



Student Handbook 2020

Dear Student,

Global London College is a quality further education centre located in the heart of London, a vibrant metropolitan city with one of the largest student populations in the UK. We offer a range of English language courses including IELTS preparation, ATHE Business courses and Pearson Business Studies courses at level 3.

Our 'Student Induction' is designed to help the students adjust to living and studying in Britain; we also do our best to make the experience enjoyable, memorable and fun, both in and out of the classroom.

GLC General English courses should produce rapid improvements in your level of English. We only speak English in the classroom, and you will have the opportunity to use your English immediately with classmates from around the world. We keep our classes small so that you get plenty of individual attention. If you would like to take an exam in English, our teachers can advise you on the best one for your level and we will provide you with all the preparation you need to do well.

For those who intend to go to university in the UK, we offer courses preparing for the IELTS exam, whether you have never taken it before or need to achieve a higher score.

We also offer Pearson Degree Foundation Level 3 and ATHE Level 3 Business courses. Our Business Management department can provide you with valuable management skills and Business Management courses to improve your position professionally.

We hope you will enjoy studying at Global London College.

- Christopher Marshall (Principal)



HEALTH AND SAFETY POLICY

What follows is a summary of Global London College's Health and Safety Policy. The purpose of this document is to make students aware of their responsibilities to uphold general health and safety standards. Our full Health and Safety Policy is available on request.

Key Student Health and Safety Responsibilities

- Exercise personal responsibility for the safety of themselves and classmates.
- Observe standards of dress consistent with safety and/or hygiene (e.g. does not wear unsuitable footwear, do not bring knives and other items considered dangerous).
- Observe all the safety rules of the College and in particular the instructions of teaching staff given in the unlikely event of an emergency.
- Use and not wilfully misuse, neglect or interfere with things provided for his/her safety.
- All students have the responsibility of reporting any hazard to their teacher.

Accidents, Incidents & First Aid

When someone is injured or taken ill whilst on the premises during working hours the company First Aider will be called to attend. (See notice board for First Aiders at GLC).

A First Aid box is kept in the Reception and access to it will be granted on request.

If an accident is caused by a hazard, the member of staff who is first on the scene should ensure that the area is made safe for all students. The member of staff concerned should then inform the Administrator who must immediately take action to remove (or block access to) the hazard until the area is made safe.

Accidents will be investigated by the Health and Safety Officer. If the accident is serious, the Principal will carry out an investigation and ensure that remedial action is taken.

Electrical Hazards

If any student discovers an electrical hazard, he/she must inform their teacher immediately.

No Smoking Policy

The College is a no-smoking area. This applies to events held on the premises, too.

Induction



All students will be shown the available escape routes and the assembly point.

Fire Drills

A fire drill will be carried out every 6 months. When the bell sounds all staff and students should leave the building by the nearest available route and assemble in GOUGH SQUARE. Teachers will be responsible for taking out their class registers and accounting for their students. (Appendix 1: Fire Evacuation Plan)

Incidents of Violence

In the event of a student experiencing violent or aggressive behaviour from other students, members of the public or members of staff, the following should be followed:

- Try to remain calm
- Be careful not to use any spoken or body language that might exacerbate the situation.
- If necessary, defend yourself, but do not retaliate.
- If actual violence is occurring, try to remove yourself from the situation.

Report any incident of violence or abuse to the Teacher/Manager as soon as possible. The Manager may report the matter to the Police.



EQUAL OPPORTUNITIES POLICY

Commitment

The College fully supports the concept of equal opportunities and we are committed to satisfying these principles in all our activities and materials.

The College is committed to equal opportunities for all employees and students in education, training and employment. It is the College's clear intention that every reasonable step shall be taken to ensure that employees and students are not discriminated against on the grounds of race, religion, disability, age, gender or sexual orientation. They also have the right to expect reasonable protection from aggression, bullying, violence or harassment by any other student or member of staff, irrespective of his/her seniority.

