



# Student Handbook

## Leeds Campus



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Welcome

## **Welcome to Elizabeth School of London**

Elizabeth School of London (ESL) is thrilled to warmly welcome you to our academic community. Our partnership with Newcastle College Group (NCG) ensures you will be receiving an incredibly high-quality education from our staff of lecturers, tutors, and supports who will work with you to help you achieve your personal, academic, and professional goals.

NCG are the “Awarding Partner” and therefore, the rules and regulations and many of the policies we follow are set by them. They also provide the curriculum. ESL are the “Delivery Partner” which means that our academics deliver the curriculum content set by NCG. Some of the policies related to your study are set by us. We will ensure that it is clear where you follow an NCG policy and where you follow an ESL policy.

Our experienced group of academics are experts in their subject and will provide you with up-to-date knowledge to ensure you are equipped with the tools to succeed in your chosen career.

All our staff are dedicated to making your experience with us the best possible. We look forward to supporting you as you pursue your degree.

Thank you for choosing the Elizabeth School of London.

## **Section 1 – Student Journey**

### **Your Terms and Agreements (NCG Policy)**

The Higher Education Student Agreement sets out our commitments to you and explains what we expect of you in return.

We want you to have a positive and enjoyable experience as a student and hope the document provides a useful framework for us to work together. There are certain mandatory requirements by which we are governed and by which our students have to adhere, and these are set out within this agreement.

The agreement does not contain all the regulations but does refer to them and we strongly advise you to familiarise yourself with the NCG Higher Education Academic Regulations, referred to in this document.

You will receive a copy of the Higher Education Student Agreement as part of your enrolment and induction process.

### **Induction (delivered by ESL, overseen by NCG)**

All students will attend an induction and registration, prior to commencement of learning. You will receive all the information required to successfully begin your studies. In addition, it will be a fantastic opportunity to meet your course team, lecturers and become familiar with the campus.

During induction, you will receive a tour of the campus and information on the additional services we have to offer, including those you can access from the Student Success Team. Here at ESL, we celebrate the diversity of our learning community and appreciate that many of our students are returning to education or have various other commitments. Our aim is to equip you to be successful, by supporting all aspects of your journey.

NCG students should complete the HE NCG Induction checklist (see link below), once instructed by tutors.

<https://forms.office.com/e/MfUCRT5LmV>.

### **NCG Tutorial Policy (NCG Policy, delivered by ESL)**

Every student has an entitlement to a minimum of 3 personal tutorials across the academic year. At the beginning of your programme, you will be assigned a Personal Tutor, who will either be one of your lecturers or one of the Student Success Tutors. Their role will be to:

- Provide support and guidance as to how you can manage your learning and personal and professional development.
- Keep an overview of your progress.
- Advise on progression opportunities.

- Advise on any other opportunities for development run by the Student Success Tutors (see below)

You are advised to keep your Personal Tutor informed of your progress including your achievements and any difficulties you may be experiencing.

NCG HE Tutorial Policy - <https://www.ncgrp.co.uk/media/ebfjrryr/ncg-he-tutorial-policy.pdf>

### **Student Success Team (delivered by ESL)**

The Student Success Team are there to assist you with your academic studies, to ensure that you are fully supported to succeed and achieve your goals. They can help you with your assessment submissions and provide a comprehensive programme of development opportunities for if you have any specific areas of development such as for Excel, Harvard referencing, or creating presentations. The Student Success Team can also help if you have additional needs, disabilities or mental health issues that mean that you need further support for your studies.

### **Student Support and Welfare Team (delivered by ESL)**

Elizabeth School of London is committed to ensuring fair access to higher education and supporting all our students in the successful achievement of your academic, personal, and professional goals. The Student Support and Welfare Team (SSWT) works closely with students to assess your needs and help you through any struggles or issues you may have. They can help with general queries and a wide variety of other issues such as wellbeing and mental health, disabilities, and IT support.

ESL believes in providing holistic support to students and therefore the Student Success Team and the Student Support and Welfare Team work closely together to provide you with the help you need on your academic studies and personal welfare.

### **Employability Support (delivered by ESL)**

ESL is focused on providing an education that will benefit your employability. Therefore, ESL provides many opportunities to relate your studies to the real world by using examples and case studies from the real world. We will also help you with employability skills such as how to write a good CV, how to perform well in an interview, how to work as a team and how to communicate effectively. ESL employs Careers Advisors in each of our campuses in order to support you in becoming an attractive employee or even to give advice on starting your own business!

