

# Student Handbook



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## **WELCOME MESSAGE FROM THE DIRECTOR OF STUDIES**

It is a great pleasure to welcome you to Care International Academy (CIA). We aim to provide our learners with quality teaching in a stimulating environment that will augment your development and ultimately transform you into a skilled member of the workforce

CIA will for the duration of your study period provides ongoing support, which will enable you to achieve your career goals. This support takes the form of English Language skills enhancement, one to one tuition and substantial IAG.

In addition we are always here to listen as I have an “open door policy” and we have “focus groups” which provide us with feedback on our own performances.

Finally, I look forward to meeting you at Care International Academy, London

Your best wishes,

Director of Studies

Care International Academy

## **1.0 STUDENT HANDBOOK**

This is the student policy handbook of Care International Academy (CIA). This handbook is used the term 'Academy' to denote the term 'academy'. Therefore, the term Academy policy means to interpret the academy policy of CIA. Student must read this handbook in order to understand the Academy policy/CIA policy on enrolment, registration, welfares, course performances, attendance, assessment, academic monitoring, equal opportunity, mistreatment, anti-social behaviour and maintaining with CIA.

## **2.0 OFFICE OPENING HOURS**

Students have full access to the Care International Academy (CIA) during office hours. The office opening hours are as follows:

During the Term Time & Vacations:

Monday to Friday 10 AM to 6 PM

Care International Academy

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## **3.0 ENROLMENT AND REGISTRATION**

Enrolment is a part of the registration at the Academy. All new students are required to formally register with the Academy in accordance with the requirements of the affiliated awarding body and the UKBA. They need to bring conditional or unconditional offer letter on the day of enrolment (if they have already retained one), along with all the necessary documents e.g. transcripts, copies of certificates, passport, financial documents and any other document (as applicable). The application form, learning agreement and fee statement must be signed, dated and returned to the office in person, no later than three days before the course commencement date. The information on these forms will be held in the Academy Student Record System. If any details of you are incorrect after enrolment, please contact the registry or admission officer immediately. We will process your application with the awarding body as you have provided at the time of application. The Academy will not be responsible if student details are errors after registering with the awarding body. Students are also required to enrol for their courses at the beginning of each academic year. If you do not complete your new enrolment with the Academy, you will not be permitted to attend the classes or access either to the library or to the Academy computer labs. All new courses are, however, subject to a minimum

enrolment of at least ten students. If students are lesser than ten, the course may be cancelled or postponed until the additional numbers are met. In case your course is cancelled due to an unexpected shortage of student, we will inform you in due time with an alternative course plans within the same level. (See refund policy for further information)

#### **4.0 PAYMENT OF FEES**

Students are required to pay their fees before the enrolment is completed. Please complete fees statement form to indicate how you will pay your fees (should you wish to pay in instalments). Care International Academy (CIA) has a few payment options available for our students. They can agree a payment structure at the time of enrolment. This will help concentrate on students' learning and academic development. Detailed information on the fee payment plan can be taken from the Admissions Officer to decide which method best suits you. Please note that the Academy reserves the right to call in third party to recover outstanding fees or other charges.

#### **5.0 MAINTAINING DATAS AND CONTACT DETAILS**

We keep the following documents in Registry Office:

A completed application form (includes addresses, phone no, e-mail ID etc.)

A copy of passport and visa (Originals)

A copy of academic qualifications

A copy of English assessment report (if relevant)

Student's personal statement that details the intention of his or her study in one of our programs

Details of the referees

Picture (on enrolment)

Latest address, phone and email

These documents are normally available in hard copy while some of them may be converted to electronic system of the Academy and updated when and if a change occurs to the student's profile. We may need to contact the students via phone or email if any urgent matter arises, for example, a student has not been participated in his or her class for more than a week without having any authorised leaves. All students are, therefore, requested to inform us if his or her phone numbers, emails and addresses are changed after the last entry in our system.

## **6.0 ATTENDANCE MONITORING PROCEDURE**

All daily attendances will be entered into the Student Management System (SMS) and monitored in line with CIA's attendance policy below:

Generally, there are three periods of teaching hours applied in CIA:

One full hour teaching without a break

Two hours teaching with a fifteen minutes break

Three hours teaching with a twenty minutes break

Students who are undertaking one hour teaching class must not be late more than twenty minutes. If students come to the classroom later than twenty minutes, they will be counted absent from the class. If they arrive between ten and twenty minutes, they will be marked as late arrival to the class. However, students, who arrive within ten minutes of the class, will be considered present in the classroom. This procedure will follow all class-hours scheduled at the Academy except one condition for two and three hours teaching classroom described as follow:

Students attending to the two or three full hours teaching class may accept thirty minutes late if they provide a reasonable document to support their lateness. They are, however, required to undertake a separate supervision with the lecturer either during break times or after the class. It will depend on the lecturer's desire whether or not an extra supervision time is arranged for the students. If the lecturers cannot provide an extra time for students, they must mark absent from the class. Whatever form of guidance/supervision may be required; the student must respect the lecturer's decision. Therefore, the classroom lecturer will have the complete authority to mark either present or absent from the class.

All lecturers are expected to maintain uniform way of taking attendance. They are required to headcount towards the end of the class to make sure the right numbers of students were marked present. Student Liaison Officer, who is responsible for the attendance control system, has the right to count/check the students number at the end of the class. This policy is adopted by the Academy in order to meet the UKBA's requirement for student's attendance in the classroom. Lecturer / Student Liaison Officer again logs into the SMS and completes the online attendance register with the proper and correct note of 'present', 'present' or 'late arrival' accordingly.