Aims

The College seeks to ensure that:

- The content and assessment of its schemes allow for the widest diversity of candidates.
- The content and demands of its schemes are non-discriminatory and appropriate to the knowledge and skills specified.
- The style and language of its documentation are readily understood and do not reflect stereotyped or biased attitudes.
- Its employees and students understand and comply with the College's equal opportunities policy.

Implementation

The College aims to implement the principles of its equal policy to the best of its ability within the physical constraints of the centre and its overall financial circumstances.

In order to achieve successful implementation the College will:

- Issue the policy statement to its staff in the Staff Handbook and to students in the Student Handbook and make it available to any parties on request.
- Ensure that equal opportunities are addressed as an integral part of each scheme: from enrolment, to induction and assessment.
- Allow a range of teaching aids for students with special requirements and make appropriate consideration for them in any exam situations (to the extent allowed under the relevant examining body's regulations).

STUDENTS WITH SPECIAL REQUIREMENTS

Additional Learning Support

On enrolment students are encouraged to indicate whether they have additional needs that can be supported through their time at the College.

Dyslexia

- Allowances will be made for poor spelling; assignments will be marked on the basis of content, meaning and understanding.
- Additional material will be available on yellow, pink, blue or green paper.
- Permission to tape lessons (on approval from the College)
- Extra time in examinations.

Impaired Mobility

Due to financial constraints and planning regulations it may not always be possible to make necessary adjustments where existing building restrictions make access difficult. Areas that are presently inaccessible to people with impaired mobility will be reviewed. ***Please note: The College is located in a historic building, but has lift access to each floor.***

Other

Students may have other conditions affecting their studies i.e. epilepsy, autism, asthma. Students are advised to call us for advice on the support available.

Note

In order to qualify for special consideration, students will have to present the college with a valid medical assessment from a recognised doctor. The College will Endeavour to identify a student's special requirements. However, the responsibility for initiating these arrangements lies wholly with the student. The College will help as much as possible in making special arrangements, but the financial burden lies wholly with the student.

Exemption

Following are exemptions to the above rules

- Where the student has submitted a medical circumstances certificate from recognised GP
- Where the student has been allowed to be away from the college for acceptable reason other than medical

Please note that the above must be PRE-APPROVED prior to a holiday or the college must be informed at the first opportunity regarding sick leave, failing

which a student's name will be remove from the database and the college cannot be held for your attendance records.

What will happen next?

- The attendance database will generate your attendance records at the end of the session automatically
- According to the rules and regulations set out by the HOME OFFICE UK all full-time international students (on a UK students visa) must attend for at least 85% of their classes and failure to do so can lead to loss of the visa and in some cases deportation.

REGULATIONS ON ATTENDANCE

Students must participate in the learning activities and arrive for their classes on time.

1. Students must attend at least 85% of classes. A record of students' attendance is taken for reference when students apply for an extension of their visas. The regulations for language schools require that the College takes responsibility for reporting, to the Home Office, the students who have registered and then failed to attend without any acceptable reasons.
2. If students fail to attend their course, do not respond to warning and do not provide reasons for their absence, the College will report them to the Home Office after one month of absence.
3. As well as close investigation of students' attendance rate, we regulate the students' behaviour in the following ways:
 - Students are not allowed to enter classrooms if they are more than 5 minutes late.
 - The above students might be regarded as being absent as a result of being refused to enter the classroom by the teacher.
 - Students who are late must wait until break time to join the class.
 - Attendance registers are marked 5 minutes into a lesson.
- If the student is late on three occasions then he/she will be referred to the student welfare officer. If there is no further improvement than disciplinary action will be taken.
- Students are not allowed to leave until the end of class, unless permitted by the teacher.
- Signing the register for other students is considered a criminal offence and will be treated accordingly.

4. Students must ask their tutor for permission if they have urgent things to do and therefore cannot be present at class.
5. If no prior notice is given and no proof provided for extended absence (such as GP or hospital letter of sickness), the period of time the student did not attend class will be regarded as an unauthorised absence.