### **Attendance and Withdrawals (delivered by ESL)**

Attendance is a vital part of your learning. You should attend all scheduled lectures and seminars that are in-person or online. Teaching staff are required to record your attendance within 30 minutes of the start of class and will be recorded as one of: present, absent, left early, or authorised absence and

you have a duty to notify the School's Student Support and Welfare Team in the event of any planned or unplanned absence from classes.

Your attendance will be closely monitored, and ESL will adopt a risk-based approach using the following three average attendance rates as bands to inform intervention: 90-100 percent attendance (Green rated – low risk), 85-89 percent attendance (amber rated – medium risk) and below 85 percent (red risk – high risk).

The intervention process consists of 4 stages and is designed to promote attendance by assisting those who are struggling. Please note, that if your attendance levels fail to improve after this, you may be withdrawn from your studies.

Note that the first two-weeks of the academic year are vital for your attendance as you will receive important information about your course. If you don't attend in the first two weeks of the academic year, you may be withdrawn or have your studies deferred.

If you are experiencing serious personal, financial, or medical difficulties that are disrupting your studies, then you may be eligible to 'suspend your studies'. The regulations and process can be quite complex so please talk to us if you are experiencing difficulties and we can help you decide if this is the right option for you and help navigate you through the process.

### **Student Engagement (ESL Policy)**

ESL's Student Engagement Policy aims to create an inclusive and productive learning environment wherein students are active participants in your education. ESL implements practices at the individual, module-, programme-, and school-levels to promote the active engagement of students. These practices include student representation, feedback and surveys, and informal discussions between students and staff.

To further promote your engagement, ESL staff are expected to remind students of opportunities to provide feedback to the school, update students on their attendance statuses, instruct courses in a manner that is related to students' professional interests, create active learning environments, etc. Students are also expected to fully engage with the campus and learning environments by attending all timetabled sessions, maintaining communication with staff, responding to feedback surveys, etc.

### **Student Representation Programme (ESL Policy)**

The Student Representative Programme is designed to ensure an effective channel of communication exists between staff and students. Students are elected by their peers to represent the collective voice of those on the programme and to enhance all aspects of the student experience (academic/non-academic) for the better. Student Representatives have the opportunity to make a real difference to the programme and wider university, enhancing the quality of the student experience.

The role of your Student Representatives is to actively collect the student voice on academic issues and overall experience and attend Staff/Student Liaison meetings to raise specific issues. As well as liaising with Module, Programme Leaders and Faculty Staff, they also work with fellow Student Representatives to identify common issues and work collaboratively to create effective solutions.

Students undertaking the role are provided with training to support them in fulfilling the role effectively.

### **Student Surveys (NCG Process)**

NCG uses student questionnaires to help monitor the quality of programmes. We will ask you to complete a programme survey once a year. This may be our internal HE Student Survey or the external National Student Survey (depending on your year of study).

Surveys are an invaluable source of information. They provide students with the opportunity to inform the college of how we can improve your studies and make the college the best it can be.

When completing a survey remember to think about your course experience as a whole for example have you done any work experience, seen any guest lectures or perhaps you're a course representative.

You and your answers remain anonymous at all times and your contact details are only used for the purpose of the survey.

The results from student questionnaires are analysed and summary reports are produced. These reports are discussed at committee meetings and actions are put in place where necessary.

The National Student Survey (NSS) is an annual survey aimed at final year undergraduates. Student feedback is used to compile year on year comparative data that is published on [Unistats.com](https://www.unistats.com) where prospective students and their advisors can use the results to help make informed choices of where and what to study

In addition to a programme survey, you will also be asked to comment on the modules that you are studying. This is a short questionnaire which is completed for each module you are studying. It consists of four questions which ask you to tell us about the quality of the teaching, learning and assessment you are receiving. We consider your feedback at module level as essential to help continually improve and enhancement of your studies.

### **Assessment and Grading (NCG Policy, delivered by ESL)**

Assessment is an important part of your studies. It helps provide a picture of your progress and achievement and identifies the next steps of your learning.

Assessment has two purposes:

- To provide you with regular feedback about how your work is progressing – this is called 'formative' assessment.
- To measure and record your achievement of modules towards the qualification – this is called 'summative' assessment.

Your programme provides you with opportunities to test your understanding of the subject informally before you complete the formal assessments that count towards your final mark. Each module normally contains at least one piece of practice or 'formative' assessment for which you receive

feedback from your tutor. Practice assessments are developmental and any grades you receive for them do not count towards your module mark.

