



# **Student Handout 2018 - 2019**

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# STUDENT'S HANDBOOK

LEARNER'S NAME: \_\_\_\_\_

COURSE: \_\_\_\_\_

SESSION: \_\_\_\_\_

ASSESSOR NAME: \_\_\_\_\_



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## 1.1 HEAD OF CENTRE'S WELCOME

We thank you for the interest you have shown in our College and we are pleased to inform you that we are prepared to develop your:

- Ø Career
- Ø Competence
- Ø Proficiency and
- Ø Professionalism in the workplace.

We would like to provide you with brief, but detailed information in relation to your professional qualifications. Your choice to study with us offers you quality training given by well qualified Assessors.

We take the ownership to change your life by helping you acquiring skills and knowledge for a brighter future.

**Head of Centre**

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## **1.2 ABOUT CRANBROOK COLLEGE**

### ***Vision of CRANBROOK COLLEGE***

**“To be a progressive and qualitative institute”**

To be the first choice of Training provider offering outstanding support for skills and learning to our learners

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## **1.3 CRANBROOK COLLEGE MISSION STATEMENT**

>> Cranbrook College strives to provide a high quality and affordable education in an excellent learning environment. Our mission is to offer a customer focused service, which is convenient for all clients to access and provide up to date, comprehensive and impartial information, advice and guidance. Our aim is to help build confidence and empower people to make their own choices.

## **1.4 OUR SUCCESS FACTORS**

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Our strategic plan has been developed on the basis of considered market research into national training needs. Thus, we have identified these factors that are critical to our strategic, competitive growth as follows:

- >> Total quality training that focuses on customer care
- >> New product development and awareness
- >> Central location and good facilities
- >> Work place provision that will enable unemployed students to gain full employment and for those already working to become more proficient in their various jobs.

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## 1.5 TARGET GROUPS

**Cranbrook College** intends to focus on providing introductory level courses for people living and working or not working in the UK particularly:

- >> People seeking skills in order to secure employment;
- >> People who are already working and wish to upgrade their skills;
- >> People who want to enhance the quality of their lives through Electrical, Access to Higher Education, Business Management, Information Technology, Marketing, Law, Nursing, and English and Maths courses.

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## 1.6 OUR CORE VALUES

**Cranbrook College** is registered in United Kingdom. The College has identified its core values and its balanced scorecard as follows:

- (a) **Customer Perspective:** Our students individually and as a group are fundamental to what we do. Therefore, our training/learning and teaching activities will be focused on our students in the way we plan, design and deliver our service.
- (b) **Internal Perspective:** The College is committed to develop itself through its staff. Thus, our strategy aims to recruit, select, develop and retain highly qualified Tutors, Assessors and Internal Verifiers. This will be demonstrated in the years to come by our renewed commitment to investing in staff training and human resource development.
- (c) **Innovation and learning perspective:** We will enhance the college's wellbeing by adding more new products/services to the list of what we currently provide. To this end, **we will ask our students and their sponsoring organisation for feedback.** We promise to act upon feedback we obtain from our students, their sponsors, awarding bodies and partnership organisations to improve our service.



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## 2.0 ADDITIONAL SUPPORT OF ENGLISH AND MATHS

All students will be assessed by their Assessors to find out about their Training needs and we will provide English and Maths support should you need to.

The main objective of the English Language Support is to improve your communication skills in both written and verbal forms. Like any of the other subjects, attendance in these support classes is compulsory for those who are advised to attend these classes regularly along with their selected programme of study. Furthermore, English communication should provide you with a base for competence with respect to all of the business administration units and Job Search, CV workshops, Employability.

In order to enhance students' ability to grasp the basic requirements of numbers, Maths classes are being arranged for them. This is part of our strategic development. These classes are designed to assist weak students in this area. All incoming students are required to undertake basic numeracy tests.