PROCEDURE FOR ATTENDANCE MONITORING

6. Students, who fall ill, are victims of an accident or are unable to attend classes for reasons beyond their control, must inform the college about the reason for their absence within 2 working days.
7. The college will attempt to call the students on the 3rd day.
8. If a student fails to attend 5 consecutive working days she/he is reported, by their teacher, to the Welfare Officer who informs the Principal.
9. On the 6th day of absence a Stage 1 Warning Letter is sent via snail mail and a scanned copy emailed to the students email address.
10. If the student fails to respond to the letter within 3 working days, Stage 2 Warning Letter is sent, and emailed.
11. If the student fails to respond to Stage 2 Letter, Stage 3 Cancellation Letter is sent, allowing 3 working days for the students to contact the college.
12. The student will no longer be treated as a registered student of Global London College after the stage 3 letter has been sent and there is no response.

Exemptions

The following are the exemptions to the above rules

- Where the student has submitted a medical circumstances certificate from a recognised GP
- Where the student has been allowed to be away from the college for acceptable reason other than medical.

Please note that the above must be PRE-APPROVED prior to a holiday or the college must be informed at the first opportunity regarding sick leave, failing which a student's name will be removed from the database and the college cannot be held responsible for the student's attendance records

What will happen next?

- The attendance database system will generate your attendance records at the end of the session automatically
- All full time students must attend at least 85% of their classes (to comply with UK Home Office regulations) and failure to do so can lead to loss of their visa and in some cases, deportation.

Student Code of Conduct

ACCEPTABLE AND UNACCEPTABLE BEHAVIOUR

Students should cultivate good habits in study as well as in life. Breach of regulations is not acceptable, severe breaches will be punished. In extreme cases, the student may be expelled from the College.

Respect:

Please abide by the classroom regulations for not coming late or leaving early. Please do not leave the classroom during classes without permission. Mobile phones must be switched off. Please follow teachers' orders and do not interrupt lessons.

Anti-Social Behaviour:

Any incident of violence is a breach of College regulations and the student will be excluded from the College permanently with no right of refund.

Smoking, fighting, gambling, drug abuse and alcohol drinking are forbidden in the College.

Food and Drink:

Students may remain in the classroom during breaks; however, they are not allowed to consume food in the classrooms.

Please note: Nothing but water may be consumed during classes.

Damage to Property:

Do not damage the desks, books, walls or equipment. Any damage to College property will be compensated for by the student who caused the damage.

Computers

College computers are primarily for educational purposes: If you are merely surfing and another student wants to study, please move.

DO NOT detach the computer LAN cables and connect your personal laptop.

DO NOT use our computers to download software and music.



Cleanliness

Please take care of College property and maintain the sanitation of the classrooms. Waste paper and disposable cups must be thrown into the bin. Students are responsible for keeping their immediate work area clean and tidy.

Please remember to flush the toilet, turn off the tap and switch off the light.

Dress Code

Global London College believes that all students should be allowed to dress according to their personal taste and convictions, provided that the clothing is suitable for a public space. We therefore request the students refrain from wearing clothing with provocative statements, sunglasses, and other casual headgear that prevents the student's face from being visible.

Politics and religion

Activities such as political campaigning and religious promotion should not be carried out on the College premises. However, students are entitled to express their political and religious beliefs in a reasonable manner.

Tuition Fees and Costs

Students will pay for all costs and tuition fees themselves. The College will not pay any costs; neither do we act as a guarantor for students. Students do not receive any medical insurance from the College. All medical expenses will be paid by the students themselves.

The College reserves the right to further explain these regulations.

PLAGIARISM AND ACADEMIC MISCONDUCT

You are expected to back up your own words and ideas with support from other books. This must be done by getting a list of reference books for the related subject and try to read as many of them as possible.

However, plagiarism is a piece of writing that has been copied from someone else and is presented as being your own work. This includes incorporating either unattributed direct quotation(s) or substantial paraphrasing from the work of another/others. It is important to cite all sources whose work has been drawn on and reference them fully in accordance with the referencing standard used in each academic school (Webster's Dictionary, p1).