The formal or 'summative' assessment at the end of each module can comprise of a range of assessment methods which include written examinations and coursework assessments such as essays, reports, portfolios, performance, presentations and your final year major project. The grades from formal assessments count towards your module mark.

Every module will have a set of specific learning outcomes and the assessment is designed to meet all these learning outcomes.

Internal and external moderation will be in place to ensure that there is consistency, comparability and parity of treatment in the marking of assessments and examinations.

Assessment of students' work on your programme is carried out according to NCG Higher Education Academic Regulations (<https://www.ncgrp.co.uk/guide-to-information/our-policies-and-procedures/he-regulatory-document/>).

### **Feedback (NCG Policy, delivered by ESL)**

Feedback will vary depending on the type of assessment. Forms of feedback on assessed work may include the following:

- oral feedback
- written comment
- provisional marks indicated on scripts/submissions.
- the final ratified mark.

You will normally receive written comments, verbal feedback or group feedback on your work within 20 working days of the hand-in date. Your module leader will advise as to the format of the feedback. You will receive feedback on all formal assessments.

Feedback is intended to help you learn and you are encouraged to discuss it with your module tutor.

As part of the marking process your assessments will be marked by a module tutor and the assessment will then be internally moderated by a second member of the programme team. All marks are provisional until ratified by the Module Examination Committee and Board of Examiners (held at the end of the academic year).

Results from the Board of Examiners decisions relating to your award are available within 5 working days of the Board of Examiners. The results are normally displayed in your school or via your programme site (VLE). Your programme tutor will notify where and when you can access your results.

### **How and where to hand in an assignment**

The procedure for the submission of assignments/assessment work will be through electronic submission via Turnitin. Students will be provided with a receipt on submission of work for assessment. You must keep your receipt for proof of submission.

### **What will happen if I hand in my assignment in late?**

It is the responsibility of all students to attend examinations and to submit work for assessment by the set date for that assessment. Where a student's circumstances are such that the student feels



unable to meet this deadline, the student is strongly encouraged, to discuss their circumstances with an appropriate member of academic staff (usually the Module Leader) in advance of the submission/examination date. The member of staff will help the student identify a suitable type of extension, depending on circumstance.

### **What if I have not received approval to hand my work in late?**

Students who fail to submit assessment by the prescribed date, without good cause, shall be penalised in accordance with section C5.4 of the NCG Higher Education Academic Regulations.

[HE Regulatory Documents – NCG](#)

### **External Examiners (delivered by NCG and ESL)**

ESL have a quality improvement system to assess that internal marking has been appropriately and consistently applied. In order to ensure the continuing standards and quality is implemented the external examiner will provide an independent view as to whether the work of students on the programme is of correct standard. The external examiner will look at a sample of work (assignments) and discuss the work with the module leads and attend the assessment boards. The external examiner will produce an annual report which identifies concerns and recommendations which then informs good practice.

Further information regarding the role of the examiner is available from QAA UK Quality Code.

<https://www.qaa.ac.uk/quality-code/advice-and-guidance/external-expertise>

Once External examiner reports are received, they will be made available to students in the Student Handbook.

### **Graduation (delivered by ESL)**

Graduation is an important date in your academic diary as it's the chance to celebrate your hard work and achievements with friends and family. Hundreds of students graduate each year, and it is a truly memorable day.

The dates of your graduation will be confirmed with you in due course. You will be notified by letter and email about arrangements for the day nearer to the time. This will include booking your place so please make sure you keep a look out for any correspondence from us regarding this.

## Your campus at Leeds

Our Leeds campus is positioned in the heart of bustling business centre, giving you a front-row the city's vibrant and lively atmosphere. The also provides you with easy access to the shopping, entertainment, and transport

We are located just a short walk from Leeds station, which only takes around 10 minutes.

campus can be contacted by the following Email: [leeds@elizabethschool.com](mailto:leeds@elizabethschool.com)

Tel: 0113 824 0736

The full address and contact details are as follows:

**Coronet House**  
13-19 Queen Street  
1<sup>st</sup> and 2<sup>nd</sup> Floor.  
Leeds  
LS1 2TW



Leeds seat to campus town's facilities.

train

The means:





