



STUDENT HANDBOOK

2026

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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 advanced, 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

We will strive to develop ESBM as a world class Institution providing the best learning experience for our students by recruiting and retaining the best qualified teachers and providing quality facilities and environment for knowledge to excel in a professional and enjoyable manner.

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

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

Goals

- We will seek excellence in all our endeavours and continuously improve our faculty and staff through recruiting, continuous training and retaining the best staff.
- We are student-centred and student-driven; our students are our priority and their development and enjoyment are our primary focus.
- We have no tolerance for academic delinquency and inefficiency by our staff and students.
- We believe in intellectual freedom – We strive to fulfil the quest for knowledge and always encourage scholarly questioning in an environment that respects the rights of all to freely pursue knowledge.
- We cherish integrity. We are committed to the principles of truth and honesty and we are equitable, ethical and professional.
- We respect all ethnic, religious and cultural backgrounds of our stakeholders particularly our students and staff, and value diversity of opinions, freedom of expression, and freedom of choice.
- We practice and believe in 'Sustainable Development' to make a better future for the present and future generations.

Purpose of this Student Handbook

The Student Handbook provides a guideline for all students at East Midlands School of Business & Management to understand the College rules, regulations and academic policies. The College maintains the right to add, modify or cancel the provisions herein, at its own discretion and right.

It is every student's duty to read and understand the student handbook and follow the guidelines thoroughly. Should there be any need for further clarification or assistance; students should directly contact the Managing Director or Academic Director.

Note: No part of the student handbook constitutes a student's contract and should not be interpreted as the terms of students' contract. The contents of the handbook are guidelines to enable the student to complete his education in the college in a disciplined manner.

Student Admission, Registration and Payment of Fees

Student is admitted to the college on the basis of providing a completed application form together with the qualification certificates and certificates of proficiency in English language along with other relevant documents. These are then checked by the College Admission Committee.

The Admission Committee will carefully check the following for the purpose of the student registration.

- The validity of the qualification certificates through NARIC as per the awarding body requirements and UKBA rules.
- 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 the Admission Committee 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 40% of course fees before the start of the course, which includes a non refundable administrative charge of £250. The admission committee will then complete the admission process as stated in the offer letter.

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.

Our Understanding of the Law

It is unlawful to discriminate directly or indirectly in recruitment or employment on grounds of sex, gender reassignment, pregnancy, colour, race, nationality, ethnic or national origins, sexual orientation or religion or belief, or because someone is married or is a civil partner. It is unlawful to treat someone less favourably on grounds of disability than others without that disability are or would be treated, unless the less favourable treatment can be justified, or to fail to make reasonable adjustments to overcome barriers to employment caused by disability. It is unlawful to discriminate unjustifiably on grounds of age in relation to employment.

It is unlawful to discriminate directly or indirectly in the provision of goods, facilities or services to customers on grounds of sex (which may include gender reassignment), pregnancy, colour, race, nationality, or ethnic or national origins. It is unlawful to discriminate, without justification, on grounds of disability or to fail to make reasonable adjustments to overcome barriers to using services caused by disability. The duty to make reasonable adjustments includes the removal, adaptation or alteration of physical features, if the physical features make it impossible or unreasonably difficult for disabled people to make use of services.

It is unlawful to victimise someone because he or she has alleged unlawful discrimination or supported someone to make a complaint or given evidence in relation to a complaint.

Academic Integrity

The school expects you to understand and maintain high standards of academic integrity. Breaches of academic integrity are subject to review and disciplinary action by the Administrative Board. Examples include the following:

Plagiarism

Plagiarism is the theft of someone else's work. It is the incorporation of facts, ideas or specific languages that are not common knowledge are taken from another source and are not properly cited.

Whether you copy verbatim or simply rephrase the ideas of another without properly acknowledging the source, the theft is the same. In the preparation of work submitted to meet course, program or a school requirements- whether a draft or a final version of a paper, project, take-home exam, computer program, placement exams, application essay, oral presentation or other work- you must take great care to distinguish your own ideas and language from information derived from sources. Sources include published and unpublished primary and secondary materials, the internet, and information and opinions of other people. You are expected to follow the standards of proper citation and to avoid plagiarism.