CIA requires students to have at least 85% attendance in their class. This requirement is mandatory for all international students in order to qualify UKBA standard. If SMS suggests that an average attendance of a student in the class is below 85% by the end of the first semester, the Student Liaison

Officer will warn the individual student to follow the strict attendance policy. This is intended to give an opportunity to improve his/her attendance. Such a warning may no longer be viable if a student's attendance is already bellowed 80% at the end of the first semester. Under any circumstance, the total attendance should not be lower than 80% in the first semester. If this is the case, the Academy shall consider it outside the rescued zone, which means that he or she must leave the Academy. So, this student requires no warning letter to be issued and the Academy shall report the case to the UKBA immediately.

If a student's attendance is still between 80% and 85% at the end of the second semester, his /her status as a CIA's student may be terminated and the case will be reported to the UKBA. If the reason of minimum attendance is associated with the medical ground, they must provide evidence upon which the case can be reconsidered by the Principal.

No student shall fail to attend more than two consecutive sessions except health reasons and any absence on medical grounds must be supported by medical certificates from the GP. If a student fails to attend his/her lectures for more than three consecutive sessions without medical grounds, a warning letter will be issued against students. If the students are still proved to be negligent for their classes, the Student Liaison Officer will calculate the total attendance of the class at the end of the first semester. If the attendances are below minimum of 85%, the registrar has the right to notify the UKBA of such absences. This may have an adverse effect on your visa.

## **7.0 ACADEMIC PROGRESS STRATEGY**

One of the objectives of Care International Academy is, 'as outlined in course handbook', to provide compatible education to enrolled students within the UK's quality assurance policy. Academy has its own policy to implement the UK's quality assurance standard and strictly monitors the outcome of students' achievement throughout the course. Some of our practical strategies are as follow:

Tutors are required to report their students' progress to the Academic Committee (through the Academic Coordinator) at the end of each semester. The outcome of the report shall be scrutinized at the Academic Committee meeting.

Students are required making overall significant progress in order to achieve their goal; enhance career prospect and comply with the regulations of UKBA. Students are permitted to proceed with their approved courses of study only if they maintain satisfactory progress as evidenced by attending

classes, satisfactory performance in the examinations and the proper completion of such other work/task as may be allotted to them.

If a student's progress is unsatisfactory, he/she will be given extra care, support or other relevant remedial measures to help him/her make progress. At the same time, student will be warned about the consequences of rejection or removal from the Academy if unsatisfactory progress is proved to be negligent.

If a student persistently makes unsatisfactory progress even after pursuing the Academy's remedial measures under a given period of time, he/she may eventually be excluded from the Academy and UKBA will be notified about it duly.

CIA monitors students' progress in three stages namely Early Monitoring, Mid-Term Monitoring and Term Final Progress. In both Early & Mid-Term Monitoring, students will be given assignment/task/mock test as appropriate and be given feedback on their works. Final Term Progress includes the examinations/assignments as conducted by the awarding body of each program. Based on the students' performance in examinations/assignments marked and graded by the concerned awarding body, the Academic Coordinator will make a report that will be presented to the Academic Committee.

## **8.0 ACADEMIC MONITORING PROCEDURES**

Formal monitoring occurs at various levels within the Academy: the institutional level, the course level and the module level. We will briefly touch on the last two levels here. The Academy also acknowledges the strength of informal networks of support and guidance but is committed to ensuring that formal means of monitoring always exist.

The admission officer keeps the definitive record of students registered on Academy courses and modules and is responsible for ensuring the availability of accurate student lists (including seminar allocations) from the beginning of each term or semester. Any changes to module and course registration should be entered on the database promptly and accurately. The Admission Officer is able to monitor student progression by contacting students:

- Who do not register advised subject at the beginning of a year;
- Who do not register for assessment;
- Who do not, where relevant, undertake module choice selections;

End of year the admission officer formally consider students who have not progressed. They also identify those students who are giving cause for concern and who, as a result of these Boards, may be

contacted by the Admission Officer. The Admission Officer is responsible for the production and circulation of the Student Individual Learning Plan which can, be used by academic staff to report students giving rise for concern”.

### **9.0 Course level monitoring**

Once a student commences their Academy course, the monitoring of student progression mainly falls under the remit of the Course Coordinator who delegates some of that responsibility to Course Tutors.

At the beginning of each

Semester/term the Registry ensures that Heads of Subject have access to lists of students registered on each module. These are circulated to Course Tutors and form the initial stage of the monitoring process.

Coursework submission, examination attendance and requests for extenuating circumstances to be taken into consideration provide a useful monitoring mechanism during each term/semester. At the end of each term/semester, students giving cause for concern, in relation to attendance, performance or both, should be identified and the student contacted. Responsibilities for this are determined by the nature of the concern. Minor general issues should be addressed by the Course Tutor and inaccurate module records, poor student attendance or non-submission of coursework should be followed up using the normal student monitoring. The admission officer should be the final point of contact if or when all other mechanisms fail to achieve the desired results.

### **10.0 Module level monitoring**

The admission office is responsible for ensuring that Course Tutors have access to details of students registered on the module at the beginning of each semester/term. Where more than one tutor is involved in delivering the module the Head of the Subject is responsible for providing all tutors with information of students registered on the module (and of any changes which may occur). Monitoring should occur throughout the duration of the module to ensure that students are fully participating.

### **11.0 EXAMINATION RULES**

All students are requested to read carefully for their examination guideline:

Candidates are required to obey the instruction given by examination invigilators.

Candidates shall be allowed to attend the final examination only when they can prove of 85% attendance in the relevant subject. If he/she fails to demonstrate the required attendance they will not be allowed to attend the exam. For further information, see the attendance monitoring policy.

A repeat exam of the final term can only be taken with the following conditions: candidate must provide a valid reason of absence from the original exam; he or she must pay £25.00 each paper and the arrangement for the new exam date will only take place in the next semester. If the candidate either fails to attend the exam in the following semester or fails to pass in the exam, he or she will not be entitled to retake the same exam again.