### *The First Floor*

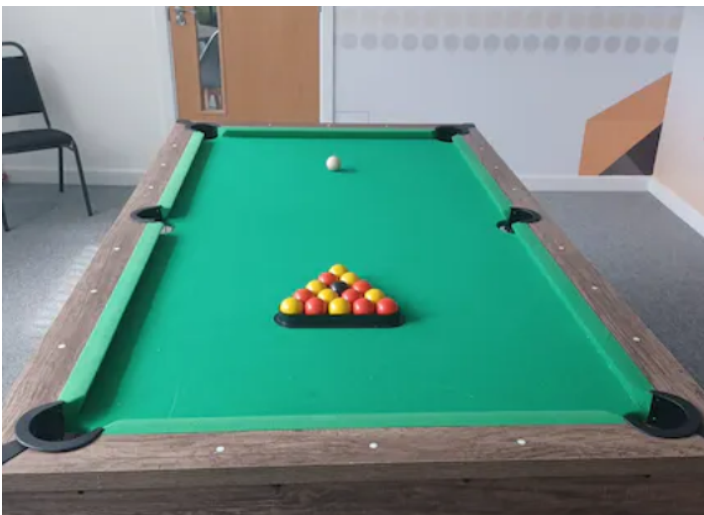
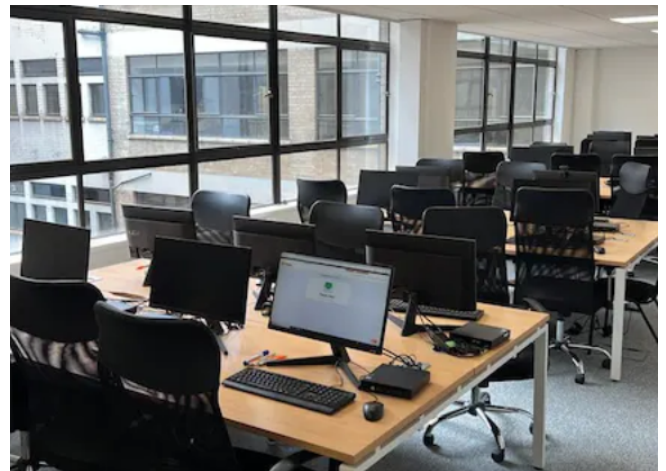
The First Floor includes multiple facilities for the use of our students and some offices.

- Games Room
- Canteen
- Prayer Room
- Reception and Student Support Office
- IT Lab
- Four Teaching Rooms

### *Second Floor*

The second floor has more teaching rooms, an IT lab, and a library to assist in your studies.

- Teaching Rooms
- IT Lab
- Library
- Meeting Room
- Marketing Room
- Student Support
- Canteen



*The games room at the Leeds Campus*

## **Section 2 – Awarding Body and Regulations**

### **Introduction to NCG to Awarding Body**

In July 2016 NCG was awarded Taught Degree Awarding Powers. This represented a major breakthrough for the sector and put colleges on a similar footing to universities.

As a higher education student at the college you will be studying on a programme awarded by NCG.

NCG is one of the leading providers of education, training and employability across the UK. NCG's higher education provision is delivered at Carlisle College, Kidderminster College, Newcastle College University Centre, Southwark College and through our collaborative partners, offering a range of qualifications which include:

### **Foundation Degrees**

Foundation Level

### **Higher National Diploma/Certificates**

One-year Top Up Honours Degrees

3-year Honours Degrees

Post Graduate Certificates in Teaching

Master's programmes

Higher Apprenticeships

NCG's purpose to unlock potential through learning creates and develops partnerships that bridge education and business. We have extensive and established links with local and national industries and a philosophy centred on standards and the quality of the student learning experience.

NCG is committed to providing an inclusive learning environment and ensuring that our students are treated fairly. You will be part of a higher education student body of approximately 2500 undergraduate and post graduate students.

### **NCG HE Academic Regulations**

The academic regulations provide a framework which ensures the standard of all higher education degrees. As students, you are responsible for ensuring you are aware of the regulations, particularly in terms of assessment and how decisions are made with regard to awarding your degrees. Your programme will follow the NCG Higher Education Academic Regulations, which you can view by clicking on the link below.

<https://www.ncgrp.co.uk/guide-to-information/our-policies-and-procedures/he-regulatory-document/>

The following information is important for you to know. It provides guidance on processes which may be used in connection with assessment.

- Mitigation and extenuating circumstances
- Academic misconduct and other forms of unfair practice

## **Mitigation and Extenuating Circumstances**

Mitigation and extenuating circumstances are defined by NCG as circumstances outside of the control of the student that could significantly affect performance in any summative assessment.

NCG's intention is, wherever possible, to support you in completing your programme of study. It recognises that there may be times when you, through unforeseeable and unpreventable circumstances, find that you are unable to submit for an assessment to the full extent of your abilities. If you are unable to submit your work, or attend an assessment, this procedure is also applicable to you. In such circumstances, the Mitigation and Extenuating Circumstances apply.