Cheating

You may not copy another student's assignment or exam. To avoid any suggestions of improper behaviour during an exam, you should not communicate with other students during the exam without the permission of the instructor or proctor. All electronic devices must be turned off during an exam.

Artificial Intelligence (AI)

AI must not be used in the completion of any assessed work.

Student Responsibilities

We expect all our students to:

- Check their registration details and report any mistakes or omissions immediately;
- Take responsibility for their own learning and assist in creating and maintaining an atmosphere and environment that is conducive to learning for all;
- Take responsibility for seeking any support they need;
- 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;
- Behave responsibly and respect other students, staff and the local community both on and off-campus;
- Provide any information requested and advise of any changes to the data held on your student record;
- Comply with rules, policies and regulations, as well as all relevant legislation;
- Have an acceptable attendance and academic achievement levels.

Compliance with United Kingdom Border Agency (UKBA) Regulations

It is compulsory and the responsibility of each student to comply with the following UKBA regulations during their stay, study or work in the UK.

1. Students must enrol as full time on British recognised programmes or professional courses.
2. Students should not engage in courses (certificate, diplomas & language programmes) lower than degree level for more than two years, unless a professional body designs a course for more than two years.
3. While studying, students must maintain more than 85% class attendance for taught courses.
4. Attendance below 85% may be acceptable only in exceptional cases when documentary evidence can be provided to satisfy UK Border Agency authorities as reasons for failure to maintain the required level of attendance.
5. Progress in course work should be made at each level, as the progress report of the last year is required by the UK Border Agency for granting visa extension. Therefore, switching from course to course may hinder your application for further leave to remain in the UK as a student.
6. You are allowed to work only part time during study periods; however, there will be no problem to work full time during semester breaks and various vacation periods.

Further changes in regulations are under way to ensure that students pursue their studies systematically and in time without recurring public resources. Should you require further information on UK immigration rules, please check their web site at **www.homeoffice.gov.uk**

ESBM requires its students to strictly adhere to the UKBA immigration rules and UKBA regulations for overseas students, and further more to comply with the following rules:

1. Always ensure that you will not be absent from the classes or other academic activities, unless you are given prior written permission.
2. Students absent for THREE consecutive sessions without authorisation will be liable for disciplinary action and their details will be forwarded to the UKBA for their appropriate action.
3. Any absence due to medical reasons should always be appropriate supporting evidence.
4. Students are responsible for informing 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.
5. Any fraudulent documents produced for admission, visa or any such purposes that may be detected at a later stage will lead to immediate expulsion from the course and UKBA will be informed for any appropriate action.

6. ESBM is committed to implementing all regulations of UKBA, ASIC and other similar academic and statutory bodies, and it is each student's individual responsibility to comply with these or face appropriate consequences.

Academic Policy (Attendance, Punctuality and Absence Reporting)

Introduction

Arriving on time to class every day is important for maximising the learning experience for every student. But it also shows courtesy and respect to classmates and the teacher. A prompt start ensures a good learning atmosphere and undisrupted lesson for everyone.

إن الوصول إلى الصف في الموعد المحدد يوميًا أمر بالغ الأهمية لتعزيز تجربة التعلم لكل طالب. كما أنه يُظهر الاحترام واللباقة للزملاء والمعلم. فالبدء السريع يضمن جوًا تعليميًا جيدًا وحصة دراسية خالية من الانقطاع للجميع.

Attendance of lectures is very important and students should have at least 85% attendance record. Prompt and full attendance at all classes is compulsory, lateness and absenteeism will be normally viewed as evidence of a student's difficulties to cope with the requirements of the course. If attendance is not satisfactory, the institute may not allow a student to sit for the final exams and ESBM will notify the Home Office accordingly.

ESBM is committed to complying with UKBA regulations for Tier 4 students and ASIC conditions of accreditation. In this regard, ESBM seeks to communicate by its attendance policy, its strong determination to robustly and un-relentlessly ensure that its International students do not breach UK Immigration rules. This policy further aims to assist all students to take responsibility for their full and prompt attendance which will enhance their learning experience, develop their personal skills and promote retention, achievement and progression.