Candidates who wish to attend the repeat exam must notify the concerned teacher at least one month before the examination date. No bags, mobile phone, writing paper, blotting paper, manuscript or books except specified materials by invigilator, is to be brought into the examination room.

Candidate will not be admitted to the exam room if they are more than 20 minutes late from the commencement time and no additional time will be given to him or her. Students who are found to be cheating in the exam will be expelled from the exam room immediately. Please read cheating below.

In order to minimize distraction inside and outside the examination rooms, students are kindly requested to leave the examination room quietly.

All examinations must be taken in the specified hall or room except extraordinary circumstances such as serious medical condition.

The exam schedule will be displayed on the notice board at least 3 weeks before the exam. It is the duty of the student to check the notice board regularly.

## **12.0 ILLNESS DURING EXAMINATION**

Students must advise their tutors in writing of any illness or other factors in which they may adversely affect their academic work leading up to the examination. Registrar will ensure that the written notification is made available to the appropriate examining body. Information provided by the students after the date of the examination will be taken into account by the examining body only in exceptional circumstances.

Students who are unwell during an examination must inform an invigilator who shall annotate the front cover of the script accordingly (and will take any additional actions, as per the situation)

If students fail to attend their examination due to serious illness, they must write their case to the Principal with the medical evidence. Academy will verify the document and forward it to the awarding body if the exam paper is controlled by the awarding body. If the medical condition is acceptable, they may sit their exam in next available schedule. This will entirely depend on the awarding body.

### **13.0 DEFINITIONS- CHEATING**

Cheating is an attempt to deceive examiners and the knowledge offered by the tutors. It includes when candidates:

Communicate or attempts to communicate with a fellow candidate or an individual who is neither an invigilator nor a member of staff.

Copy or attempts to copy from a fellow candidate.

Attempt to use an unauthorized printed or written material, or electronic device, information storage, phone, calculator during the examination.

An attempt to leave the examination room for drinking or frequent use of toilet without illness

### **14.0 DEFINITION-PLAGIARISM**

Plagiarism is defined when a candidate falsely uses somebody else's work without references or quotations. Academy maintains a strict policy to avoid plagiarism. All assessed works such as mock examinations, final examination, essays, assignments and reports must be the candidate's own work and must acknowledge if they have sought assistance from someone. Any quotation from published or unpublished works of other persons including other candidates must be acknowledged.

### **15.0 DEFERRAL OF COURSE**

If a student defers their studies after they have arrived in the UK, their permission to be in the UK will no longer be valid and considered it a violation of the visa status. The Academy will notify UKBA of the deferral and advise the student to leave the UK. We will not accept him or her again without UKBA's permission. The students must make a new application to the Academy.

### **16.0 CHANGE OF COURSE**

Students have the right to change their course. They must submit a written application to the Principal with detailed explanation about their desire to change the course. If he or she is an international student, they must read UKBA's guideline before making their decision. A successful application will depend on the regulation of the awarding body, the level of course and UKBA's requirement. They are not allowed to change their courses during the term. Before a student makes decision of

changing of a course, students should study the requirement of the awarding body and UKBA's rule. Please contact the registry officer should you desire to change your program.

### **17.0 FEES REFUND POLICY**

Students are advised to read the terms and condition of the tuitions' fees and refund policy before they make their final decision to go with one of our programs. Our programs are designed to be affordable with high quality. Once the enrolment is formally completed, no refund will be made for the cancellation except extremely rare case of medication and discretion of the Principal/Registrar.

Students are requested to proceed in accordance with the following condition:

Students are advised to write a letter with the full account of their withdrawal from the course and formally submitted to the Principal no later than two weeks before the beginning of the course.

No refund will be given after the commencement of the course except a credible medical ground along with two additional conditions: a service charge of £250 plus tuition fees of whatever amount for the terms already attended.

Refunds will only be made to the person or representative that initially made the payment.

A registration fee, which has already paid to an awarding body, is non- refundable.

International students whose visa applications are refused may receive a refund within 28 days of supplying the proof of refusal letter issued by the British Consulate Officer. They also need to show the acceptance/enrolment letter with the payment receipt to the Academy. The Academy will deduct an administration fee of £250. Students are advised to inform us within two weeks of the refusal letter being issued by the visa officer. It will help us to avoid last minutes cancellation if the Academy fails to recruit an appropriate student numbers for the program. If the refusal letter is submitted to our office within two weeks, students may receive a full refund except an administration fees but if the refusal letter is submitted after two weeks, the Academy will deduct the tuition fees for the first term.

All students, who have cancelled their program, must return the student ID to the office (if issued).

In the event of unlikely cancellation of a course by CARE INTERNATIONAL ACADEMY, we will endeavour to inform all participants TWO weeks before the course taking place. All course fees will be reimbursed in full, but we are unable to reimburse any other costs that may have been incurred, including flights, accommodation, registration etc. please read cancellation policy below.

Should the student wish to appeal against an entry clearance/visa decision, the Academy will provide documentation for the next available session with no extra fees, only if the student/sponsor does not apply for a refund.

## **18.0 COURSE CANCELLATION POLICY**

Two types of cancellation of a course may apply under this policy with different results: the cancellation, which is demanded, by the student and cancellation decided by the Academy.

Only the exceptional cases, the courses, which are already started, will be cancelled by the Academy. If a course is unexpectedly required to cancel, the students will be informed by a writing letter with full descriptions of the reasons and procedures of the Academy policy. However, the procedure will only be regarded valid if the course has not yet been started. If the course has already been started, the Academy may either offer an alternative course within the workable time and subject, or transfer it to another Academy, which will depend on the nature of the cancelled course in the Academy. Please note that upon receipt of notification of cancellation, we will contact the relevant student. If the student does not receive confirmation letter along with the cancellation form from the Academy, please contact the Admissions Officer at Care International Academy. The Academy will be liable to refund your fees. Please read the refund policy.