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### 3.0 REGULATIONS - STUDENT CONDUCT

No student shall engage in conduct either on or off Cranbrook College premises which:

- a) Is in breach of any Statute, Ordinance, Regulation or other rule of Cranbrook College or the law of the land;
- b) Obstructs or otherwise interferes or attempts to interfere with any member of staff, student or visitor to Cranbrook College;
- c) Threatens, harasses, abuses or constitutes an assault or attempted assault on another member or employee of Cranbrook College or a visitor to Cranbrook College;
- d) Misappropriates, willfully damages, defaces or converts to improper use, any property of Cranbrook College, or of a member or employee of Cranbrook College, or of a visitor of Cranbrook College;
- e) Prevents, or is intended to prevent, any person exercising or intending to exercise his or her right to freedom of speech or freedom of belief within the law on Cranbrook College premises;
- f) Is at variance with appropriate standards of behaviour or published rules for governing behaviour whilst engaged in professional practice or training or employment forming part of his/her course of study;
- g) Jeopardises or damages the good order of Cranbrook College or is likely to bring Cranbrook College into disrepute.
- H) No student, former student, or intending student shall, or shall attempt to, falsify, forge or misuses any Cranbrook College record or document, or make a false statement in relation thereto, or in relation to any assessment or other academic matter, or misuse any Cranbrook College equipment. Students who are found to have gained admission to Cranbrook College by making false statements or producing falsified documents shall be subject to disciplinary procedures in accordance with this Ordinance.

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## 4.0 EQUALITY AND DIVERSITY POLICY

At Cranbrook College we ensure that the Equality and Diversity Policy is compiled at all times with the basic principles of ethics, legality, prudence, equality, fairness, transparency and simplicity.

### Definitions

Equal opportunity refers to the elimination of unlawful and unfair discrimination to others and to give equal access to everyone.

Cranbrook College provides training across a broad curriculum which involves work based training, vocational and professional training, part-time courses, weekend and short courses.

As such our student's base is diverse, bringing on to site people from a wide range of backgrounds, education experience, age, culture, physical/emotional ability and ambition.

Cranbrook College management knows the importance and the principal demand of action while dealing with students or staff due to their background, race, colour, creed, sex and sexuality. Thus everybody is given the opportunity to have equal access to our training resources, to excel within the College's framework and policy.

The procedures enclosed within this policy will ensure that all persons involved with Cranbrook College are treated with respect, courtesy, integrity and equality of opportunity in all aspects of their contact with us.

Our policy is to ensure that no person associated with Cranbrook College receives less favourable treatment on the grounds of: - gender, racial or ethnic origin, nationality, religion, marital status, age, disability, ability in numeracy or literacy, behavioural or learning difficulties, sexual orientation or preference, unemployment, language, culture or social background, or for any other identifiable discriminatory cause.

Your success and our success can be best achieved on the basis of mutual respect for what we each bring to our common tasks, valuing the experience, knowledge, culture and understanding which we each contribute.

Diversity Cranbrook College do not make any differences in recognising that everyone through their unique mixture of skills and experience are unique and has their own valuable contribution to make.

Cranbrook College welcomes variety, and also seeks to ensure any individual's talents are utilised and most importantly, always valued.

Monitoring and Review, and Equality and Diversity policies are reviewed annually.

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## **5.0 FACILITIES AT CRANBROOK COLLEGE**

### **Staffing, Tuition and Support**

- >> All teaching staff is academically qualified in their areas of expertise;
- >> There are variety and different mix of staff on the teaching programmes;
- >> All staff has access to teaching guides (if Applicable) where changes in course structure etc;
- >> There are adequate facilities at Cranbrook College to provide contingency cover in case of absentees/emergencies;
- >> As part of our developmental programme the Assessor, Internal Verifier and other members of teaching staff regularly attend conferences / seminars and more of the teaching staff will featuring on such resourceful, practical conferences in future.