Essentially, plagiarism is using somebody else's words or ideas as your own: a kind of 'academic theft'.

There are 3 types of academic misconduct:

- 1. Plagiarism**
- 2. Collusion**
- 3. Cheating**

Plagiarism Includes:

The representation of the work, written or otherwise, of any other person, from any source whatsoever, as the candidate's own. Examples of plagiarism may include:

- the verbatim copying of another's work without clear identification and acknowledgement – including the downloading of materials from the internet without proper referencing and acknowledgement
- The close paraphrasing of another's work by simply changing a few words or altering the order of presentation, without clear identification and acknowledgement.
- Unidentified and unacknowledged quotation of phrases from another's work.
- The deliberate and detailed presentation of another's concept as one's own.

Collusion Includes:

- The conscious collaboration, without official approval, between two or more students in the preparation and production of work which is ultimately submitted by each in an identical or substantially similar form and/or is represented by each to be the product of his or her individual efforts.
- Unauthorized co-operation between a student and another person in the preparation and production of work which is presented as the student's own.

Cheating Includes:

- Any form of communication with or copying from any other source during an examination.
- Communicating during an examination with any person other than an authorized member of staff.
- Introducing any written, printed or other material into an examination (including electronically stored information) other than that specified in the rubric of the examination paper.
- Gaining access to unauthorized material during or before an assessment.
- The use of mobile telephones or pagers during an assessment or examination.

- The submission of false claims of previously gained qualifications, research or experience in order to gain credit for prior learning.
- The falsification of research data, the presentation of another's data as one's own and any other forms of misrepresentation in order to gain advantage.

The most common reasons given for academic misconduct:

- I rushed my assignment because of personal problems
- My friend said I could use his work
- I took my friend's work without him/her knowing
- But my friends and I like to share ideas

How to avoid plagiarism?

- Please read the section on Plagiarism & Academic Misconduct carefully, and familiarise yourself with UK academic conventions
- Listen carefully at the induction
- Attend your classes, where you will be taught how to avoid plagiarism
- Do some online research
- Follow the advice and structure of the assignment 'Tracking Sheet'
- Please ask your teacher or personal tutor if you are unsure.

If you do the above, your chances of being accused of plagiarism will be minimal. Further information on plagiarism and mal practice can be found in the Mal practice Policy on the Global London College web site.

Your responsibilities

As a student at Global London College, you are a member of a collective of professional academics and scholars and you are expected to conduct yourself appropriately and in accordance with the ethical values of an academic community.

When you sign the enrolment form you have agreed to abide by the rules and regulations of the College. Similarly, each time you submit a piece of coursework or undertake an examination, you confirm that the work you submit is your own or a legitimate piece of group work and that you have not copied the work or c

Penalties:

Students caught in the act of committing plagiarism and suspected of plagiarism based on their work or exam paper will be a subject of disciplinary procedure. As a result of which they will not be able to proceed to the next level or might be suspended from the course for the time of investigation which might affect their progress and attendance.



Students guilty of plagiarism cannot ask for a refund in case of being expelled from the college. Based on the seriousness of the matter they might also be the subject of further investigation involving external authorities

STUDENTS' ACCOMMODATION AND WELFARE OFFICER

For academic advice speak with your course tutor, DOS or Principal- For other personal issues you are welcome to speak (in confidence) with the college Welfare officers:

- Ms Jenny Clark
- Ms Sukyoung Han

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REFUND POLICY

Global London College has a transparent policy on refunds and college transfers. This policy provides guidelines as to when Global London College can refund a deposit payment or course fees. It will also offer advice about the type of documents that are needed for a refund application to be processed successfully.

Refund Policies

Tier 4 Students

The College has a non-refundable Enrolment/Registration fee of **£500 GPB** (*Five hundred sterling pounds*) for Tier 4 documentation issued. Also non-refundable Enrolment/Registration fee of **£350 GPB** (Three hundred fifty sterling pounds) for Short-term study Visa.

Full refunds will be given to students if the College is unable to offer an advertised course on the advertised start date or within six months thereafter due to insufficient student applications or for any other reason.

