



# STUDENT HANDBOOK

2020/2021

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## Managing Director's Welcome

*Dear Student,*

*It is my pleasure to welcome you to ESBM on behalf of the Faculty Staff. We are a small and friendly college dedicated to working with you. Our aim is to make learning fun and enjoyable.*

*We are a well-established school based in the heart of Leicester. We offer a range of courses tailored to suit your needs.*

*We offer General English classes from beginners to advance and pre - sessional based on the Cambridge Exam Framework, all of which can be taught around your schedule, and by experienced, friendly and fully qualified teachers, therefore, providing a high standard of teaching.*

*Our members of staff are keen to help you maximise your learning experience and enjoyment during your stay with us.*

***Mrs. T. Gill  
Managing Director***

## Mission Statement

Our mission is to ensure that all our students receive every encouragement and assistance to reach their full potential. We will achieve this by

- Recruiting qualified and experienced teaching staff to deliver quality courses.
- Dealing with staff and students in an ethical and professional manner.
- Understanding students' needs and providing appropriate and relevant training.
- Encourage feedback from staff and students to create an environment of continuous improvement.
- Provide a happy environment where staff and students can thrive."

## Student Admission, Registration and Payment of Fees

A student is admitted to ESBM once we receive copy of Id/Passport, completed application form together with the qualification certificates and certificates of proficiency in English language if students are joining foundation course.

ESBM will carefully check the following for the purpose of the student registration.

- Passport
- Visa/residency permit
- The highest level of qualification/s with transcript when applying for foundation course.
- The qualification certificates are equivalent to the required eligibility level.
- The student has the required level of English Language proficiency and is sufficiently qualified in order to cope with the course if joining Pre Sessional (EAP) course.

If ESBM is satisfied that these matters are met and the student is qualified for their course and has fulfilled all the requirements, an offer letter will be issued to the student.

Once the letter is accepted, the student is expected to pay agreed Deposit or Provide Financial guarantee from Sponsor before the start of the course, which includes a non-refundable administrative charge of £250 applies to once unconditional offer is used.

## ESBM Bank Details

Bank Details: ESBM, Barclays Bank,  
Account No: 73085082  
Sort Code: 20-49-11  
IBAN: GB02 BARC 2049 1173 0850 82  
SWIFT BIC: BARCGB22

## Equal Opportunities Policy

### Our Commitment

East Midlands School of Business and Management (ESBM) is committed to providing equal opportunities in employment/recruitment and to avoiding unlawful discrimination. It is also committed to providing equal opportunities in the provision of access to the College's facilities and services.

This policy is intended to assist ESBM put this commitment into practice. Compliance with this policy should also ensure that staff/students do not commit unlawful acts of discrimination.

Striving to ensure that the work environment is free of harassment and bullying and that everyone is treated with dignity and respect is an important aspect of ensuring equal opportunities at the College.

### Academic Integrity

Any ESBM student found to be cheating in or plagiarising any course assessment or exam will have that assignment grade canceled and will at least be subject to repeat the assessment. In addition, the following will be considered at the discretion of Management for dependent on seriousness:

- repeating the assignment
- repeating the module
- withdrawal from the course

The subject of cheating and plagiarism will be covered in class with your teacher. ESBM Complaints and Appeals policy and form are available from the administration and placed on the student noticeboard.

### Student Responsibilities

We expect all our students to:

- Check their registration details and report any mistakes or omissions immediately;

- Be responsible for their own learning and assist in creating and maintaining an atmosphere and environment that is conducive to learning for all;
- Use our facilities with respect and consideration for others;
- Be courteous, efficient and behave in a professional manner;
- Pay all fees and charges due when required;
- Provide any information requested and advise of any changes to the data held on your student record;
- Have an acceptable attendance.

## Compliance with United Kingdom Boarder Agency (UKVI) Regulations

All ESBM students must comply with all UKVI requirements whilst residing in the UK. It is the student's responsibility to ensure that they are fully conversant with all UKVI requirements.  
**(Students must continue to check for updates and changes at least once a month)**

<https://www.gov.uk/government/organisations/uk-visas-and-immigration>

ESBM requires its students to strictly adhere to the UKVI immigration rules.

### Tier 4 sponsor Rules

Always ensure that you will not be absent from the classes or other academic activities, unless you are given prior written permission.

