



Student Handbook 2021

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 Exam preparation, Business English, General English and more.

Our 'Student Induction' is designed to help you adjust to living and studying in Britain; we also do our best to make the experience enjoyable, memorable and rewarding, 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.

Welcome to Global London College! We are delighted you are here, and we hope you will enjoy studying at GLC.

- 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. do 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 to report any hazards to their teacher or GLC staff.

Accidents, Incidents & First Aid

If someone is injured or taken ill whilst on the premises during working hours the college's 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

The college operates a regular Portable Appliance Testing (PAT) regime; in line with regulation requirements all equipment is tested annually dependant on technical status. Students are requested to periodically check cables and plugs are visibly in satisfactory condition. If any student discovers an electrical hazard, he/she should not use the appliance in question. If safe to do so, the student should remove the device from the power source and must inform their teacher or member of GLC staff immediately. Anyone introducing new equipment into the college, whether a college or personal asset, must notify GLC staff to arrange for testing. Personal electrical devices should not be used in the college unless they have been tested for electrical safety (PAT tested) first.

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 fire escape routes and the assembly point. Maps of the main fire escape route are also shown throughout the building and in each classroom for staff and students to see. Students will be informed of all fire emergency procedures, but should any questions arise they should immediately ask their teacher or other GLC staff members.

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 MUSEUM STREET (as you exit the college's front entrance, turn left, and Museum Street is the street immediately on your left). 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

Where possible the College will always look to make necessary adjustments to ensure access for those with impaired mobility. Please contact the College in advance to discuss your needs if you may require additional help with mobility and access to classrooms and escape routes. Unfortunately, the College's current premises do not have lift access, and the only method of access to the 3rd floor is by the main stairwell in the building.

Personal Emergency Evacuation Plan [PEEP]

The College will discuss and put in place a PEEP for any student who may require additional assistance or help exiting the building during an emergency evacuation. It is essential that all students inform the College immediately if they have any reason to believe they will require a PEEP.

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.

Special Arrangements

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

The following are 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 an acceptable reason other than medical reasons.



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 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 at least 85% of their classes, and failure to do so can lead to a 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 student 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 an official warning, and do not provide acceptable reasons for their absence, the College must report the lack of attendance to the Home Office after one month of absence.
3. As well as close observation of student attendance rates, we regulate student behaviour in the following ways:
 - Students must arrive to classes on time; they will not be 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 then 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 serious offence and will be treated accordingly.
4. Students must ask their teacher 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 evidence is provided for extended absence (such as Letters of Sickness provided at GP appointments, or hospital visits), 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 student on the 3rd day.
8. If a student fails to attend 5 consecutive working days she/he will be reported, by their teacher, to the Welfare Officer who will inform the Principal.
9. On the 6th day of absence a Stage 1 Warning Letter will be sent via postal mail and a scanned copy emailed to the student's email address.
10. If the student fails to respond to the letter within 3 working days, a Stage 2 Warning Letter will be posted, and emailed.
11. If the student fails to respond to the Stage 2 Letter, a Stage 3 Cancellation Letter will be sent, allowing 3 working days for the student 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 if 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 classroom regulations in not coming late or leaving early for classes. Please do not leave the classroom during class without permission. Mobile phones must be switched off during class.

Please follow the teacher's guidance and instructions at all times, and do not be disruptive during lessons.

Anti-Social Behaviour:

Any incident of violence is a serious 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 consumption are strictly forbidden on the College property. Students must not be intoxicated by alcohol or drugs at 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: Only water may be consumed during classes.

Damage to Property:

Do not damage any College property, including damage or markings on desks, books, walls or other College equipment. Any damage to College property must 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 give them priority access to the computer.

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



DO NOT download any files, software or music to College computers.

Cleanliness

Please take care of College property and maintain the sanitation of the classrooms. Waste paper and disposable cups must be thrown into the bins provided. 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 lights if you are the last to leave a room.

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 students refrain from wearing clothing with provocative statements that may cause offense to others, sunglasses, and other casual headgear that prevents the student's face from being visible. Tops and shoes must be worn at all times while on College property.