Policy on No-Shows

- Where an expected student does not enrol 10 days after his expected enrolment date, ESBM will report him to the UKBA.
- ESBM will try all means (phone, email, post) to make contact with no-show students to establish why they have not enrolled.
- ESBM will seek information establishing whether no-show students are in the UK or are breaching the conditions of their leave.
- ESBM will establish whether the student has enrolled at another College. If that is the case, the College will inform UKBA about the name and address of the new institution
- ESBM will provide details of the recruitment agent who recruited the no-show student to the UKBA.

Policy on Student Absence

ESBM will report the following information or events about students or potential students to the UKBA within specific time limits.

- Where students miss 10 'expected contacts' on their course of study without permission from the College, they will be reported within 10 working days of the 10th missed contact.
- Where students stop their studies, we will inform UKBA within 10 working days of the stoppage and give UKBA the name and address of any new institution they have joined if we have that information.
- Where we stop sponsoring students for any reason we will inform UKBA within 10 working days.
- If there are any significant changes in our students' circumstances (for example, the length of a course of study) we will report to UKBA within 10 working days.
- ESBM will report to UKBA, any student who defers and or discontinues his/her studies.
- If we have any information which suggests that students are breaching the conditions of their leave, we will report to UKBA within 10 working days.
- We will send to UKBA any details of any third party or intermediary, in the United Kingdom or abroad, that helped the College recruit students.

Authorised Absence

The College recognises that students will on occasion be absent. Frequent absences however, could result in the student falling behind with their studies, therefore it is expected that students seek the College's permission for any valid absence.

Any absence is considered to be unauthorised, unless there is a valid reason, for example, an authorisation of absence issued by the College due to severe weather. Absences can only be authorised in advance if the reason given for the absence is acceptable e.g.:

- A medical appointment
- A work experience placement which is an integral part of a course and for which the student does not receive a wage.
- Severe disruption to a student's mode of transport (for example where a student commutes by rail and a rail strike means there is no practical way of getting to the College)

If the claimed reason for absence could have been foreseen, then the student should have applied for authorised absence in advance.

Unforeseen Absence

An absence, which could not have been notified in advance, must be notified to the College as soon as possible (on the day in question the student will be missing classes). If this does

not happen, the absence is un-authorised. The only exception is where the student can supply a strong reason why they failed to contact the College.

Sickness

Sickness is not automatically a reason for authorised absence. The College will turn down applications for authorised sickness absence if there is reason to doubt the validity. Non-attendance due to sickness without explanation is unacceptable.

Applying for Authorised Absence

To apply for authorised Absence, students should contact the College ensuring their request is valid. They should present any documentary evidence backing their request.

Dealing with Frequent Absences

Where a student's frequent absence breaches one or more of the following trigger points:-

(Stage 1)

- Where students miss 3 'expected contacts' on their course of study
- Where attendance falls below 90 %
- Any absence that shows a regular pattern.

Actions

1. An interview will be arranged to allow the student to give an explanation for the absences.
2. The interview and any corresponding disciplinary actions agreed will be recorded on the student's file.
3. The student will be issued with a first warning letter by e-mail.

(Stage 2)

- If the student does not keep to the agreement laid out in stage 1
- Where students miss 6 'expected contacts' on their course of study
- Where attendance falls below 85 %

Actions

1. A second interview will be arranged to determine a new agreement for the going forward.
2. The student will be issued with a second warning letter by e-mail.

(Stage 3)

- If the student does not keep to the agreement laid out in stage 2

- Where students miss 10 'expected contacts' on their course of study
- Where attendance falls below 75 %

Actions

1. The student will be issued with a withdrawal letter stating reasons.
2. The student will be declared de-registered and will be reported to UKBA. Students will be given reasons for their delisting and reasons for being reported to UKBA. Such reasons will include:
 - a. Non- response to offer any reasons for non-attendance
 - b. Non-response to attempts to reach student by phone, email, and post.
 - c. Non-response after student was issued with two serious warning letters which provided ample time for response

Attendance, Punctuality and Absence Reporting

In exceptional cases, however, the institute may allow the student to sit for final exams even if class attendance is less than 85%. These exceptional cases are:

1. In cases where the student can prove that he or she was seriously ill with evidence to that effect.
2. A student joining late as a result of transfer from another institution.
3. Any other serious reason which, at the discretion of the College, is considered acceptable.