1. Students absent for THREE consecutive sessions without authorisation will be liable for disciplinary action and their details will be forwarded to the UKVI for their appropriate action.
2. Any absence due to medical reasons should always be provided with appropriate supporting evidence.
3. Students must inform ESBM in writing any changes in their circumstances which may have a bearing on their education, including change to their residential address in the UK, contact information, visa or immigration status and validity of passport or other appropriate documentation.

### Academic Policy (Attendance, Punctuality and Absence Reporting)

ESBM takes attendance extremely seriously and has a 100% Attendance expectation (excluding any authorised absences). Additionally, and in consideration of UKVI requirements, ESBM has set our requirement that for overseas (non-EEA) students on a student visa, maintain a minimum of 90% attendance record or above. Tier 4 Sponsor Students must attend a minimum of 15 hours full-time study plus tutorials and directed study on site per week.

### English Test, Assignments and Assessments

Students on English Language course will be continuously assessed and sit for weekly tests. Students on foundation course will also be tested, this could be in the form of assignments, including essays, reports, projects, presentations, or interviews. The details given for each assignment will include assessment criteria which will give you an indication of what is expected in order to achieve a pass, merit or distinction.

If any external examinations or tests are to be taken outside the college, the designated Test Centres and the awarding body will update ESBM and students.

## Schedule of assignments for Foundation Students

For each unit there will be a series of assignments throughout the academic year. The details and completion dates for these assignments will be given to you well in advance of the due date. No assignment will be accepted after a due date unless there is a good reason for this such as ill health. Students must discuss their issues with their lecturers and organise a new date for submission. This is discretionary and should not be seen as a way to leave all of your work to the last minute.

## Examination Rules & Policies:

Students must be seated in their correct places at least fifteen minutes before the start of each examination session. Student ID or Membership cards must be placed on the table, so that the Invigilator can mark the attendance register. Please make sure that all property deposited with the Invigilators is collected after the session. Each examination will be supervised by a Senior Invigilator, whose job is to ensure that the examination is conducted in accordance with ESBM's rules and regulations. The Invigilator has the authority with regard to admission to the examination, permission for temporary absence and general discipline and conduct of the examination and examining candidates. The Senior Invigilator will give candidates information necessary for the smooth running of the examination. This will include announcements about the use of materials and the time at the beginning of and during the examination.

Note: Neither the ESBM or the examination centre will be responsible for any loss or damage which might be sustained.

Candidates for college examinations must read and will be assumed to have read the following rules which apply to all examinations conducted by the college.

1. It is candidates' responsibility to ensure that they know the correct date, time and location of all their examinations. Candidates should note that some examinations may take place in off-site venues. If candidates find a mistake on their personal timetable, or if something is missing, or if they do not receive a personal timetable, they must contact the college immediately.
2. If a candidate wants the college to be aware of a disability, it is his/her responsibility to declare it to the college. The Equality and Diversity Office will inform the Assessments Office of any candidates who have special requirements before the examination period.
3. During examinations, candidates must obey any instructions given by the invigilators. Candidates must listen carefully to instructions and inform an

invigilator if they cannot hear what is being said or if they do not understand what is being said.

4. In the event of a fire alarm or other emergency requiring evacuation of the examination venue, the invigilators will tell candidates to leave all examination materials on the desk, leave the room in an orderly fashion and assemble at the designated point outside. Candidates must not communicate with any other candidate as they will still be under examination conditions.
5. Candidates must take their college Identification Card to each examination and place it on their desk. An invigilator will check ID Cards against the attendance list during the examination
6. Candidates must make sure that they take whatever equipment they will need to use with them to each examination, as long as these items are permitted in that examination. Spare equipment is not kept in examination venues.
7. Unless specific instructions are given to the contrary:
  - a. candidates are allowed to take to an examination desk - pens and pencils, erasers, rulers, geometry equipment (e.g. set square, compass, slide rule etc) and (except when their use is prohibited) electronic calculators, cleared of all pre-stored programmes or information, i.e. nothing in the memory;
  - b. candidates are not allowed to take to an examination desk (even in pockets) - books, electronic or magnetic information storage devices, mobile phones or other electronic communication equipment, data tables, notes, paper (including exam timetables), blotting paper, or any other item that could be used to gain advantage. These items must be left in bags or given to the invigilators before the start of the examination and
  - c. Candidates are not allowed to take dictionaries (including electronic dictionaries) to an examination desk unless their use is specifically allowed in the instructions on the examination paper.
8. Candidates should only take the minimum amount of belongings into the examination room. The Senior Invigilator will tell candidates where to leave cases/bags/coats etc, usually at the back of the room. Small valuables such as purses, wallets, credit cards etc may be placed on the examination desk. The college cannot be held responsible for the safe-keeping of candidates' belongings during an examination.
9. Candidates will be allowed into the examination room 10-15 minutes before the scheduled start time of the examination so that the examination can start on time.