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## 6.1 QUALITY ASSURANCE POLICY

### ***Statement of Principles***

The quality assurance policy will comply with the basic principles of ethics, legality, prudence, equality, safety, timeliness, fairness, transparency and simplicity.

In order to ensure that, in a manner compatible with our principles, quality delivery and continuous improvement permeates our culture, it is our policy to:

- Through our self-assessment framework, regularly monitor and demonstrate the extent to which Cranbrook College teams comply with agreed best practice and meet pre-determined performance standards.
- Through Assessors, engage individuals and teams in appropriate training and development activity which disseminates good practice and enhances their ability to achieve and exceed pre-determined standards of performance.
- Involve all Cranbrook College staff appropriately in the ongoing identification of and commitment to practices, procedures and standards which lead to achievement of our agreed primary outcomes and which serve all other Cranbrook College policies.

### **Plagiarism and Malpractice Policy**

What constitutes plagiarism or cheating?

If you submit an assignment that contains work that is not your own, without indicating this to the assessor (acknowledging your sources), you are committing 'plagiarism' and this is an offence. This might occur in an assignment.

This list is not exhaustive and other instances of malpractice may be considered by Cranbrook College at its discretion:

- Plagiarism of any nature
- Collusion by working collaboratively with other learners to produce work that is submitted as individual learner work
- Copying (including the use of ICT to aid copying)
- Deliberate destruction of another's work
- Fabrication of results or evidence
- False declaration of authenticity in relation to the contents of a portfolio or coursework
- Impersonation by pretending to be someone else in order to produce the work for another or arranging for another to take one's place in an assessment/examination/test.

If malpractice is found in the student's work Cranbrook College will:

- Inform the individual of the issues and of the possible consequences
- Inform the individual of the process and appeals rights
- Give the individual the opportunity to respond
- Investigate in a fair and equitable manner
- Inform the awarding body of any malpractice or attempted acts of malpractice, which have compromised assessment. The awarding body will advise on further action required
- Penalties should be appropriate to the nature of the malpractice under review
- Gross misconduct should refer to learner and staff disciplinary procedures.

## **Plagiarism and Malpractice Policy**

This policy is reviewed yearly.

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## **6.2 INTERNAL VERIFICATION**

In order to ensure quality assurance, the College has facility of qualified and experienced Assessors to carry out the learning progress of the students as per the requirements of the awarding body of such programme.

To support all the Teaching / Assessing staff on their daily duties.

To hold meetings with Teaching / Administration staff and students from time to time.

Liaise with professional and other relevant bodies concerning changes and recent development taking place and the effects of these on the students, staff and College in general.

To ensure that teaching materials, lecture notes and delivery systems meet up to prescribed standards.

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## **7.0 STUDENT SUPPORT SERVICES**

### **Learning Support**

- >> We provide quality Tutors, Assessors and Internal Verifiers.
- >> We also take regular feedback and help students in their grey area.
- >> We also provide tutorial support as an add-on package and add-on reading material.

### **Audio-Visual**

Most of faculty members, deliver their lectures by using various mode of presentation, such as power point, white board and overhead instruments.

In addition, we are planning to invest substantial amount of capital to introduce intranet, multimedia system with audio lecture.

## **Careers counselling**

Provide a range of facilities designed to help students make educated and informed decisions about their futures after graduation. Students of all years are encouraged to use the service. We help students make choices about work and further study. We provide one-to-one careers interviews and a wide variety of careers information resources

We know that one of the factors that will be important to you when you consider the cost of studying at Cranbrook College will be the advantage it will give you in getting a job when you have completed your course.

This is our unique approach towards the real world means our dedicated team will assist students in following areas.

- >> Assist in writing a resume and cover letter in English.
- >> Explore career profile through self-assessment worksheets and exercises.
- >> Help target potential employers for jobs, internship and permanent employment.