If you are unavoidably absent please notify the college as soon as possible by phone or email. If your absence is for more than one week due to ill health, you will be expected to provide medical certification to this effect on your return. You should avoid arranging appointments during course time, however, if this cannot be avoided you will need to inform the school in advance. The school calendar is available in this handbook and also through the website. Please take note of these dates and do not book vacations during term time.

Students will not be admitted to a class if more than 15 minutes late as this is disruptive to other students. Please wait until the break period prior to joining the class.

Assignments and Assessments

Students will be continuously assessed and sit for weekly tests. The assessments 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.

Any external examinations or tests are to be taken outside the college at designated Test Centres and the awarding body will update both student and ESBM.

Schedule of assignments

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 schools 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 (Principal/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 offence 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 schools 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

Please contact the College Management if you have any difficulty understanding this policy +44(0)116 4296007 md@esbm.org.uk andrewflint@esbm.org.uk. Highlighted in yellow is a simple English version

يرجى الاتصال بإدارة الكلية إذا واجهتك أي صعوبة في فهم هذه السياسة

المميز باللون الأصفر هو نسخة إنجليزية بسيطة

Bu politikayı anlamakta zorluk çekiyorsanız lütfen Üniversite Yönetimi ile iletişime geçin.

Sarı renkle vurgulanan, basit bir İngilizce versiyonudur

SCOPE – *what you can complain about*

APPLICATION COMPLAINTS PROCEDURE

A complaint about the way an application to the College has been handled can include:

When an applicant feels discriminated against on grounds of: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including ethnic origin, colour, nationality and national origin), religion or belief (including philosophical belief), sex, or sexual orientation. This would constitute a breach of the College's Equality and Diversity policy;

When a member of staff has behaved inappropriate during the application, such as during an interview.

You can complain if you feel you have been treated unfairly including by any person at ESBM

Complaints will not be considered:

When an applicant has been judged unsuitable to study a programme at the College;

When an applicant has failed to satisfy non-academic requirements specified by external agencies for a particular programme;

When a complaint is submitted anonymously.

You cannot complain if we decide you are not suitable to join ESBM or if you do not give your name

STUDENT COMPLAINTS PROCEDURE

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 faculty or staff member against whom the complaint is lodged and the Director of Studies (DOS) or Principal.

Step 1. If you have a complaint, please talk to us about it quickly. You can talk directly to the person you have the issue with or the Director of Studies or Principal.

If the concern still persists or the student is not comfortable discussing the matter to a member of staff, the student may discuss the complaint with the Managing Director.

Step 2. If you do not want to speak directly with the person you have the issue with or are still unhappy, please speak with the Managing Director

Hence, the student must complete the ESBM complaints form which is available in reception.

Students are defined as those enrolled at the College. Former students may submit a complaint as long as the complaint relates to an issue they had whilst they were enrolled as a student at the College.

Complaints can include each of the following:

An issue with the student's educational experience;

An issue concerning the services provided by the College;

An issue when the College's Equality and Diversity policy has been breached. i.e. when a student feels discriminated against on grounds of: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (including ethnic origin, colour, nationality and national origin), religion or belief (including philosophical belief), sex, or sexual orientation.

When a student has concerns that he or she is being victimised, harassed or bullied by a member of staff;

When a student or other students have concerns that they are being victimised, harassed or bullied by another student or other students;

When a student feels that he or she has suffered an injustice because of a commission or omission of the College;

Step 3. If you are still unhappy, please complete the ESBM complaints Form (available on website at Policies)

PRINCIPLES – we will

The guiding principles by which the Complaints and Appeals Policy and Procedure operate are founded upon the principles that:

An applicant or student shall not feel disadvantaged or discriminated against in making a genuine complaint;

If you make a complaint, you will be treated fairly

Complaints will be dealt with as swiftly as possible within the resources available. The College will seek to find resolutions that are reasonable and acceptable to all parties;

We will respond quickly to find a solution

All information submitted in relation to the Formal Complaint will be dealt with confidentially and will only be disclosed to those parties involved in the investigation and judgement of the complaint, or as necessary to progress the complaint, or as required by law.