10. Candidates will not be allowed to enter an examination room after the examination has been in progress for 40 minutes.
11. It is candidates' responsibility to check that they have been given the correct question paper. If there is any doubt, candidates should attract the attention of an invigilator immediately.
12. Candidates must clearly identify their work by completing their personal details on each answer book and on every other item of examination stationery used. All items forming part of their work must be attached together securely (with the treasury tags provided) unless instructed otherwise by the invigilator.
13. All work must be written in the answer books or on other examination stationery provided in the examination room by the college.
14. Candidates must write their answers in ink. Pencil should only be used for drawing diagrams, sketches or graphs.
15. Candidates must write their answers legibly. Examiners cannot mark what they cannot read.
16. Candidates must not tear out pages or parts of pages of answer books.
17. Rough work and all calculations must be written in the answer books and should be crossed through if they do not form part of the answer to the question being attempted. There is no separate "rough paper". Answers should be numbered clearly to indicate the question to which they refer.
18. A candidate must not communicate, in any way, with another candidate during the examination and must not disturb other candidates.
19. Candidates must not leave their examination desks during an examination except with the permission of an invigilator.
20. If candidates need the toilet, they must attract the attention of an invigilator by raising a hand without disturbing other candidates. No extra time is allowed for toilet visits.
21. If candidates require supplementary material (e.g. another answer book or a piece of graph paper) or wish to hand in their scripts or to leave the examination room for a personal reason, they must attract the attention of an invigilator by raising a hand without disturbing other candidates.
22. Smoking is not permitted in examination rooms.
23. Food and drinks are discouraged in the exam room and drink cans are prohibited.

24. Candidates who need to take medication during an examination must inform the Senior Invigilator before the start of the exam.
25. No candidate may leave the examination room during, either, the first hour or final 15 minutes of an examination. Candidates who wish to leave may do so at other times with an invigilator's consent provided that they hand their completed scripts to an invigilator before leaving. Candidates must leave the venue without disturbing other candidates.
26. Candidates who have handed their completed scripts to an invigilator and who have left the examination room will not be re-admitted under any circumstances.
27. Candidates must stop work when instructed to do so by the Senior Invigilator.
28. At the end of the examination, silence must be observed until the scripts of all candidates in the examination room have been collected by the invigilators. Candidates must not leave their desks until the Senior Invigilator announces that they may do so.
29. No candidate may remove answer books or any other item of examination stationery from an examination room whether used or not.
30. Candidates may take away the examination question paper unless this is specifically prohibited in the instructions on the examination paper.
31. No candidate may use unfair means in an examination or help or attempt to help any other candidate to use unfair means in an examination.
32. Breaking any of the Examination Rules may constitute unfair means.

## **Review of Progress**

It is hoped that through the school's system of teaching, tutorials, scheduling of assignments and attention to the design of assignments, all students will be able to make satisfactory progress on their course. However, if at the end of the autumn term some students have been identified as not making satisfactory progress; those students will receive notification that continuation to the end of the academic year requires them to show significant improvement.

## **Progress to Second and Subsequent Years**

A student must achieve at least a pass grade for all units in order to continue on their course. Additionally, student attendance will be taken into consideration when recommending a student to continue. It is imperative therefore that all students attend all classes.

## Student Disciplinary Procedure – Conduct of Students and Academic Review

Any student found to not be behaving as expected may be subject to either disciplinary action or academic review. However, it is the intention of ESBM to provide adequate support and advice to students so that the action outlined below is rarely taken.

Any member of ESBM staff can issue a student with an informal verbal warning concerning their behaviour or academic performance. These warning will be used to:

1. Ask for unacceptable behaviour to stop
2. Draw the attention of the student to areas where improvement is needed
3. Seek to identify reasons for the problem

At this initial informal stage staff will offer advice and guidance to help the student improve their behaviour or performance.