## **Library and Information Services**

Cranbrook College provides the library, computer, telephone and media services for all staff and students. Search the Cranbrook College Library web catalogue; access online Moodle, Internet resources and Important Links.

## **Electronic Mail and the Internet**

Misuse of the e-mail/Internet can expose the College to significant risk. Therefore, you must only use e-mail and access the Internet on authorised and recognised business. Care must be taken when attaching documents to ensure there is no infringement of copyright and you must not disclose confidential information.

You must not send or download defamatory, offensive or pornographic e-mail.

Copies of e-mail should be retained where appropriate (as e-mail is a form of documentation which could be 'discoverable' in legal proceedings).

You are reminded that e-mail is not 'private' and the College reserves the right to access e-mail and audit the use of the system.



## **Computer Software**

Due to potential virus infection and consequent damage to the business information system, the students are not allowed to load any software into any computer system without the prior approval of management. Consideration for approval will only be given after virus scanning.

Virus protection software is maintained and periodically updated.

It is mandatory that you re-boot your PC daily with the anti-virus software to ensure that no viruses are present.

Under no circumstances must you download games or free issue software onto College equipment.

If a specific application programme is necessary for your work, then it will be purchased by the College for your use.

You must not make 'pirate' copies of College owned software for use by other persons either inside or outside the College. This not only breaks College rules, it is an illegal practice.

Failure to comply with any procedure will give rise to disciplinary action being taken against you, and this could include dismissal from your course.

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## 8.0 DATA PROTECTION

The Data Protection Act 1998 is concerned with the processing of computerised and manual information about personal data and gives rights of access to the individuals who are the subject of that information. Further, the Act places certain obligations on the Organisation's data user, in respect of the personal information it processes or causes to be processed on its behalf by third parties.

Cranbrook College is registered under the Data Protection Act 1998. Data collected about learners will be used for educational administration, guidance, research and health and safety purposes. Data will be shared with other organisations directly or indirectly associated with and in accordance with our data protection notification.

Please be aware that enrolling on a course gives consent to Cranbrook College to hold and use information about you as stated above. If you do not wish to give this consent, then Cranbrook College may not be able to offer you a course place and may withdraw any offer already made. If you have any concerns about this, please contact us by email on: [info@cranbrookcollege.com](mailto:info@cranbrookcollege.com)

### Information Security

You must take the appropriate steps to guard against unauthorised access to, alteration, accidental loss, disclosure or destruction of data.

Under no circumstances should you divulge your password to anyone else nor should you gain access or attempt to gain access to information stored electronically which is beyond the scope of your authorised access level.

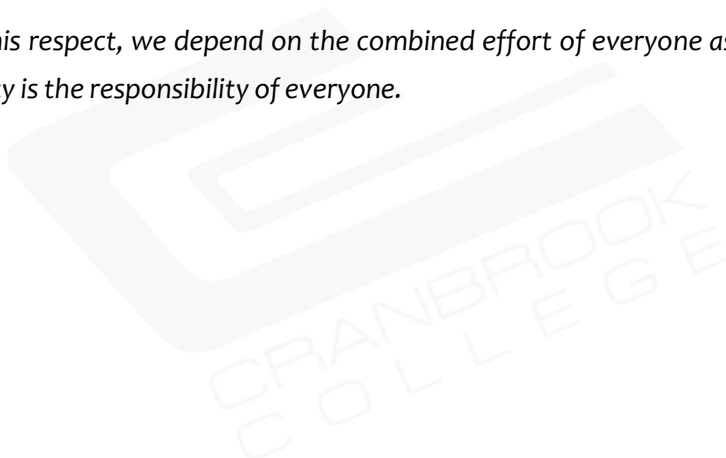
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## **9.1 HEALTH AND SAFETY DECLARATION**

*At Cranbrook College, Health and Safety is our main priority. We want to promote a working environment which is healthy and safe for all staff, students and visitors.*