If for any reason a student decides to withdraw from his or her program of study, they must write a letter to the principal with the reason of cancellation. This written notification must arrive to the Office four weeks before the start of the term. If a student desire to cancel a course after the beginning of the classes, the fees for the cancellation will apply and if you are an international student, your visa will be revoked (for further details, see Course Cancellation Policy).

Followings are the administrative charge for this policy:

There will be an administrative charge of £250 (plus Awarding Body's registration fee, if the registration has already completed with them) for any cancellation made, whatever the reason.

A cancellation confirmed two weeks before the commencement of the course may receive a refund with the minus of an administrative charge of £250 (plus Awarding Body's registration fee, if the registration has already completed).

## **19.0 STUDENT WELFARE**

Academy has an appointed student welfare officer whose work is dedicated to look after the need of the students. The aim of this service is to provide an appropriate, confidential and effective advice to students' need. Students must also take responsibility for their part in this process.

If students have a complaint about the Academy managements, facilities or member of a staff, they have to fill a feedback form and put it into the provided box at the reception. Our student welfare officer will try to deal with the comment/complaint in the most professional manner. If the student is not satisfied about the action taken, then the matter will be forwarded to higher authority. See the complaint procedure.

## **20.0 ACCOMMODATION AND STUDENT SUPPORT**

We will help you to find a suitable accommodation. We have local estate agents contacts to arrange the accommodation service. We will also provide guideline on the following topics:

Visa renewal

Health and Safety

Part time jobs

GP (General Practitioner) and other medical services

Opening bank account

Apply for National Insurance Number

Council Tax

Students will be given an application form and support to join local library to access a range of facilities such as borrowing books, CD's and DVD's, browsing the internet.

Registration with the police

London Transport Student discount scheme

Pick up service from the airport

Student Discount

Places of worship (churches, mosques, Temples etc)

Any excursions available to BCL students, such as visiting places of interest, theater, museum etc.

## **21.0 IT FACILITIES**

Students are able to access the IT lab during the Academy opening hours. Internet facilities are available for all students including IT course students irrespectively. You must note that you are strictly prohibited to access certain sites (e.g. adult sites, pornographic) and copying or loading software. Any student who does not comply will be in breach of disciplinary code.

## **22.0 ADDITIONAL LEARNING SUPPORT**

CIA is committed to provide equal learning opportunities to all students with the available materials, resources and team supports. The Academy has also adopted Equality Act (2010) for the benefit of all students, staffs and those with learning difficulties and/or disabilities. Students with disabilities or learning difficulties are fully entitled to receive additional supports to complete their program of study successfully. Types of additional learning support will be examined by our support team so as to provide appropriate supports and enhance the satisfactory skills. Where the majority of learners in a group are needed additional learning supports, the matter will be addressed within the program team in association with the awarding body.

Language skill is paramount to the success of learning and teaching outcome. In certain cases, students may find difficult to participate effectively in their classroom due to lack of confidence in spoken English while other cases, their writing skills may not be adequate to achieve a good result in the exam. In order to overcome these difficulties, all lecturers are required to encourage students to develop their learning and development targets. These targets will be agreed between tutors and students as a part of policy of Academy's 'Individual Learning Plan', which required signing the document between them. Additional English Courses' are available at the Academy with free of charge. Learning support team may guide the students based on their required knowledge either to follow one- to- one guided class or to join in writing and presentation course. Our supports include academic writing and presentation courses for both native and international students.

## **23.0 ACADEMY LIBRARY FACILITIES**

This policy is aimed at the usage of books, magazines and learning resources available in Academy library. The library facilities are to support and further the educational mission of the Academy. Students using the library computers for non-priority activities may be asked to release their workstations for academic use by another student. In order to borrow a book, the students will require contacting Academy reception and giving details of the book title and the author if there is no officer on duty in the library.

A student will be allowed to borrow maximum FOUR books at a given time. The loan period will be no longer than TWO weeks unless they are renewed again formally with the library officer. Students can renew the books for another two- four weeks but the renewal must take place before the current submission deadline. A late return fine will be imposed (£1.00 per day, per book), if the student is

unable to return the borrowed books on time. The returned books/library materials must not be defaced or damaged in any way. Students must not mark, underline, remove or fold pages or portions of pages, remove binding or use post-its and paper clips. If a book is found to be stolen by a student, he or she will be penalized by means of warning, fines and other disciplinary action. The Academy has the right to dismiss him or her from the Academy. Students usually request for books at the reception for personal and/or group studies. Receptionist will retain their ID card for the period they study in the library. Upon return of the books at the reception the receptionist will return students ID cards. Students are requested to keep silent and conducive to study and research. All students are asked to abide by the Library Use and Conduct Policy:

No excessive communication between students and staffs

Mobile phone must be switched off

No music or chatting in the library room

The books must be returned to the receptionist after reading.

Bags are not allowed to take into library. Students must keep their bags with the receptionist.

Failure to return the borrowed books may charge up to £50.00 or more.

The penalty for the damaged book may charge a full price of the book.

#### **24.0 STUDENT ID CARD**

Students will be provided with a digital student ID card. You are required to carry the card while undertaking your lesson at the Academy premises. There is a charge of £15.00 for the ID card.

#### **25.0 SMOKING POLICY**

Smoking is strictly prohibited within the Academy building. If anybody found with the breach of this prohibition will face the Academy disciplinary and financial punishment. It will be treated as a serious offence.