A refund will be given to the students who have applied from overseas where the visa refusal is related to a change of listing or accreditation status of the College.

Refunds will NOT be given under the following circumstances:

Once a [Confirmation of Acceptance for Studies \(CAS\)](#) has been issued, the tuition fees will not be refunded if the student changes his/her or mind about applying for Application for leave to remain (FLR) or Entry Clearance.

If the FLR or Entry Clearance application is refused due to fraudulent documents that have been used in the current or any previous visa application, the college will not refund any fees already paid.

No refunds will be made if the FLR or Entry Clearance visa application has been refused due to the non-submission of the listed documentation stated on the CAS or if the student/guardian has withdrawn the required funds which were considered when issuing the CAS.

Refunds will not be made, if the FLR or Entry Clearance visa application is refused due to insufficient funds.

Refunds will not be made if the FLR or Entry Clearance visa application is refused due to the UK Visa and Immigration (UKVI) not being satisfied that the applicant is a genuine student or the applicant cannot speak English to the required standard at the interview stage.

Please note:

If a student has attended the college for some time and then stops attending for various reasons he/she will not be entitled to a refund.

A student, who has been refused a refund, can make an appeal to the management in writing. The decision of the management will be final.

Withdrawal from course of study



**No refund is applicable once a student has commenced classes at GLC.
A surcharge of £1,500 (One thousand five hundred sterling pounds) is applicable if a student has used college documentation to confirm study on:**

A Short-term Study Visa or

Via a Tier 4 sponsor (CAS) visa application.

An administration fee of either £500 (CAS/Tier 4) or £350 (Short-term Study visa) will be retained by the college prior to any fee refund.

Special Note: The College reserves the right to request the Entry Clearance officer at the issuing UK Embassy or High Commission to confirm that GLC documents have NOT been used for purpose of Entry Clearance by the student.

If the student has used GLC documents to obtain a student visa - then ALL College Fees paid to GLC are retained.

Refund Procedures:

Applications for either refund or transfer of fees must be made in writing using the Request for Refund form which must be signed by the student.

In case of visa refusal, the original visa refusal letter, copy of refusal stamp on the passport and any other letter from the college must be enclosed with the refund application form.

If students wish to appeal against the refusal decision by the UK Immigration, then Global London College will hold the tuition fees which have already been paid until the decision of the appeal has been made. If the original decision of refusal is not overturned the student must inform Global London College no later than two months after the appeal hearing date in order to claim their refund. This will be decided based on the reason of the appeal decision.

Please Note: A minimum period of six to eight weeks is required to process a refund.

Student Name:

Signature:

Date:

Change of Course:

If a student wishes to transfer to a new course then new course fees will apply. Previous course fees will not be transferred for the new course. (Note: some cases may be different to others).



Please note:

- If a student has attended the college for some time and then stops attending for various reasons he/she will not be entitled to a refund.
- A student, who has been refused a refund, can make an appeal to the management in writing. The decision of the management will be final.

Transfer Policy

1. Transfer within the College:

In general, courses are non-transferable. Once a student has enrolled for a particular course they cannot transfer to another one because it may require a fresh student visa application in some cases. Exceptions to this rule would include English courses or requiring additional courses to support their learning.

If a student does wish to transfer their enrolment after a course has started to another course at the College the following must be satisfied: 1) Interview with the student 2) No more than 1 month has passed since the course commenced, 3) UKBA notification has taken place, 4) Additional Change of Course Registration has been paid, in which case any balance of the course fee paid will be transferred to the new course.

2. Transfer to another learning institution

No fee transfers will be made to other learning institutions.

3. Transfer between students:

No transfer fees between students are allowed.

Cancellation

- The College will refund all the tuition fees a student paid if the College cancels the agreed course before it starts.
- If the College cancels the course at any time after it commences but before its completion, the College will refund the unused tuition fees that the student paid.