*We believe that an excellent college is by definition a safe college and since we are committed to excellence, it follows that minimising risk to people, physical resources and our good reputation in our field it is inseparable from all other organisational aims and objectives.*

*And in this respect, we depend on the combined effort of everyone as Health and safety is the responsibility of everyone.*



**Centre Manager**

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## 9.2 HEALTH & SAFETY POLICY AND PROCEDURES

1. Cranbrook College recognises and accepts its responsibilities for Health and Safety as an employer and in particular the duties laid down in Employers' duties of Health and Safety at Work (NI) Order 1978. It also recognises and accepts its duties laid down in Articles 5 and 6 of that Order to persons other than their employees.
2. Cranbrook College will take all reasonable practicable steps to meet this responsibility and for those employed by it.
3. Cranbrook College will ensure that competent technical advice on Health and Safety matters is available, where this is necessary to assist management in its task.
4. Cranbrook College will co-operate fully in the appointment of safety representatives for non-teaching staff by recognised trade unions and will provide them, where appropriate, with sufficient facilities and training to carry out this task.
5. Cranbrook College reminds its employees of their own duties under Article 8 and 9 of the Health and Safety at Work (NI) Order 1978 to take reasonable care of their own safety and that of other persons.
6. To ensure the health, safety and welfare of staff, students and general public as far as is reasonably practicable, particular attention will be paid to the provision and maintenance of:-
  - 6.1 A safe place of work, safe access to it and safe exit from it;
  - 6.2 plant, equipment and systems of work that are safe;
  - 6.3 safe arrangements for use, handling, storage and transport of articles ;
  - 6.4 sufficient information, instruction, training and supervision to enable all staff and students to avoid hazards and contribute positively to their safety at the centre;
  - 6.5 A healthy working environment.

7. The Management Team will seek progressively and within resource restrictions to develop an on-going programme of positive health promotion for staff in response to its own and staff demands, utilising in-house and external expertise and including training, information and counselling aspects as appropriate. Although this section refers to staff, such measures specifically aimed at student/trainees will be introduced where required.
8. The Management Team of Cranbrook College will provide and maintain up-to-date information for all staff on potential hazards at work.
9. This policy is reviewed annually.
10. Cranbrook College recognises that students/trainees or staff with a disability may make different demands for Health & Safety provision. Such requirements will be treated with respect and addressed as a matter of priority.

This policy was Equality proofed.

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## 9.3 DUTIES OF STUDENTS / STAFF

- a. To take reasonable care to avoid injury to themselves and to other persons who may be affected by their activities.
- b. To co-operate with Cranbrook College so far as is necessary to enable them to comply with the health and safety duties imposed on them by statutory provisions.
- c. To refrain from intentionally or recklessly interfering with anything provided for their health, safety or welfare.

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## 9.4 FIRE AND EMERGENCY PROCEDURES

- a. Fire doors must never be wedged open.
- b. Emergency exits must only be used in an emergency and not for normal egress from the building.

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## 10.1 EMERGENCY EVACUATION

### Fire Evacuation Procedures

- a. In the event of the **FIRE ALARM SOUNDING** all personnel must evacuate the building immediately.
- b. Each member of staff must ensure that all students/trainees in their care evacuate the building.
- c. When the **FIRE ALARM SOUNDS** it must always be treated as a genuine emergency and the following procedures must be implemented:

## AT A CONTINUOUS RINGING OF THE BELL

- a. Leave the building (with your students/trainees, if applicable), as quickly as possible, taking the shortest route from your room, and assemble at the designated Fire Assembly Point.
- b. Staff must ensure they have their class register with them, if applicable.
- c. Remain at the designated Fire Assembly Point until you are advised it is safe to return to the main building.

**No one** must leave the Assembly points during an evacuation, either by foot or by vehicle - as this will make accountability very difficult. For the duration of the exercise cars will not be able to enter Cranbrook College facilities.