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 in further detail, and reserves the right to update these policies at any time (in such cases, students will be notified of amendments in writing).

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 using 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 unauthorised 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 this 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 malpractice can be found in the Malpractice Policy on the Global London College website.

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, colluded, or cheated.

Penalties:

Students caught in the act of committing plagiarism and suspected of plagiarism based on their work or exam paper will be subject to disciplinary procedures. 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 could affect their progress and attendance.

Students guilty of plagiarism cannot ask for a refund in cases where they are 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 please 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 Susan 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 & Short-Term Study Visa Students

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

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 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 stu-



dent/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 pounds sterling) 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 the 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 the 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 a student wishes to appeal against the refusal decision by the UK Immigration, then Global London College will hold the tuition fees that have already been paid until the de-



cision 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 the new course fees will apply. Any balance from previously paid course fees may be transferred for the new course. (Note: the circumstances of each case will be taken into consideration and Global London College's decision will be final).

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 may 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 tuition fees a student has already 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/teofl

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 Ms Susan Han

Admin Office, 3rd Floor

Jenny Clark Whatsapp contact details: 07869 255539

Appendix 1:

FIRE EVACUATION PLAN

Emergency Evacuation Plan for 36-38 New Oxford Street, London WC1A 1EP

1. 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. it does not contact the fire service automatically, but will sound an alarm throughout the building to alert everyone inside.

The alarm system can be activated from Call Point Push Buttons by anyone who discovers 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.

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, everyone should immediately evacuate in a calm and orderly manner. People should not attempt to gather or pack up their belongings.

The primary fire exit route that should be used is down the main stairwell to the ground floor, exiting onto New Oxford Street. Upon evacuating the building, everyone should turn left and meet at the Assembly Point on Museum Street (the first street on the left).

If the fire or other dangers are blocking access down the internal primary fire exit, a secondary fire exit route can be accessed from the 2nd and 3rd floors. These fire exits are signposted and provide access to an external stairwell. Those evacuating should make their way down the external stairwell carefully to the 1st floor, where they can continue to follow emergency exit signs which will direct people back to the 1st floor's main internal stairwell and out the main entrance onto New Oxford Street. Upon evacuating the building, everyone should turn left and meet at the Assembly Point on Museum Street (the first street on the left).

All staff and students will be shown the Primary and Secondary fire exit routes upon their inductions. All students should follow the instructions given by their teachers at all times when evacuating, or by designated fire wardens in the College. If there are any questions about fire exit procedures at any time, please ask your teacher or other College staff.

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.

Although Global London College only operates on the 3rd floor, the building is in essence all connected by one universal fire alarm system and all floors will use the same fire escape routes, 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. The secondary fire escape route is at the rear of the building.
- 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. The secondary fire escape route is at the rear of the building.
- 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 secondary fire escape route is at the rear of the building.

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, lead an evacuation of the college's staff and students as appropriate, and call 999 emergency services if required.

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, which is the Primary Fire Exit Route (there is ample signage showing the fire escape route throughout the building).

If it is not possible to use the Primary Fire Exit Route, the Secondary Fire Exit Route may be used, which is to exit by the external stairwell at the rear of the building.

If it is safe to give assistance to anyone who requires it, the Fire Wardens 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 and PEEPs (Personal Emergency Evacuation Plan)

Fire wardens should attempt to check that any disabled individuals in the classrooms are aware of the evacuation and are able to evacuate. Assistance should be given if required.

For those, who may for one reason or another, have any difficulties evacuating the building during an emergency procedure, the College will implement a Personal Emergency Evacuation Plan (PEEP) where needed. This will be an appropriate bespoke "escape plan" designed with the individual's circumstances considered, and may or may not include the specific support and assistance of others.

Any staff or student who has any reason to believe they may require assistance to evacuate in an emergency should inform the College upon enrolment or induction, or as soon as possible once it becomes clear a PEEP may be necessary.

It is entirely the student or staff member's responsibility to make the College aware that a PEEP may be required for them, and upon being notified, the College will do everything within its power to implement a suitable PEEP for the individual.