Regulations enable you to request that your situation is taken into consideration. You are expected to have taken reasonable steps to ensure that you could not have prevented the circumstances from taking place. It is your responsibility to notify your programme leader of any mitigating circumstances which you feel will affect, or may have affected, your performance in any summative assessment.

Remember, any application you make has to be approved by the Mitigation Panel and if it does not meet the criteria, the mitigation will not be granted.

An application for mitigation and extenuating circumstances is only one of the support mechanisms available to you, there are other options for you to consider. It is therefore important that you discuss your situation with a tutor, who will be able to provide guidance on the most appropriate course of action. Where you are unable to meet the deadline for an assessment, then a 5 working day extension may be the better option for you. In circumstances which are likely to affect your progress over a longer time period, you may be advised to suspend your studies until the circumstances no longer have an impact on your studies.

More detailed information about Mitigation and Extenuating Circumstances can be found in the Mitigation section of this handbook where you will be able access the following documents:

- Mitigation process - flowchart
- Quick Guide to requests for Mitigation
- Important dates for submitting your mitigation claim.
- 5-day extension information
- Mitigation Portal <https://mitigation.ncgrp.co.uk/dashboard>

## Academic Integrity

Academic Misconduct and other forms of unfair practice are defined by NCG as any activity or attempted activity which gives an unfair advantage to one or more students over their peers and is treated very seriously.

If suspected of academic misconduct you will be required to attend either an informal or formal meeting and if subsequently found guilty, you will receive a penalty, the most serious of which can lead to the award not being conferred or to the termination of a student's programme. If you are found guilty of academic misconduct or unfair practice after the end of your programme, any award that you have received may be withdrawn. This can be done after you have graduated.

NCG regards any attempt by a student to gain an unfair advantage in assessment as a serious academic offence that undermines the academic standards of its higher education degrees. Academic Misconduct in any form will be penalised and may lead to the award not being conferred or to the termination of a student's programme.

The following document will provide you with more detailed information about Academic Misconduct:

- Academic Misconduct Procedure and Process

<https://www.ncgrp.co.uk/guide-to-information/our-policies-and-procedures/he-regulatory-document/>

NCG recognises that through unforeseeable and unpreventable circumstances students might be unable to complete or submit an assignment; might have missed an examination or presentation; or have not performed to the best of their ability in one or more assessments. This is called mitigation and extenuating circumstances.

This section of the Student Handbook provides you with information about what you would need to do to request an extension, and what you should do if you have missed a scheduled assessment.

It is important to know which route is appropriate to your particular circumstances and to take the right kind of action. There are two routes for considering extenuating circumstances and mitigation:

### **1. Up to 5 working days extension (at the point of assessment)**

This addresses issues related to: Difficulties in completing assessment by the assessment hand-in date and is normally linked to unforeseen, *single-instance/single reason*, inability to attend for a presentation; a practical; or other scheduled assessment.

An extension of up to 5 working days is submitted to your programme leader using the 5-day Extension Process. This must be submitted before the assessment submission point.

## **2. Mitigation requiring longer than 5 working days**

This process supports students where longer than 5 working days is required to complete an assessment. A Mitigation Panel will consider information which supports extenuating circumstance. The process may often include more than one module.

<https://www.ncgrp.co.uk/media/olwdq11c/mitigation-process-flowchart-2019-20.pdf>

The application is submitted through an online portal. To apply for mitigation (longer than a 5 working day extension) you must complete your application and submit your evidence using the NCG HE Mitigation Portal. Click the link to access the portal <https://mitigation.ncgrp.co.uk/dashboard>

If you experience a problem accessing the portal, please send an email to [NCGHEMitigation@ncgrp.co.uk](mailto:NCGHEMitigation@ncgrp.co.uk) which outlines the issue and provide a screenshot of the error message if possible. A member of HE Registry will contact you to help resolve your problem.

Please note:

If you are logging into the mitigation portal from a personal device, you must log in with username: **NCG\s12345** (student ID).

The table below provides you with dates when the mitigation panel is held during the academic year. The dates in the first column identify the deadline for you to complete your online application. The second column is the date when the panel will consider your application.

Mitigation applications submitted after the deadline date (column 1) will not be considered until the next scheduled Mitigation Panel (column 2).

*For example, if you submit a request on the 30/09/23 your request will not be considered by the Mitigation Panel until 08/11/23.*

If you have any further questions about the process, please contact your programme leader.