Where informal warnings issued have not succeeded in changing standards of behaviour or academic performance, the staff member will inform the student's course tutor. The tutor shall take action in accordance with the disciplinary process below

1. Formal verbal warning (Head of English/DOS)
2. Written warning (e-mail)
3. Final written warning (Meeting with Managing Director)
4. Dismissal

In some cases the nature of the offence may be deemed to be of such seriousness that these stages cannot be followed in sequence. This would happen in the case of gross misconduct.

### **Formal Verbal Warning**

The student will be advised that they are to be given a formal verbal warning and that this is the first stage of the process. The student may be accompanied by a friend/representative. The reason for the warning will be clearly stated and the student will be given documentation to this effect. The course tutor will keep a record of the nature of the warning on the agreed form. Support and guidance will be offered and recorded to assist with an improved performance and to avoid the likelihood of further action having to be taken.

### **Written Warning**

A written warning will be given to a student if:

- The student commits a serious offence of misconduct or the standard of their behaviour or academic performance is seriously inadequate
- The student fails to comply with the formal verbal warning or

- Despite having been given a formal verbal warning the student commits a further offense or their academic performance continues to be unsatisfactory.

This written warning will give details of the complaint against the student, the improvement required and the time limit within which improvement must be achieved. It will also advise the student of the right of appeal.

## **Final Written Warning**

A final written warning will be given to a student if:

- The student fails to comply with the first written warning
- Despite previous warnings the student commits a further offence of misconduct or academic achievement continues to be unsatisfactory
- The final written warning will give details of the complaint and improvement required along with time limit. In the case of misconduct, the warning will state that further misconduct may result in dismissal from the school. The final written warning will also advise students of their right of appeal and relevant documents will be kept.

## **Dismissal from ESBM**

If a student fails to comply with the final written warning the student can be dismissed from the particular module, course or school for a stated period of time. In the case of gross misconduct, the student will be liable for immediate dismissal. Gross misconduct includes but is not limited to:

- Theft of property belonging to the school, staff or students
- Serious damage deliberately sustained to School property
- Violent, dangerous or intimidating behaviour
- Wilful violation of the school's rules and regulations regarding health and safety
- Sexual, racial or other harassment of staff, students or visitors
- Using school property as place to conduct illegal activities such as drug selling or taking

This list is not exhaustive or exclusive and any other offences of a similar nature may be considered gross misconduct.

## Student Complaints and Appeals Procedure

ESBM is committed to monitoring and evaluating all its services to enhance their quality. Feedback and comments on these services are always welcome. The Student Complaint Procedure is the mechanism by which students enrolled with the College can obtain redress, as far as possible, for any disadvantage, damage, or distress caused by acts of omission or commission of the College, its staff or agents.

In an effort to resolve misunderstandings or concerns, a student must first make every effort to resolve the problem by discussing his or her concerns with the member of staff against whom the complaint is lodged. If the concern still persists or the student is not comfortable discussing the matter with the member of staff, the student may discuss the complaint with the Principal or director of studies.

In addressing the student's complaint, the Head of Administration should solicit information from both the student and staff member, may confer with anyone having information about the complaint, and/or may hold a meeting between the student and the member of staff involved in an effort to mediate and resolve the complaint.

If the complaint is then still not resolved to the student's satisfaction, he/she may appeal in writing to the Managing Director. The Director's decision is final in this regard and the decision shall be communicated to the concerned in writing as soon as it is taken.

An appeal may be made only on the following grounds:

- that the assessment failed to accord with the regulations pertaining to that particular programme
- that, for a student with disability or special educational need, the agreed revised assessment procedures were not implemented
- Any student wishing to appeal against a decision or recommendation of an Assessment Board must lodge his or her notice of appeal with the Registrar within **ten working days** of publication of the relevant results list.

## Extenuating Circumstances Procedures

Students must articulate, in writing, the exact circumstances that they feel have impaired their performance, identify the module(s) concerned and the dates between which this has happened together with the relevant documentary evidence to support the application. The full documentation should be submitted to the Course Administrator, who will then issue a receipt to the student confirming the request for consideration of special circumstances. The Course Administrator will notify the Examination Office of the student's request for consideration of extenuating circumstances and provide them with all the details of the student's request.