#### **27.0 CODE OF CONDUCTS AND DISCIPLINARY RULES**

The Student Disciplinary Procedure is intended to provide a clearly formulated and impartial process in dealing with the problems, which may occur within the Academy or among the Academy users. We expect all our students to be harmoniously integrated with all other fellow students and staff and maintain their conduct in an appropriate manner, both inside and outside the Academy. One of the

CIA's policies is to work for the fair and equal treatment of all individuals regardless of gender, age, disability, colour, race, ethnic or national origin, socio-economic group, sexual orientation, marital status, and family responsibilities, religious or political beliefs. Students must comply with Academy policies, rules and regulations as well as the laws of the land. Examples of the behaviour for which students/staffs may be disciplined are as follows (this list is not exhaustive):

Non-attendance in the class without valid reasons

Disruptive or abusive behaviour in the classroom or anyone else outside the classroom

Discrimination (race, religion, ethnicity, genders or any other)

Smoking in the Academy premises

Consuming alcohol within the Academy premises

Illegal activities by the law of the country

sexual activities

Vandalism of any property within the Academy premises

Theft of any nature

Bullying or harassment of other students or staff

Refusing to follow a reasonable instruction by a member of staff

Foul language

Non-prescribed drug taking

Damaging Academy property

Breaching Academy Health & Safety rules

The principal or director has the right to suspend, expel or terminate a student or staff from the Academy if they break the rules listed above repeatedly and frequently, especially after the initial disciplinary procedures being undertaken. See also the relevant section in initial disciplinary procedure and gross misconduct below:

## **28.0 GROSS MISCONDUCT**

Gross misconduct is normally determined by the severity of the incident or where, despite previous written and oral warnings, unacceptable behaviour has been repeated. Any student studying or registered at CIA are subject to disciplinary measures, if they are found to be guilty of one of the provision 25 above and gross misconduct including:

Improper interference with the functioning or activities of the Academy, or of those who work or study in the Academy;

Actions which otherwise damages the Academy or its reputation

In particular, the following examples shall constitute gross misconduct, whether occurring on the Academy premises or elsewhere;

Any conduct which constitutes a criminal offence

Disruption of or improper interference with the academic, administrative, sporting, social or other activities of the Academy

Obstruction of, or improper interference with, the functions, duties or activities of any student or member of staff of the Academy , or any visitor to the Academy

Violent, indecent, disorderly, threatening, intimidating or offensive behavior or language

Sexual, racial or other harassment or bullying of any student or member of staff of the Academy or any visitor to the Academy

Fraud, deceit, deception or dishonesty in relation to the Academy or its staff, students or visitors;

Repeated or aggravated academic offences including cheating or plagiarism in academic course work or in examinations;

Theft, misappropriation or misuse of Academy property, or the property of the Academy 's staff, students or visitors, caused intentionally or recklessly;

Misuse or unauthorized use of Academy premises;

Damage to Academy property, or the property of the Academy 's staff, students or visitors, caused intentionally or recklessly;

Action likely to cause injury or impair safety on Academy premises;

Failure to respect the rights of others to freedom of belief and freedom of speech;

Breach of the provisions of any Academy rule, regulation, policy, procedure or code of practice;

Failure to disclose personal details to a member of staff of the Academy in circumstances in which it is reasonable to require that such information be given;

Failure to comply with any reasonable instruction(s) relating to discipline issues with the Principal's authority;

## **29.0 INITIATION OF DISCIPLINARY PROCEDURE**

Following are the stages of Disciplinary Procedure at CIA:

Stage 1: If you are involved in any alleged misconduct, the matter will initially be dealt with by your course tutor. This will be informal where the matter is not considered Gross Misconduct as referred to above.

Stage 2: If any misconduct continues after an informal warning the matter will be referred to the Registrar. She will make a decision & inform you in writing. A formal warning or termination notice maybe issued.

Stage 3: You may appeal to the Principal within 7 days, who will reply within 7 working days.

Stage 4: If the student is dissatisfied with the decision at Stage 3, he/she may appeal to the Director (in writing). His decision will be final. If a student is alleged to have committed gross misconduct, the matter will be immediately referred to the Admission Officer. This can result in a student being suspended from the Academy immediately. The Admission officer will invite the student to a stage 2 meeting within 7 days and if the allegation is proven, you will be terminated. You will have the Right of Appeal to the CEO (following Stage 3).

### **30.0 EXCLUSION POLICY**

CIA is committed to provide educational needs of all students and this entails providing the highest level of academic support. However, it is identified that there may be circumstances where the Academy will need to exclude students either on a temporary or permanent basis. This exclusion is particularly carried out with having the initial disciplinary procedures or without having the initial disciplinary procedures, in which the severity of the latter is extreme and verifiable upon the action. Following are a few examples involved in the exclusion process.

#### **31.0 Permanent exclusion**

Permanent exclusion may only be made by the Principal or, in his/her absence, by the Admission Officer. The reason(s) for the exclusion and the date when it becomes effective will be notified to the student. Permanent exclusions is normally not taking place until oral and written warnings and fixed term exclusions have occurred, except in the case of gross misconduct where exclusion may be immediate based on the nature and severity of the incident. Gross misconduct is normally determined by the severity of the incident or where, despite previous written and oral warnings, unacceptable behavior has been repeated.

#### **32.0 Behavioural reasons for exclusion**

A student may be excluded for behaviour that has the following characteristics:

Causing offence, for example verbal abuse or vandalism.

Endangering themselves or others through physical violence or threatening behaviour.

Showing disregard of Academy rules, procedures or policies

Persistent behaviour in class or elsewhere s which disrupts the learning of others

A student will be permanently excluded if they are found to be involved in the use or supply of illegal substances whilst on the Academy site or whilst engaged in activities connected with the Academy.

A student found to have used, or to be in possession of, an offensive weapon shall be permanently excluded from the Academy.

### **33.0 Academic reasons for exclusion**

A student may be excluded if, despite the advice, encouragement and counselling of staff, student failed to meet the minimum academic criteria to progress or continue.