<b>Deadline date for submitting mitigation request</b>	<b>Mitigation Panel Meeting</b>
13/03/2024	20/03/2024

17/04/2024	24/04/2024
15/05/2024	22/05/2024
05/06/2024	12/06/2024
23/08/2024	30/08/2024

### **NCG HE Admissions Policy**

This policy applies to all staff involved in the recruitment and admission of students onto higher education awards and students undertaking a higher education award with NCG. This policy is subsidiary to the NCG's Admissions Policy. Its purpose is to ensure that the institution adopts QAA's 'Principles for fair Admission' and that these principles are applied consistently across the organisation. The principles state that a fair admission system should:

- Be transparent.
- Enable higher education providers to select students who are able complete the programme as judged by their achievements and their potential.
- Strive to use assessment methods that are reliable and valid.
- Seek to minimise barriers for prospective students.
- Be professional in every respect.
- Be underpinned by organisational structures and processes.

<https://www.ncgrp.co.uk/media/gmghmlge/ncg-higher-education-admissions-policy.pdf>

### **Fitness to Practise**

It is the institution's responsibility to ensure that students admitted, registering for and undertaking programmes of study leading to professional qualifications are professionally suitable to do so. NCG has a duty to protect the public by ensuring that each student is fit to practise at the level at which a student is studying. Assessment of a student's fitness to practise, and the student's compliance with professional codes of conduct is an integral part of a professional programme. NCG has a duty to protect the public by ensuring that students are fit for practise placements and fit to practise at the point of registration on completion of their programme. The NCG Fitness to Practise Policy and Procedure supports students throughout their period of study at NCG from admissions to graduation.

### **Fitness to Study**

NCG has a responsibility to ensure that students admitted onto their higher education programmes are fit to study. Fitness to study relates to a student's capacity to participate fully and satisfactorily as a student, in relation to academic studies and life generally at NCG. NCG is committed to supporting student wellbeing and recognises that a positive approach to the management of physical and mental



health is crucial to student learning, academic achievement and progression, and the wider student experience. The NCG Fitness to Study Policy and Procedure supports students throughout their period of study at NCG from admissions to graduation.

### **HE Academic Appeals**

The purpose of this procedure is to enable a student to request that NCG reconsiders a decision about their academic progress that could have the effect of hindering progression, terminating studies, or affecting the level of award achieved.

The link below will take you to the NCG Academic Appeal Procedure:

<https://www.ncgrp.co.uk/media/e4gekfnj/ncg-he-academic-appeal-procedure-september-2017.pdf>

Student guidance to academic appeals can be found here:  
<https://www.ncgrp.co.uk/media/pcglgzae/student-guidance-on-he-academic-appeal.pdf>

Academic Appeal Form: <https://www.ncgrp.co.uk/media/kzrdcbhg/higher-education-academic-appeal-form.pdf>

### **Complaints (ESL Policy)**

Here at ESL, we welcome feedback from students and the wider community, whether this be positive or negative. We strongly believe feedback is a valuable source of information that can contribute to the continuous improvement of our services and student experiences.

Both prior and during this process, students are strongly encouraged to seek advice from the Student Support Team, their personal tutor or supervisor. Matters of concern should be raised at the earliest opportunity and no later than four weeks from the complainant becoming aware of the event/sequence of events. Only at ESL's discretion will a complaint raised after this timeframe still be considered.

The ESL Complaints process is comprised of three stages:

- Stage 1 (Local Informal Resolution)
- Stage 2 (Formal)
- Stage 3 (Review)

For more information with regards to the Complaints process at ESL, please refer to the full policy here:

[Student Complaints Policy.pdf \(elizabethschool.com\)](#)

For further details, or to submit a complaint, please contact [complaint@elizabethschool.com](mailto:complaint@elizabethschool.com)

## **Complaints (NCG Policy)**

NCG is committed to providing high quality services for all our College Community offering a high-quality education service in a safe environment where everyone is treated with dignity and respect. Taking account of users' views enables NCG to promote and develop capacity for sustainable improvement.

We hope you will not have a complaint about NCG, however if you do, NCG operates a staged complaints procedure through which it aims to resolve concerns as quickly as possible. A complainant may be a student, prospective student, parent, employer, or any other interested party who indicates dissatisfaction with the current level of service. All complaints will be taken seriously and dealt with impartially.

If you are unsure and need further help or advice at any stage or require a copy of this guide/form in an alternative format/ language, please contact your college student/learner services department.