Your information will be kept private. Only necessary people will be informed.

Reasonable time will be allowed in order to seek guidance or assistance in relation to the Formal Complaint procedure;

We may need more time to respond if we need to ask for specialist advice

An applicant or student must first make every effort to resolve the problem by discussing his or her concerns with the College before a Formal Complaint is made;

Step 1. If you have a complaint, please talk to us about it quickly. You can talk directly to the person you have the issue with or the Director of Studies or Principal.

All Formal Complaints will be investigated by individuals who are independent of and have no prior knowledge of the applicant or student, or of the case;

Formal complaints will be handled by people not involved with the issue

Students have the right to a third party (such as a relative or friend) to be present at any meeting arranged to discuss the complaint, so long as the third party is not acting in a legal capacity;

You can bring a friend or family member to meetings

The College will make every effort to maintain the confidentiality of individuals but will balance this with the right of the complainant to know the outcome of his/her complaint;

As much as possible we will keep the matter private. But to be fair we must inform necessary people

All parties will be kept informed at all stages of any progress made during a complaint's procedure. They will be informed in writing of the outcome, the reasons for the decision and any proposed solutions to the problem when it is possible to do so. When this is not possible the parties concerned will be informed as to the reasons why this cannot be done;

We will keep you updated and explain the response in writing if you make a formal complaint

It may sometimes be necessary to disclose details of the complaint to other persons or organisations in order to resolve the dispute;

We may need to talk with other specialists about the issue

The College will ensure that appropriate remedial action is taken to resolve a complaint, which may lead to the need to change certain aspects of its operations. This may occur when an investigation into a complaint has identified the need to address or revise that aspect of the College's operations which led to the complaint.

We will find a solution and take action if necessary

PROCEDURE – *how we handle your complaint*

An applicant or student wishing to make a formal complaint should complete the ESBM Complaints Form, which is available from reception.

If you need to make a formal complaint please use the form on the website (Policies section)

A student submitting a formal complaints form must specify the address to which the correspondence relating to the complaint should be sent. Correspondence sent to that address will be assumed to have been received.

Please tell us your email address

Copies of all previous correspondence related to the complaint should be enclosed together with reasons why the complaint is being made.

The College will write to the applicant or student within 15 working days of the completed Complaint Form being received. If it is not possible to resolve the issues of the complaint within this time the College will write to the applicant or student and outline the reasons why this has not been possible.

A written response will be provided, which will state that:

There are grounds for further investigation and the complaint will be considered accordingly;

or

There are no/insufficient grounds upon which the complaint has been made, if you are unsatisfied with the response please fill in the appeals form enclosed.

If the applicant or student is satisfied by the response then the complaint is said to be resolved; otherwise, the applicant or student has the right to appeal this decision.

If the complaint from or on behalf of a student remains unresolved to the student's satisfaction, he/she may appeal in writing to the Managing Director. The Managing Director will put forward the complaint to a panel which includes at least two people who have not been directly involved in the matters detailed in the complaint, one of whom is independent of the management and running of the college

The panel's decision is final in this regard and the decision shall be communicated to the concerned in writing as soon as it is taken.

We will message you by 15 days after you make your complaint. If you are happy the issue is completed but if you are unhappy, you can ask for a review. This called an Appeal. If you ask for an appeal, we will ask two people to look at the complaint again. One person will not be connected with the school.

3rd PARTY ADJUDICATION

Independent panel member: Jon James, English Martyrs

A member of the management team not directly involved in the matter under consideration.

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 Extenuation

How do I apply for extenuation 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 extenuation is granted?

This is done by a panel of 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 the Head of our 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 Managing Director. 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 fully equipped and an Internet facility is provided free of charge. There are also books from other disciplines such as Banking, Insurance, Finance and general Literature. A good number of books are kept on the computers for easy access to students. A study room is available for project work.