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### 10.2 FIRST AID

- a. Trained first-aid staff and equipment are available throughout Cranbrook College for the rendering of first-aid. Flor de Maria Thompson and Zaigham Manan are the First Aiders at Cranbrook College.
- b. Any student requiring medical help should inform the lecturer or other member of staff who will arrange assistance. Where treatment is considered to require the attention of a Medical Practitioner, the student will be directed to a Hospital.
- c. Any student requiring to rest due to a medical condition or wishing privacy for the administration of medical treatment must contact one of the First Aiders.

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### 11.1 DEFECTIVE EQUIPMENT/HAZARD REPORTING

- a. Students should immediately report any defect in equipment to the class lecturer or other member of staff.
- b. Students are encouraged to report any hazards they observe in and around Cranbrook College to a member of staff.

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## 12.0 LEARNER APPEALS PROCEDURE

### What is a complaint?

A complaint is where you feel that you have been dealt with unfairly or inefficiently.

### How can you make a complaint?

Learners wishing to appeal must do so within 14 days of receiving the disputed assessment decision.

### Stage 1

In the first instance we would encourage the learner to discuss his/her disagreement with the relevant staff concerned, at this stage, a verbal appeal is acceptable. If the disagreement cannot be resolved by discussion between the Assessor and the candidate then the candidate may make a Written Appeal using Cranbrook College Stage 1 Appeal form (available at reception).

The assessor should explain his/her rationale for the decision that is being disputed. The assessor is required to record an overview of the appeal and the outcome of the discussion and forward this to the Lead Internal Verifier.

### Stage 2

If candidates remain dissatisfied with the assessment decision and wish to challenge the outcome of Stage 1, then they are required to appeal in writing to the Internal Verifier, Cranbrook College, 180c Cranbrook Road, Ilford, IG1 4LX using the Cranbrook College Stage 2 Appeal form (available at reception).

Cranbrook College will write to the candidate to acknowledge receipt of the appeal within 10 working days and outline the course of action to be taken.

The written complaint will be forwarded to the Internal Verifier to assess the Assessor. The Internal Verifier will write to the learner with a date for a formal meeting to discuss the findings and a decision as to whether the appeal was justified. The Internal Verifier will convey the outcome of the appeal and the reasons for that outcome in writing to the candidate on his/her decision.



### **Stage 3**

If the learner has exhausted Stage 1 and Stage 2 and is still not satisfied with the decision s/he may proceed to Stage 3. This appeal must be in writing to the Awarding Body and must be accompanied by copies of all the documentation used in Stage 1 and Stage 2.

### **Stage 3**

If the candidate is not satisfied with the decision made in Stage 3, s/he can proceed to Stage 4 by appealing to the Ofqual. All candidate appeals will be acknowledged and investigated to establish facts and evidence supporting the appeal to Ofqual.

**The Ofqual decision will be final.**



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## 13.1 KEY CONTACTS INFORMATION

