1			
2			
3			
4			

Section D – Evidence

Please state the evidence which you provide to support your claim for extenuating circumstances.

No	Description of Evidence	By Hard Copy	By Email	To follow
1		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Section E – Declaration

☐ I declare that the information I have provided on this form is correct to the best of my knowledge.

Name:

Signature:

Approval (Office use only)**Extenuating Circumstances Panel**

Please briefly state the recommendation reached by the panel.

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Name		Signature	
Designation		Date	

Assessment Board Decision

Please briefly state what has been granted as a result.

--

Name		Signature	
Designation		Date	

St Patrick's College Student Charter

We are committed to providing education and training of the highest quality to students from all over the world. This Charter tells you how we aim to do that and what you can expect from us. It also explains what you can do if our services do not meet your reasonable expectations.

Support with your studies:

- You will receive a student handbook which includes advice on living and studying in London.
- Learning support as required and private tutorials by request at all stages of your study programme.
- A learning programme designed with you in mind, endeavoring to meet your needs for personal development, employment or further studies
- Regular opportunities for assessment and review of your progress through meetings with your trainers/lecturers and head of programme.
- Individual learning support and guidance at all stages of your programme

Teaching which meets your needs:

- High quality teaching by qualified and experienced specialists
- A programme providing you with the knowledge and skills you need for the qualifications you aim to obtain
- All assessed work marked and returned within a reasonable time
- Classes cancelled only in exceptional circumstances

Facilities for your programme and personal needs:

- Advice concerning accommodation
- Welfare – a service provided by qualified and understanding staff
- Use of student support and counselling facilities
- Careers Advice

Students at St Patrick's College can expect:

- Equal Rights and Opportunities (see our Equal Opportunities Policy Statement)
- Provision of safe environment for working & learning