Computer Lab & Internet:

The IT lab is connected with broad band. Students can also use Wi-Fi in the lab and reception. Internet facility is available to students free of charge all around the year.

Common Room

Common room is available to students to use for relaxation and leisure, there also vending machines available for snacks.

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.

Teaching Materials:

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

Financial Matters

Students are required to pay tuition fees upon admission either in full as agreed with the Admissions Department of the College. ESBM's financial regulations are as below:

A place of offer is issued upon receipt of the application fee and fees can be paid by Bank draft, Cheque, Bank transfer or cash in pounds sterling only and Bank draft and Cheque should be made payable to ESBM.

- Upon arrival of the student, the full tuition fees for the academic year to be paid in full.
- A student has to pay a non-refundable administration charge of £250 in addition to the tuition fee.
- Students in financial difficulties are encouraged to contact the College in the first instance. The Student Welfare Officer, Administrator and designated Course Coordinators and their assistants can be approached for confidential discussions.
- The College will withdraw students who continuously fail to comply with payment plans that they have agreed to. Two warnings (One verbal and other written) will be issued after which, any such student will be withdrawn from the course and subsequently from the College. In this case, no monies will be refunded to the student.
- Student who pays by Cheque, which returns unpaid, will be charged at £50 and the College will no longer accept further payments by personal Cheque submitted by him/her. Any Bank charges incurred will be borne by the student. The College will add Bank charge incurred to the students' total course fee outstanding.
- Charges for Late Payment of fees

Charges apply if the full course fee is not paid at the start of the course. As follows:

- £50 for the first 3 days from the date of late payment
- £200 from 3 days to 1 calendar month from the due date of the fees.

The College reserves the right to make the following charges, at the rates detailed in College regulations as updates 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; Accommodation charges including non-refundable deposit of two weeks rent on accommodation arranged by the college in advance at the student's request; late submission penalties, assessment re-takes and any other such charges.

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

Student welfare is given utmost priority at ESBM; the student welfare officer will take adequate care of each student's needs and difficulties. The student welfare officer is accessible to the students, throughout the period of their study at ESBM and can be approached for any assistance needed from the college on any of the Academic or personal issues faced by the students. In the absence of the Student Welfare Officer, Tamu Gill Managing Director the student can contact the Principal, Andrew Flint.

Student welfare department takes care of the student needs right from the pre-arrival preparation, receiving the student at the Airport and providing reasonable accommodation, till the completion of his/her education at the college.

Student Welfare can offer guidance and information on student welfare services including:

- Financial Matters
- Part-time jobs
- Personal Health and Safety
- Private Accommodation/Letting agency
- Transport
- Community Centres and Places of Worship
- Bank accounts
- Local General Practitioners /Health Centres and Hospitals
- Leisure Centres
- Places to visit

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.

Emergency lockdown procedures

خطة الإغلاق الطارئ

1. ***You will receive a manager's or teacher's verbal instructions.***

ستتلقى تعليمات شفوية من المدير أو المعلم

2. ***Immediately stop talking and listen to instructions.***

توقف عن الكلام فوراً واستمع إلى التعليمات

3. ***Return to and stay in your classroom.***

ارجع إلى فصلك الدراسي وابقى فيه

4. ***Stay calm and alert.***

ابق هادئاً ومتنبهاً

5. ***Partial lockdown – continue with your lesson.***

إغلاق جزئي – استمر في دروسك

6. ***Full lockdown - move away from doors/windows, sit on the floor, phones switched to silent and remain silent.***

إغلاق تام - ابتعد عن الأبواب/النوافذ، اجلس على الأرض، اجعل

هاتفك صامتًا والتزم الصمت

7. Wait for further instructions from your manager/teacher

انتظر المزيد من التعليمات من مديرك/معلمك

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.

Toilets

Under 18 students are escorted to our toilet facilities. Staff will check prior to use that there are no over 18s in the toilets and wait outside to ensure no over 18s enter while the Under 18 is using them. We ask all our students to be mindful and supportive of this system.

Emergency Contacts

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