Claims for extenuation, relating to both Course Assignments and Examinations, will be considered by an independent panel chaired by the Managing Director. The decision of the Extenuation Panel will be final.

## What are examples of circumstances which might normally be regarded as extenuating circumstances?

It is impossible to define a complete list but here are two examples

- A serious personal illness (which is not a permanent medical condition
  - This is governed by disability procedures): For example, an illness requiring hospitalisation over the examination period such as appendicitis.
- The death of a close relative immediately prior to the date of assessment.

## What are examples of circumstances which would not normally be regarded as extenuating circumstances?

Once again it is impossible to define a complete list but here are some examples

- Minor illnesses - even if covered by medical certificates. As stated above these may have some impact but not a serious impact and so would not be regarded as extenuating circumstances.
- Computer failure of your equipment or storage media. You are expected to take proper precautions and make backup copies of your data. There are always other computers to work on.
- Computer failure of College equipment or storage media (where failure is less than a continuous 24 hours). Network failures do happen and you should plan to finish your work before 'the last minute'. For instance if you are relying on finishing your work within 24 hours of the deadline (e.g. printing your work off) then you are opening yourself up to this risk. You could have prevented this by better planning.
- Transport problems. Once again you need to plan for this possibility.
- Moving house. This is predictable.
- Holidays. This is predictable.
- Inadequate planning, organisation or time management.
- Misreading of assessment timetables.
- Family, work, social, financial or other general problems.

This is a large list but covers the sorts of things normally we all have to deal with in everyday life and would not be regarded as extenuating circumstances – we just have to work on through.

## Applying for Mitigation

### How do I apply for mitigation as a result of extenuating circumstances?

You must apply on the correct form. This can be obtained from the College Offices. You should read this form carefully and fill in all the relevant boxes. You should also attach all documentation supporting your case when you submit it. The completed form and documents should be submitted to the College Offices.

## Who decides whether mitigation is granted?

This is done by a panel led by the Managing Director. They look at each case and judge whether extenuation is to be granted solely on basis of the form and the documentary evidence submitted. Where possible the identity of the student is hidden from this panel.

## Plagiarism

Plagiarism, which can be defined as using without acknowledgement another person's words or ideas and submitting them for assessment as though they were one's own work, for instance by copying, translating from one language to another or unacknowledged paraphrasing. Further examples of plagiarism include:

- Use of any quotation(s) from the published or unpublished work of other persons, whether published in textbooks, articles, the internet, or in any other format, where the quotations have not been clearly identified as such by being placed in quotation marks and acknowledged;
- Use of another person's words or ideas that have been slightly changed or paraphrased to make them look different from the original;
- Summarising another person's ideas, judgements, diagrams, figures, or computer programs without reference to that person in the text and the source in the bibliography;
- Use of services of essay banks and/or any other agencies;
- Use of unacknowledged material downloaded from the internet;
- Re-use of one's own material except as authorised by the School.

## Referencing

Please note that correct referencing of source material which you use in assessments is not just good practice, but also is a protection against allegations of the unfair practice of plagiarism. Students are expected to read widely in texts, journals or websites in preparation for assessments, but not to create a piece of work which is composed significantly of others' words (even if referenced). It is your own ability to think, reflect, analyse, and synthesise that needs to be assessed, not just your ability to select sources. The approved way of referencing is the Harvard Referencing System. You must understand and use this system for all assessed work. To combat plagiarism, ESBM is dedicated to informing students of the HRS and tutorials will be provided to ensure that students understand the system and also what is considered plagiarism and how best to avoid it. Any student who is found to have plagiarised will suffer penalties. In the first instance, the student may be given the opportunity to resubmit work and they will be informed again of plagiarism guidelines. Further incidences of plagiarism may result in a student receiving 0% for the work and ultimately could lead to dismissal from the course.

## Intensive English Course

If it is found that after registration your English is not up to the standard required to successfully attend your chosen course of study, you are required to enrol in a supplementary language programme. Depending upon your particular needs, you may have to attend a full-

time English language course. Alternatively, you may be required to attend extra English language support given by a member of the English Department. In both cases, you will be required to sign an agreement stating that you are prepared to attend these courses regularly and to the required length of time determined by the DOS/Principal. Failure to fulfil this language requirement will result in your not being permitted to begin your intended course of study.