USEFUL LINKS PLUS CONTACT

Global London College: www.glcollege.org.uk

Trinity College: www.trinitycollege.co.uk



TOEFL: www.ets.org/toefl

IELTS: www.ielts.org

CAMBRIDGE ESOL: www.cambridgeesol.org

Some Useful English Learning Websites

www.dictionary.cambridge.org

www.itools.com

www.esl-lab.com

www.a4esl.org

<http://www.flo-joe.co.uk/index.htm>

<http://www.oup.com/elt/global/products/headway/>

STUDENTS' ACCOMMODATION AND WELFARE OFFICER:

In case of any problems related to your accommodation, attendance or general performance, please contact the Accommodation and Welfare Officer:

Ms Jenny Clark and Sukyoung Han

Admin Office, 1st Floor

Appendix 1:

FIRE EVACUATION PLAN

Emergency Evacuation Plan for 36 New Oxford Street, London WC1A 1EP

1.0 Introduction

The plan is intended to enable a safe evacuation of the building in the event of a fire or other emergency. It is explained in three parts:

- Use of the alarm systems.
- minimising the need to use the plan and ensuring it can run smoothly.
- conveying the plan's existence to all members of staff.

2.0 Alarm Systems and building zones

The building has an alarm system that does not connect to an outside service: i.e. contact the fire service automatically.

It is activated from Call Point Push Buttons by personnel who discover a fire, or by automatic smoke detectors located on the ceilings throughout the building. The fire system is fully fire health and safety compliant, and was installed in 2020 by Frank Alarms Ltd.

2.1 Main building

Global London College operates on the 3rd floor of 36-38 New Oxford Street, London, WC1A 1EP. The 3rd floor is the top floor of the building. In the event of a fire alarm being activated, the fire exit is down the main stairwell to the ground floor, exiting onto New Oxford Street. The fire alarm system covers all floors of the building (ground floor, 1st floor, 2nd floor, and 3rd floor), so should a fire be detected on any floor the alarm system will sound and notify all floors to evacuate down the main stairwell. Although Global London College only operates on the 3rd floor, the building is in essence all connected by one universal fire alarm system and one fire escape route, and therefore, it is most prudent for all staff and students to be aware of the basic layout of all floors of the building. The general layout is as described below (and is shown on the attached floor plans).

36-38 New Oxford Street has the following floors:

- Ground Floor: Entrance to the building.
- First Floor: There is a main landing area with a stairwell up to the 2nd floor, as well as down to the ground floor. In addition, this floor has a reception area, administration offices, and a lounge.
- Second Floor: There is a main hallway area with a stairwell up to the 3rd floor, as well as down to the 1st floor. Running off of the hallway, there are also 4 rooms on this floor.
- Third Floor: This is the top floor, and where Global London College operates its administration and classes from. On this floor, there are 2 large



Classrooms, 1 Administration Office, as well as a small Computer Lab. There are also 2 bathroom facilities (one male, one female).

The approximate capacity of each floor is: 1st floor (30 persons), 2nd floor (60 persons), 3rd floor (30 persons).

- Entrance: The building has one entrance on the ground floor leading to New Oxford Street
- Staircase 1: Global London College & Olivet Assembly
Granting access from ground floor to 1st floor.
- Staircase 2: Global London College & Olivet Assembly
Granting access from 1st floor to 2nd floor.
- Staircase 3: Global London College
Granting access from 2nd floor to 3rd floor.

Assembly Point: Museum Street (Come out of main entrance onto New Oxford Street, turn left. Museum Street is the other side of Leons).

3.0 Fire Wardens

Certain members of the college are trained and certified as Fire Wardens. They have specific roles in the event of an emergency.

They will look out for problems with the evacuation (people trapped or refusing to move) and report them to the coordinator. They will also ensure that no one re-enters the building until it is deemed safe to do so.

Although trained in the use of fire extinguishers, fire wardens are not expected to fight a fire unless they are immediately on the scene, and then only at their own discretion and judgement and with assistance.