The following are a few examples of academic grounds for exclusion:

Unacceptable levels of absence and lateness

Non or late submission of work

Non-compliance with the rules of examining bodies

### **34.0 Cheating**

Non-fulfilment of Academy and course requirements

Exhausted attempts at assessment component(s)

### **35.0 Appeals against exclusion**

In case of a permanent exclusion or suspension/fixed term exclusion, the student has the right to appeal. The student is required to write to the Principal, explaining the reasons in support for the request to review the exclusion decision. The principal will refer the matter to the Director, who will review the decision. The decision made by the Director will be final.

### **36.0 DISABILITY POLICY STATEMENT**

The Academy welcomes applications from students who have a disability and/or learning difficulty. The Academy in its ambition is to provide the appropriate support to enable students with any disability and/or learning difficulty to have the same chance as all other students to successfully complete their studies. The Academy requires both staff and students to act in a non-discriminatory manner when dealing with people with a disability and/or learning difficulty and to support changes in institutional practice that discriminate against this group of people. To achieve this, the Academy:

Aims to fulfil its legal obligations under the Disability Discrimination Act.

Recognizes that everyone is an individual, and will work with students to identify barriers to study and make reasonable adjustments to remove them.

Committed to ensuring that no student is disadvantaged in their program of study by disability and/or learning difficulty.

Committed to the development and improvement of facilities and equipment.

Committed to the development of skills, knowledge and understanding of staff to meet the needs of students with a disability and/or learning difficulty.

Although all efforts will be made to adhere to the above statements, as an alternative, we have arrangements with other Academy s which have the facilities and are happy to enrol disable students.

### **37.0 NOTICE FOR DYSLEXIA STUDENTS**

Dyslexia is a term used to describe problems individuals have with reading, writing or with numbers, due to one or more problems with processing information in the brain, such as visual or auditory perceptual difficulties.

If you are suffering from Dyslexia please mention it in your admission form (provision provided).

### **38.0 DATA PROTECTION ACT 1998**

The Academy will hold information including images regarding its students for administrative and academic purposes, all data are kept securely and only authorize personals have access for administrative purpose.

### **39.0 STUDENT HEALTH CARE**

If you are from a country outside the EEA (European Economic Area) and the length of your course is six months or more, you will qualify for NHS treatment from the beginning of your stay. Your spouse and children with you in the UK will also be entitled to NHS treatment. To receive free hospital treatment in England your family members must be in the UK as your dependents and not, for example, as 'visitors. 'Family' in this situation means your husband or wife, civil partner and your children up to 16, or up to 19 if they are in full-time education. Similarly, if your course of study is lesser than 6 months and 35% of your fees are funded by the UK government, you will receive full NHS hospital treatment from the beginning of your arrival. However, you might not be eligible to register at GP for free treatment.

## **40.0 FIRST AID**

Details of the Academy's first aid facilities will be displayed on notice boards. There are three first aid kits available in the floor; one in the reception area, another one in back of the floor (office of the academics) and last one is in student welfare room. A list will be displayed of all those holding recognized First Aid Certificates. First aid can be administered only by those with appropriate qualifications.

## **41.0 HEALTH AND SAFETY OFFICER**

The Facilities Officer will be the focal point for day to day references on safety, and give advice or indicate sources of advice. He will act as a source for the retention and dissemination of safety information. The Facilities Officer will consult with the Principal responsible for health and safety in organizing safety lectures to students and staff. He will organize and assess effectiveness of fire drills and liaise, in consultation with the Fire Authority, on all matters relating to fire precautions. The Facilities Officer will accompany the departmental heads on some of their inspections.

## **42.0 HEALTH AND SAFETY REGULATIONS**

CIA is registered with HSE (Health and safety Executive) under the health and safety rules in the UK. Academy staffs, who qualified in Health and Safety area, constantly monitor the premise for the safety of our students and staffs. Students are requested to help the Academy premise clean by not taking their food in the classroom and throwing your rubbish in the provided bin and making everyone free from hazardous items, for example, handling the electrical plugs with care and attention. We expect you to perform your roles properly during your stay in Academy complying with HSE issues with great importance. Please read more about health and safety policy of CIA, a separate document available at the Academy reception.

## **43.0 FIRE NOTICES**

These notices will be displayed throughout the Academy including all classrooms and offices. All students will have their attention drawn to the fire notices during induction week. Fire drills will take

place at regular intervals with a minimum of one per month. A record of these drills is maintained in the Fire Log located in the Building Facilities Officer's office. All new staff and students will be informed the procedure and rules in dealing with the event of fire. All staff must know how to use the fire equipment in their work area and must ensure that students know the fire procedures. At intervals demonstrations in the use of firefighting equipment will be arranged for staff and students by the Academy facilities officer.

#### **44.0 FIRE CAUTION**

You must be familiar with the fire exits and fire assembly point, which will be explained further to you at time of induction. Currently the assembly point, in the case of fire, is situated in front of the main building. When a continuous alarm rings, it means there is a fire and you must evacuate the building immediately. Do not stop to collect your personal belongings, if you have any disability please draw attention of a member of staff. Please wait outside at the assembly point and do not re-enter the building until you are instructed to do so. As well, students must be known of all the fire drill, necessary awareness and duties in case of fire and attend all fire evacuation drills in CIA. And, Students will give highest priority on the fire risk protection. And, in fire risk reduction and control, students will require supporting Academy proactively to keep the Academy away from fire hazard and potential fire issues, acts by complying with fire compliance. And, designated fire Marshal and fire trained staff are available in CIA who are dealing with any fire issues in Academy, in case of any help, advice and knowledge; you are requested to contact them at first place. CIA's administration has all primary contacts name and accordingly you will be guided and assisted further.

The following are expressly forbidden and are offences against the law:

- a) Any interference with the fire alarm installation or fire-fighting equipment
- b) Any alteration or interference with the electrical wiring of the Academy buildings without permission of the Principal, the Academy Facilities Officer or the Administration Officer.