## Learning Facilities at ESBM

### Library

The ESBM's Library is equipped with books and an Internet facility is provided free of charge. There are also books from other disciplines such as Banking, Insurance, Finance and general English Literature. A good number of books are kept on the computers for easy access to students. A study room is available for project work.

### Laptops and the Internet:

There are 7 laptops available for student use and all are connected with broad band. Students can also use ESBM Wi-Fi in all our rooms and reception areas. Internet facility is available to students free of charge all around the year.

### Common Area

Common area is available to students to use for relaxation and leisure, food and drinks can be consumed with care in this area.

### Notice Boards

In order to stay informed and up to date with the latest changes/information, including college instructions, policies & procedures, Course information and subject/class timetables students must ensure that they regularly check the notice boards placed around the college.

### Change of Details

Any change of contact details including the address, phone numbers and email address must be informed to the college immediately by means of our change of circumstance form, which will be kept on file.

### College ID card:

A College I.D. card will be issued after enrolment. You must carry your card with you at all times while you are in College. Your I.D. card will also be useful for you to obtain discounted student rates on various facilities, entertainments, public transport, etc. It can also be useful to carry on your person in case you are stopped by the police, for example.

### Printing Facilities:

Printing and photocopying facilities are available in the college on a pay as you use basis. Please speak to administration.

### Teaching Materials:

Lecture handouts will be distributed in the classroom at free of cost as well as other course material such as text books.

## Financial Matters

If a student's application for a visa is refused, the student's tuition fee will be refunded after deducting the £250 non-refundable registration fee, provided all the following conditions are met:

The student has informed ESBM in writing of his/her inability to start the course at least two weeks prior to the commencement date

A: The student has not entered the UK

B: The original letter issued by the British Embassy confirming the grounds for refusal has been provided.

C: The student has not appealed against the refusal of the visa; if an appeal has been lodged, the fees will be refunded only after receiving documentary evidence that the appeal has been dismissed

D: That the claim for a refund is made within 28 days of the documented refusal decision

The College reserves the right to make the following charges, at the rates detailed in College regulations as updated from time to time:

Late payment penalty charges; Administrative charges for costs of dealing with missing payments, such as dishonoured cheques; Administrative charges for refunds including transfers to other colleges; Transfer charges for students who have already arrived in the UK and who defer their studies to a later session of their course or to another course starting at a later session;

Students are contractually entitled under the terms of this agreement to a full refund of all tuition fees paid, minus a refund administrative charge, in the following circumstances:

- If the college is unable to offer an advertised course on the advertised start date or within a reasonable period thereafter;
- If a student applying from overseas is refused a visa and is thus unable to come to the UK to take up his/her course of study.
- Students are eligible for a discretionary full or partial refund of tuition fees, minus refund administrative and other charges, to be granted at the discretion of the college, if they meet the following requirement: that they, through no fault of their own, through circumstances beyond their control, are unable to follow the course.

## Student Welfare

ESBM is committed to safeguarding its students. Students should always seek support from ESBM management with any matter relating to ESBM's service.

Should any ESBM student have a concern over any issue involving their personal safety and well being they should not hesitate to contact a member of the ESBM management who will assist and advise them as required; including issues of abuse.

## Emergency

Emergencies do arise, even at East Midlands School of Business & Management. If the fire alarm goes off while you are in one of the College buildings, exit immediately from the closest emergency exit and proceed to the emergency assembly points. Emergency exit maps are located at critical points around the College.

## Fire Drill

At ESBM from time to time we carry out fire drills for health and safety reasons these can be announced and unannounced and we ask for all students to follow the following instructions at all times.

On hearing the fire alarm, you must vacate the premises by following the fire exit signs through the nearest fire exit.

You must not stop to gather your belongings.

You must wait outside at the designated evacuation point outside.

You must remain outside until you have been asked to re-enter the building by the fire warden.

## First Aid

First Aids kits are kept at several points within ESBM; we have trained first aid personnel to assist whenever support is needed.

## Non-Smoking Policy

ESBM operates a code of conduct for no smoking policy throughout; smoking is strictly prohibited in the college.

## Emergency Contacts

**REMEMBER!!! If you have an emergency situation please call 999 for Ambulance, Fire Brigade or Police.**