Should the fire alarms be activated, fire wardens will investigate, call 999 emergency services if required, and lead an evacuation of the college's staff and students as appropriate. An evacuation will include sweeping the entire 3rd floor, checking each room in turn, while verbally announcing the fire alarm and that an evacuation is in process. They will check upon individuals and ensure all are capable of exiting the building down the main fire exit stairwells (there is ample signage showing the fire escape route throughout the building). If it is safe to give assistance to anyone who requires it, they will provide assistance. If it is unsafe to do so, they will try to assist the individual to the safest room where they can be easily rescued from. They will then proceed to evacuate and should inform the Health & Safety advisor at the assembly point, and be responsible for notifying the fire brigade immediately upon their arrival.

3.1 People with Disabilities

Fire wardens should attempt to check that any disabled individuals in the classrooms are aware of the evacuation and are able to evacuate if at all possible. Assistance should be given if required. If insufficient people are available to offer effective assistance the disabled person should be taken to a room that they can easily be rescued from and the able-bodied person(s) evacuated should inform the Health & Safety advisor at the assembly point. Fire wardens should not stay with a disabled person that they cannot evacuate by themselves. They will slow down the rescue procedure and it is most important that the coordinator is aware of a trapped person. Fire wardens should not delay leaving the building to check on a disabled person - i.e. if it involves going to another floor or to the other end of the building. Instead they should inform the coordinator of the potential missing person and their likely location.

If a disabled person has been safely evacuated, the Health & Safety advisor should be informed.

4.0 Personnel with responsibilities during evacuations

The following people have agreed to be responsible for the evacuation on the 3rd floor – 2 people per floor in case one of them is not available:

First Floor:	Andrew Clark, Xia Zhang	Olivet Assembly
Second Floor:	Yafeng Zhang, Xia Zhang	Olivet Assembly
Third Floor:	Jenny Clark, Sukyoung Han	GLC Director, GLC Admin Officer

4.1 Other staff and students

Staff with no specific role in an evacuation can still play a part in ensuring a smooth exit from the building. On hearing the alarm, lecturers and others in charge of students should immediately instruct them to leave the building.

Where possible, electrical power should be cut to an area before it is evacuated to prevent it becoming a hazard in its own right or as a supply to moving machinery if fire should reach the area or to emergency personnel in the building.

All other people should make for the nearest exit immediately on hearing the alarm without questioning it or stopping to collect belongings. If they have any information regarding the fire they should inform the coordinator or fire warden.

5.0 Fire Plan

1. Stay calm, inform your colleagues on your floor about the fire.
2. Press button on fire alarm call points.
3. Dial 999 to call fire brigade.
4. Do not waste time in collecting your belongings.
5. Make your way out together via the fire exit.



6. Do not open any doors other than the ones you need to escape through.
7. Go to the assembly point i.e. Museum St. (see map on 3rd floor and each classroom)
8. Do not go back to the building for any reasons until the Fire Service tell you it is safe to return.

The alarm system in the building should be checked at weekly intervals by setting it off from a call point. The tester(s) should ensure that the alarm can be heard from all parts of the building, and the tests should be recorded in the Fire Log book.

Fire drills (test evacuations) should be carried out a minimum of twice a year (one every 6 months) with warning.

COMPLAINT AND APPEAL POLICY FOR STUDENTS

Policy Statement

The College aims to ensure that all its staff and students are treated respectfully by the College and each other; it also aims to ensure that all assessments are fair, consistent and (where applicable) abide by the assessment criterion stipulated by the examining body. However, the College recognises that there may be instances when an employee or candidate wishes to question a decision made or make a complaint about an incident.

Aims

The complaint policy is designed to:

- Provide means of reviewing, and where appropriate revising, a decision made by the College or a teacher towards a student.
- Provide means of reviewing, and where appropriate revising, a decision made by the examining body towards a candidate.
- Provide means of reviewing, and where appropriate taking action against any incident that is perceived as a breach the College's equal opportunities policy.