#### **45.0 HAZARD REPORTING**

Any suspected hazard will be reported to the Principal who, after investigation, will bring the matter to the notice of the facilities manager or, in his absence, the Administration Manager is responsible for health and safety without delay. Any employee whose work involves a hazard is authorized to cease the activity concerned until the hazard has been reported and the Head of Section confirms or rejects the action taken.

## **46.0 ACCIDENTS**

It is the policy of the Academy to take all reasonably practicable steps to avoid accidents occurring. In the event of an accident, the first concern will be the care of the person or persons who have suffered injury. The accident will be reported to the persons detailed on the incident report form. The reporter shall ensure that adequate arrangements are made for the care of any injured persons. The responsible team will investigate all accidents, including those not involving injury, and arrangements for the investigation will be made by the Facilities manager who will report the result of the investigation to the Academy Principal.

## **47.0 HARASSMENT AND BULLYING POLICY**

As part of our overall commitment to equality of opportunity and valuing diversity, CIA is committed to promoting and ensuring a learning and working environment where individuals are treated with respect and courtesy. Harassment, bullying or victimization detracts from a productive working environment and can affect the health, confidence, morale and performance of those affected by it, including anyone who witnesses, or has knowledge of the unwanted and unacceptable behavior. Academy has a legal duty to protect its students, staff and visitors. This policy emphasizes that harassment, bullying and victimization is unacceptable, whether in the Academy or outside of the Academy where it involves or affects the Academy in any way. Such conduct must not be ignored and any complaints of harassment, bullying and victimization of any individual who makes a complaint of harassment or bullying will be taken seriously and investigated as a matter of urgency. Harassment, bullying and victimization are viewed as gross misconduct and strict disciplinary action may be taken, if any complaint of harassment, bullying or victimization is upheld. All students and members of staff have an obligation to comply with this policy. The aim of this policy is to prevent harassment, bullying and/or victimization, provide guidance to resolve any problems should they occur, and avoid recurrence.

## **48.0 DEFINITIONS**

Below are the definitions for the areas covered by this policy:

### **Harassment**

Men and women have a right not to be subjected to harassment. Legally, it is defined as occurring where an individual engages in unwanted conduct which has the purpose or effect of violating another person's dignity, or creating an intimidating, hostile, degrading or offensive environment for that person. Harassment can take a variety of different forms and can be written, verbal, non-verbal or

transmitted electronically. Examples include repeatedly ignoring a colleague through to subjecting him or her to unwelcome attention, ridicule or humiliation. More extreme forms of harassment and bullying include intimidation, physical threats or violence. Harassment may consist of a single incident or a series of incidents and may not always be directed to or be about the person who makes a complaint of harassment. Harassment may not always be intentional, but is always unacceptable whether intentional or not. All forms of harassment intentional or not are covered by this policy and procedure. Following are some examples of unacceptable behavior which are considered as harassment (This list is not exhaustive):

Sexual harassment can be physical conduct ranging from the invasion of personal space and/or inappropriate touching to serious assault.

Racial harassment may include obscene gestures or jokes about, or gratuitous references to, a person's color, race, religion or nationality.

Harassment of people with disabilities can take the form of individuals being ignored, disparaged, ridiculed or denied opportunities because of mistaken assumptions about their capabilities.

Harassment on the grounds of actual or perceived sexual orientation can include homophobic remarks or jokes (whether spoken, written or sent by email), offensive comments relating to a person's sexuality, threats to disclose a person's sexuality to others.

Harassment on the grounds of religious belief can include jokes or insults about items of clothing, religious artefacts, religious beliefs or rituals.

Harassment on the grounds of gender reassignment can include jokes, name calling, humiliation, exclusion or being singled out for different treatment.

Harassment on the grounds of age can include jokes or insults about a person's age, or singling a person out for different treatment as a result of their age.

### **Bullying**

The exercise of power over another person through persistent, negative acts or behaviour that undermines an individual, personally and/or professionally. Bullying can be threatening, insulting, abusive, disparaging or intimidating behaviour placing inappropriate pressure on the recipient which can affect self-confidence and self-esteem or has the effect of isolating or excluding them. Bullying can take the form of persistent shouting, sarcasm or derogatory remarks; it can be constant criticism, without constructive support, to assist a student or a member of staff to address performance concerns. The distinction between good management and bullying is that, whilst the former is intended to support and develop potential and to promote desired performance, the latter is intended to hurt, intimidate and undermine the individual.

### **Victimization**

The Academy will not tolerate victimization against a member of staff or student because he or she has made, or intends to make, a complaint or allegation, or has given, or intends to give, assistance or evidence in an investigation. The Academy will also not tolerate victimization or discrimination against staff who have left; for example, by refusing to give a reference because the person has made a genuine complaint.

#### **49.0 Responsibilities of Care International Academy**

The Academy is legally responsible for ensuring that harassment, bullying or victimization on the grounds of someone's race, sex, sexual orientation, religious belief [including lack of belief], gender reassignment, disability or age does not take place. Harassment can be a breach of criminal law, specifically the Criminal Justice and Public Order Act 1994 and the Prevention of Harassment Act 1997. In addition, under the Health and Safety at Work Act 1974, the Academy is responsible for the health, safety and welfare at work of all members of staff, students and visitors and is liable for the actions of its members of staff and students outside the Academy, e.g. trips, work-related social events, etc.