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:

Third Floor: Jenny Clark, Susan Han GLC Director, GLC Admin Officer

Although the College only operates in the 3rd floor, for College personnel awareness, the following are the people who have agreed to be responsible for the evacuation on the 1st and 2nd floors:

First Floor: Andrew Clark, Yafeng Zhang Olivet Assembly

Second Floor: Andrew Clark, Yafeng Zhang Olivet Assembly

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 in a calm and orderly manner. Where possible, electrical power should be cut to an area before it is evacuated to prevent it becoming a hazard in its own right.

All other people should evacuate immediately upon hearing the fire 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. Shout "Fire!"
2. Press button on nearest fire alarm call point to set off alarms.
3. Dial 999 to alert the fire brigade.
4. Upon hearing the alarm, do not waste time in collecting your belongings.
5. Everyone should make their way out together via the fire exit in single file, and in a calm, orderly manner. Do not run.
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 maps on 3rd floor and in each classroom)
8. Do not go back into the building for any reasons until the Fire Service tell you it is safe to return.
9. The nominated person or fire warden should conduct a roll call at the Assembly Point, and notify the Fire Services upon their arrival if anyone is unaccounted for.

A weekly fire alarm test is conducted by the College, whereby the alarm system in the building is set off from a call point. The tester(s) will ensure that the alarm can be heard from all parts of the building, and the tests are recorded in the College's Fire Log book. A monthly test of the Emergency Lighting in the building is also conducted and 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.

COMPLAINTS 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

Although Global London College does not at present accept students under the age of 18, the College still wishes to recognise its 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.

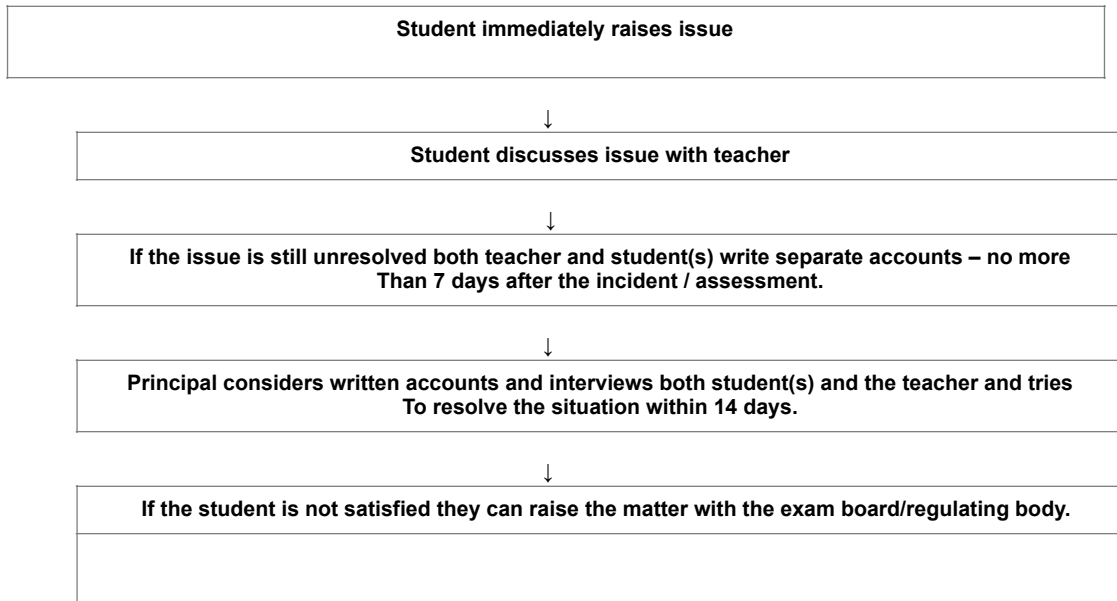
Our employment procedures within a Single Central Record include details of enhanced CRB checks, proof of identity checks, a record of qualifications, and evidence of permission to work and the date checks were made and by whom.

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 07534419922.

GLOBAL LONDON COLLEGE, 36-38 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.