NCG has a staged complaints procedure through which we aim to resolve concerns as quickly as possible; <https://www.ncgrp.co.uk/media/th4nwffo/ncg-complaints-and-compliments-policy.pdf>

If you are dissatisfied with the response to your complaint, you have the right to appeal in writing, explaining the reason for your dissatisfaction. You will also have to explain what you have done to try to remedy the complaint informally and what you would like us to do next. The process is explained in the Complaints Procedure on the NCG website.

## **Suspension of Studies**

### Suspension of Studies Form: Important information for students

If you are going through a difficult period with your studies, there are ways that we can help you and suspension of studies, which is usually for one academic year, could be an option for you.

Suspending your studies may sometimes seem like a quick and easy solution to your problems, but it may not be the best option for you, and it is important that you seek advice before making the decision to suspend your studies.

If you are thinking of suspending your studies the first thing you need to do is contact your Programme Leader for academic advice. Please ensure that you have spoken to your College Administration Department/Student Services and the Student Loans Company (SLC)/Student Finance England (SFE) to understand any funding issues.

If you are an international student on a Tier 4 visa, please contact the international office before suspending your studies.

More information relating to suspending your studies can be access via this link within the Useful Information section.

<https://www.ncgrp.co.uk/guide-to-information/our-policies-and-procedures/he-regulatorydocument/>

## **Results and Certification**

Examination Committees and Board of Examiners meetings are where decisions are agreed regarding your achievement. The Board of Examiners meeting is where your results are approved, and your degrees awarded. Prior to your results being confirmed by the Board of Examiners all results are provisional.

### **Notification of Results**

After confirmation of your results by the Board of Examiners you will be given a transcript showing your modules, marks and associated credit. Where re-assessment or mitigating circumstances are involved confirmation of results will take place at the next scheduled meeting of the Board of Examiners, normally September.

### ***When can you expect to hear about your results?***

Once student results have been moderated, they are submitted to an Examination Committee where module results are formally recorded. A committee is held within each curriculum area to ratify module marks. These marks are taken to the Board of Examiners where a decision is reached on your results based on your achievement. The Board will confirm and make awards and classifications. External Examiners will also be appointed to contribute to the decision process on individual progression and awards. The role of the External Examiner at the Board is to guarantee fairness and equity and ensure that comparability of standards is maintained between students and across different years of a programme. Until confirmed by the Board of Examiners (normally at the end of the academic year), all marks are provisional. Module tutors and Programme Leaders will mark your assessments and provide you with feedback about how your work is progressing. You should not assume that these will be the final marks until they are confirmed by the Board of Examiners/Progression and Award Board. Nor should you make any assumptions about your eligibility to progress from year to year or to be awarded your degree until your results have been confirmed by the board. You will receive confirmation of your results within 5 working days of the date when the Board of Examiners are held.

## **Replacement Certificates**

We do not keep copies of replacement certificates, but we can have them produced. Please note that only one hard copy of your certificate can be in existence at any one time and a replacement will only be issued in the event that the original has been lost, stolen or destroyed. The fee for a replacement certificate is £50.

To order a replacement please contact 0191 2004014 or [CertificateQueries@ncgrp.co.uk](mailto:CertificateQueries@ncgrp.co.uk).

We aim to have the replacement certificate produced and posted within 21 working days.

## **Reasonable Adjustments**

Assessment and examination policies, practices and procedures will provide students who have a special educational need and/or disability with the equivalent opportunity to their peers to demonstrate the achievement of learning outcomes. If you require specific arrangements to be put in

place to support your studies please contact the relevant college support team and/refer to the information in this handbook (section 1 - Student Journey).

As part of the application and admissions process, all students receive information regarding the support available to them whilst studying HE at NCG. At the point of application, students are encouraged to disclose their special educational need and/or disability. However, disclosure can happen at any point whilst on programme.

The process for accessing support for HE students differs from that of FE students. A HE student wishing to receive support whilst studying is required to contact the relevant college support team and provide evidence of their learning disability/specific learning difference and/or specific learning need. Once a student has disclosed their support needs, they will be contacted by a member of the relevant support team who will carry out an initial assessment.

Students who disclose a learning disability/ specific learning difference are eligible to apply for Disabled Students' Allowance (DSA) and will be supported in their application. The following link provides information on the process 'Disabled Students' Allowance Roadmap' [www.yourdsa.com](http://www.yourdsa.com).

## **Section 3 – General**

### **Fees and Compensation Policy (NCG Policy)**

Our Student Protection Plan sets out what students can expect to happen should a course, campus, or institution close. The purpose of the plan is to ensure that our students can continue and complete their studies, or can be compensated, if this is not possible.