**Cranbrook College Health & Safety Officer:** Zaigham Manan

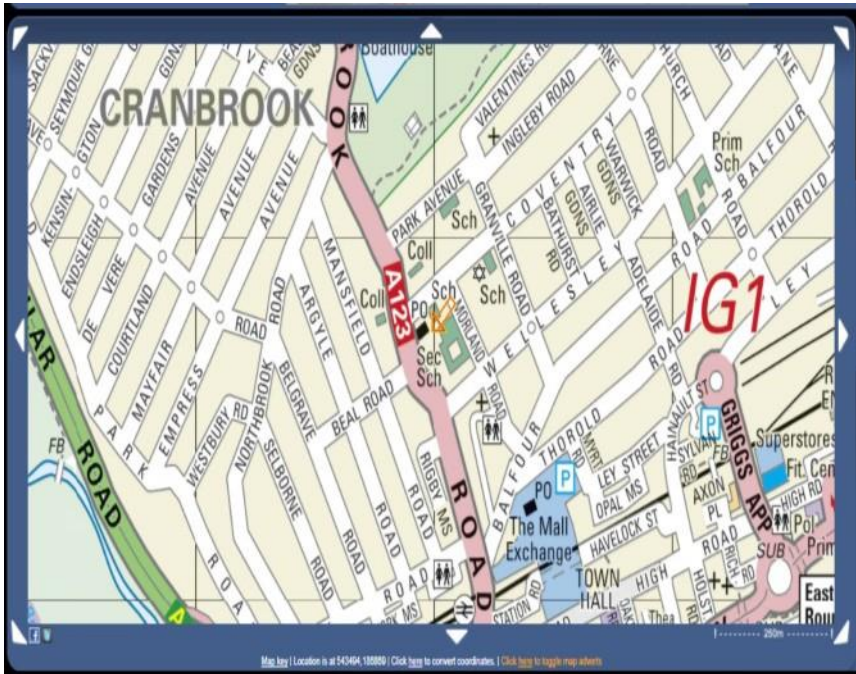
### First Aiders and Fire Marshals

<b>Name</b>	<b>Location</b>
Zainub Khan	Reception
Zaigham Manan	Main Office

**Emergency:** Dial 999



## 13.2 MAP OF CRANBROOK COLLEGE



180C Cranbrook Road, Ilford, Essex, IG1 4LX

## 13.3 GETTING TO CRANBROOK COLLEGE

### Directions

Acculearn Training is located in the Centre of Ilford and is accessible from a number of buses also by British Rail (Ilford Overground Station)

A Bus Route map is available for your convenience.

#### Buses from Ilford

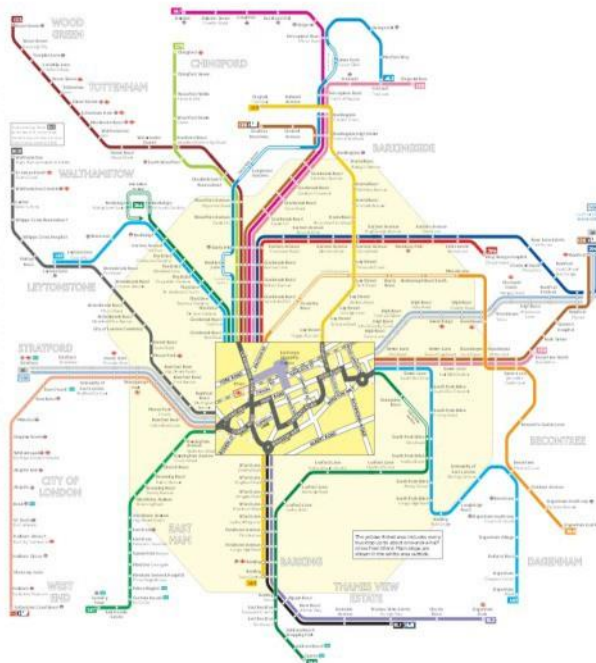
##### Route Finder

##### Day buses including 24-hour routes

Bus route	To/From	Bus stops
25	Waltham Court Road	0 0 0 0
86	Woodford	0 0 0 0
123	Woodford	0 0 0 0
124	Woodford	0 0 0 0
145	Woodford	0 0 0 0
147	Woodford	0 0 0 0
150	Woodford	0 0 0 0
167	Woodford	0 0 0 0
169	Woodford	0 0 0 0
173	Woodford	0 0 0 0
296	Woodford	0 0
364	Woodford	0 0 0 0
366	Woodford	0 0 0 0
396	Woodford	0 0
462	Woodford	0 0 0 0
418	Woodford	0 0 0 0
412	Woodford	0 0
W19	Woodford	0 0 0 0