The Academy also has a responsibility to ensure that its students and are not subjected to unacceptable behaviour by contractors or service providers. Any complaints about such behaviour or conduct should be made to the Admission Officer. The Admission Officer will be responsible for taking it forward with the contractor or service provider. Contractors or service providers breaching this policy may be regarded as in breach of contract, which may lead to the removal from a Academy site of an individual, or termination of the contract. Academy Principal, Registrar, all other managers and staff (academic and admin) have a duty to implement this policy, and to make every effort to ensure that harassment, bullying or victimization does not occur, particularly in the areas of work for which they are responsible. Any concerns relating to harassment, bullying or victimization must be investigated promptly and effectively. It is not acceptable for any staff member to ignore unacceptable behavior. All CIA staff members must comply with, and demonstrate active commitment to, this policy. Staff are required to respect the age, beliefs, convictions and orientation of others and not behave in ways which cause offence, or which in any way could be considered to be harassment, bullying or victimization. Each member of staff has a responsibility to ensure colleagues, students, visitors etc. are treated with dignity and respect. All CIA staff members should discourage harassment, bullying or victimization by making it clear that they find such behaviour unacceptable and by supporting individuals who suffer such treatment and who are considering making a formal complaint. Staff should alert the Admission Officer, Administration Manager, Principal any incident of harassment, bullying or victimization to enable the Academy to deal with the matter.

## **50.0 Procedure for dealing with complaints from students**

All students are made aware of these procedures in induction and are given full support on how to raise, and satisfactorily resolve, any complaints of harassment. Any complaint or allegation from a student, staff or visitor relating to harassing or bullying behaviour by a student or member of the Academy's staff will be dealt with under this Harassment and Bullying policy. Should a member of staff wish to make a harassment or bullying related complaint, he or she should first raise the issue with his or her Admin Manager so that the necessary support and guidance can be given, and so that a decision can be made on whether to refer the complaint so that it is dealt with under the students' disciplinary policy. In case of complaints from a student, they are required to contact their Course Coordinator (or Admission Officer in absence of Course Coordinator). They will discuss the severity of the matter and should they decide to accept the student's complaint for further investigation, following steps will be followed:

Stage 1: Student will be asked to submit the complaint in writing, providing all the details of the incident, i.e. date, time or place, including the person(s) which are alleged.

Stage 2: Course Coordinator will discuss the matter with the Admission Officer and an Investigation Committee will be formed, who will give their report to the Principal.

Stage 3: Following the investigation, the Investigation Committee will submit its proposed outcome to the Principal and a final decision will be made.

## **51.0 Support contacts**

In case a student believes that he/she was a target of harassment, bullying or victimization, they should immediately contact their Course Coordinator, Registrar or Principal. For staff members, they should contact their immediate line manager (or Principal, if the allegations are against the line manager). It is advisable to talk to someone before taking any action either informally or formally.

## **52.0 ARRANGEMENTS FOR HANDLING COMPLAINTS AND (WHERE APPLICABLE) APPEALS**

If you have a complaint, please discuss the matter with Student welfare Officer. If the matter cannot be resolved in this way, you can use the specific complaints procedure as set out in the Academy Charter.

Specific complaints relating to:

an application for admission to the Academy

educational facilities and support such as equipment and academic support

physical access to facilities

welfare

Should the issue be referred to the Principal who will arrange for an appropriate member of staff to resolve the complaint of student. Appeals (where applicable) should, again, be referred to the Principal who will either hear the case himself or arrange for another senior member of staff, not previously involved, to consider the appeal.

### **53.0 TRANSPORT FOR LONDON (TFL)/ 18+ STUDENT OYSTER CARDS**

Transport for London (tfl) is the organisation responsible for running the public transport system in London. There is an extensive public transport system mainly comprised of trains, buses and underground trains (known as 'the tube'). You can find all you need to know about the service, including information about the types of ticket and travel card available, maps, prices and timetables, by visiting the TfL website. The website can be found at [www.tfl.gov.uk](http://www.tfl.gov.uk). Perhaps the most popular type of travel card in London is the Oyster card because it offers the cheapest fares. You can pay to add credit to your Oyster card at most stations, many shops, or by using the TfL website.

The 18+ Student Oyster photo card allows you to save 30% on Travel cards and Bus and Tram passes in London (valid for 7 days, 1 month or up to a year). To apply on line go to [www.tfl.gov.uk](http://www.tfl.gov.uk) & select the 'Tickets' tab. Then select the '18+ student' from the 'Students and children' menu, and then the 'Apply online' option, and follow the instructions. You will need a digital passport size photo to upload, CIA's Identity number (XXXX), and a credit or debit card to pay the £20.00 fee. Please note that TfL checks the identity of each applicant with CIA before issuing the Oyster card.

### **54.0 MAPS AND DIRECTIONS**

London is a very large city and finding your way around can be very confusing. We suggest you buy a street map to help plan the routes you will need. There are several types including, for example, maps published by A-Z maps and Collins. These can be purchased from any good book shop or news agent shop.

Alternatively, there are plenty of map websites available on the internet if you prefer.

### **55.0 FOODS AND DRINKS**

Hot and cold drinks are available in the Academy. There are also restaurants, snack bars and fast food establishments within one minutes' walk.

## **56.0 FINDING CIA LOCATION**

CIA is sited at convenient location. We are a few stone-throws away from proximity of financial hub of UK, Canary Wharf. The nearest train station is Peckham Rye which is served by London Over Ground and National Train services. We are just opposite of the Asda and top of the Barclays Bank. From Peckham Rye Station it is about 5-7 minutes' walk, or CIA could be easily accessible by bus routes too. The nearest bust stop is Nigel Road/Heaton Road. And, Buses available are 12, 37, 63, 78, 163, 197, 343, and 363 connecting different journey routes from parts of London.

## **57.0 DISCLAIMER**

Whilst every effort is made to ensure the information contained in the handbook is correct at the time of publication, Care International Academy bears no responsibility for inaccuracies or changes made following publication. Students should always check the original source of the information to ensure details are accurate, complete and up-to-date.

## **58.0 PARKING**

There are parking available at the back of the building, however, this facility is strictly restricted to members of staffs.

For further information you can contact:

**Care International Academy**

**223-229 Rye Lane Peckham, London SE15 4TP**

**Tel: +44 (0) 2077322922, Email: [info@ciacademy.ac](mailto:info@ciacademy.ac)**

**Web: [www.ciacademy.ac](http://www.ciacademy.ac)**

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