All Higher Education providers registered with the OfS must have a Student Protection Plan in place.

[NCG Student Protection Plan](#)

### **Tuition Fees**

The total cost of fees for students studying full time is £9,250 per year.

Tuition Fees are reviewed on an annual basis and may be increased and may increase in line with inflation, prior to the start of each academic year. Fees are also subject to the fee cap set by the UK government and will be increased according to the Retail Price Index (RPI) forecast rate, as advised by the Office for Students (OfS). If a rise in the Tuition Fee becomes necessary, we will endeavour to inform you as soon as possible, along with the reasons for the increase. Any Tuition Fee increase will only be applied from the beginning of the academic year.

If a sponsor or other institution will be paying for your tuition fee, you will be able to provide further information about this when you complete the 'Fees Section' during the online registration with Newcastle College Group.

If you wish to apply for funding to pay your tuition fees, you may do so through the GOV.uk website - <https://www.gov.uk/student-finance/apply>

### **Changes to Personal Details (ESL Policy)**

ESL's data protection policy ensures that as an organisation, we comply with data protection laws, which include Data Protection Act (1998) and General Data Protection Regulation (2018), also known as GDPR. The GDPR applies to all Colleges that process data relating to their employees, as well as learners and outlines a set of principles which should be followed.

As a student at ESL, you must ensure that all personal data provided to the Elizabeth School is accurate and up to date. Please also ensure that if personal details do change whilst you are studying with us, these are updated on the student registration system.

For more information, please refer to our website where you can view the Data Protection Policy in more detail.

## **Equality and Diversity (ESL Policy)**

Our school community is full of students and staff from diverse backgrounds and experiences. Therefore, we aim to ensure that no employee, job applicant, learner, or potential learner receives equitable facilities and treatment, in recruitment or employment or education. At ESL, our commitment is to create an environment where all individual differences and contributions are recognised and valued. Selection for employment or entry onto learning programmes are based on aptitude and ability. Every employee/learner is entitled to a working environment that promotes dignity, respect whilst supporting individuals in reaching their full potential. Training, development and progression opportunities will be available to all staff, with a series of regular sessions based on equality. Equality information is also included in induction programmes for both employees and learners.

ESL has a particular duty to ensure students and staff with “protected characteristics”, as defined by the Equality Act 2010, do not receive any discrimination due to those characteristics. These include age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation.

ESL’s commitment to diversity and equality highlights the rights of people with disabilities, ensuring that these individuals are also included in training programmes and reasonable adjustments are made to cater for their individual needs.

Both employees and learners have the right to pursue a complaint regarding discrimination or victimisation via the ESL Complaints Policy.

## **Health and Safety (ESL Policy)**

ESL’s Health and Safety Policy ensures a safe and healthy working and study environment as related to conditions, equipment, and systems of work. Campus Coordinators are responsible for overseeing the health and safety of their individual campuses and report updates to the Campus Managers. The following procedures fall under the health and safety policy: accident reporting, contractors and visitors, electrical equipment hazardous to health, electrical safety, first aid, and site-specific procedures including gas installations, fire, violence at work, welfare issues, and smoking.

We also need you help in ensuring that our campus remains a healthy and safe environment. Please respect that our campuses are non-smoking, and we ask you not to smoke just outside the front door as this means that the smoke can often blow back into the building.

## **Student Conduct (ESL Policy)**

All ESL students are always required to behave as responsible members of the School community, and to represent and uphold the good name of the School. We have a zero-tolerance policy for violence and harassment in all forms and will promote good student conduct through education, support, and positive encouragement. However, where these approaches fail ESL will institute formal disciplinary action.

Student misconduct investigations have three-stages.

Level One, or initial formal intervention, addresses early-stage interventions for relatively minor or contained incidents. Level One interventions might require a verbal or written warning, a formal apology, a repartition for the misconduct, etc.

Level Two, or formal review, takes place when the Level One intervention failed to resolve matters, or the matter is too serious to be addressed via a Level One intervention.

Level Three, or formal disciplinary hearing, includes any incidents that are not appropriately managed at Level Two or that concern matters of gross misconduct. For these matters, there will be a disciplinary hearing lead by a disciplinary panel chaired by a senior member of the school. At this stage of disciplinary procedure, there is the possibility of temporary suspension or exclusion from ESL.

If you have any questions or comments about anything in this handbook, feel free to ask a member of staff. We would like to take this opportunity again to welcome you to Elizabeth School of London.