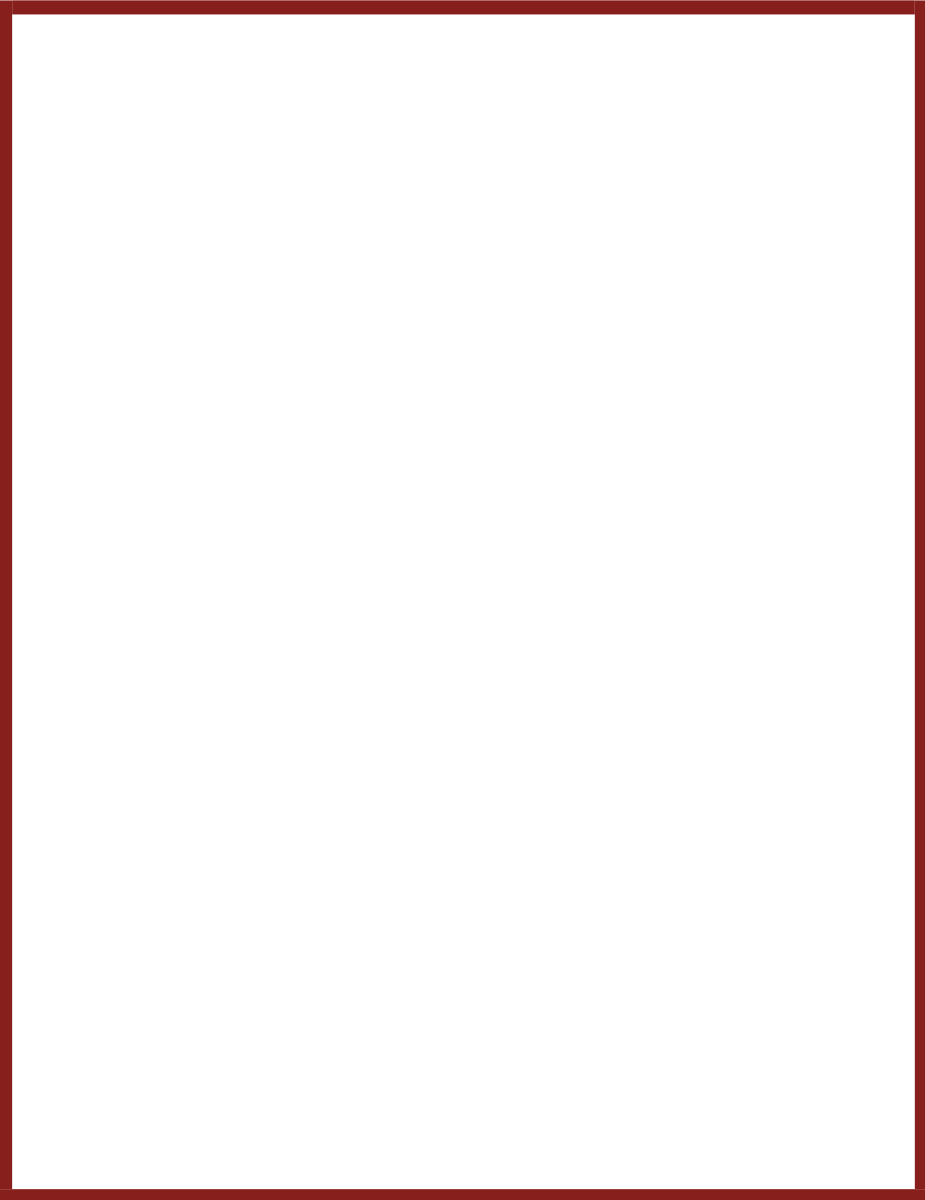
##### Night buses

Bus route	To/From	Bus stops
N86	Woodford	0 0 0 0
19	Woodford	0 0 0 0



© Transport for London TfL, (1993,04,19)17  
Information correct from 17 April 2010

**NOTES:**

A large, empty rectangular box with a thick, dark red border. The interior of the box is white and completely blank, providing space for handwritten notes.