Implementation

- Students must immediately raise the issue with their direct supervisor (i.e. their assessor/teacher), discuss the issue and try to resolve it at once.
- If the issue cannot be resolved, both students and direct supervisor must fill-in an appeal form within 7 days detailing the complaint (the incident/issue, names of those involved/at whom appeal is lodged, action taken).
- The appeal forms must be submitted to the Reception Staff who will notify the Principal who in turn will convene an objective appeal panel made up of College staff to consider the accounts and interview those involved.
- No one involved in the original incident/assessment will be on the panel.
- The panel will deliver its decision – detailing what action (if any) should be taken – within 14 days of the matter being brought to their attention.
- If the student is still unsatisfied with the judgment they can request that the Administrator or the Principal contact the appropriate regulating body to seek advice.

In some cases the regulating body may instigate an investigation which would seek to come to a conclusion within 6 months of initiation.

SAFEGUARDING and UNDER 18s at Global London College



Global London College recognizes our responsibility to safeguard and promote the welfare of Under 18's, within the UK legal framework and criteria of our educational oversight and accrediting bodies. We strive to ensure we provide a safe and pleasant study and home environment for all students.

In order to ensure that we comply with expectations, a number of procedures and practices are in place.

These include:

- A 'single central record' with details of all employees.
- Records of any racist incidents.
- Records of any bullying and harassment incidents.
- Record of any welfare concerns.
- Risk assessments.

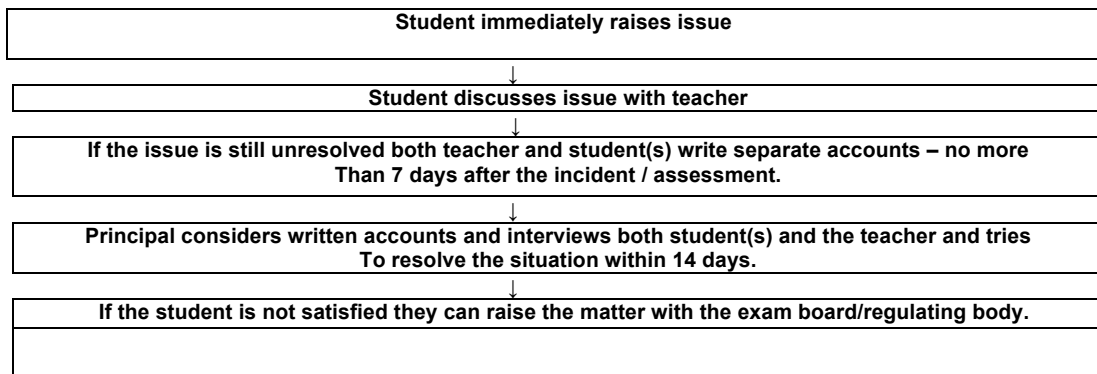
Our employment procedures within a Single Central Record include details of enhanced CRB checks, proof of identity checks, a record of qualifications, and evidence of permission to work and the date checks were made and by whom.

Global London College does not accept an in loco parentis responsibility for children. We do, however, recognise GLC has a duty of care to safeguard all children from harm.

To ensure student welfare the college provides a 24 hour contact telephone number 07745824398.

GLOBAL LONDON COLLEGE, 36 New Oxford Street, London WC1A 1EP

STUDENT COMPLAINT FLOWCHART





COMPLAINT FORM

COMPLAINTS / COMPLAINT PROCEDURE FOR STUDENTS

- This form can be used by all students of Global London College.
- It can be used for a complaint about another student, teacher or the facilities.
- All complaints will be looked at fairly
- Any student making a complaint will not be considered unfavorably.
- Most problems can be resolved in a friendly and informal way.
- Students may have a friend to accompany them to all meetings.
- These complaints are college procedures, not a legal process.
- The privacy and confidentiality of the student complaint will be respected.
- If the student's complaint cannot remain private the student will be informed.
- Appeals against academic are dealt with by the appeals procedure.

We hope that any difficulty can be resolved in a friendly and informal way.

Surname/Family name:

First name:

Student Ref. Number:

Telephone Number:

Details of your course:

Name of your teacher:

Date of the incident:

Names of people involved:

Describe the situation:

Please submit the form as soon as possible.